

WATER SHUT OFF & TURN ON PROCEDURES

1. Water shut offs shall be scheduled Monday - Friday between the hours of 9 am and 3 pm.
2. All water shutdowns will be arranged through the MVP management office (administrative Assistants) during the times indicated above at least 48 hours in advance except for emergencies. Emergencies will be handled on a case by case basis and will only be approved by the General Manager if absolutely necessary or if imminent water leaks are a threat to the property.
3. The following procedures will be followed in scheduling a water shutoff/turn on:

Shut off Procedures:

- ✓ On the day of the shutoff the requestor (resident / owner / agent / plumber) must contact the management office once ready to turn off water. Office will then contact maintenance department to have water shutoff. Maintenance should coordinate with requestor on whether ready to shutoff then water will be turned off.

Turn on Procedures:

- ✓ Once requestor is ready to have water turned back on, must call MVP office and we will contact maintenance department to turn water on. Maintenance will coordinate with requestor until requestor is satisfied and no longer needs to turn water off or on.

4. The resident or designated representative must be present at the unit during the duration of the water shut off and turn on period.
5. We require that Licensed Plumbers be used to do any work needing water shut off. Please be sure to sign the **RELEASE OF LIABILITY** section on the form before we can proceed with scheduling water shut off.
6. Licensed plumbers hired to perform plumbing services at Makaha Valley Plantation must also follow these procedures and arrange water shut offs through the management office as noted.

Under all circumstances these procedures will be followed unless otherwise indicated by the General Manager.

