

Start or Stop Water Service – Frequently Asked Questions

Starting or stopping your water service

To start or stop water service in The City of Boulder, please call utility billing office at 303- 441-3260. Once you stop your service, you will receive one final meter reading and final bill. There is a fee for final water meter readings.

Please contact Utilities Maintenance at 303-413-7100 between 7 a.m. and 3:30 p.m. Monday-Friday for assistance turning off residential or commercial water service for maintenance reasons. If you have an emergency and need water turned off after hours, please call 303-441-3249.

Property sales

For property being sold in the City of Boulder a final water meter reading should be requested by the title company handling the transaction. To request a final meter reading, you can complete a [Property Transfer Form](#). Please email the completed form to utb@bouldercolorado.gov or fax it to 303-441-4089. There is a fee for final water meter readings.

Do not attempt, under any circumstances, to operate a city water valve or to open your water meter pit and operate the meter pit valve.

The city recommends water customers know the location of the water shutoff valve inside your house or business (different from the water meter valve) and how to shut off water in case of an emergency, such as broken or [Frozen Water Pipes](#). This knowledge can help prevent extensive and expensive damage to your property.