

# Emergency Call Guidelines

An Emergency Call is a call received after regularly scheduled business hours that cannot be resolved the following business day. Most emergency calls will be taken care of the following business day unless the call is received during the weekend. The individual filtering the call will assess the situation via the phone conversation and schedule the call.

The following items are considered Emergency Calls:

- Any pressure leak causing structural or property damage that cannot be isolated.
- A water leak which leaves the occupants with **no** water. (Example: A leak under the house or in the yard that requires the water to be shut off.)
- A stoppage of either the entire drainage system or a major portion of it causing it not to drain properly. This can potentially cause major damage throughout the home if not called in to our company immediately upon discovery.
- **NO HOT WATER<sup>1</sup>** – if the call is received anytime Monday through Thursday after regularly scheduled business hours, the service call will be scheduled for the following business day. If the call is received after business hours on Friday and before 12:00 noon on Sunday, we will schedule a time for the service call as soon as possible. If the call is received after 12:00 noon on Sunday, we will schedule a service call for Monday.

<sup>1</sup> For troubleshooting of your water heater, see “I don’t have any hot water. What can I do?” on our Frequently Asked Questions (FAQ) page.

Please do not hesitate to contact us at anytime if you feel you have a plumbing emergency. We are always willing to discuss your problem and determine if you have an emergency that warrants a service call to your home.