Plumbing Emergency Quick Guide

What to do first, before the plumber arrives

Burst Pipe

- **Shut off the main water valve immediately.** Every minute costs gallons.
- Open the lowest faucet (outdoor spigot, garage utility sink, or laundry tub) to drain the lines.
- If you can reach the breaker panel without standing in water, switch off the water heater (or turn a gas heater's control to OFF) and any circuit near the leak. Never touch switches or cords while standing in water.
- Contain water with towels, buckets, or a wet/dry vacuum.
- Call Sweetwater Plumbing at **(909) 312-4516**.

Overflowing Toilet

- Close the shut-off valve behind the toilet (turn clockwise until it stops).
- If the valve is stuck, lift the tank lid, push the flapper down to seal it, and lift the float to stop the tank from refilling.
- Plunge with a flange plunger using firm, steady strokes.
- If it won't clear, stop and try a toilet auger.

Sewer Backup

Multiple drains gurgling, toilets bubbling when you run the washer, or sewage coming up in the lowest drain means your main sewer line is blocked. **Stop using all water immediately:** every flush makes it worse. Call Sweetwater Plumbing at **(909) 312-4516**: we clear the line and run a camera through it.

Water Heater Leaking

A puddle around the base often means the tank has failed. Shut off the cold-water supply valve at the top of the heater, kill power (breaker for electric; gas control to OFF for gas), and call Sweetwater Plumbing at **(909) 312-4516**. A fully ruptured tank can release 40+ gallons fast.

No Water at All

Check whether your neighbors have water. If they're out too, it's a municipal issue. If only you're out, make sure the main valve hasn't been closed. Can't find the cause? Call Sweetwater Plumbing at **(909) 312-4516**.

Smell gas?

Leave the house first and call SoCalGas at **1-800-427-2200** and **911** from outside. Don't flip switches. Shut the gas off at the meter only if it's safe, from outside. Once it's safe, call Sweetwater Plumbing at **(909) 312-4516** to find and repair the leak and pressure-test the line.

Emergency Numbers: fill in & tape inside a cabinet

Sweetwater Plumbing (24/7)	**(909) 312-4516**	**Sweetwater text line**	**(909) 247-6791**
SoCalGas leak hotline	**1-800-427-2200**	**City water department***	

** Find your Inland Empire city water department number at **sweetwaterplumbing247.com/guides***