Plumbing Quick Guide

Shut-off valves, emergencies, and when to call a pro

Know Your Shut-Off Valves

Find these this week and label them. When water is spraying at 2 a.m., you won't have time to learn.

- **Main water shut-off:** in Inland Empire homes, usually outside on an exterior wall near the front hose bib, in the garage, a utility closet, or a curb box. Ball valve (quarter turn) or gate valve (turn clockwise).
- **Fixture valves:** under every sink, behind every toilet, at the washer and dishwasher. Isolate one fixture without killing the whole house.
- **Gas shut-off:** at the meter outside; a quarter turn so the tab sits crosswise to the pipe. Once it's off, only SoCalGas should turn it back on. If you smell gas, follow the steps in the red box below.

Emergency First Response

- **Burst pipe:** shut off the main valve, drain the lowest faucet, turn off the water heater (never touch electrics while standing in water), contain water, call us.
- **Overflowing toilet:** close the valve behind the bowl, plunge with a flange plunger, try an auger if needed.
- **Sewer backup:** stop using all water immediately and call Sweetwater to clear the line.
- **Water heater leaking:** shut the cold inlet, kill power or gas, and call us. Don't delay.

When to Call Sweetwater Plumbing

- Anything behind walls, ceilings, or floors
- Sewer backups or recurring slow drains throughout the house
- Suspected slab leaks: warm floor spots, running water with everything off, water-bill spikes
- Water heater replacement
- High water pressure: pressure runs high across Southern California, so have your pressure regulator tested yearly
- Low pressure house-wide, or persistent discolored water

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***