

The Homeowner's Plumbing Emergency Checklist

Stay calm. Limit the damage. Know exactly what to do.

A no-panic, print-and-keep guide for the moments when water is going where it shouldn't. Follow these steps in order to protect your home and your wallet before the plumber arrives.

THE 5 THINGS TO DO FIRST — IN ANY PLUMBING EMERGENCY

1. Shut off the main water valve
2. Cut power near any standing water at the breaker
3. Drain remaining pressure from a low faucet
4. Photograph everything for your insurance claim
5. Call a licensed 24-hour plumber

Download it any time at emergencyplumber.id/download

First response by emergency type

Find your situation and follow the steps. When in doubt, shut the water and call a pro.

Burst or leaking pipe

Shut the main valve · open a low faucet to drain · clamp/tape as a stopgap · move valuables · call a plumber.

Sewage backup

Don't flush anything · keep people & pets away · ventilate · this is a health hazard — call a pro, don't DIY.

Flooding / standing water

Cut power to the area first · stop the source · remove water fast · run fans to prevent mold within 24–48h.

Water heater leak

Turn off the supply and the power/gas · if you smell gas, leave and call from outside · don't relight the pilot.

Overflowing toilet

Push the flapper down to stop flow · close the shut-off valve behind the toilet · don't flush again · plunge gently.

Your prevention checklist

Do these once and you'll handle the next emergency far better. Tick them off:

- ☐ Locate your main water shut-off valve — and make sure everyone home can find it
- ☐ Tag the valve so it's obvious in a panic
- ☐ Know where your electrical breaker panel is and which switches kill wet areas
- ☐ Keep a pipe repair clamp, self-fusing tape and a wet/dry vac in the house
- ☐ Install water-leak alarms under sinks, the water heater and behind the washer
- ☐ Check exposed pipes each fall and insulate them before the first freeze
- ☐ Save a licensed 24-hour plumber's number in your phone now, not during a flood
- ☐ Photograph your plumbing and appliances so 'before' condition is documented

What a fair emergency quote looks like

- ☐ A clear call-out fee stated up front, before any work begins
- ☐ The price confirmed in writing — not 'we'll see when we're done'
- ☐ Licensed & insured, with a written scope for the repair
- ☐ A separate, itemized estimate for any water-damage restoration

After the emergency: insurance & recovery

- ☐ Sudden, accidental water damage (like a burst pipe) is often covered — gradual leaks usually aren't
- ☐ Photograph and video everything before you clean up
- ☐ Keep receipts for emergency repairs and any temporary fixes
- ☐ Contact your insurer early and get a claim number
- ☐ Dry the area within 24–48 hours to prevent mold; consider professional restoration

Facing an emergency right now?

Don't let water damage spread. Get connected with a licensed, insured 24-hour plumber in your area — free, no obligation.

Get a free quote → emergencyplumber.id