



BEFORE YOU PAY EMERGENCY PRICES

Check for danger. Stop the damage. Decide what can wait.

Keep this near your main water shutoff.

01 IS ANYONE IN DANGER?

LEAVE THE AREA. CALL 911 + THE UTILITY.

- Gas odor, hissing, or a CO alarm
- Water near electrical equipment
- Fire, smoke, or immediate danger

02 WATER STILL SPREADING?

SHUT OFF THE WATER. GET URGENT PLUMBING HELP.

- Burst pipe or spraying water
- Water or sewage still spreading
- Several drains backing up
- An overflow will not stop

03 SAFELY CONTAINED?

STOP USING IT. SCHEDULE DURING NORMAL HOURS.

- Leak stops when the valve closes
- Drip or running toilet; no overflow
- One fixture clogged; another works
- No leak, gas, or electrical concern

60 SECOND DAMAGE CONTROL

THE C.A.L.M. PLUMBING PROTOCOL

CLOSE

the nearest shutoff valve or the main water supply if possible.

AVOID

using affected sinks, toilets, showers, or appliances during a backup.

LEAVE

Any area with sewage, wet electrical equipment, and standing water.

MINIMIZE

Further damage. Call 911 or the utility for danger; once contained, call a plumber.

Take photos before cleanup when it is safe. Control the damage—do not attempt a permanent repair without consulting a licensed plumber.

FIND IT NOW, NOT DURING A LEAK

UTILITY SHUTOFF + EMERGENCY INFO

Ask your technician to show you these locations. Write them down and take a photo of each one.

MAIN WATER SHUTOFF >

WATER HEATER WATER SHUTOFF >

MAIN SEWER CLEANOUT >

GAS UTILITY EMERGENCY #

WATER UTILITY EMERGENCY #

INSURANCE CARRIER / POLICY #

TECHNICIAN: _____ DATE: _____

WATER SHUTOFF SHOWN TO HOMEOWNER: ☐ YES

GAS SHUTOFF SHOWN: ☐ YES

TRUST US

NOT EVERYTHING IS AN EMERGENCY

We judge urgency by the condition in your home. If the problem can be safely shut off and contained, we can help walk you through the process and schedule repairs or replacement for the next business day.

If water is still spreading, sewage is entering the home, or someone may be in danger, we will tell you clearly that the problem should not wait.

“THE RIGHT PLUMBER STARTS WITH THE CONDITION IN YOUR HOME, NOT THE PRICE OF THE SERVICE CALL.”

-GOTTA GO PLUMBING

CALL TO CHECK AVAILABILITY

270-238-5752

MONDAY-FRIDAY | 7:00 A.M.–5:00 P.M.

Service during posted hours. Not a 24/7 service.

Request service anytime: gottagoplumbing.com/request-service

Serving Western Kentucky and Southern Indiana



SCAN TO REQUEST

OUTSIDE POSTED HOURS: Contain the problem when possible. If active damage cannot be stopped, contact an emergency plumbing provider.

General safety guide only. It does not replace 911, utility instructions, qualified gas or electrical service, or an on-site plumbing diagnosis. If conditions are unsafe, leave the area and call the appropriate emergency service or utility.

KENTUCKY MASTER PLUMBER LICENSE #M8523
INDIANA PLUMBING CONTRACTOR LICENSE #C052600017