

# Brooklyn Park Plumbing Before-You-Call Checklist

Use this to gather the details that help a plumber triage frozen pipes, leaks, sump issues, drains, and water heaters.

## Immediate safety steps

- For a burst pipe or active leak, shut off the main water valve first, then open faucets to drain pressure.
- For sewage backup, keep people and pets out of the area and avoid running more water.
- For water near electrical equipment, do not step into standing water until power risk is controlled.

## Problem details to collect

- Which fixture or area is affected: kitchen, bath, basement, laundry, water heater, sump pit, main drain, or exterior line.
- Whether the issue is no water, no hot water, slow drain, backup, active leak, frozen pipe, or pump running nonstop.
- When it started, whether it is getting worse, and whether recent cold weather, thaw, rain, or laundry use triggered it.
- Home age, pipe material if visible, and whether there has been prior sewer, sump, or water heater work.

## Checks that are usually safe

- Locate the main shutoff near the water meter, usually in the basement on the wall facing the street.
- Open the affected faucet if a pipe may be frozen, then apply gentle heat only if the pipe is accessible.
- Check whether the sump pump has power and whether the float is stuck, without reaching into unsafe water.
- For no hot water, note whether the water heater is gas or electric and whether other gas appliances work.

## Photos that help

- Main shutoff, water meter, leaking pipe, frozen section, sump pit, discharge pipe, or water heater data plate.
- Water level in the sump pit, visible sewer backup, ceiling stains, or pooling water.
- Any prior invoice, warranty, or insurance claim document.

### Call notes

Date/time: \_\_\_\_\_ Callback number: \_\_\_\_\_

Technician/company: \_\_\_\_\_ Earliest access: \_\_\_\_\_

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