

EMERGENCY RESPONSE LINE – After hours

When the office is closed dial **1-877-421-5649**

Please follow these necessary steps *before* calling the emergency line:

1. Plumbing Problems:

- a. Leaks: Turn off the main water handle, usually located at the front wall, basement level near the water heater. Check for source of leak. (In winter, check the outside spigot line.) The air conditioning condensate can leak in the summer, necessitating turning off the A/C pending service. Mop up standing water. WSSC Water Service Emergency Line: (301) 206-4002
- b. Water shortages/loss of pressure. If you have one or more working toilets or showers, a non-working toilet or shower is NOT an emergency. Often plumbing work done by WSSC can cause a variety of changes to water functionality. Please call the local WSSC line: (301) 206-4001.

2. Hot Water Heater: Determine if heater is gas or electric. A gas heater may need to have the pilot lit (follow directions on the outside of the heater). If the heater is electric, check circuit breaker box for a breaker in the “off” position” and reset. Service is scheduled for the next business day.

3. Overflowing Toilet: Turn off the water supply to the toilet at the wall. Use a plunger to clear the stoppage. Mop up any standing water.

4. Ceiling Leak: It may be necessary to make a finger-sized hole in the ceiling to allow water to come straight through (place a bucket under the drip), thus avoiding a wetting of the ceiling and possible collapse as well as additional water damage.

5. Heating Problems:

- a. Heat Pumps: At the thermostat, move the selector to the “emergency heat” setting. This will provide heat until service is possible.
- b. Gas Furnace: Check that the pilot light is on and re-light if necessary. Call the gas company for general assistance. *Call immediately if you smell gas.* *** Washington Gas - Customer Service: (703) 750-1000 ***

6. Electrical Outage: Check electric service/circuit breaker box for a tripped breaker or GFI (Ground Fault Interrupter) found within electrical outlets in bathrooms, kitchens and reset. For whole house outages contact PEPCO (202-833-7500) or local electric utility company for possible area outage.

7. Air Conditioning: An A/C malfunction *is NOT considered an emergency unless* AC reads higher than 82 degrees. First check circuit breaker box(s) for a breaker in the “off” position (reset). Service is handled on the next business day for all non-emergent A/C malfunctions.