



877.405.1750 or 866.654.7992

July 18, 2012

How to Handle a Water Emergency

Preparation is the key when it comes to emergencies. Knowing what to do in case of a water emergency can keep a small inconvenience from turning into a costly nightmare.

Review these emergency scenarios with all your family members and practice them together.

Leaks Inside or Outside the House

In case of an emergency, such as a burst pipe, quickly close the main water shut-off valve to prevent costly flood damage.

Your main water shut-off valve controls all of the water coming into your house. Everyone in your home should know where the valve is, and know how to turn it off.

It's often located near the water meter inside the water meter pit.

After you've closed your shut-off valve, contact a licensed plumber as soon as possible.

Southwest Water advises keeping the telephone number of a plumber on hand.

If any damage occurs you may want to contact your insurance company.

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Remember: Do not touch wet electrical fittings.
If leaking water comes into contact with electrical outlets or wires, do not go anywhere near it.

Turn off the power to those devices at the circuit panel and call a licensed electrician to assist you with electrical systems.

No Tap Water

Southwest Water takes great pride in the service they provide to you.

On rare occasions when they must interrupt your water service to improve or maintain the system, they will notify the Harbor Point Office or Gate in person, and the HPPOA will notify the E.I.D (Emergency Information Distribution System) Staff at www.harborpointresort.com as well as place a sign at the entrance to the front gate. (The Same When Cleared)

Southwest Water makes every effort to avoid inconveniencing their customers with water shutoffs, but sometimes these circumstances are out of their control. They don't know when a water main might break or when electricity may go out at your water plant. If you do not receive a notice of planned temporary service interruption from Southwest Water and little or no water is running from your tap, contact their customer service department immediately and one of their representatives will assist you.

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Disaster Situations

In the event of a major disaster
(like a hurricane or an earthquake),
Southwest Water strive to supply their valued
customers with up-to-date information and advice.

During a crisis, you can obtain information by calling
Southwest Water's customer service department.

We may post updates and other information on the website
and we also work with local media to broadcast bulletins
on radio and television. Always follow the advice carefully.

Please know that during any emergency,
Southwest Water employees are
responding to the situation as fast as possible.

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