

Water damage: first steps

Keep this where everyone can find it. Check off only the steps that are safe for your situation.

Immediate danger? Get out and call 911. Stay out of floodwater, sewage and rooms with electrical or structural hazards.

1 / Keep people safe

- ☐ Move people and pets away from the affected area. Follow evacuation instructions.
- ☐ Do not touch wet outlets, appliances or electrical panels. Have a qualified professional make the area safe.

2 / Get the right help

- ☐ For a plumbing leak, close the known water shutoff only if you can reach it safely from a dry area.
- ☐ Call a plumber for the source and a restoration team for the damage. Tell them if sewage or floodwater is involved.
- ☐ Wait for professional advice before using fans, equipment or opening walls when contamination is possible.

3 / Start a simple record

- ☐ From a safe area, note when the damage was discovered and which rooms are affected.
- ☐ Photograph what you can safely see. Contact your insurer and keep receipts and call notes.

Water shutoff location

Plumber / emergency number

Damage found: date / time

Restoration visit / next step

Reference: National Weather Service: After a flood
Reference: EPA: Mold, moisture and your home