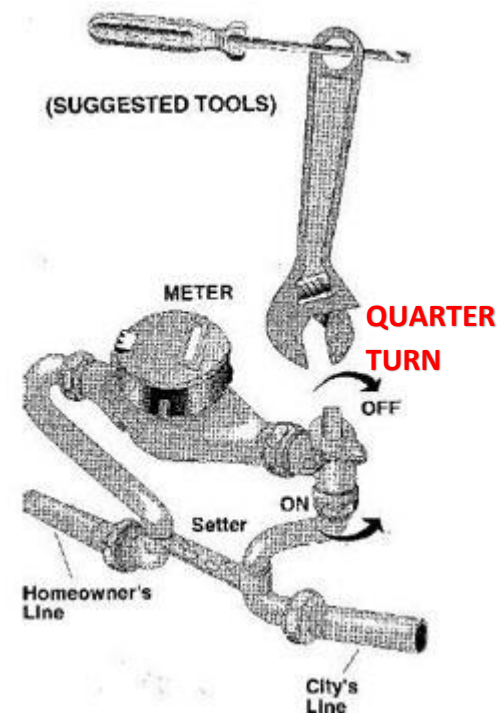
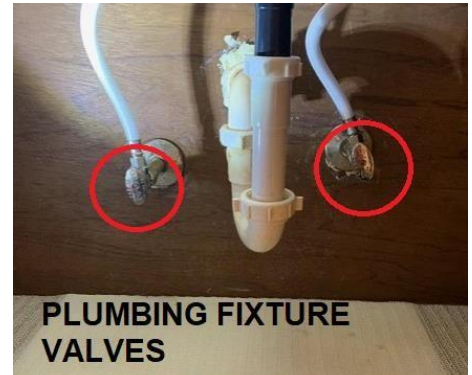


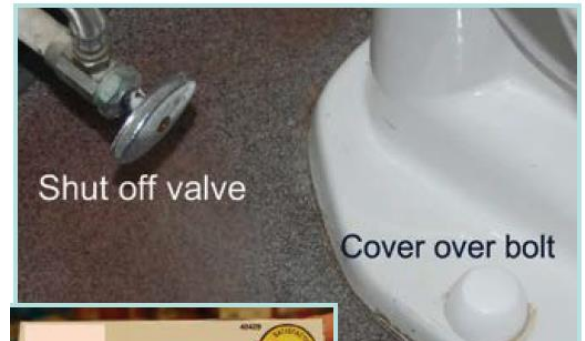
Troubleshooting an after-hours leak or burst pipe

- If a leak is noticed within your home/building, isolate the leak and call a plumber at your first opportunity. Leaks from fixtures such as a sink or toilet can be isolated by closing the valve at the fixture.
- If a leak is more serious, such as a leak within the walls or ceiling, you can stop the flow of water by turning the valve at the house **off**. This valve is located where your water enters your house and is typically located near an outside spigot.
- If the handle is pointed up or down, the water is typically flowing and the valve is **open**.
- If the handle is turned 90° to the pipe, then the valve is typically not flowing or **off**.
- If the flow of water can be stopped quickly, damage can be minimized.
- Should the valves mentioned above fail to stop the flow of water, Public Works personnel may be available for emergency response. Contact dispatch at 713-466-2118 and request Public Works on-call.
- Should a homeowner decide to turn water off at the meter themselves, please take into consideration that damage can be caused by improper operation.
- **Meter shut-off valves turn on and off through quarter turns.** Do not fully rotate valve, doing so will not stop the flow of water.

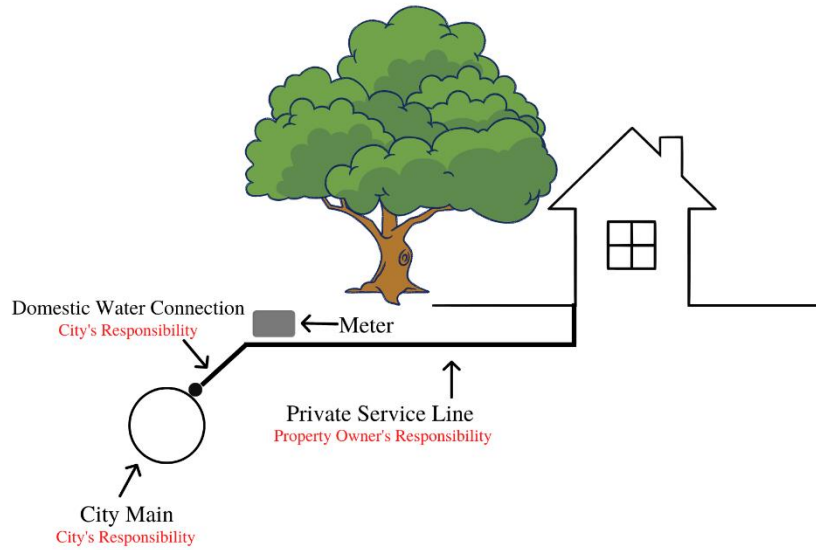


Troubleshooting an after-hours sanitary back up

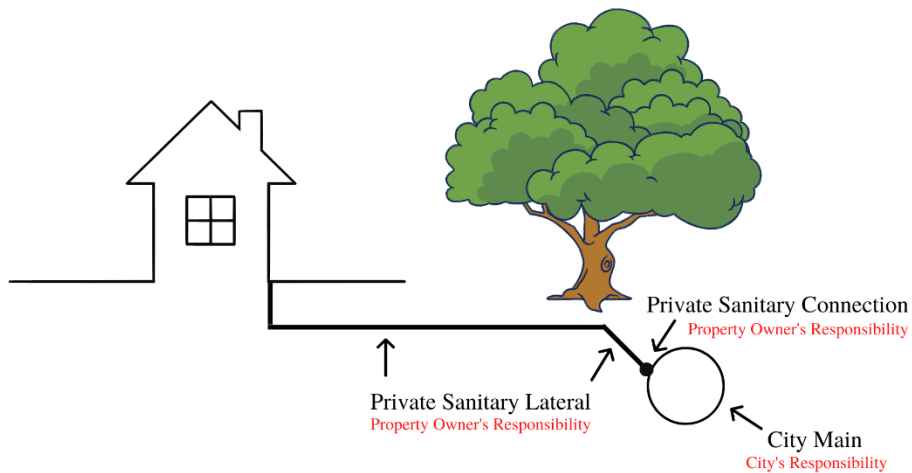
- If a sanitary back up is noticed within your home/building, call a plumber at your first opportunity.
- If you notice it's taking longer for water to drain from your sink or you're hearing gurgling noises when you flush the toilet, these abnormal functions **could signal the start of a clogged drain.**
- **Use a plunger** - the easiest and most available drain opener around. For small to medium-sized clogs, plungers do quick work on most any drain, including toilets and sinks.
- **Use a liquid drain cleaner** - to unclog a sink or bathtub. Do not use them on toilets, though. Liquid drain cleaners may eat through a toilet's wax seal on the bottom of the toilet and cause leaks.
- **A sewer line blockage will affect most or all of your plumbing in the entire house simultaneously,** rather than affecting just one drain. **To minimize damage, shut off all water supplies of your house and try to cover drain openings with material that can soak up liquid.**
- **Release pressure** - by turning off the water at the main supply. Find your sewer cleanout line in your yard. It's a short, white pipe three to four inches round and sealed with a screw-on cap. Once you've removed the cap, the pressure in the sewer line should release, forcing any water that has backed up into your home to drain.
- Public Works personnel may be available for emergency response. Contact dispatch at 713-466-2118 and request Public Works on-call.



Areas of responsibility



Typical Domestic Water Facility



Typical Sanitary Sewer Facility