

# Emergency Information

BEFORE calling for emergency services:

1) Furnace Outage

- a. Check for breaker switch that may need to be reset
- b. Check the thermostat to see if the heat switch is on
- c. Check that the gas valve is in the "open" position
- d. Check the tightness of the bottom cover of the furnace
- e. Check the manual switch on the furnace to be sure it's set to "on"

Note: Air conditioner outage is NOT considered an emergency

2) Water Leak

- a. Plumbing: Turn off the water valves to the affected areas. This can be located under sinks in the cabinets, behind the stools by the floor, etc.
- b. Roof, Windows, or Doors: It is extremely important to minimize the damage and call our office during normal business hours as soon as possible after discovering said leak. If after normal business hours, leave a message on the recorder complete with Name, Address, Phone Number and Description of the leak. You will be contacted the next business day to make arrangements for investigation and repair.

3) Gas Leak

- a. Turn off the gas valve to, at a minimum to the affected area of the whole house.

4) Electrical Outage

- a. Check the breaker box for tripped breakers
- b. Check and reset all GFI switches/breakers

In the event of an emergency after business hours, please use the following contact numbers:

<b>Heating</b> – Check the sticker	Aspen Air	515-257-8370
On your HVAC unit	Bussanmas	515-442-9081
<b>Plumbing</b>	Cook Plumbing	515-225-9532
<b>Gas Leak</b>	Mid American Energy	800-292-1836
	Grimes – Black Hills Energy	800-303-0752
	Waukee	515-987-4563
<b>Electrical Outage</b>	Mid American Energy	800-292-1836
<b>Smoke Alarms</b>	Bartlett Electric	641.745.9478

