

# Plumbing Emergency Intake Checklist

A free plumbing emergency intake checklist for capturing urgency, access, leak severity, and dispatch details faster when homeowners call under pressure.

Plumbing owners, CSRs, dispatchers, and after-hours answer teams

## GUIDE

A free plumbing emergency intake checklist for capturing urgency, access, leak severity, and dispatch details faster when homeowners call under pressure.

## WHAT THIS ASSET COVERS

- A question order for leak severity, shutoff status, location, and access
- Prompts for triaging active emergencies versus next-available service calls
- A handoff note structure for dispatch and technician prep

## USE THIS WHEN

1. Your team handles active leaks, backups, or water-heater failures
2. After-hours calls feel inconsistent or incomplete
3. You want cleaner notes for dispatch and technician arrival prep

## WORKING ASSET

## CAPTURE FIRST

- caller name and best callback number
- service address
- active leak, drain backup, or no hot water
- whether water has been shut off
- occupied or vacant property

## CLARIFY URGENCY

- active flooding now
- ceiling or wall involvement
- sewer or drain contamination
- elderly, child, or medical-risk occupant

## DISPATCH NOTES

- gate, buzzer, parking, pet, or access notes
- photo available or not
- preferred arrival window

## HANDOFF RULE

If active water is still running or safety is compromised, escalate immediately.

## DEPLOYMENT NOTES

### HOW STRONG TEAMS ACTUALLY USE THIS ASSET

- Assign one accountable owner instead of letting "Plumbing Emergency Intake Checklist" become shared but unmanaged work.
- Use it with plumbing owners, csrs, dispatchers, and after-hours answer teams in a weekly rhythm so the asset drives decisions rather than sitting in a folder.
- Decide in advance what counts as green, watch, and red performance so the team knows when to escalate.
- Capture learnings directly in the document every week so the asset becomes smarter over time instead of resetting to zero.

## BEST DEPLOYMENT SEQUENCE

- Your team handles active leaks, backups, or water-heater failures
- After-hours calls feel inconsistent or incomplete
- You want cleaner notes for dispatch and technician arrival prep

## WHAT SEPARATES A SERIOUS VERSION FROM A BASIC TEMPLATE

- Clear ownership for every step, not generic advice without accountability.

- Targets, thresholds, or decision rules that tell the team what good looks like.
- Specific working components: A question order for leak severity, shutoff status, location, and access, Prompts for triaging active emergencies versus next-available service calls, A handoff note structure for dispatch and technician prep.
- A built-in review cadence so the document becomes part of operations rather than a one-time download.