

EMERGENCY RESPONSE GUIDE



////// In the event of a fire, get to safety and call 9-1-1 *first!* \\\

WATER

1. Locate the **MAIN** water valve and shut it off, don't spend too much time looking for the source of the leak since it could be coming from multiple places.
2. Call ERX, **704-626-6800** for 24/7 Emergency Dispatch
3. Remove as much surface water using buckets, towels, a mop, etc.
4. NOTE: even if the surface appears to be dry, there could be underlying issues like:
 - a. Damaged Insulation
 - b. Microbial Growth (Mold)
 - c. Structural Damage
 - d. Carpet Damage
5. Make sure to winterize your home as the weather gets colder to avoid frozen pipes. Visit www.ERX247.com for more info.



FIRE

1. Once you and all occupants are safe, if you haven't already, call 9-1-1.
2. Keep outside area unobstructed, if possible, to allow emergency services access to the scene.
3. After the fire is extinguished, call ERX, **704-626-6800** for emergency board up services.



***THINGS CAN BE REPLACED.
YOU CAN'T.***

SHUT-OFF LOCATIONS

Gas: _____
Water: _____
Electric: _____

TIPS

1. Record your homeowner's insurance policy number by:
 - a. Taking a picture and keeping it on your phone
 - b. Emailing it to yourself
 - c. Save it using a smartphone note app
2. Develop & practice a fire escape plan.
3. Test your smoke alarm at least **once a month** & replace it after **ten years**.
4. Batteries last changed: _____
5. Visit usfa.fema.gov for more information on fire safety.