

# ACTIVE WATER LOSS:

If you are experiencing an active water loss or leak, it is crucial to take immediate action to minimize damage. Here are the steps you can follow:

1. **Locate the water shut-off valve:** Familiarize yourself with the location of the main water shut-off valve in your property. Typically, it is found near the water meter or where the main water supply enters the building.
2. **Turn off the water supply:** Once you've located the shut-off valve, turn it clockwise (or to the right) to shut off the water flow. This will stop the water from further leaking or causing damage.
3. **Assess the situation:** Examine the affected area to determine the cause of the water loss. Check for leaking pipes, faucets, toilets, or any other sources of water flow. Identify any visible damage or signs of leakage.
4. **Temporarily repair the leak (if possible):** If the leak is small and can be temporarily fixed, use materials such as pipe tape, sealants, or a bucket to contain the water and prevent further loss. However, keep in mind that this is a temporary solution, and you should still contact a professional plumber for permanent repairs.
5. **Contact a professional plumber:** It's crucial to seek the assistance of a licensed plumber who can assess the situation, identify the root cause, and perform the necessary repairs. They have the expertise and equipment to fix the issue properly, ensuring a long-term solution.
6. **Document the incident:** Take photos or videos of the affected area and any damage caused by the water loss. This documentation can be useful for insurance purposes or when filing a claim.

Remember, water loss can lead to significant damage, including structural issues and mold growth. Taking prompt action and involving professionals will help mitigate the situation and prevent further complications.