



**STEPPING  
STONES**

## Emergency Services

Should you experience an emergency such as loss of heat, electrical or plumbing leaks, please refer to the following trouble shooting tips before contacting the emergency contacts.

### Trouble Shooting Tips

#### No Heat

Before calling for service, check to confirm that the:

- Thermostat is set to “heat” and the temperature is set above the room temperature.
- Breaker on the main electrical panel is on (remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on).
- Filter is clean to allow proper airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Check exterior furnace exhaust is free from snow and ice.

Note: Please reference your furnace manual.

#### No Electrical Service in Your Home

Before calling for service, check to confirm that the:

- Service is not out in the entire neighborhood. If so, contact the utility company.
- Main breaker and individual breakers are all in the ON position (remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on).

#### No Water Service in Your Home

Before calling for service, check to confirm that the:

- Main shut off on the meter inside your home is open.
- Main shut off at the water heater is open.
- Individual shut-offs for each water-using item is open.

**PHELPS  HOMES**



See reverse for  
contact information



## **Emergency Services – Contacts**

### **Complete Loss of Heat**

Enbridge | 1-877-362-7434

### **Complete Loss of Electricity/Hydro**

Niagara Peninsula Energy | 1-877-362-7434

### **Complete Loss of Water**

Town of Lincoln | 905-563-8205

### **Complete Loss of Hot Water**

\*Contact your hot water tank rental company\*

Note: Serial number located on hot water tank

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### **Other Critical Electrical Issues**

Robins Electrical | 289-969-9425

### **Other Critical Plumbing Issues**

Jamar Plumbing | 905-562-3224

### **Other Critical Heating/HVAC Issues**

Pro Comfort | 365-336-5759

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### **Inquiries regarding Snow Plowing or Garbage Removal**

Shabri Properties Ltd. | 1-855-673-6112

### **Inquiries regarding Mail Box Keys & Number or Mail Delivery Issues**

\*Contact Canada Post\*

Please refer to your Home Owner's Manual tab "**TROUBLE SHOOTING TIPS & EMERGENCY CONTACTS**" for more information.





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