

WHAT QUALIFIES AS AN EMERGENCY?



To submit a request for Emergency Service, please first call the appropriate contractor. It is important to call the contractor directly to receive the fastest possible response time. Emergency telephone numbers for these contractors can be found here and on the “Contact” page within your new home manual binder.

EMERGENCY CONTACTS

PLUMBING

COI PLUMBING (WP)	585-544-4482
JOHN LOCKWOOD PLUMBING (HP, PB, WG)	585-265-0736

HVAC

TRS HEATING & AIR (HP, WP, WG)	716-825-9911
ALTERNATIVE HEATING AND COOLING (PB)	585-208-6945

GAS / ELECTRIC

NATIONAL GRID - ELECTRIC (WP)	800-642-4272
NATIONAL FUEL - GAS (WP)	716-686-6123
RG&E - ELECTRIC (PB) GAS & ELECTRIC (HP &WG)	800-743-2110
NYSEG - GAS (PB)	800-572-1111

WATER

CANANDAIGUA WATER DEPT. (PB)	585-394-3300
MONROE COUNTY WATER AUTHORITY (WP &HP)	585-442-2000



**CONTACT THE
APPROPRIATE
EMERGENCY CONTACT
IMMEDIATELY IF YOU
EXPERIENCE:**

WATER LEAK:

In the event of a significant plumbing leak, turn off the main water shut off valve to prevent further damage to your home while waiting for Emergency Services response.

NO HEAT:

Contact your HVAC provider.

GAS LEAK:

In the event you smell a gas leak, immediately evacuate and then call your utility provider.

PB = PIERCE BROOK **WP**= WOLFSBERGER PARK **HP** = HIGHLINE PARK **WG** = WINTERGARDEN

For all Service and Warranty questions contact us at
SERVICEANDWARRANTY@MORRELLBUILDERS.COM