



City of Farmers Branch Plumbing Emergency Policy effective 2-19-2021

In anticipation of significant plumbing issues after the recent winter storms, the City of Farmers Branch is immediately taking steps to improve the plumbing permit process with no plumbing permit fees until March 15 and virtual inspections when possible.

Know how to shut off the water to your home.

1. Many homes especially those recently built are equipped with a main water shut valve usually located in an underground plastic or concrete valve box about 3 feet from the outside wall where the water service line enters the house. Make sure the valve is uncovered and operable in the event that you need it. Some newer homes have the main shut off valve located inside the house, usually in a garage wall.
2. If you strongly suspect that you have frozen pipes that may be broken you may preemptively turn water off until heat is restored and outside temperatures rise, then carefully turn water back on, and be prepared to immediately turn it off if broken lines are discovered to prevent additional damage
3. In the event of a residential water line emergency, or a break, that is causing a life-threatening risk or substantial damage, call the Farmers Branch **Public Works Emergency number at 972.919.2600 or (after hours) 800.417.9137.**

If broken pipes are found please note the following:

1. Replacement of damaged piping should be performed by a qualified licensed plumbing contractor. However, State law specifically permits a homeowner to perform plumbing work on their own homestead without being licensed. A homeowner must also obtain a permit. A maintenance worker may also perform plumbing work without a license. The worker must be directly employed by the facility and must also obtain a permit.
2. The City of Farmers Branch requires that a plumbing permit be issued to perform plumbing repair work. The permit should be obtained before the work is begun. However, in emergency situations the permit may be obtained as soon as practical after repair work is completed.
3. Permits are required for any plumbing pipe replacement in walls, underground or ceilings. If the pipes are normally exposed such as a supply line underneath a sink, a permit is not required.
4. Permits may be obtained online through the **Citizen Self Service (CSS)** link on the City's website: www.farmersbranchtx.gov / Select the **orange** square / Login or Register your account. Permits may also be issued in person through the Community Services Permit Desk located at City Hall 13000 William Dodson Pkwy.
5. **Permit fees for frozen pipe repair and replacement will be waived until March 15 due to this unprecedented emergency.**
6. City of Farmers Branch Building Inspection staff will perform inspections of all permitted plumbing repair/replacement to confirm compliance with Code requirements. However due to the anticipated large volume of repairs needed photo or video confirmation of repairs will be permitted in lieu of a field inspection. Photographic evidence of completed repair work should be sent to fbinspections@farmersbranchtx.gov. After review, City Inspection Staff will notify the permit applicant of approval or if corrections are needed. Photographs should clearly show the following information:
 - A. Street address numbers of the property where work was performed
 - B. Marking or lettering on the piping installed to identify if approved for the use
 - C. Fittings used to connect back to existing piping system where applicable
 - D. Insulation of the piping where required IE if it is in an outside wall or other unconditioned space.
 - E. Contact telephone number of the person performing the work.

For technical questions concerning proper installation and repair of damaged piping systems, assistance with permits or general concerns regarding this issue, please leave a **voicemail at 972-919-2618 and a City staff member will contact you as soon as possible.**

Local Listing of registered State of Texas Master-Licensed Plumbing Companies

The City cannot endorse or recommend choice of company

Company Name	City	Email	Business Phone
Ajax Plumbing Solutions, LLC	Carrollton	ajaxplumbingsolutions@gmail.com	(972) 294-5412
Carrollton Plumbing Service, Inc.	Carrollton	louise@carrolltonplumbingservice.com	(972) 820-0565
CATHEDRAL PLUMBING OF TEXAS	Carrollton	WENDI.M@CATHEDRALPLUMBINGTX.COM	(972) 446-2500
cross country	Carrollton	CHARLESFRAZIER68@YAHOO.COM	(214) 815-9933
DJ's PLUMBING & BACKFLOW	Carrollton	BECKYATDJSPLUMBING@HOTMAIL.COM	(469) 895-4344
G.D. Plumbing, Inc.	Carrollton	pmagdplumb@sbcglobal.net	(214) 951-9161
Herndon McFarland Plumbing	Addison	info@hmcplumbing.com	(972) 960-9996
JZ PLUMBING CO	Carrollton	JLZ1988@SBCGLOBAL.NET	(972) 740-6394
METROPLEX PLUMBING INC	Farmers Branch		(972) 247-3595
Mr Rooter Plumbing	Farmers Branch	service@mrrooterdw.com	(214) 838-8232
My Local Plumber	Carrollton	veronica@mylocalplumber.net	(972) 418-1421
Plumbing 101 of DFW	Farmers Branch	solutions@plumbing101dfw.com	(214) 836-3511
Plumbing Dynamics	Carrollton	plumbingdynamics@verizon.net	(214) 929-3431
REEVES FAMILY PLUMBING	Farmers Branch	info@reevesfamilyplumbing.com	(214) 693-0651
Rumsey Construction	Carrollton	permits@rumseyllc.com	(214) 614-8140
SNBC, Inc.	Coppell	cathy@snbc.services	(972) 707-1142
TD INDUSTRIES	Farmers Branch	daniel.weir@tdindustries.com	(214) 460-6229
TEXAS SERVICE PLUMBING	Farmers Branch	TEXASSERVICEPLUMBING@HOTMAIL.COM	(214) 524-9869
The Brandt Companies, LLC	Carrollton	audrey.davis@brandt.us	(972) 395-6000

For a full listing of Plumbing Companies from the City's database, follow this link:

<https://farmersbranchtx.gov/DocumentCenter/View/12291/Listing-of-Plumbers---FEB-2021>