

AI for plumbing companies: a one-page quick-start

Automate emergency triage first: sort each request the moment it arrives. Then dispatch, then follow-ups.

Where to start, in order

1. **AI Emergency Request Form:** a Lovable form and n8n agent that sets Emergency, Same-day or Scheduled, logs the job and emails next steps.
2. **Daily Job Alerts:** at 7 a.m. each tech gets an email with their assigned jobs. No AI.
3. **AI Customer Follow-Up Agent:** a short text with a care tip for each call, saved to a sheet as Ready to send.
4. **Prompt Writing 101:** the Role, Context, Task, Format pattern for any prompt.
5. **Reply Faster: Customer Emails:** paste a thread and your facts, then make ChatGPT list every promise.
6. **AI Email Responder:** a reply draft in the same Gmail thread, never sent.

A prompt to copy: the delay update

Role: You are the office manager at [BUSINESS], updating a customer whose job is delayed.
Context: The job: [JOB]. What we know for sure: [CONFIRMED]. What we don't know yet: [NOT YET KNOWN]. When they'll hear from us next: [NEXT UPDATE]. Keep unknowns unknown; never turn an estimate into a date.
Task: Write an update to [CUSTOMER]: the job is delayed and why, in one or two sentences, then what's confirmed, what isn't, and when we'll update them.
Format: Subject line first. Under 150 words, with three short labeled lines: Confirmed, Not yet known, Next update. Calm and plain. Sign with my name and business name.

From the free prompt library. For when an emergency call pushes the 2 p.m. job.

What AI must not improvise

Flooding and gas

Water near outlets: stay out, call 911 or the utility. Gas smell: leave, call the gas company from outside. Use approved wording.

Repairs and prices

No repair steps. Only prices you already publish.

Arrival times

"Emergency" is a priority, not an arrival time. Say the office will call.

Customer data

Addresses, phone numbers and lockbox codes stay out of ChatGPT.

Remember: Shutoff and flooding guidance is fixed, approved wording. The AI sorts and drafts; it never gives repair steps or arrival times.

Practice it free: Build an AI Emergency Request Form for Your Plumbing Company at learn.ynteractive.com/modules/lovable-n8n-plumbing. This sheet: learn.ynteractive.com/content/cheat-sheets/ai-quick-start-plumbing. Blue Maple Plumbing is a made-up business from the lesson. By Robert Breen, October 1, 2026.