

Flooding Safety Tips

If you have experienced flooding in your home, proceed with caution.

- **If you smell gas, leave the house immediately.** Contact the local utility for assistance. Do not touch any electrical fixtures, light switches or telephones in your home.
- **Never go into a flooded area** in your home until the fire department, utility company or licensed electrician has checked that it is safe to do so.
- **Call 311 to report flooding in your home.**
During a storm or after major flooding, the line will be busy. Drainage Services will be handling safety priorities first such as keeping roadways clear and replacing manhole covers but will follow up with you when time allows. Leave your information and operators will forward the call to Drainage Services to get it logged into the system. You do not have to stay at your residence to wait for a call back.

Drainage Services Flood Proofing Backwater Valve Subsidy Program

In order to determine if you qualify for the City's Flood Proofing Program you are required to report your flooding problem to 311. The flood proofing program assists homeowners who have experienced basement flooding due to sanitary back-up resulting from a severe summer rainstorm. The program offers residential property owners a number of services ranging from flood prevention information to financial assistance for installation of an approved backwater device. More information on this program is available at www.edmonton.ca/floodprevention

- **Call your insurance company as soon as possible.**
They will advise you on clean-up and claims procedures.

You are responsible for cleaning up and repairing your damaged property and your insurance company expects you to do what you can do minimize further damage.

Keep receipts for emergency repairs or cleanups and itemize damaged items. Take photos of damaged areas and items before you repair or discard items.

- **Clean Up and Dry Out**
When it is safe to do so, salvage your belongings as soon as possible to prevent rotting, mildew and warping. Thoroughly clean and disinfect all rooms and contents reached by flood waters.

Dry out the area. To avoid mould development, ensure areas are well ventilated and are dried out as soon as possible. Open doors and windows and use air blowers to help this process. This could take several days.

Note: The City of Edmonton does not clean up flooded basements.

Quick Reference Numbers:

City of Edmonton: 311

ATCO Gas Emergency: 780 - 420 - 5585

EPCOR Electrical Emergency: 780- 412- 4500

Telus Superpages lists clean up and restoration services as well as insurance companies, plumbers, electricians, carpet cleaners etc.