

After the Flood Action List

If you have experienced flooding in your home, please consider the following action list:

1. First, proceed with caution.
 - Guard against gas leaks - if you smell gas, do not touch any electrical fixtures, switches or telephones. Leave the house and contact the local utility for assistance.
2. Check your electrical system and appliances.
 - Turn off all the main switches using a dry stick, wearing rubber boots and gloves and standing on a dry board.
 - Have all appliances with heating elements or controls checked by an electrician before using them. Thoroughly dry and clean electric motor components
3. Call your insurance company as soon as possible - they will advise you on clean-up and claim procedures.
 - Keep receipts for emergency repairs or cleanups, itemize damaged items and take plenty of photographs of the damaged area and items before you repair or discard items.
 - You are responsible for cleaning up and repairing your damaged property and your insurance company expects you to do what you can to minimize further damage.
4. Call the 24 hour Drainage Trouble Line at 496-1717 to report clogged catchbasins, dislodged manhole covers and basement flooding. Please be patient as this line will be very busy during and after a major flood. City crews will be responding to the major emergencies first such as keeping roadways clear by clearing catchbasins and replacing manhole covers.

You may qualify for the FloodProof Program designed by Drainage Services to assist homeowners who have experienced basement flooding due to sanitary sewer back-up occurring during a major rainfall event. The program offers residential property owners a range of services extending from floodproofing information to financial assistance for installation of an approved backflow device.

The FloodProof Program provides for a *maximum* \$975.00 reimbursement amount to residential property owners for the installation of a backflow prevention device if the property owner qualifies under the parameters of the program as set out by the City. A backflow prevention device which is

installed on the mainline where the sanitary sewer exits the house is intended to prevent sanitary sewer back-up. To determine whether a person qualifies for financial assistance in providing floodproofing to the home, a call must be made to Drainage Dispatch (24-hours) at 496-1717 to report the nature of the problem. Upon receipt of a telephone call, Drainage Services will endeavor to determine whether or not the homeowner qualifies for floodproofing protection. In order to qualify for the program's reimbursement, the residents would have to experience a sanitary sewer back-up due to a significant wet weather event.

For more information on the FloodProof Program, visit www.edmonton.ca/floodprevention.

5. Disinfect! Thoroughly clean and disinfect all rooms and contents reached by flood waters.

Please note: the City of Edmonton does not clean up flooded basements.

6. Salvage your belongings. Move all belongings out of wet area as quickly as possible to prevent rotting, mildew and warping.
7. Dry out the flooded area.
 - To avoid mould development and growth ensure areas are well ventilated (open doors and windows) and use air blowers to help dry out the areas. If your furnace is safe to use, turn it on to aid the drying.

Quick Reference Service numbers:

Flooding, City of Edmonton – Drainage and Sewer Trouble (24 hours) 496-1717
Gas Service – Atco Gas – 420-5585
Electrical Service – EPCOR – 412-3414

General insurance information – Insurance Bureau of Canada – 423-2212

Companies selling cleanup and restoration services can be found in the Telus SuperPages: insurance companies, plumbers, electricians, water damage restoration companies, contractors, carpet cleaners.