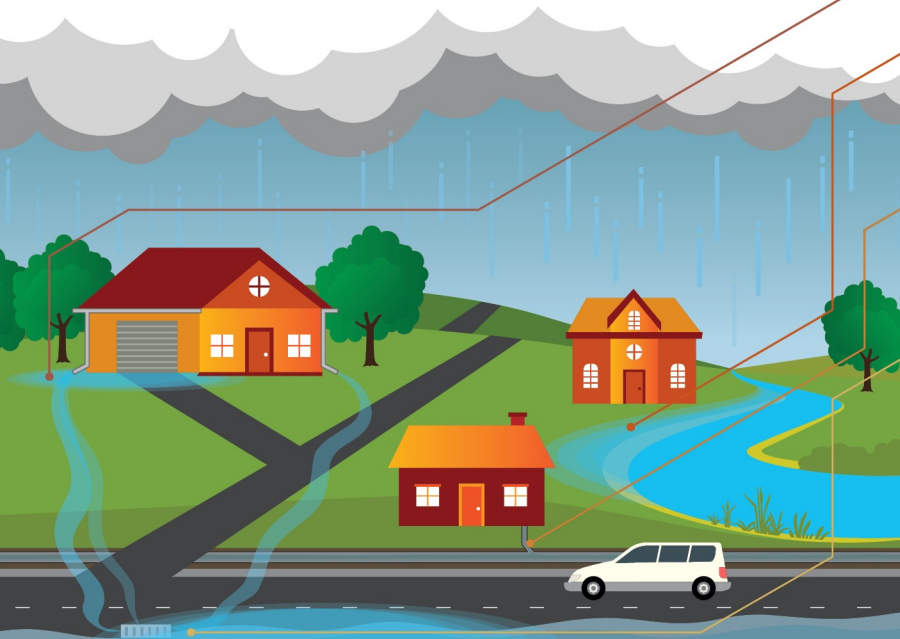


# WHO DO I CALL WHEN I SEE FLOODING?



## Private drainage and surface water

The property owner is responsible for private drainage. Contact your **insurance representative** for any property related damage due to flooding. Consider adding other types of flooding coverage to your policy as necessary.

## Residents and businesses near watercourses

If your property runs adjacent to a watercourse, you are responsible for reporting incidents such as blockage and flooding. To report incidents and flood risk issues, contact your **local conservation authority**.

## Sanitary sewer back up services

Most backups occur when the sewer pipe that runs from your home to the Region's main sanitary sewer pipe is blocked by items such as roots or grease, or overwhelmed by volume. If you have a sewer backup in your home, call your **regional municipality**.

## Urban flooding

The volume of water generated from a heavy downpour can sometimes cause storm drainage systems to breach their capacity, resulting in the excess water flowing overland along major drainage systems such as roads.

If you have a problem with the storm sewer in your neighbourhood, (pooling of water at the catch basin) call your **local municipality**.

For hydro or natural gas related questions, including safety tips for flooding, contact your **local utility provider or the Electrical Safety Authority**.

If you are in danger **call 911** immediately.