

# WINTER STORM SAFETY & FLOOD PREVENTION TIPS

## PREPARING FOR THE WINTER STORM SEASON



Winter storms cause power outages, flooding and traffic hazards. The City encourages residents to plan ahead for the possibility of storms this Winter by taking the following precautions.

### Remove Fallen Leaves

Help prevent street flooding and sewer clogs by removing leaves.

- Place leaves in your yard trimmings toter for pick-up. If one toter is not sufficient, a second toter can be ordered by calling Recology™ at (650) 967-3034
- Compost leaves and other plant debris. You can obtain information about composting and composting workshops by contacting the City's Solid Waste Program at (650) 903-6311
- Layer leaves in the roadway for pick-up by the street sweeper on scheduled sweeping days. Layers must be less than 3 inches deep and 3 feet wide. Leaves left in piles in the roadway will not be picked-up

### Obtain Sandbags When Necessary

Sand and sandbags are available at no charge to Mountain View residents at the City's Municipal Operations Center, 231 North Whisman Road. Bring a shovel to fill the sandbags.

### Report Flooding or Standing Water

Call the Public Services Division at (650) 903-6329 to report flooding or standing water during normal business hours. After hours or on weekends, call the City's Emergency Communications Center at (650) 903-6395.

During a storm, do not walk or drive past barricades or road signs warning of flooded areas and avoid walking or driving through standing or running water.

### Report Downed Trees and Tree Limbs

Report downed trees and tree limbs during normal business hours by calling the Forestry and Roadway Landscape Division at (650) 903-6273. After hours or on weekends, call the City's Emergency Communications Center at (650) 903-6395.

### Do Not Touch Downed Power Lines

Assume all downed power lines are dangerous and call both 911 and PG&E at (800) 743-5000 immediately. Stay tuned to your local radio station for power outage updates.

### Prepare At Home

Keep an emergency kit on hand with a battery-powered or hand crank radio, flashlights, fresh batteries and a first aid kit. Check to see that your first-aid kit is well stocked and medications have not expired.

Stock a supply of easy to open, prepared food, a can opener, bottled water and pet food in case of a power outage. Keep extra blankets and warm clothes in a safe, dry place in case your heat goes off.

If you use an electric generator, be sure it is installed properly, then call PG&E to let them know you have one. Improperly installed generators put property and the lives of utility workers in the area at risk.

For more information about how to prepare for the Winter storm season, call the Public Services Division at (650) 903-6329.

## FLOOD PRECAUTIONS

Twelve percent of the City of Mountain View is located within special flood hazard areas. Flooding in these areas is caused by tidal flooding from the Bay and flooding from Permanente Creek. Below are suggestions for things you can do to protect yourself and your property in the event of flooding.

## FLOOD SAFETY

- Do not walk through flowing waters
- Do not drive through a flooded area
- Do not drive around road barriers; the road or bridge may be washed out
- Stay away from power lines and electrical wires
- Have your electricity turned off by PG&E. Do not use appliances or motors that have become wet unless they have been taken apart, cleaned and dried
- Look before you step. Floors and stairs that have been covered with mud can be very slippery
- Be alert for gas leaks. Use a flashlight to inspect for damage. Do not smoke or use candles, lanterns or open flames unless you know the gas has been turned off and the area has been ventilated
- Tune to radio stations KCBS (740AM) or KSJO (92.3FM) for emergency information, traffic updates and instructions

## FLOOD INSURANCE

Standard homeowner's insurance policies do not cover losses due to floods. However, the City is a participant in the National Flood Insurance Program, which makes it possible for property owners to obtain Federally-backed flood insurance. This insurance is available to any owner of insurable property (a building or its contents). Tenants may also insure their personal property against flood loss.

By participating in the National Flood Insurance Program Community Rating System, the City earns a 10 percent discount on

insurance rates for the community by exceeding minimum standards for flood risk reduction. This discount applies to National Flood Insurance policies issued or renewed. The actual cost of insurance will vary depending upon the amount of coverage and degree of flood hazard. In certain instances, such as the purchase of a new home with a Federally-backed mortgage, National Flood Insurance is required. Even if flood insurance is not required or you live in a moderate-to-low risk area, the risk of flooding is still very real. The Federal Emergency Management Agency (FEMA) recommends residents purchase flood insurance. Preferred rate policies start at \$110 per year.

## FLOOD MAP INFORMATION

Upon request, the City will provide the public, lending institutions, real estate agents and insurance agents with certain flood map information. Call (650) 903-6311 during normal business hours, visit the Public Works Department at City Hall or access the City's website at [www.mountainview.gov](http://www.mountainview.gov) and click on *Ask Mountain View* for the following information:

- Classification of whether a property is in or out of the Special Flood Hazard Area
- Additional flood insurance data for a site, such as the Flood Insurance Rate Map zone, base flood elevation, or depth
- A handout on flood insurance purchase requirements
- Elevation Certification for completed projects

You can find your flood risk online at [Floodsmart.gov](http://Floodsmart.gov). This site provides relative risks, links to flood risk maps and other flood insurance community resources.

## FLOOD PROTECTION TIPS

There are various actions that can be taken to flood proof structures. Electrical panel boxes, furnaces, water heaters and washer/dryers should be elevated or relocated to a location less likely to be flooded. Basement floor drains and interior and exterior backwater valves can be installed, and interior flood walls can be placed around utilities. If flooding is likely, and time permits, move essential items and furniture to the upper floors of your home. Keep materials like sandbags, plywood, plastic sheeting, and lumber handy for emergency waterproofing. This action will help minimize the amount of damage caused by flood waters.

**Keep A List of Emergency Telephone Numbers**

**For Police or Fire emergencies, call 911.**

**To report power outages or downed power lines, call PG&E at (800) 743-5000.**