

WHAT SHOULD YOU DO BEFORE A FLOOD?

➤ **Determine if your property is located in an area subject to flooding.** Waterways and storm-water transport systems traverse the entire City of Pleasanton. Areas adjacent to a major channel have documented flooding potential. These include:

- **Arroyo de La Laguna**
- **Arroyo del Valle**
- **Arroyo Mocho**
- **Alamo Canal**
- **Chabot Canal**
- **Tassajara Creek**

A property located within a flood zone does not necessarily have flooding problems. If your property is *not* adjacent to a waterway, your property may still be within a flood zone, as designated by FEMA maps. Upon request, the Engineering Division at (925) 931-5650, will make free flood zone determinations for properties within the City. FEMA maps are also available in the City's Community Development Department. If located in an "A" Zone, your property is within the SFHA, which is an area that has been determined to have the potential for flooding caused by a 100-year storm. If located in a "V" Zone, your property is also within the SFHA and could also be subject to velocity wave action. The engineering department also maintains elevation certificates for many properties within the City which are also available for review.

➤ **Purchase flood insurance on your property.** Flooding is not covered by a standard homeowner's insurance policy. A separate flood insurance policy is required to cover damages incurred by flooding. Coverage is available for the building itself, as well as for the contents of the building. The City of Pleasanton participates in the National Flood Insurance Program (NFIP) that makes available federally-backed flood insurance for all structures, whether or not they are located within the floodplain. Note that there is a 30-day waiting period before coverage goes into effect. More than 25 percent of NFIP claims are filed by properties located outside the 100-year floodplain, also known as the Special Flood Hazard Area (SFHA). The Flood Disaster Protection Act of 1973 and NFIP of 1994 made the purchase of flood insurance mandatory for federally-backed mortgages on buildings located in SFHAs. It also affects all forms of federal or federally-related financial assistance for buildings located in SFHAs. Lenders are required to complete a Standard Flood Hazard Determination (SFHD) form whenever they make, increase, extend, or renew a mortgage, home equity, home improvement, commercial, or farm credit loan to determine if the building or manufactured (mobile) home is in an SFHA. If a person feels that an SFHD form incorrectly places the property in the SFHA, he or she may request a Letter of Determination Review from FEMA. This must be submitted within 45 days of the determination. More information can be found at <http://www.fema.gov/national-flood-insurance-program/how-request-flood-hazard-determination-review-fema>. Flood insurance information is also available in the Pleasanton Public Library.

- **Maintain drainage channels and pipes free of obstruction and debris.** The City of Pleasanton performs cleaning and maintenance activities on the drainage channels and pipes in City easements and rights-of-way in accordance with an established schedule and other standard operating procedures. Residents are encouraged to assist in maintaining the drainage in their areas by removing or reporting obstructions (such as shopping carts, leaves, debris, trash, etc.). Keeping drainage channels free of obstructions reduces flooding in the event of heavy rains. By way of City ordinance, it is illegal to dump trash, leaves, landscape debris, paint, grease, or any other material into any portion of the City's drainage system. Such dumping can have devastating impacts on water quality, in addition to causing flooding. To report obstructions or illegal dumping, or for questions regarding drainage system maintenance, please contact Storm Water Maintenance at (925) 931-5511.
- **Keep an emergency supply.** Non-perishable food, water, batteries, flashlights, a manual can opener, and a battery-operated radio should be kept available.

WHAT SHOULD YOU DO DURING A FLOOD?

- If your property is in imminent danger of flooding, please contact PG&E at (800) 743-5000 to request that your power and natural gas be shut off, or for guidance on how to do it yourself. This number may also be contacted regarding any other electrical or natural gas emergencies.
- Tune in to local commercial radio or television stations for Watch and Warning Bulletins and any corresponding emergency instructions. In the event of an impending flood inundation within specific areas of the city, the City of Pleasanton will utilize its emergency notification system to call residents and businesses within the potential impact area to provide specific information about the hazard and safety measures to employ to move out of harm's way. If evacuations are called for, it is imperative that you follow instructions in the time frame noted. Questions regarding emergency procedures may be addressed to City of Pleasanton Emergency Preparedness at (925)-454-2362.
- If dangerous flooding conditions are imminent, avoid driving a vehicle if possible. Do not attempt to drive or wade through deep pockets of water or running washes. Unstable banks should be avoided.
- Develop an evacuation plan for your family.
- Avoid low-lying areas. Seek shelter in the highest areas possible.

WHAT SHOULD YOU DO AFTER A FLOOD?

- Listen to the radio for emergency instructions
- Avoid driving if possible
- Boil drinking water
- Follow established procedures for property damage repairs

Select a contractor who is licensed in his/her trade. The City requires contractors to be licensed and/or registered with the City of Pleasanton and to have a City of Pleasanton Business License. Licensed contractors will be able to produce documentation for their licenses. Only licensed electricians may perform electrical work, only licensed plumbers may perform plumbing work, only licensed gas contractors may work on a gas system, only licensed mechanical contractors may perform heating, ventilation and air conditioning work, and only licensed building contractors may perform building-related work. Verify that contractors are licensed before signing or agreeing to any repair contracts. It is also recommended that you verify certification of liability and workers' compensation insurance. Complaints against licensed contractors may be referred to the appropriate licensing agency.

Require your contractors to obtain the proper permits for work being performed. Permits are required for any permanent improvement (including painting, roofing, siding, additions, alterations, etc.) to a structure and for site work such as grading, filling, etc. Permits are required even if a homeowner is doing the work him/herself.

Questions about permits or contractor licensing may be addressed to the City of Pleasanton Building Inspection Division at (925) 931-5300.