

# **-WINTERIZATION ALERT-**

## **Flood Impacted Homes and Businesses**

Increased moisture in the soil around your property, as a result of flooding, has increased the potential for foundation and water lines damage in unheated properties.

### **If YOU:**

1. Do not have a working furnace at the property or properties you own
2. Know of a neighbouring property or resident “at risk” or in “vulnerable” circumstances
3. Considering demolishing your home or business

**Please take the following actions, as applicable to your circumstance:**

### **1. Ensure that a furnace, or other gas fired heating appliance is in place for the winter:**

- Heating your property is the best way to prevent foundation damage and frozen or bursting water pipes to avoid costly repairs
- Install a carbon monoxide alarm, especially when using gas fired heating appliances
- Permits are only required when installing a new furnace or hot water tank. Your licenced contractor can obtain the permit on-line without delaying your install or repairs
- Homeowners can contact the Canadian Red Cross Winter Emergency Heat Program, for assistance for a furnace and hot water tank, 1-866-696-6484
- Homeowners and small businesses can contact the Government of Alberta, Disaster Recovery Program, to determine eligibility for assistance, 1-888-671-1111

### **2. If you are unable to restore/replace the furnace, you need to winterize, as follows:**

- Turn your main water valve off; typically located by your water meter
- Drain your water lines, by running the taps, emptying the toilet tanks and traps
- Contact 311 for a voluntary water service disconnection; NOTE: fees will be waived to assist flood impacted properties
- Check on your property regularly for security, safety and insurance reasons

### **3. Contact 311 if you are aware of an unoccupied property or contact 211 if you have a concern for the welfare of a neighbour:**

- The City will work to reach the owner of the property to offer assistance

### **4. If you are considering demolishing your home or business:**

- Depending on when your demolition might take place, you may still need to heat the property. Please contact 311 to learn more about the process and requirements.

## **Questions, please contact 311**

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