

## What to do **BEFORE** a flood...

### ❖ Purchase flood insurance on your property

Flooding is not covered by a standard homeowner's insurance policy. A separate 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 (a good option for renters). The City of San Ramon 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. The City also participates in the Community Rating System (CRS). Participation in this program currently provides up to a 20% discount on flood insurance policies. Also note that 25% of NFIP claims are filed by properties located outside the 100-year floodplain, also known as the Special Flood Hazard Area (SFHA). Contact your insurance agency for more information. Flood insurance information is also available at public libraries.

### ❖ Maintain drainage channels and pipes free of obstruction and debris

The City of San Ramon performs cleaning and maintenance activities on the drainage system in City easements & right-of-way in accordance with an established schedule and 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 the drainage system obstruction-free reduces flooding in the event of heavy rains. By 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 illegal dumping call 1-800-NODUMPING or for questions regarding drainage maintenance, please contact the Public Services Department at (925) 973-2800.

### ❖ Protect your property from flood hazards

Various methods may be used to minimize flooding. If the floor level of your property is lower than the "Base Flood Elevation" (elevation of the 100-year flood, based on the FEMA maps), consider elevating your structure, if possible. Brochures and information regarding flood proofing and other mitigation measures are available in San Ramon Public Libraries. If a flood is imminent, property can be protected by sandbagging areas subject to the entry of water into living spaces. The Public Services Department at (925) 973-2800 may be available to direct you to sandbagging supplies. Valuables and furniture may also be moved to higher areas of the dwelling to minimize damages. City staff can make site visits to provide advice to residents regarding flooding and drainage issues on private property. We also have site specific information for some parcels within the City. Contact the Engineering Services Department at (925) 973-2670 for more information.

### ❖ Prepare an emergency plan and supply kit



Designate a family meeting spot. Keep available water, non-perishable food items, batteries, flashlights, a manual can opener, and a radio that is battery powered. Important documents and valuables should be stored in a water proof safe.

### ❖ Contact the City's Emergency Preparedness Program Manager

Questions regarding emergency may be addressed to the City's Emergency Preparedness Program Manager at (925) 973-2773.

## What to do **DURING** a flood...

### ❖ Avoid walking in moving water

Six inches of moving water can make you fall. Avoid unstable banks and low-lying areas. Seek shelter in the highest areas possible.

### ❖ Avoid driving in flooded roadways

Do not attempt to drive or wade through deep water. Two feet of rushing water can cause many vehicles to float and be carried away.



### ❖ Know how to shut off your utilities

If your property is in imminent danger of flooding, please contact PG&E at 1-800-743-5002 (emergency phone number) to request that your power and natural gas be shut off. This number may also be used regarding any other electrical or natural gas emergencies. For guidance on how to do it yourself in a non-emergency situation, please contact PG&E at 1-800-743-5000.

### ❖ Listen for emergency instructions

Tune in to your local radio station (AM 1610) for information and any corresponding emergency instructions. The San Ramon Emergency Preparedness Program Manager will order or advise evacuations if conditions warrant this action. If evacuations are called for, it is imperative that you follow instructions in the time frame noted.

## What to do **AFTER** a flood...

### ❖ Select contractors who are licensed in the state of California for their trade

The City requires contractors to have a City of San Ramon Business License. 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 workman's compensation insurance.

### ❖ Require your contractors to obtain the proper permits for work being performed



Permits are required for permanent improvements (i.e. alterations, roofing, additions, siding, etc.) to a structure and for site work such as grading, filling, etc. Permits are required even if a resident is doing the work himself.

### ❖ Ensure the project meets NFIP requirements

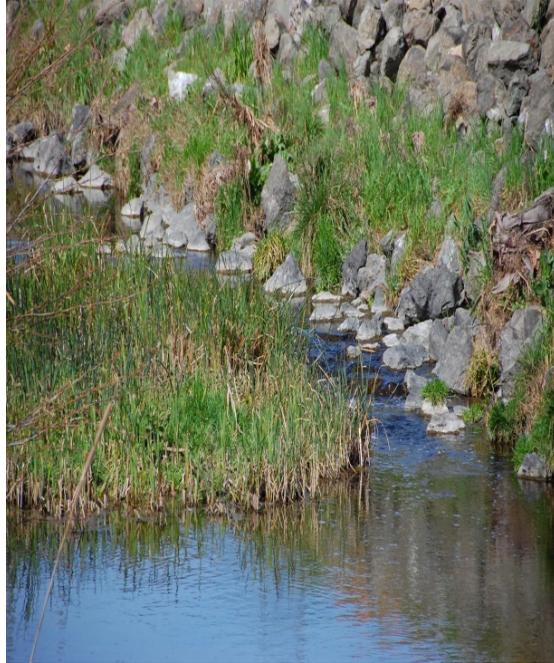
The NFIP requires that if the cost of the new improvements to the building is  $\geq 50\%$  of the building's market value, then the new construction must meet the same flood prevention requirements as a new building. Substantially damaged buildings must also be brought up to this standard.

### ❖ Contact the City for any questions

Building and Safety Division - (925) 973-2580  
Engineering Services Dept. - (925) 973-2670

## What you need to **KNOW**...

The creeks in San Ramon are very effective at moving water under normal storm conditions. However, during torrential rains it is possible that they will reach their capacity and flooding may occur, particularly if any of these waterways become obstructed. Being prepared is your best defense against such events.



### ❖ **KNOW that the natural and beneficial functions of floodplains help reduce flooding**

Floodplains are a natural component of the City's environment. Understanding and protecting the natural functions of floodplains helps reduce flood damage and protect resources. When flooding spreads out across the floodplain, its energy is dissipated, which results in lower flood flows downstream, reduced erosion of the streambank and channel, deposition of sediments higher in the watershed and improved groundwater recharge. Floodplains are scenic, valued wildlife habitat, and suitable for farming.

### ❖ **KNOW if your property is located in an area that is subject to flooding**

A property located within a flood zone does not necessarily have consistent flooding problems. Your property may still be within a flood zone, as designated by Federal Emergency Management Agency (FEMA), even if you are not aware of any flooding on your property. To determine if your property is in a flood zone, you may visit [www.msc.fema.gov](http://www.msc.fema.gov) and enter your address or call the City's Engineering Services Department at (925) 973-2670 for a free flood zone determination. FEMA maps are also available in the San Ramon public libraries. If your property is located in an "A" Zone, then it is considered within the Special Flood Hazard Area (SFHA), which is an area that has been determined to have the potential for flooding caused by a 100-year storm.

### ❖ **KNOW that even if we are in a drought, flooding can happen**

Flooding can occur after several days of heavy rain that saturates the ground. The Contra Costa County Public Works Department has information that helps predict when flooding will likely occur. Visit [www.co.contra-costa.ca.us/1578/Flood-Forecast-Information](http://www.co.contra-costa.ca.us/1578/Flood-Forecast-Information) for more information.

For information on FEMA's or the National Flood Insurance Program, please visit [www.fema.gov](http://www.fema.gov) or [www.floodsmart.gov](http://www.floodsmart.gov).

**Read the flip side of this brochure to know what to do BEFORE, DURING, and AFTER a flood!**

## Connect with San Ramon

E-GOVERNMENT AT YOUR SERVICE  
ONLINE, 24 HOURS A DAY  @CityofSanRamon

Visit [www.ci.san-ramon.ca.us/connect.htm](http://www.ci.san-ramon.ca.us/connect.htm)



**Citizen Request Management**  
(available on PC, iOS & Android)



**eSanRamonalerts**



**San Ramon PD facebook**



**Instagram**



**Open San Ramon**



**@CityofSanRamon**

**For more information about flood safety or the NFIP, please note the following:**

[www.sanramon.ca.gov/flood](http://www.sanramon.ca.gov/flood)  
[www.floodsmart.gov](http://www.floodsmart.gov)  
[www.fema.gov/national-flood-insurance-program](http://www.fema.gov/national-flood-insurance-program)

1-888-FLOOD29

*This information is provided by the City of San Ramon and is applicable to properties within the limits of the City. If you reside in a jurisdiction other than the City of San Ramon, contact your regulatory authority for information. If you believe you received this notice in error, or if you no longer own this property, please contact the City of San Ramon Engineering Services Department at (925) 973-2670 or via U.S. mail at 2401 Crow Canyon Road San Ramon, CA 94583.*

## CITY OF SAN RAMON FLOOD SAFETY INFORMATION

