



Public Works Department

## Storm Emergency FAQs

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**◆ Who do I call when there is a flood or storm drain that is affecting public drains and roads?**

*Public Works is the department in the Town of Windsor that handles emergency calls relating to public facilities that are plugged or public roads that are inundated. Please contact 838-1000. After-hour calls will be automatically routed to the Town's answering service and will contact the Public Works standby personnel to respond.*

**◆ Who do I call for a tree that has fallen or ready to fall?**

*For public street trees or trees in a public park, contact Public Works at 838-1000. Residents are responsible for fallen private trees. If the tree has fallen onto a public street, contact Public Works. If the caller believes the situation is a public safety hazard, call 9-1-1.*

**◆ What if the stormwater enters my private property? Will the Town provide sandbags?**

*The Town does not provide sand or sandbags to residents. Residents may contact the following nearby stores to obtain sand and/or sandbags:*

Garrett's Ace Hardware (Windsor) 433-6590, has **premade sandbags**, empty sandbags and some sand

Home Depot (Windsor) 836-0377, has empty sandbags and no bulk sand in stock

Ramm Rock Supply (SR), 528-6067, has **premade sandbags**, empty sandbags and bulk sand

SBI Landscaping (Windsor) 431-1617, has empty sandbags and bulk sand

Whitecap Supply (SR), 586-4330, has **premade sandbags**, empty bags and bulk sand

**◆ I live in the County but very close to Town limits. Who should I call for flood issues?**

*If your property is in the unincorporated area of Sonoma County, please contact Sonoma County Water Agency Operations at 523-1070.*

**◆ There is a downed power line in front of my house. Who should I call?**

*Call 9-1-1.*

**◆ I can't get out of my driveway because of flooded streets.**

*Do not attempt to drive through flood waters. Contact Public Works at 838-1000 and notify them of the flooded street. If it is life-threatening emergency situation, call 9-1-1.*