

Property Flooding

What to Do Next

If your property has been affected by flooding, the information below outlines steps to help you stay safe, document damage, and report concerns to the Town.

Stay Safe

Avoid contact with floodwater, particularly if it may contain sewage or electrical hazards. Keep children and pets away from standing water. If you suspect electrical or gas hazards, leave the area immediately and contact your utility provider.

Document the Damage

Before beginning cleanup, take photos and videos of any damage. Be sure to record:

- When and where the water entered your property
- Approximately how much water accumulated
- The colour and odour of the water, if applicable

Contact your insurance company as soon as possible to begin the claims process.

Report It to the Town

If your property experienced flooding or you notice drainage concerns, **submit a service request** online at my.notl.com or call the Town at **905-468-3266 ext 0**.

When submitting your request, include any photos, videos, and other details you've documented to help Town Staff assess the situation. Response times may be longer than usual following a significant weather event.

What to Expect

Following significant rainfall, drainage systems, ditches, culverts, and waterways may take time to return to normal. Town crews continue to inspect municipal infrastructure, clear debris where needed, assess reported concerns, and respond to service requests.

The Town recognizes the challenges flooding can create and appreciates your patience as recovery efforts continue.

 Learn more about flooding prevention and reporting concerns by **scanning the QR code** or visiting www.notl.com/flooding-prevention.

 905-468-3266 ext. 0

 1593 Four Mile Creek Road, Virgil, ON

