



## **Sand Springs Residents** **FAQs As You Return to Your Homes**

**Q: When will I be able to return to my home after the flood waters recede?**

A: The Police Department and other people concerned for your health and safety will evaluate the neighborhood, clear mud and debris from streets, and determine when it is safe for you to enter. The City will use social media and the local news media to alert you.

**Q: What should I expect to find?**

A: Due to the substantial release levels from Keystone Dam, it is very likely your home has had floodwaters in it. Seeing the messy and smelly damage will likely be a difficult experience, and you should plan in advance for the emotional aspects of recovery. You should also strongly consider making plans to stay elsewhere until your home can be restored to a livable condition if you have experienced significant flood damage.

**Q: Have my home and yard been contaminated?**

A: Floodwaters often contain sewage, oils and other toxic substances. You will want to disinfect your home immediately and you may want to disinfect areas of your yard where you plan to walk. Those supplies are available at general merchandise and home improvement stores. You will also want to consider using personal protective gear such as gloves, masks and shoe coverings. Persons working in flooded areas should update their tetanus vaccination.

**Q: Will the city provide help in disposing of flood-damaged items?**

A: Roll-off dumpsters will be placed by the City in key locations within Meadow Valley so that you can dispose of floor coverings, flood-damaged personal items, furniture, appliances and structural debris such as sheetrock. Your trash cart should only be used for light household items.

**Q: What if I cannot get items to the roll-off dumpsters?**

A: There are several local and regional volunteer groups with vehicles, supplies and labor waiting to help you in your recovery efforts.

**Q: Will my home be safe from crime once the neighborhood reopens?**

A: Police will be stationed at both entrances to Meadow Valley from Highway 51 and will check people accessing the area to assure those who do not belong there or who have bad intents are kept out. If you see a situation that looks concerning, please call 911 immediately.

**Q: Can I invite family and friends to help me clean up my home and property?**

A: Yes, but they will need to have a resident with identification showing a Meadow Valley address accompany them past the police checkpoint and into the neighborhood.

**Q: Is my water safe to drink?**

A: The City will assure that water in the public lines serving Meadow Valley is safe for drinking purposes. *You will need to flush your private service lines by letting water run continuously for at least an hour in sinks, tubs, hoses, etc., to assure they are free from contamination.*

**Q: Can I make repairs to my own home?**

A: You can repair structural elements such as removing and replacing sheetrock. However, if your house has suffered flood damage to electrical, plumbing or HVAC (mechanical) systems, those repairs or system replacements will need to be made by contractors *currently licensed with the state and registered with the City*.

**Q: How to flood damage repair permits work?**

A: The damage assessment will determine whether your home needs a flood damage repair permit. Should there be enough damage – particularly to electrical, plumbing and HVAC systems – to require a flood damage repair permit, it will be issued by the City at *no charge*. Any electrical, plumbing or HVAC work will be done under the flood repair permit. All inspections will be performed at *no charge* to the permit holder or contractor doing the work.

**Q: Can I turn my electricity back on?**

The flood may have damaged parts of your electrical system – *especially if water levels reached the lowest receptacles in your home*. To avoid fire and electrocution hazards, do not re-energize your electrical system if you think it has been damaged. Have a licensed and registered electrical contractor check out your electrical system and make necessary repairs. The contractor will contact the City for an inspection.

**Q: My gas was turned off, how do I get it back on?**

A: A licensed and registered plumbing contractor will need to purge any water from your gas lines and air them up to a certain pressure to check for leaks. The City will inspect the gas line at the plumber's request, and will then release it to ONG for service restoration if the inspection passes.

**Q: Is my heating and air conditioning system damaged?**

A: It is very likely the air conditioning condenser outside your home was damaged by floodwaters. Depending on the height of floodwaters, heating and AC equipment inside your home may also have been damaged. You will want to have a licensed and registered mechanical (HVAC) contractor check the equipment, make repairs or replacements as necessary, and call for an inspection.

**Q: Will my appliances work?**

A: If floodwaters reached your hot water tank, it may need to be replaced. Your plumbing contractor can advise you on this. Other appliances such as stoves, dishwashers, washing machines and clothes dryers may have had basic components and control circuit boards compromised if floodwaters reached them. They may need repaired or replaced.

**Q: How do I avoid scammers?**

A: Any contractor doing electrical, plumbing or mechanical work must have a valid state license and City registration. Home repair firms that claim they can fix everything in your home likely are not properly licensed or trained to do so. Most contractors in the region carry city registrations. To verify a registration, contact Neighborhood Services at 918-246-2500, ext. 2572.

**Q: Will my City utility bill be prorated for missed trash service?**

A: Your bill will be adjusted for the two weeks that refuse could not be collected in Meadow Valley due to flooding. You can contact Customer Service at 918-246-2527 if you have any other questions about your City utility account.

**Q: What about cars I left behind or other items that may be a public nuisance?**

A: If your car is flood-damaged and cannot be repaired, consider donating it to a non-profit entity so it can be beneficially removed from your property. Swimming pools and items that collect water need to be drained, and standing water needs treated with a larvacide to mitigate mosquito problems.