Did you experience flooding damage during the storm? To report the damage through San Diego County’s online survey, [click here](https://example.com). For help with cleanup contact the San Diego Flooding Home Cleanup Hotline at 619-333-1450.

**Recovery Resources**

**Local Assistance Center**
The Local Assistance Center is a one-stop-shop with critical services for residents who have been impacted by flooding. Services include document replacement, medical care services, mental health support, financial and food assistance, pet supplies, cleanup and rebuilding resources.

**You can visit the Local Assistance Center at Spring Valley Library (836 Kempton St, Spring Valley, CA 92977) through Wednesday, Jan 31. Beginning Monday, Jan 29, it will be open from 10am to 7pm.**

**American Red Cross Southern California**
*If the storm has forced you to evacuate your home, you can view the latest shelter information here.* Shelters will offer space, food, & other emergency assistance to people affected by disaster. The Red Cross doesn’t require people to show any kind of identification to enter a Red Cross shelter, just their name & where they were living before the disaster. The Red Cross is also committed to helping people with a wide range of needs, including people with disabilities & mental illnesses, whether they are children or seniors. Use the link to find shelters, and view what you should bring with you, along with other information. [Click here](https://example.com) to view the map of shelter locations.

**San Diego Home Cleanup Hotline**
If you need assistance with damage from the flooding, call this hotline to ask for help. They will connect you with volunteers from local relief organizations, community groups, and faith communities who may be able to assist with: cut fallen trees; drywall, flooring & appliance removal; tarping roofs; and mold mitigation. All services are free, but service is not guaranteed due to overwhelming need. This hotline will remain open through Friday, February 9, 2024 unless otherwise updated. [To connect with the San Diego Flooding Home Cleanup Hotline, call 619-333-1450.](https://example.com)
Report Flooding in City of San Diego
To report flooding, contact the City’s dispatch center at 619-527-7500.

San Diego Gas & Electric (SDG&E)
Start, Transfer, or Stop Gas, and Electric Services
People can tell SDG&E to suspend their utilities if they are not able to stay at home. You can utilize this online service or contact SDG&E Customer Service. Click here to visit the online page for starting/stopping service or call Customer Service at 1-800-411-7343.

Voluntary Damage Survey
Report damages to the County to assist with securing state and federal funds
County residents and businesses who experienced flooding damage during Monday’s storm can report the damage through the online survey. Completing the form does not guarantee that you will be eligible to receive any disaster relief assistance. Filling out the survey is not a substitution for filing a claim with your insurance. Click here to complete the online survey.

Legal Aid Society of San Diego
Legal Aid Society of San Diego has released helpful documents with FAQs regarding information for renters that informs them of their legal rights if they have been flooded. To view those documents in English, click here. To view them in Spanish, click here.
Did you experience flooding damage during the storm? To report the damage through San Diego County’s online survey, click here. For help with cleanup contact the San Diego Flooding Home Cleanup Hotline at 619-333-1450.

Safety Resources

AlertSanDiego
The County of San Diego operates AlertSanDiego, our region’s emergency notification system which can make phone calls to people and businesses in San Diego County when there’s an emergency or disaster happening or about to happen. Emergency workers use this system to tell people what’s going on and what they should do (like leave their homes, stay inside, or watch out for a gas leak or a missing person). This resource is available in English, Spanish, and American Sign Language (ASL). Visit alertsandiego.org for updates and click Register for Emergency Alerts to sign up for ongoing notifications.

American Red Cross of Southern California Emergency App
The American Red Cross has developed an app that you can use to help prepare for weather events, and receive alerts/notifications. Download the app on App Store or Google Play. Choose to use the app in English or Spanish. Click here to view the Red Cross webpage linking to the app or text “GETEMERGENCY” to 90999.

Sandbags
Get sandbags to prepare for more rainy weather. This link provides unincorporated and City listings. Residents and businesses can get free sand and bags to protect homes and other property from flooding and soil erosion. County and CAL Fire locations are for the unincorporated area. Cities have their own sandbags. Some locations have sand and bags. Some have only bags. You need to bring a shovel to fill bags. Call before you come to make sure the location still has sand or bags. Click here to view a list of sandbag locations across the region.
Road Closures – City of San Diego
Get updates on road closures in the City of San Diego. The City of San Diego maintains this page that lists the road closures within City boundaries. [Click here](#) to visit the City of San Diego’s Road closure page.

Metropolitan Transit System (MTS) Bus Route Alerts & Detours
This webpage provides information on bus routes that have been detoured. [Click here](#) to view active alerts and detours.

Road Conditions – County of San Diego Department of Public Works
Get updates on road conditions and safety advisories across unincorporated areas. This webpage will connect you to the Public Works Facebook or Twitter page for real-time updates on road conditions, or other safety advisories. [Click here](#) to visit this webpage.

Create a Preparedness Plan
In the wake of the recent storm and rain in forecast, the County of San Diego asks residents to be ready by creating your own [Personal Disaster Plan](#), [Registering your cell phones](#) for emergency alerts, [downloading the SD Emergency mobile app](#) that now has Earthquake Early Warning, and make an [Evacuation Go-Kit and a Shelter-in-Place Stay Kit](#) for greater disaster. You can find more [Flooding Information and Resources here](#).

For more information please visit the [Alert San Diego Preparedness Page HERE](#).
Did you experience flooding damage during the storm? To report the damage through San Diego County’s online survey, [click here](#). For help with cleanup contact the San Diego Flooding Home Cleanup Hotline at 619-333-1450.

**Food Resources**

*Food Pantries – Occasional and Ongoing Emergency Food Assistance*

Programs that acquire food products through donations, canned food drives, food bank programs or direct purchase and distribute the food to people who are in emergency situations. Some pantries deliver food to people whose disabilities or illnesses make it difficult for them to leave home. [Click here](#) to view services in the 211 database that are offering this service. Be sure to review all eligibility and intake details. If you have questions, you can call us any time by dialing 2-1-1.

*Packed Lunches/Dinners*

Packed lunch/dinner programs provide fresh or frozen lunches or dinners which are packed in portable containers and typically picked up and eaten elsewhere. Clients may include people who are unsheltered or low income, have a disability or illness or meet other eligibility criteria. [Click here](#) to view services in the 211 database that are offering this service. Be sure to review all eligibility and intake details. If you have questions, you can call us any time by dialing 2-1-1.

*Replacement CalFresh*

Replacement CalFresh is available for anyone currently receiving CalFresh who has lost food due to a power outage lasting longer than 4 hours or wildfires. You must apply for replacement benefits within 10 days from the date of food loss. [Click here](#) to view more information about how to approach replacing your CalFresh.
Did you experience flooding damage during the storm? To report the damage through San Diego County’s online survey, click here. For help with cleanup contact the San Diego Flooding Home Cleanup Hotline at 619-333-1450.

**Goods and Materials**

**Disaster Related Clothing/Emergency Supplies**
These programs provide clothing, blankets and other essentials immediately following a major disaster or large-scale emergency for people who have experienced substantial losses as a result of the incident. Click here to view services in the 211 database that are offering this service. Be sure to review all eligibility and intake details. If you have questions, you can call us any time by dialing 2-1-1.