

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.

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 to view the map of shelter locations.](#)

CRISIS CLEANUP
SAN DIEGO FLOODING
HOME CLEANUP HOTLINE: 619-333-1450

If you need assistance with damage from the flooding in San Diego, California, call the number above to ask for help. We 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
- Mold mitigation

All services are free, but service is not guaranteed due to the overwhelming need. This hotline will remain open through Friday, February 9, 2024.

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.

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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.](#)**

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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](#).

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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.](#)

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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.