



NEED HELP? CALL LA SANITATION'S 24-HOUR CUSTOMER CARE CENTER: 1-800-773-2489 OR FOLLOW OUR SOCIAL MEDIA @LACITYSAN

Each year, LA Sanitation (LASAN) prepares itself as well as Los Angeles residents and businesses for the rainy season. Need help? Call us 24/7 at 1-800-773-2489.

Fast facts

- Rainy season is officially October 15 through April 15, but the heaviest rains are expected December to February.
- Despite the lift of state drought restrictions, please continue to conserve water, even when it's raining.
- There are 6,700 miles of sewer pipes in LA, and LASAN conducts proactive maintenance year-round to prevent clogs, flooding, and pests. There are 67 pumping stations to move sewage through the pipes to the plants.
- The City of Los Angeles has 4 water reclamation plants. The largest can treat up to 600 million gallons per day – that's enough to fill 909 Olympic-size swimming pools!
- Streets are designed for water to flow to the edges of the streets in heavy rains – this could flood sidewalks.
- Catch basin screens will automatically open when it rains – during dry periods the screens are there to catch trash and other debris.



LA Sanitation's preparations to minimize flooding

- We've cleaned all our 40,000 catch basins to remove debris that could clog them and we will clean them again during the season.
- We've cleaned all of our 70 debris basins – many of these will get 2 more cleanings during the wet season to remove debris and keep stormwater flowing.
- We have cleared drainage channels to allow stormwater to flow properly.
- We are in close communication with City departments and LA County to coordinate preparation and response efforts and push out collaborative messages as needed.
- We will dispatch emergency crews throughout the City during severe rains to respond to any flooding.
- LASAN's Customer Care Center is open 24/7 to receive customer requests. During rain events, please limit calls to critical and rain-related issues. 1-800-773-2489



Register with NotifyLA to be contacted in the event of an emergency or service delay in your neighborhood. www.notifyla.org





What can residents and businesses do to prepare?

- Check your catch basins to make sure they are clear of debris. Call us 24/7 at 1-800-773-2489 for assistance with moving debris.
- Ensure your building drainage is clear of debris, including rain gutters.
- Secure any loose palm fronds, tarps, loose items that may be carried away by rain or be blown away.
- Cover steep slopes in your property that are not vegetated that may become unstable when saturated.
- Use sand bags to protect properties in low lying areas. Contact your neighborhood fire station for sandbags.
- Have alternate evacuation routes out of your neighborhood.
- If you have sprinklers, turn them off before, during and after rain.
- Install rain barrels to capture rain. Check with LADWP about rebates.
- Please reduce water consumption during rain to reduce flows in our sewers.
- Register with Notify LA to be contacted in the event of an emergency or service delay in your neighborhood. www.notifyla.org
- Create an emergency kit including the following items:
 - Food and water to last three days to a week. Don't forget pet needs.
 - First aid kit and medications (over-the-counter and prescription).
 - Radio, extra batteries, and tools (wrench, duct tape, fire extinguisher, sturdy gloves, whistle).
 - Cash and important documents.
 - Clothing, sturdy shoes, sanitation and hygiene supplies.



What residents should do during the rain?

- Monitor radio and TV news closely for information about weather conditions, flooding in your area, and safety precautions being advised.
- Be aware of notifications of suspended trash service in your area. Don't leave trash containers out during those conditions as they may tip over and plug storm drains.
- Be prepared to leave immediately if an evacuation is ordered.
- Stay away from flood channels and rivers. You could be knocked off your feet in as little as 6" of water. Also avoid steep slopes that may become unstable when saturated.
- Don't try to cross flooded areas and never enter moving water. Turn around—don't drown.
- If your home has been flooded, protect your family's health by cleaning up right away. Throw out foods and medicines that may have been affected.
- Never touch a downed power line, which can cause serious injury or death. Call 9-1-1 to report it.
- Look for tilted trees, telephone poles, fences or walls, and for new holes or bare spots on hillsides.
- If trapped in your vehicle, stay with it. If possible, relocate to the hood if water continues to rise.
- Be alert when driving. Roads may become blocked or closed due to hazards.
- Report small problems as soon as they occur so they don't turn into bigger problems.