To determine if your home is safe to occupy...

1. **DO THE RESEARCH**...

   - City of Ottawa Flood Recovery FAQ
     https://ottawa.ca/en/residents/emergency-services/emergency-preparedness/flood-information-0

   - Canadian Red Cross Guide to Flood Recovery

2. **CHECK WITH THE APPROPRIATE AUTHORITIES**...

   **Electrical**
   Ensure your home’s electrical system and service are certified as required by the following entities:
   
   - **ELECTRICAL SAFETY AUTHORITY**
     Phone: 1-877-ESA-SAFE (372-7233)
     Website: https://www.esasafe.com/
   
   - **HYDRO OTTAWA**
     Phone: (613) 738-6400
     Email: custservice@hydroottawa.com
     Website: https://hydroottawa.com/
   
   - **HYDRO ONE**
     Phone: 1-888-664-9376
     Email: customercommunications@hydroone.com
     Website: http://www.hydroone.com/

   **Natural Gas**
   If your home is served by natural gas, please seek guidance from Enbridge:
   
   - Phone: 1-877-362-7434
   - Email: customercare@enbridge.com
   - Website: https://www.enbridgegas.com/customer-updates

   **Water Supply**
   If your home is served by a private well, please refer to the following information from the City of Ottawa:
   

*** PLEASE EXERCISE CAUTION WHEN RE-ENTERING YOUR HOME ***
FLOODING CAN CREATE MANY HAZARDOUS CONDITIONS, INCLUDING RISKS OF FIRES, EXPLOSIONS, ELECTROCUTION AND AIR QUALITY ISSUES
If your home is served by a septic system, please refer to the following information from Ottawa Septic System Office:
Phone: (613) 692-3571 or 1-800-267-3504
Email: info@rvca.ca
Website: http://www.rvca.ca/osso/

Ensure your heating system (wood, gas, oil, electric or other) is inspected by a qualified technician prior to use.
Ensure your plumbing system is cleared of any debris and blockages, and that it drains properly. Consult a licensed plumber as necessary.
Ensure all flooded appliances, electrical outlets, switch boxes or fuse-breaker panels are inspected by a qualified electrician prior to use.

Are all of the following systems safe to use in accordance with recommendations from the appropriate authorities?
- Building (structure, envelope, etc.)
- Electrical Service
- Electrical Systems
- Electrical Appliances
- Natural Gas
- Water Supply
- Septic System
- Misc. Heating & Plumbing