

Storm Emergency FAQs

◆ Who do I call when there is a flood or storm drain that is affecting public drains and roads?

Public Works is the department in the Town of Windsor that handles emergency calls relating to public facilities that are plugged or public roads that are inundated. Please contact 838-1000. After-hour calls will be automatically routed to the Town's answering service and will contact the Public Works standby personnel to respond.

◆ Who do I call for a tree that has fallen or ready to fall?

For public street trees or trees in a public park, contact Public Works at 838-1000. Residents are responsible for fallen private trees. If the tree has fallen onto a public street, contact Public Works. If the caller believes the situation is a public safety hazard, call 9-1-1.

◆ What if storm water enters my private property? Will the Town provide sandbags?

The Town does not provide sand or sandbags to residents. Residents may contact the following nearby stores to purchase sand and/or sandbags:

Garrett's Ace Hardware (Windsor) 433-6590, sells sand and empty sandbags

Home Depot (Windsor) 836-0377, sells premade sandbags

Ramm Rock Supply (SR), 528-6067, can make sandbags and sells empty sandbags and bulk sand

SBI Landscaping (Windsor) 431-1617, sells empty sandbags and bulk sand

Whitecap Supply (SR), 586-4330, sells empty bags

◆ I live in the County but very close to Town limits. Who should I call for flood issues?

If your property is in the unincorporated area of Sonoma County, please contact Sonoma County Water Agency Operations at 523-1070.

◆ There is a downed power line in front of my house. Who should I call?

Call 9-1-1. Stay away from downed power lines.

◆ I can't get out of my driveway because of flooded streets.

Do not attempt to drive through flood waters. Contact Public Works at 838-1000 and notify them of the flooded street. If it is life-threatening emergency situation, call 9-1-1.