

GENERAL INFORMATION FOR FLOOD VICTIMS

Reintegration into the home

- Reintegration into evacuee homes will be coordinated by the Fire Department: 450-473-2730 (see FACT SHEET 1).

Containers

- Containers will be placed near homes of flood victims so clean-up of debris, garbage, and contaminated elements can begin but not for extensive renovations or complete home demolition.

Operation clean-up

- A large-scale clean-up of streets and homes of flood victims will be organized as soon as the water recedes. Municipal employees will take care of the streets and volunteer groups will offer assistance to those affected. The City of Deux-Montagnes Recreation and Community Development Department will coordinate volunteer teams registered on the lists.

Provision of sandbags

- All sand bags that have been in contact with flood water cannot be reused because of contamination. Citizens must dispose of them on the side of the street; the Public Works Department will pick them up.

Debris on your property

- The rising waters may have caused various objects or dead animals to end up on your property. Contact the Public Works Department at 450-473-4688 during business hours to have the debris picked up.

Portable toilets

- Portable toilets are temporarily deployed at different locations for flood victims and volunteers who are helping them.

Land drainage

- The City of Deux-Montagnes will be able to pump flooded lands on request to speed up drainage. Please contact the Fire Department at 450-473-2730.

Wastewater system

- Wastewater pumping stations will gradually become fully functional. Citizens will be able to use toilets, showers, baths, and washing machines in a normal manner as soon as they are fully operational.

Presence of unwanted animals

- Citizens who note that animals have entered their homes can notify the City for assistance or contact the dog inspector at 450-974-0462. For insects (ants or others), they should contact a specialized extermination firm and possibly even a structural inspection firm in the case of ants.

Waterworks

- Tap water is perfectly safe to drink. However, make sure to follow the instructions in FACT SHEET 1

Tenants

- Tenants must inform their landlord within 10 days if their dwelling is unfit for habitation. Tenants who give notice are exempt from paying rent during the period in which their dwelling is unfit for habitation.

Compensation by the Government of Québec

- The Government of Quebec will compensate flood victims through a general program of financial assistance: www.securitepublique.gouv.qc.ca/securite-civile/aide-financiere-sinistres/inondations-printanieres-2017.html. The email address to contact the government: aide.financiere@misp.gouv.qc.ca. Or contact the government by phone: 1-418-643-2433 or 1-888-643-2433.

- An information meeting is scheduled for **MAY 17TH at SAINT-AGAPIT CHURCH, 1002 OKA ROAD in Deux-Montagnes at 7:30 pm** with the Department of Public Security, and on May 18 in the Council Chamber at Deux-Montagnes City Hall from 9:00 am on to provide any necessary assistance for your claims.

Hydro Québec information:

Hydro-Québec has announced several measures to make life easier for customers affected by the disastrous floods this spring.

A special telephone line will be available as of Thursday morning to assist flood victims in their dealings with Hydro-Québec. Special arrangements will be offered to customers who may have difficulty paying in the coming months.

The rental fee will not be charged during the period when the electricity service is interrupted. And no fee will be charged for Hydro-Québec reconnection service once the customer's systems have been secured.

Finally, no invoice will be produced for these customers during the interruption period or, at the request of the customer, for 30 days. The administration fee will be suspended for amounts due for a period of 30 days.

Residential customers and small and medium-sized businesses that are affected but whose electricity service has not been interrupted are also covered by these measures. These customers will have to contact Hydro-Québec as of Thursday morning to inform them of their situation (1-888-385-7252, option 1).
Information: Marc-Antoine Pouliot at 514-289-5005

(Press Release – May 10, 2017)

Psychological support available

- Psychological support is available through the CLSC Deux-Montagnes at the Royal Canadian Legion, 141 chemin Grand-Moulin.

Postponement of 2nd tax installment

- The City of Deux-Montagnes will allow flood victims additional time to pay their 2017 tax bill. Details will be provided shortly.

Possibility of mortgage loan relief

- We have been advised that some financial institutions may offer relief on mortgage payments. Please check with your banking institution to see if this service is offered.
- Renovation permits

You must go to the Planning Department at 625, 20^e Avenue to obtain a renovation permit, which will be issued at no cost to citizens affected.

Canada Post

- Please note that citizens in the affected areas must pick up their mail from the Canada Post branch at 405 boulevard Arthur-Sauvé in Saint-Eustache.

Increased police surveillance

- Enhanced policing is already in place in the affected sectors. The extra monitoring will be maintained for some time to prevent theft and vandalism. In case you notice anything suspicious going on, contact 911.

The police may stop you on occasion to verify that you are the owner of the premises.

In the spirit of solidarity: Funds dedicated to flood victims

- Le Dépannage St-Agapit in collaboration with the City of Deux-Montagnes has created a special fund to help flood victims in Deux-Montagnes. Partners like IGA Sénécal et filles and Tigre-Géant are already collecting donations for this dedicated fund. Tax receipts will be issued by Dépannage St-Agapit for donations of \$10 or more.

You can make donations online via the Dépannage St-Agapit website, or at 202 Henri-Dunant, Deux-Montagnes. (www.depannage-st-agapit.org).