



# AFTER A FLOOD IN CHARLOTTE-MECKLENBURG

## Dial 311

The Customer Service & Information Center is the central source for information for all residents

### Other Important Phone Numbers

**Building Permits**.....980-314-2633

*Before you make repairs to your home or business, you may need a permit. Permits are issued by Mecklenburg County Land Use & Environmental Services.*

**Wells and Septic Tanks**.....980-314-1680

*Wells impacted by floodwaters will be sampled by Mecklenburg County Health Department (MCHD) after the wells have been chlorinated and the chlorine flushed from the system. Septic systems should not be used until floodwaters have receded and should be protected from any vehicular traffic during debris removal. Contact MCHD and/or certified septic contractors if your system is not functioning properly or has been damaged once floodwaters have receded.*

**Floodplain Information**.....704-432-RAIN

*Major improvements and repairs may be affected by local Floodplain Regulations. Depending on the amount of damage, the entire home may need to be lifted to meet code. Local retroFIT grants maybe available to provide financial assistance.*

**Waste Disposal**.....311

*City of Charlotte residents should call 311. In towns call your town office. Unincorporated areas are to contact their own hauling contractor. You may also take bulky items to County Recycling Centers.*

**Charlotte Water** (Municipal water and sewer).....704-336-7600

### Reentering Your Flooded Home

Center For Disease Control And Prevention

<https://www.cdc.gov/disasters/floods/after.html>

More information about what to do after a flood is at <http://stormwater.charmeck.org>  
Click on "Flooding" then "Flood Preparedness and Safety"