



Wind & Storm Preparedness

Be aware of how you can stay safe during a storm.

Storms and extreme weather events in B.C. are becoming more frequent and more severe. Such events can cause flooding, power outages, property damage and safety concerns.

You can stay safe and minimize storm-related damage or disruption by being prepared, knowing what to do during a storm, who to contact for information, and how to report a problem or emergency.

Before a storm

- Be ready for storms, power outages and emergencies with a 72-hour [Personal Emergency Supply Kit](/about-surrey/surrey-emergency-program/personal-emergency-preparedness/personal-emergency-supply-kit) that includes food, blankets, water, a flashlight, a battery-powered radio and necessary medication.
- Take 20 minutes to develop a [Household Emergency Preparedness Plan](/about-surrey/surrey-emergency-program/personal-emergency-preparedness) in case the storm triggers a disaster, such as a major flood.
- Inspect trees on your property for signs of weakness or damage.
- Store or tie down outdoor furniture or loose objects.
- Help keep catch basins free of debris to avoid excess water and potential flooding.
- Have a safe alternative heat source during a power outage. Never use propane or gas-powered barbecues, heaters or portable generators indoors.
- Keep important contact information handy.

During a storm

- Stay indoors and off the roads.
- If the power goes out, turn off all lights (except one in a main area), unplug appliances, and turn down thermostat to reduce the initial

demand when the power is restored. Keep doors, windows and drapes closed, and close off extra rooms so heat is concentrated in one area. If the power is out for a long time and you have no way to safely keep warm, leave rather than risk getting hypothermia.

- If you're outside during a storm, keep away from power lines, fences, trees and hilltops.
- If you're caught in your vehicle, pull off the highway, stop away from trees or power lines, stay in your vehicle and put your hazard lights on. Run the engine and heater about 10 minutes each hour to keep warm. While the engine is running, open the window slightly and keep the exhaust pipe free of snow.

Resources

Explore [PreparedBC](#), [Severe Winter Weather and Storm Preparedness Guide](#) to raise awareness of winter hazards across B.C. and how to be prepared. This guide will help people prepare and know what to do before, during and after severe winter weather, storms, and power outages.

Refer to [Get prepared for winter and storms - Province of British Columbia](#) for tips on how to prepare for the winter season.

Review the [Fraser Health Winter Readiness checklist](#) to help you be safe and healthy in cold, wet weather.

Refer to the following for storm related preparedness tips:

- [Get prepared for a power outage](#)
- [Get prepared for severe winter weather and storms](#)
- [Get prepared for floods](#)
- [Get prepared for landslides](#)
- [EMCR Blog: Power outage tips to keep yourself \(and the food in your fridge\) safe](#)
- [Fraser Health Winter Readiness Checklist: At home and in the community \(multiple languages\)](#)

Weather relief locations

Homelessness Services Association of BC (HSABC) Extreme Weather Response Program

If you are sleeping outside, please come to the safety of the shelters.

[FIND SHELTER ↗](#)

Important contacts

Power outages

If you have internet service and a mobile device, check [BC Hydro's Power Outage Map ↗](#) for power outage information. If your power outage isn't listed, call 1-800-BCHYDRO (1-800-224-9376) or *HYDRO (*49376) on your mobile or [report online ↗](#). Never call 911 for power outage information.

Downed power lines

- Report fallen power lines by calling 911 immediately. Stay at least 10 metres (33 feet – about the length of a school bus) away from downed power lines at all times.
- Be aware of [carbon monoxide poisoning ↗](#). In the event of a power outage, never heat your home with a gas stovetop or oven. Never use a camp stove, barbeque or propane or kerosene heater indoors. Use gas-powered generators and grills outdoors and away from windows.
- Double check your emergency kit. Think about what you might need to stay safe and comfortable in your home if there is a power outage. Include a flashlight, batteries, an extra power bank, food you can eat without your electric stove or microwave and some warm clothes and blankets.

Fallen trees

Fallen trees or branches causing immediate danger to people, or imminent

tree hazards that could endanger people and require road closure or access control, are treated as a 911 emergency.

Fallen trees on public property

To report a non-emergency fallen tree on public property during work hours (8:30am–4:30pm), call 604-501-5050 or email parks@surrey.ca. After-hours, call 604-591-4431. You can also report such trees online using our [Report a Problem \(/services-payments/report-problem-or-submit-request\)](/services-payments/report-problem-or-submit-request) service.

Fallen trees on private property

If a tree on your private property falls down or it might fall over due to wind:

- Take photos showing the tree and any tree damage to your property
- Send the information to treebylaw@surrey.ca (<mailto:treebylaw@surrey.ca>) and a City Arborist will contact you to explain what you can do
- You can also contact a tree care company for assistance

Winter snow & ice control operations

Use the [Report a Problem \(/services-payments/report-problem-or-submit-request\)](/services-payments/report-problem-or-submit-request) tool or call 604-591-4152 to report a snow or ice problem. Include exact location details. Learn about [snow and ice control and priority routes \(/services-payments/parking-streets-transportation/winter-snow-ice-control-operations\)](/services-payments/parking-streets-transportation/winter-snow-ice-control-operations) in Surrey.

City of Surrey general contacts

Contact the City of Surrey [by department \(/about-surrey/contact-city-of-surrey\)](/about-surrey/contact-city-of-surrey) or call the main switchboard at 604-591-4011.

To report emergency and non-emergency operational issues and safety hazards (flooding, water main breaks, pump station failures, dangerous pot holes, etc.) to the City of Surrey, call 604-591-4152.

More information

Waste Collection Calendar

(/services-payments/waste-collection/collection-schedules)

Find out if your waste collection schedule has changed due to stormy weather.

View calendar (/services-payments/waste-collection/collection-schedules)

Winter Snow & Ice Preparedness

(/services-payments/parking-streets-transportation/winter-snow-ice-control-operations)

Track our snow plows and check the condition of your neighbourhood roads.

Winter Snow & Ice Control Operations (/services-payments/parking-streets-transportation/winter-snow-ice-control-operations)

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