

Storm guidelines for city residents

The city offers these suggestions to residents before, during and after a storm.

Before the storm

- Clear your yard of any leaves, limbs or other debris that could block nearby storm drains. Grass clippings, pine straw, leaves, mulch, trash and other debris can create and add to significant stormwater problems and flooding.
- Be sure area storm drains are clear of any obstructions which could prevent stormwater from moving freely. Heavy rain events can cause yard debris and trash to clog storm drains and drainage routes resulting in flooded streets, yards, homes and businesses.
- Secure your trash and recycling carts. These items could become projectiles and cause damage or injury.

During the storm

- Citizens are encouraged to stay indoors and off the roadways. If you have to be on the road, remember that there is a 4-way stop at intersections with traffic lights without power.
- If you have to be on the roads, do not attempt to cross any ponding on the roadways - either on foot or in a vehicle. Remember, turn around and don't drown.
- Stay away from any low hanging or downed power lines. These should always be considered to be live and highly dangerous. Call Progress Energy immediately at (800) 419-6356 if you see a line down.

After the storm

- Do not burn yard debris.
- Place small debris such as leaves, pinecones, etc. in containers or bags.
- Do not blow leaves and other debris into streets or storm drains– the debris eventually reaches storm drains, causing flooding in low-lying areas during heavy rains.
- Do not place debris near mailboxes, fire hydrants, telephone and utility equipment, sewer clean-outs, water meters, drainage ditches, or storm sewers.
- Do not block public roadways or drivers' vision with debris.
- Do not mix vegetative debris (limbs, leaves, etc) with household storm debris (appliances, fences, lumber, furniture, shingles, construction debris, etc).
- Listen for announcements from the city for further details on debris removal including schedules and locations for vegetative disposal.

City crews will pick up debris in rights-of-way such as sidewalks or medians but cannot pick up debris on private property.

Important telephone numbers and sources of information

Citizens are asked not to call 911 to report downed trees, power lines or flooding.

- To report downed power lines and power outages, call Duke Energy Progress at (800) 419-6356. [View a map of power outages](#)
- Call 341-7852 to report trees or tree limbs blocking roadways within city limits (leave a message if no one answers)
- Call 341-4646 to report flooding or other stormwater issues within city limits (leave a message if no one answers)

Sources of info:

