



Guidelines for restoring power safely

When the floodwater has receded

- If service was interrupted by Hydro-Québec, only a master electrician can make the request to have service restored.

Only exception: If the property was not flooded, Hydro-Québec can perform an on-site check before restoring power. Call the dedicated line to make such a request: 1 888 385-7252, option 1.

- If service was not interrupted but there was water infiltration in the home, consult a master electrician before restoring power. The electrician will be able to assess the condition of your electrical installation and carry out any required repairs.

To find a master electrician, go to www.cmeq.org

Also, don't forget:

- Make sure the water is safe to drink and that your sanitary appliances are in good condition.
- Throw away any food that has been in contact with the floodwaters.
- Clean and disinfect any flooded rooms.
- If water infiltrated the oil lines for your heating system, have your furnace and oil tank checked by a specialist. Corrosion may have damaged the burner or safety devices.

A number of measures in place to help you



Dedicated phone line for flood victims:
1 888 385-7252 option 1



Help for customers who can't make their payments
over the next few months



No fixed charges during periods when electrical
service is interrupted



No fees to restore power once customers' electrical
installations are safe



No bills and no administration charges for any
amounts owing for 30 days