

LAKE COUNTY STORM RESPONSE UPDATES AND INFORMATION

Between 9/10/19 and 9/12/19, Lake County received a total of 11.81” of rain, causing all area creeks and lakes to overload. The flooding has caused damage to public infrastructure, caused many roads to become flooded, washed out, and/or impassable, and caused significant damage to both personal property and real property.

This severe storm has impacted all of Lake County, including the incorporated communities of Madison, Nunda, Prairie Village, Ramona, Wentworth, and Brant Lake and the unincorporated communities of Chester, Franklin, Junius, Rutland, and Winfred. This resource guide is intended to provide information to all of these communities.

The emergency operations center has been operational since the early morning hours of 9/12/19. This document will be continue to be updated as additional information becomes available. Remember, we do not know what you do not know. If you have a question that is not answered by this document, please let us know – you may e-mail lakesa2@lake.sd.gov or direct message us through the Lake County or Lake County Sheriff’s Office Facebook Page.

CLEAN-UP INFORMATION

City-wide clean-up: The City of Madison Sanitation Department will be assisting with flood clean-up beginning on Tuesday, September 17th. They will begin in the NW quadrant of town and then move to the NE, SE, and SW. Crews will return to the area periodically after they have been through each quadrant to remove any additional debris. Please place items on the boulevard for collection. If you are missing your garbage cart or have an extra that is now at your home, please call 605-256-7515 to report this.

City of Madison AND Lake County residents: Residents affected by the flood may haul their debris to the Restricted Use Site at no cost. Hours are 8-12 and 1-4 through Friday, and Saturday from 9-1. This is anticipated to remain open during for the next 4-6 weeks, but specific hours will be re-evaluated next week. This will be updated when that decision is made.

Restricted Use Site: The restricted use site is located at 23241 446th Avenue, Winfred, SD, which is 2 miles west of Junius and 1/2 mile north on the west side of the road. Enter through the first gate and follow the road to the attendant. If you go to the building, you have gone too far. Citizens will be asked whether they are a city or county resident, and if it is flood-related – this information is needed for tracking purposes. The fee is waived for flood-related only. If there is non-flood and flood-related items together, they will be charged for non-flood rubble (ie, shingles).

The restricted use site is permitted through the SD Department of Environment and Natural Resources and accepts construction debris and old furniture. Items accepted will be wet carpets and padding, furniture, mattresses, etc. Same rules apply as with city wide clean-up, no

appliances or electronics, no tires. Additional unacceptable items include, but are not limited to, metals, concrete, recyclables, yard waste, appliances, and household garbage.

Questionable items? View this [Solid Waste Disposal](#) list.

Sandbag Disposal: Please see guidance from DENR in the FAQs at the end of this document.

Recycling Center: The recycling center is located at 800 SW 7th Street. Hours are Tuesday – Friday, 9-3 and Saturday, 9-12.

CLEANING SUPPLIES

ICAP (111 N. Van Eps Ave) has cleaning supplies for those that were affected by the flood. The Red Cross has given out many flood clean-up kits and continues to provide them to the area as needed. Those kits are available at ICAP as well.

CLOTHING NEEDS

ICAP (111 N. Van Eps Ave) can provide families that lost clothing with a Salvation Army \$30 voucher to the Encore Family Store. Families that need to have their clothing cleaned will receive a \$25 Salvation Army voucher to the laundromat. Families are only eligible to receive one of the vouchers.

The St. John Lutheran Clothing Room will be closed until further notice due to flooding. No donations can be accepted until then.

Community members are holding a free rummage sale on Saturday, September 21, 12:00 p.m. – 6:00 p.m. / Where: Downtown Armory / Who: Flood victims only, please bring photo ID that states address / What: clothes (men, women, children), shoes, games, toys, towels, bedding, beds, furniture, hygiene items, cleaning supplies, etc, etc. / Volunteers: needed at 10 a.m. / Donations: Can be brought to either Buds Clean Up office (114 W. Center) or Toni Harmdierks' residence (45272 234th by Lake Herman State Park, blue house red door). Large items, if possible, please bring to the armory after 10:00 a.m. Saturday.

DAMAGE ASSESSMENT

Residents affected by the flooding are encouraged to take their own pictures of the damages to their homes, belongings, and other property. This includes pictures of damaged property that you will be disposing of. This would be beneficial for your insurance claims and possibly any county-wide FEMA disaster relief.

The American Red Cross will begin surveying damage in the affected areas of Madison and Lake County on Tuesday. This will help determine how we can best support disaster relief efforts moving forward. Teams conducting damage assessment will be identifiable by wearing American Red Cross apparel and driving Red Cross vehicles. Anyone in need of Red Cross assistance may call the 24-hour disaster assistance hotline at 1-844-29CROSS.

DEBRIS HEALTH CONCERNS

Please respect the property of others and respect those engaged in clean-up efforts. Do not go through the belongings of others that are being left out on curbsides. Most of those items are contaminated with mold and/or sewage. This is a major health risk, and you are advised to leave those items of debris alone.

ELECTRICAL SAFETY

If you experience an emergent electrical issue, call 9-1-1. You should not attempt to disconnect electric service yourself. If flooding happens in your area, to keep you safe, your electric service may need to be disconnected.

If you are in need of an electrical panel inspection due to flooding, the following electricians are licensed in the City of Madison:



Company Name	Electrician Name	City	Phone #
Bob's Electric	Mike Oswald	Madison	605-256-6828
Eichmann Electric	Bill Eichmann	Winfred	605-485-2218
Electric Construction Co	Jay Soderquist	Sioux Falls	605-336-2800
Goth Electric	Rod Goth	Madison	605-256-3507
Goth Electric	Michael Goth	Madison	605-256-3507
Jane's Electric	Jane Clark	Madison	605-480-1333
Jared's Electric	Jared Barger	Madison	605-270-3935
Koth Electric	Lucas Koth	Beresford	605-366-0756
Loyal Electric	Ron Ellingson	Madison	605-256-2379
Sorlien Electric, Inc	Tor Sorlien	Tea	605-368-7371
Spilde Electric	Josh Spilde	Arlington	605-983-3979
Thompson Electric	Brian Spader	Lennox	605-728-8918

Load management boxes: City of Madison residents, if your load management box was flooded, it will need to be replaced. The City of Madison will come and bypass the box so that you can get your new water heaters, air conditioners, heat sources installed and operational. After things have settled down, they will return to install a new box. Please notify 605-256-7521 to report this damage.

FOOD RESOURCES

Food Resources: The Lake County Food Pantry is offering emergency food resources to all who have been affected by the disaster. For the next few weeks the Food Pantry will offer this “open pantry” program to help those affected by the flood. Food supplies will be distributed by Interlakes Community Action Partnership (ICAP), which works with the Lake County Food

Pantry. ICAP is located at 111 N. Van Eps Ave. It is open for providing food each weekday from 9 AM to 4 PM.

The Food Pantry welcomes donations of food or funds to support this initiative. Donated food (commercially packaged canned or boxed goods) can be delivered to the First Presbyterian Church, 400 N. Egan Ave, on Wednesday through Friday from 8 AM to noon or brought to ICAP's offices. Financial contributions can be deposited in the Food Pantry's account at First Bank and Trust, Madison, or mailed to the Food Pantry at PO Box 61, Madison, SD 57042.

School Families: If you have been displaced by the flood, your child(ren) will qualify for Free Meals at the school. A form from the school must be completed and submitted back to the school. All information submitted is confidential.

GAS SAFETY

If you smell gas, call 9-1-1. You should not attempt to disconnect gas service yourself. If flooding happens in your area, to keep you safe, your gas service may need to be disconnected. If your gas service has been shut off, you must contact your provider before it can be turned back on.

Northwestern Energy – 605-256-4526

Koopman Gas Service – 605-446-3265

F & M Coop – 605-256-4516

IMPACTED AREAS / ROAD SAFETY

Please see the [Hazardous Locations Map](#) to view storm impacted areas. County and city resources will continue to update the map as information becomes available.

The pink areas include areas where there may be water over the road, the road is washed out, or there is a culvert or bridge issue. Do NOT drive around any barricades! Even if the road looks dry, officials need to inspect the area to make sure the integrity of the road has not been compromised.

If you come across an area of concern that has not been barricaded, please contact Lake County Dispatch at 605-256-7531.

MONETARY DONATIONS

We have received a lot of inquiries about where individuals can make a monetary donation. While you are free to make a monetary donation wherever you see fit, the Lake Area Recovery Network was established in after the flood of 1993 and is still in good standing and willing to assist. LARN has an established board, and LARN seeks to meet the unmet needs of the community. Donations may be sent to P.O. Box 51, Madison, SD 57042. An account has been set up at Wells Fargo Bank. The bank will accept donations by check only.

POWER OUTAGE

Citizens have a number of ways to report their outage, including the following:

City of Madison – 605-256-7521

Xcel Energy – 1-800-895-1999

POWER LINES

NEVER assume a downed power line is dead. If you come across a downed line, leave the area immediately. Warn others to stay away, and immediately report any downed power lines to Lake County Dispatch by dialing 9-1-1.

RED CROSS INFORMATION

Emergency shelters in Madison are now closed. If you need help finding shelter, please contact the Red Cross at 1-844-292-7677.

Red Cross teams remain in the community to provide support and disaster relief resources. The American Red Cross will begin surveying damage in the affected areas of Madison and Lake County on Tuesday. This will help determine how we can best support disaster relief efforts moving forward. Teams conducting damage assessment will be identifiable by wearing American Red Cross apparel and driving Red Cross vehicles. Anyone in need of Red Cross assistance may call the 24-hour disaster assistance hotline at 1-844-29CROSS.

REPORTING PROPERTY DAMAGE

Property owners who have experienced damage such as downed trees, gas line damage or structural damage are being asked to report any damage to the Helpline Center. Contact the Helpline Center by dialing 2-1-1. This information is being collected to help county and city officials develop a comprehensive damage assessment.

The American Red Cross will begin surveying damage in the affected areas of Madison and Lake County on Tuesday. This will help determine how we can best support disaster relief efforts moving forward. Teams conducting damage assessment will be identifiable by wearing American Red Cross apparel and driving Red Cross vehicles. Anyone in need of Red Cross assistance may call the 24-hour disaster assistance hotline at 1-844-29CROSS.

REQUESTS FOR ASSISTANCE

If you are in need of assistance, you are encouraged to contact 2-1-1. This agency is staffed 24/7 and works to connect individuals to resources and support, including volunteers willing to assist.

2-1-1 also serves as a Helpline Center, and staff are trained to handle crisis calls. If you or someone you know is having difficulties dealing with this situation, please call! This service is free and confidential.

2-1-1 also has a [resource guide](#) available listing community programs that provide direct basic needs and services. Please keep in mind that some of the resources listed may have been directly affected by the flood and unable to provide services at this time.

SAFETY TIPS

Xcel Energy has put together a helpful list of [flood resources](#), covering topics from electrical safety, natural gas safety, and other safety tips.

SANDBAG DISPOSAL

Please see guidance from DENR in the FAQs at the end of this document.

SANITARY SEWER SYSTEM

The City of Madison has declared a sanitary sewer emergency. All sewer system users are urged to limit usage of the sewer system until further notice. Please avoid using washing machines, dishwashers, toilet, and other such items during this emergency.

SHELTER

If you need help finding shelter, please contact the Red Cross at 1-844-292-7677.

VOLUNTEER OPPORTUNITIES

Lake County and the City of Madison have partnered with 2-1-1 to help coordinate volunteers willing to help with flood recovery efforts in our communities and match those volunteers with needed areas. If you are interested in volunteering with flood recovery efforts, please contact 2-1-1.

Officials are also exploring setting up a local volunteer coordination point. If that is established, information will be added to this document.

FREQUENTLY ASKED QUESTIONS

HOW CAN I DISPOSE OF APPLIANCES?

Resykle of Madison will take emptied appliances or anything metal. There is no charge if you bring the items there. Please call 256-2482 prior to dropping them off to confirm your items.

City of Madison residents: Flood damaged appliances and metals will be collected by city crews. Once all the debris is picked up citywide, crews will return to collect metals and empty appliances. **IMPORTANT**, all spoiled food **MUST** be removed and disposed of with household garbage (in your blue cart) and collected by your licensed garbage hauler.

HOW CAN I DISPOSE OF ELECTRONICS?

If you do not want to wait for the free electronic recycling drop off event in Lake County, these businesses will accept electronics from Lake County residents:

SEAMservices.com and City of Sioux Falls, 605-367-8695

TJN, 6511 E. Rice St. or 5501 W 9th St, 800-658-5507

Sioux Falls Hazardous Waste, 1015 E. Chambers St (area of N Cliff Ave)

Lake County's free electronic recycling drop off event is scheduled for Saturday, October 19, 2019 from 9:00 a.m. to 3:00 p.m. at the Madison Recycling Center, 800 SW 7th Street.

Items accepted include: adding machines, answering machines, calculators, camcorders, cameras, CBs/two-way radios, cd/dvd players, cd rom/zip/tape drives, cell phones/pagers, copy machines, cords and cables, CPU's, laptops, PCs, hard drives, holiday lights, joystick/game, controls, keyboard and mouse, modems, monitors, mp3 players, palm organizers, paper shredders, portable cd players, printers, speakers, radios, record players, scanners, telephones, televisions, vcrcs, video game players.

Items not accepted include, but are not limited to: microwaves, humidifiers, dehumidifiers, vaccums, light fixtures, exercise equipment, hair dryers, curling irons, electric toothbrushes, coffee pots, crock pots, blenders, and space heaters.

Residential only! No businesses, no rental property management owners, no governmental entities, no nonprofit organizations, and schools.

For questions about this event, please contact Lake County Natural Resources 605-256-7610 or Madison Public Works 605-256-7515.

[Electronic Drop Off Flyer](#)

WHAT SHOULD I KNOW IF I HIRE SOMEONE TO HELP WITH FLOOD RECOVERY?

In general, the Better Business Bureau recommends making sure anyone you hire is licensed, is insured and bonded. The Attorney General's Office cautions you to please be vigilant of transient contractor scams. Here are a few suggestions when choosing professionals to aid with debris removal and repairs:

- Take the time to evaluate the contractor before hiring.
- Homeowners should look for a reliable contractor with a proven track record who readily offers credentials.
- Ask for references. Legitimate contractors should be more than willing to provide a list of satisfied customers to verify their work.
- Ask for a written estimate and a written contract.
- Ask for sales tax license.
- Keep a copy of the final, signed contract. Read this contract carefully before signing. This contract will usually be binding once you have both agreed to it. The contract should state that any changes in the project should include a Change Order signed by both and

put guarantees in writing. Any guarantees made by the contractor should be written into the contract.

- Obtain a local building permit, if required.
- Make final payments only after the work is completed. Do not sign completion papers or make the final payment until the work is completed to your satisfaction.
- Pay by check. Avoid on-the-spot cash payments. The safest route is to write a check to the contracting company and not an individual.

Complaints may be filed directly on the Attorney General Consumer Protection website at <https://consumer.sd.gov>. For additional information, consumers can e-mail the AG's Office at consumerhelp@state.sd.us or call 1-800-300-1986.

HOW DO I DISPOSE OF SANDBAGS PROPERLY?

Floodwater Sandbag Reuse and Disposal Guidance from the South Dakota Department of Environment and Natural Resources

The South Dakota Department of Environment and Natural Resources (DENR) has developed this guidance to help properly manage sandbags, sand, and plastic sheeting that has been used in fighting flood events. It depends on the situation, but remember that floodwaters can be contaminated with untreated human and animal wastes, industrial and agricultural chemicals, oil and gasoline, etc., and these pollutants can contaminate other materials as well. To properly dispose of sand, sandbags, and plastic sheeting used to fight floods, DENR surveyed surrounding states to develop the following guidelines:

- Sand or sandbags that have come into contact with only precipitation, but **not** floodwater, are normally considered to be not contaminated and can be reused without restriction as long as blowing sand and blowing litter from sandbags is prevented.
- Sand or sandbags that are **not** contaminated may also be disposed as waste or used as daily cover in a permitted municipal solid waste landfill. Disposal at a permitted Restricted Use or Construction and Demolition Debris site can be allowed if six inches of cover soil is applied within 24 hours to prevent blowing sand and litter from plastic sandbags. A list of permitted disposal sites can be found at: <https://apps.sd.gov/NR60SolidWaste/main.html>.
- Sand or sandbags that have been in contact with floodwater should not be reused in ways that would involve direct human contact, such as sand boxes, gardens, or playgrounds.
- Sand or sandbags that are visibly contaminated or you suspect have been contaminated (i.e. sandbags that may have come into contact with raw sewage, industrial chemicals, petroleum products, etc.) should be disposed at a permitted municipal solid waste landfill. In some circumstances, contaminated sand and sandbags may be used as fill material where there is no direct human contact and where groundwater resources will not be impacted. However, before you begin to use contaminated sandbags as fill, please contact the DENR Waste Management Program at (605) 773-3153.
- Sandbags, empty or full, may not be disposed in a waterway, wetland, floodplain, or other sensitive area, but noncontaminated loose sand may be used in a waterway, wetland or floodplain if proper permits are obtained, such as a 404 permit from the U.S. Army Corps of Engineers (go to

https://www.publications.usace.army.mil/Portals/76/Publications/EngineerForms/Eng_Form_4345_2019Feb.pdf?ver=2019-03-08-083618-337 and

<https://usace.contentdm.oclc.org/utis/getfile/collection/p16021coll11/id/2340> or a Shoreline Alteration Permit from the South Dakota Department of Game, Fish and Parks (<https://apps.sd.gov/GF55AquaticsOnline/ShorelineAlteration.aspx>).

- Used plastic sheeting can be recycled through your local recycler under certain circumstances, but may cost more than disposal directly through your local garbage hauler. Contact your local recycler for more details if you wish to recycle plastic sheeting.

If you have any questions about these guidelines, please contact the Department of Environment and Natural Resources, Waste Management Program:

website: <http://denr.sd.gov/des/wm/sw/swmainpage.aspx> phone: (605) 773-3153