

## Key Flood Protection Info Resources for Region of Waterloo Residents

This document has been developed to help Region of Waterloo residents take action to reduce their flood risk. Contact information for three important government organizations has been provided to help residents determine:

- Answers to detailed questions for different agencies
- What flood prevention subsidies and building permit grants (if any) are available
- What permits are required before starting a project and how to get them

### Region of Waterloo

**Key Topics Covered: Directory of services for Cambridge, Kitchener, Waterloo and surrounding townships, emergency management and bylaws**

Phone: 519-575-4400

Email: [regionalinquiries@regionofwaterloo.ca](mailto:regionalinquiries@regionofwaterloo.ca)

Website: [Services A-Z](#); [Emergency Management](#); [Bylaws](#)

**Subsidies: There are no flood prevention subsidies currently available in the Waterloo Region**

### Cities of Cambridge, Kitchener and Waterloo

**Key Topics Covered: City Bylaws (building, grade changes, plumbing permits and City trees) and water flowing overland in your area**

**City of Cambridge:**

Phone: 519-623-1340

Email: [questions@cambridge.ca](mailto:questions@cambridge.ca)

Websites: [Cambridge Residents in New Neighbourhoods: Frequently Asked Questions](#); [Plumbing Permits](#); [Sanitary Sewer](#); [Sewer Use Bylaw](#); [Grading Bylaw](#); [Tree Bylaws](#); [Call Before You Dig](#) (Ontario One Call)

**City of Kitchener:**

Phone: 519-741-2345



Email: [Email City Of Kitchener](#)

Stormwater Credit Program: The City of Kitchener offers a credit of up to 45 percent of the stormwater utility fee for properties that manage their stormwater.

Websites: [Stormwater Credit Application Residential](#); [Residential Credit Application Form](#)

Websites: [Your Neighbourhood Community Bylaws](#); [Site Alteration](#); [Tree Bylaws](#); [Building Permits](#); [Backflow Prevention](#); [Residential Sewer Backups](#); [Flood & Safety Tips](#); [Call Before You Dig](#) (Ontario One Call)

**City of Waterloo:**

Phone: 519-886-1550

Email: [Email the City of Waterloo](#)

Stormwater Credit Program: The City of Waterloo offers a credit of up to 45 percent of the stormwater utility fee for properties that manage their stormwater.

Websites: [Stormwater Credit Program](#); [Eligibility- Residential](#); [Residential Stormwater Credit Application](#)

Websites: [Floodplain Mapping](#); [Building Permits](#); [Bylaws](#); [Protection of City Trees Bylaw](#); [Site Alteration Bylaw](#); [Grading Bylaw](#); [Backflow Prevention Bylaw](#); [Call Before You Dig](#) (Ontario One Call)

**Grand River Conservation Authority**

**Key Topics Covered: Interpretation of Approximate Regulation Limit Area (RLA) maps, planning requirements and permits if your property is within RLA**

Phone: 519-621-2761 or Toll free: 1-866-900-4722

Email: [grca@grandriver.ca](mailto:grca@grandriver.ca)

Websites: [Map Your Property](#); [Planning & Permits](#)

**Note: Information presented is based on publicly available website content (Updated Oct 23<sup>rd</sup>, 2017)**