

Storm Damage Frequently Asked Questions



My power/phone/cable is out. Who do I contact?

Electrical outages should be reported to the We Energies hotline 800-662-4797. Contact your phone or cable provider directly. The Village of Shorewood is not involved in the provision of these services and has no ability to impact response.

An overhead line is down. What do I do?

Downed power lines can injure or kill, even if they do not spark, hum or "dance." Stay away from anything touching the line, such as a tree, fence, vehicle, etc. Call 911 and We Energies 800-662-4797 to report it. Do not touch someone being shocked by a downed line; you could also be hurt or killed.

I have water in my basement. What do I do?

If the water is more than two inches deep, do not step in the water – it can conduct electrical current. If the water level in your flooded basement is approaching any gas-fired appliances, such as a furnace or water heater, contact We Energies 800-261-5325 to shut off the gas as your pilot light may be out and natural gas could be entering your basement. If you smell natural gas, exit the building immediately and call 911.

If water is backing up from your floor drain, contact the Department of Public Works. During normal business hours (7:00 a.m. – 3:30 p.m.), call (414) 847-2650. Outside these hours, contact North Shore Dispatch at 414-350-9900 and our after-hours on-call staff will be notified.

Please note – if your backup is occurring in dry weather or during a very minimal rain event, it is likely that the issue is within your private sewer lateral and not the Village system. In this case, you should contact your plumber.

A tree or large limb has fallen. Who do I contact?

If the tree or limb is from a parkway tree (planted between the sidewalk and curb) and/or is blocking the street or sidewalk contact the Department of Public Works. During normal business hours (7:00 a.m. – 3:30 p.m.), call (414) 847-2650. Outside these hours, contact North Shore Dispatch at 414-350-9000 and our after-hours on-call staff will be notified.

If the tree is a private tree from a residence or business, the property owner is responsible for the removal of the tree and any resulting damage to private property or public facilities. The property owner should contact a tree service.

If a tree has fallen in the Oak Leaf Trail corridor, please contact Milwaukee County Parks at (414) 257-7275.

There is a hanging, hazardous, or cracked branch in my parkway tree after the storm. I'm worried it might fall and hurt someone. What should I do?

Please contact DPW right away by calling (414) 847-2650. If you have to leave a message, please include

the address of the tree in question and the nature of the hazardous condition. This helps us prioritize the most dangerous issues while getting to them all in a timely manner.

Outside of normal business hours, contact North Shore Dispatch at 414-350-9900 and our after-hours on-call staff will be notified.

When will fallen branches be collected?

DPW staff will work as quickly as possible to collect all fallen branches from parkway trees. In the event of a major storm, we will typically suspend the [regular brush collection schedule](#) and proceed in a grid pattern through the Village with all available staff. Dependent upon the volume of brush, this may take several days to multiple weeks.

Will you take branches from my private tree as well as the parkway trees?

Yes. Branches ½ inch to 6 inches in diameter and between 4 and 7 feet long may be stacked in the parkway for the [brush chipper](#). Smaller items must be bagged with yard waste. Larger logs from private trees can be removed via special collection or brought to the yard on the first or third Saturday of the month during [residential dumping](#).

I lost power and my refrigerated/frozen food has spoiled. Will there be a special garbage collection?

If an extended power loss occurs after your neighborhood's regular garbage day (Monday, Tuesday, or Wednesday), please contact DPW by calling (414) 847-2650; we will work with you regarding disposal options.

All of these falling leaves and branches have clogged the storm sewer inlet on our street and it isn't draining. How should we proceed?

If possible, please try to clear the drain; this is generally a simple process. If you are unable to clear the debris, please contact the Public Works office at (414) 847-2650 and Utility staff will remove the debris as time or other priorities allow. Learn about the [Respect our Waters Adopt-A-Drain program](#) here.

My power is out. Where can I charge my electronic devices?

The [Shorewood Public Library](#) has publicly accessible electrical outlets throughout the building and some charging stations in an environmentally controlled building with a public wifi network for internet access.