

Non-emergencies – Who to Contact

I have an American flag that I would like to properly retire, where should I bring it?

Contact [Post 66, The American Legion](#) 1661 Mill Street, San Luis Obispo, CA 93401 or call (805) 543-6445

How do I sign-up for reverse 9-1-1?

Sign up through [San Luis Obispo County Sheriff's Office](#).

My carbon monoxide detector is beeping, should I call 9-1-1?

Yes. We will send out a crew to investigate if you have a carbon monoxide leak. See our carbon monoxide video [here](#) and informational handout [here](#).

How can I contact your Public Information Officer?

If you are a member of the media needing to get in touch with a [PIO](#), please use the dedicated PIO line: (805) 440-7448. For breaking news/ incident information: (805) 783-7774.

If I suspect a poison was swallowed, what phone number should I call?

Call 911 first! The police/fire dispatcher should connect you to the Poison Control Center. If necessary, you may also call the Poison Control Center after dialing 911, at +1 (800) 222-1222.

Who should I contact for animal-related emergencies/complaints?

San Luis Obispo Fire Department is called to assist the public with many different situations, but we typically do not assist in animal care or treatment unless emergency intervention is warranted. If so, we will work in conjunction with the County of San Luis Obispo Animal Control.

For animal-related issues and concerns, please contact:

Animal Services – County of San Luis Obispo 885 Oklahoma Avenue, San Luis Obispo, CA 93405 +1 (805) 781-4400 <https://www.slocounty.ca.gov/Departments/Health-Agency/Animal-Services.aspx>

There are hazards such as fallen trees, clogged storm drains, water leaks, sinkholes that I have noticed, who do I notify?

If someone is in danger, please call 911. Otherwise, hazards such as the ones above or other similar hazards can be directed to the [City of San Luis Obispo Public Works Department](#). +1 (805) 781-7200 during normal business hours. If you have a priority or urgent issue and are unable to reach someone at Public Works, or are calling after hours, call the Police Department non-emergency number at +1 (805) 781-7312 and Public Works staff will be dispatched.

I have a sewer-related issue, who do I call?

Sewer overflows are emergency situations that require immediate attention. If you come across a sewer overflow or suspected sewer overflow please call [City of San Luis Obispo Utilities Wastewater](#) immediately. During regular business hours - Monday-Friday 8:00 AM - 5:00 PM Please call +1 (805) 781-7215

After hours emergency dispatch please call +1 (805) 781-7312

There seems to be a power outage in my area. Should I call the San Luis Obispo Fire Department to find out when power will be restored?

Please do not call SLOFD for power outages. Using your smartphone, please visit the following web page for information:

<http://www.pge.com/en/myhome/customerservice/energystatus/reportanoutage/index.page>

What do I do if I smell natural gas or see downed power lines?

If you smell natural gas, see downed power lines, or suspect another emergency, leave the area immediately and call 911. Then, call PG&E at +1 (800) 743-5000 24-hour Customer Service Line.

24-hour Power Outage Information Line: +1 (800) 743-5002. What to do if you see a downed power line: Never, ever touch a downed power line or go near one. Power lines are not insulated like power cords. Always assume the power line is energized. Do not touch a downed power line or other equipment. Do not touch anything or anyone in contact with a downed power line. Keep children and pets away from a downed power line. Do not drive over a downed power line. Leave the area immediately and then call 911 and PG&E at +1 (800) 743-5000.

Where can I find sandbags?

Sandbag Information:

Where do I buy sandbags? ([See map](#))

Home Depot: 1551 Froom Ranch Way, SLO +1 (805) 596-0857

Farm Supply Co.: 224 Tank Farm, SLO +1 (805) 543-3751

Miner's Hardware: 2034 Santa Barbara, SLO +1 (805) 543-2191

Where do I fill my sandbags? ([See map](#))

Sand will be deposited at the locations listed below only in anticipation of a forecasted, significant rain event (2-3+ inches)

City Corporation Yard parking lot: 25 Prado Road

Laguna Lake Golf Course parking lot: 11175 Los Osos Valley Road

Santa Rosa Park parking lot: 190 Santa Rosa Street

Sinsheimer Park parking lot: 900 Southwood Drive

How do I report a vehicle parked in a fire lane?

During business hours, contact a Fire Inspector at 805-781-7383. After business hours and on weekends, call the City Police Department non-emergency line at 805-781-7312.

How do I report unsafe living conditions?

Call the City Code Enforcement Division at 805-781-7180.

How do I request an inspection for my Daycare Center?

Contact the Fire Department Inspector at 805-781-7560.

How do I report a hoarder?

Call the San Luis Obispo County Adult Protective Services Department at 805-781-1790.