



Tropical Storm Helene Recovery Resources



New updates are posted daily.
This is the latest information available as of
1 p.m. Monday, September 30, 2024

****To support the safest environment, a curfew is in effect from 7:30 p.m. to 7:30 a.m. until further notice.****

FOOD & WATER DISTRIBUTION

The City has ordered food and water supplies. We hope to receive these supplies in the next day or two. Until then, please be conservative and help your neighbors if possible.

Pack Square Park Water Distribution

Drinking water will be distributed from Pack Square Park (70 Court Plaza) beginning at 1 p.m. until dark or when the supply runs out. Each person will be provided 1 gallon of water per person, with a maximum of 5 gallons per family. **YOU MUST BRING YOUR OWN CONTAINER, NONE WILL BE PROVIDED.** For the safety of everyone involved, traffic will be directed around the park and the distribution site will be walk-up only. Assistance will be available for those who cannot carry their water back to their cars. The community is encouraged to park in nearby parking decks and surface lots. Please do not park in roadways in order to avoid impeding on emergency response.

CELLULAR SERVICE

A temporary Verizon cellular satellite trailer is located at the Family Justice Center at 35 Woodfin Street. This tower will offer an opportunity for limited cellular reception within several city blocks of where it is parked. Additionally, T-mobile has set up satellite cellular on light trucks in Asheville. These SatCOLTs provide cellular voice and data, along with Wi-Fi and charging stations. Trucks are located at Asheville Middle School at 211 S French Broad Ave, and Dr. Wesley Grant Sr. Southside Community Center at 285 Livingston St.

WATER UTILITY SERVICE

When will service be restored?

Tropical Storm Helene severely damaged the production and distribution system of the City of Asheville's water system. Extensive repairs are required to treatment facilities, underground and aboveground water pipes, and to roads that have washed away which are preventing water personnel from accessing parts of the system. Although providing a precise timeline is impossible, it is important to note that restoring service to the full system could potentially take weeks. As repairs progress, water service will return to some areas before others, based solely on the level of damage to the system.

What to do if you have running water

Customers who currently have water should fill bathtubs and other available containers in preparation for loss of service. Please remember, a boil water advisory also remains in effect for customers who have water.

What to do if you have conserved drinking water or bottled drinking water

Potable water is limited, please only use potable water for drinking, not for flushing.

BUS SERVICE

Bus service remains suspended while buses are involved in relief efforts. While performing this service, the bus destination sign will say "**Special Assignment.**" When services resume, ART buses will have the regular route name on the destination sign.

SHELTERS

General public shelter at WNC Agricultural Center (pets accepted) - 1301 Fanning Bridge Road, Fletcher

General public shelter at AB Tech - 6 Fernihurst Drive, Asheville, NC 28801 (use Victoria Road entrance)

Medical emergency shelter at AB Tech - 10 Genevieve Circle, Asheville, NC 28801

BC County is working on opening additional shelters. Locations to be announced when available.

ASHEVILLE POLICE DEPARTMENT

APD is at full patrol staffing. Additionally, Federal and NC State agents are assisting with security and other local Law Enforcement Agencies needs.

ASHEVILLE FIRE DEPARTMENT

AFD continues rescue efforts in heavily affected areas and continues to canvas neighborhoods for needs.

AFD and other resources are committing personnel to targeted searches to help locate missing people. For those needing medical assistance or for those who cannot call 911, each fire station will have a firefighter available 24/7.

DEVELOPMENT SERVICES

Structural damage should be reported to an individual's insurance company as soon as possible.

A city-wide initial assessment by FEMA and a team of city staff (DSD, Fire, Public Works) began Sunday, September 29. Community members will see city staff doing assessments to understand the magnitude of the overall storm damage.

The Development Services Department will be set up to receive and issue permits for removal and replacement of damaged areas. Permit fees will be waived for removal and repair permits.

For questions about buildings affected by this storm:

City of Asheville Building Safety Division at **828-259-5846** * email buildingsafety@ashevillenc.gov.

Electronic applications may be submitted to: develop.ashevillenc.gov

PUBLIC WORKS/SANITATION

Public Works is working to clear storm debris from roads to provide critical access for emergency vehicles.

Public Works will run routes for debris removal in the coming weeks. **Trash and recycling services are suspended until further notice** so that staff can focus on life safety efforts.

City Offices and Parks will be closed until further notice.

Non-Emergency Issues 828-250-6650 * Downed Power Lines call 9-1-1 *

Power Outages [Duke](http://Duke.com) - 1-800-228-8485 * **Issues with Natural Gas** [Dominion](http://Dominion.com) - 1-866-366-4357

Missing Persons - 828-820-2761

HOW TO HELP:

If you have donations, equipment, or have questions about specific needs, please email:

helenedonations@buncombecounty.org . If you want to volunteer, please email:

helenevolunteers@buncombecounty.org. It is important that we coordinate donations to better meet the needs of our communities most affected by Helene.

To receive updated information sign up for AVL Alerts, visit the City of Asheville website at

www.ashevillenc.gov and follow on Facebook or X at [@AshevilleFD](https://www.facebook.com/AshevilleFD).

****Disclaimer:**** The information provided in this sheet reflects the current services and resources available from the City of Asheville following the recent storm. Please note that these services are subject to change based on ongoing assessments and community needs. We encourage residents to stay informed through media outlets and official city channels for the most up-to-date information.