

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

KEY UPDATES AND RESOURCES FOR ASHEVILLE AND BUNCOMBE COUNTY

We know there's still a long way to go in this journey, but today offered a sense of positivity coupled with pride. A lot of great work is being done by such dedicated people to see to it that our community members are provided with information and updates. There is no doubt that hurdles are being jumped and mountains are being moved. And that means one thing – results are being seen! We still hold our community members in our hearts as they struggle with a lack of power, water, reliable communication, and supplies to assist with their cleanup efforts, but together we are getting things done! Every day we are one step closer. Let's never lose sight of the light.



#AshevilleStrong

Key Section Updates

All information in this document is valuable and timely, but please pay specific attention to the below sections as they have received critical updates today.

BURNING REGULATIONS - CURFEW - DONATIONS - GRANTS - HEALTH AND MEDICAL SERVICES - NEWS AND INFORMATION SOURCES - PETS, ANIMALS/LIVESTOCK - SCHOOLS - SEWERAGE - TAX RELIEF - TRASH AND VOTING – WATER - WELL WATER TESTING – WORKFORCE DEVELOPMENT

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

Contents

Key Section Updates	1
APPLYING FOR FEMA ASSISTANCE	5
To apply:.....	5
FEMA representatives on-site to assist with applications:	5
Important notes:	5
BOIL WATER ADVISORY	5
BURNING REGULATIONS	6
CELL SERVICE & WI-FI	6
CURFEW.....	7
DISASTER UNEMPLOYMENT BENEFITS	7
Eligibility:	7
Application process:.....	7
Documentation:	8
DONATIONS.....	8
Donation drop-off locations (do not drop off at fire stations or distribution sites):.....	8
Items needed:	8
Do not donate:	9
EMERGENCY SHELTERS.....	9
Open shelters:.....	9
FOOD AND WATER DISTRIBUTION.....	9
GRANTS	11
HEALTH AND MEDICAL SERVICES	11
Urgent Care: Mercy Urgent Care (8:30 AM - 6:00 PM):.....	11
Novant Go-Health Urgent Care:.....	12

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

VA Hospital:.....	12
Pharmacies:	12
Dialysis:	12
Oxygen refilling stations:.....	12
Carolina Abortion Fund (CAF):	13
Laurel OBGYN:	13
Planned Parenthood:.....	13
HOUSING AND URBAN DEVELOPMENT (HUD).....	13
HYGIENE FACILITIES.....	14
Porta-Potties and hand washing stations:.....	14
Laundry services:.....	14
Showers: Reuter Family YMCA: 3 Town Square Blvd, Asheville.....	14
MENTAL HEALTH SUPPORT.....	14
MISSING PERSONS.....	15
NEWS AND INFORMATION SOURCES	16
PETS, ANIMALS/LIVESTOCK	16
Veterinary services:.....	16
WNC Regional Livestock Center:.....	17
POWER RESTORATION.....	17
PUBLIC TRANSPORTATION.....	17
ROAD CLOSURES AND TRAVEL	18
RUMOR CONTROL	18
SCHOOLS.....	18
SEWERAGE.....	19
SMALL BUSINESS RESOURCES	19

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

Mountain BizWorks:	19
U.S. Small Business Administration (SBA) Disaster Assistance:.....	20
TAX RELIEF	20
TRASH AND RECYCLING	21
UTILITIES.....	22
Electric.....	22
Water System Repairs:.....	22
For those with water service:	22
VOLUNTEERS	23
VOTING.....	23
WATER	24
WELL WATER TESTING	24
WORKFORCE DEVELOPMENT	25
United States Postal Service (USPS) and Mail Services Recovery Update	25
Closed USPS Sites	26
Closed USPS Sites with Alternative Facilities.....	26
Sites Attempting Delivery Where Safe	27
Cash-Only Services and PO Box Only Locations	28

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

APPLYING FOR FEMA ASSISTANCE

TO APPLY:

- Online: DisasterAssistance.gov
- Mobile: FEMA app
- Phone: 800-621-3362 (FEMA)

If residents receive a denial notification, please go to bit.ly/avillenc to let the mayor know. **Please note:** This link meant to provide details on denials so that the city can work with FEMA to cut the red tape. It is **not** part of the official FEMA appeals process.

FEMA REPRESENTATIVES ON-SITE TO ASSIST WITH APPLICATIONS:

- Black Mountain: 550 Hwy 9
- AB Tech Shelter: 16 Fernihurst Dr (between Conference Center & Parking Deck)
- Pack Square Park
- Community of Emma (Spanish speaking): 528 Emma St
- New Bridge Baptist Church: 199 Elkwood Ave, Asheville
- Basilica of St. Lawrence: 97 Haywood St, Asheville (Laundry Use Trailer)
- Walmart, 60 Airport Rd., Arden

IMPORTANT NOTES:

- FEMA will never ask for money to help you
- All FEMA representatives wear official badges
- Beware of scammers pretending to be FEMA

For an accessible video on how to apply, visit: [FEMA Accessible: Three Ways to Register for FEMA Disaster Assistance](#) - YouTube

BOIL WATER ADVISORY

A boil water advisory is in effect for customers with running tap water:

- Boil water for at least one minute, even if filtered

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

- If boiling is not possible, add 8 drops of bleach per 1 gallon of water
- Use bottled water for drinking, food preparation, infant formula, and pets
- Do not use ice made from un-boiled water
- For hand washing, use boiled/bottled water or hand sanitizer if unavailable
- Do not use water from connected appliances (e.g., refrigerator dispensers)

BURNING REGULATIONS

Under no circumstances is open burning allowed within Asheville City Limits. All burning must take place outside of city limits and adhere to the below:

- Only the burning of trash that grows naturally is permissible in piles more than 15 feet away from structures and no higher than 3 feet.
- Let materials dry for at least 3 days before burning
- Do not burn trash, cardboard, building materials, or painted/processed wood
- For more information, call (828) 250-6767

CELL SERVICE & WI-FI

Temporary Verizon cellular satellite trailers:

- YMCA: 30 Woodfin St
- Groce United Methodist Church: 954 Tunnel Rd

T-Mobile satellite cellular on light trucks (cellular service, Wi-Fi, and charging):

- Asheville Middle School: 211 S French Broad Ave
- Dr. Wesley Grant Sr. Southside Community Center: 285 Livingston St

ITDRC Wi-Fi hotspots and charging stations:

- Sam's Club: 645 Patton Ave
- Haw Creek Commons: 315 Old Haw Creek Rd

Additional Wi-Fi hotspots and charging stations:

- Justice Center parking lot: 35 Woodfin St

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

- YMCA Downtown Asheville: Woodfin St
- West Asheville Public Library: 942 Haywood Rd
- Pack Memorial Library: 67 Haywood St
- Enka Library in Candler: 1404 Sand Hill Rd, Candler
- Citizen Vinyl: 14 O'Henry Ave
- Moxy Hotel: 61 Biltmore Ave
- The Plug Smoke Shop: 1356 Patton Ave
- Center for Craft: 67 Broadway St
- Mosaic Cafe: 1 Town Square Blvd, Suite 150, Biltmore Park
- DoubleTree in Montford: 199 Haywood St
- ALoft on Biltmore Ave: 51 Biltmore Ave
- Franklin School of Innovation parking lot: 61 Innovation Dr
- Buncombe County Health Department: 40 Coxe Ave
- Asheville Shelter at AB Tech, Ferguson Building: 340 Victoria Rd

Library Wi-Fi password: "readmore" (one word, lowercase)

CURFEW

Beginning on October 10, the curfew in effect within Asheville city limits will be from 11:00 PM until 6:00 AM. The original 7:30 PM to 7:30 AM curfew will be in effect tonight only. No curfew ordered by Buncombe County.

DISASTER UNEMPLOYMENT BENEFITS

ELIGIBILITY:

- People in Buncombe County unemployed as a direct result of Hurricane Helene
- Business owners and self-employed individuals affected by the storm

APPLICATION PROCESS:

- 60 days from Oct. 1 to file an application
- Apply online at des.nc.gov
- Deadline: Dec. 2, 2024

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

- If unable to file online, call DUA Hotline: 919-629-3857

DOCUMENTATION:

- All required documentation must be submitted within 21 days of application
- DES will work with those who cannot provide all documentation to avoid benefit delays

DONATIONS

Monetary donations are most needed. Donate to the North Carolina Disaster Relief Fund to help communities recover from Helene.

DONATION DROP-OFF LOCATIONS (DO NOT DROP OFF AT FIRE STATIONS OR DISTRIBUTION SITES):

- 6 Commerce Way, Arden
- 32 Old Charlotte Hwy, Asheville
- 1298 Patton Ave., W. Asheville
- Arden Presbyterian Church, Hendersonville Rd., Asheville
- Harrah's Cherokee Center, 87 Haywood St., Asheville (front door 9AM-8PM, 7 days a week)

For questions regarding donation, email helenedonations@buncombecounty.org

ITEMS NEEDED:

- Water
- Nonperishable food
- Personal care items
- Infant care supplies
- Hand Sanitizer (large sizes and individual)
- Pet food and pet supplies
- Disposable plates and utensils
- Clothing (A special request has been issued for cold weather items due to an impending cold weather pattern in the area. Gently used or new coats, gloves,

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

mittens, hats, scarves, blankets, and all other cold weather resistant items are appreciated.

- Cleaning supplies (including buckets)

DO NOT DONATE:

- Items requiring refrigeration
- Flammable liquids

EMERGENCY SHELTERS

OPEN SHELTERS:

- Medical emergency shelter at AB Tech: 10 Genevieve Circle, Asheville, NC 28801
- Former Gold's Gym: 1815 Hendersonville Road, Asheville (no pets allowed, has playroom for children)
- First Baptist Church Swannanoa: 503 Park Street, Swannanoa

Note: WNC Agricultural Center and AB Tech shelters are now full.

For additional shelters throughout WNC, visit: <https://www.readync.gov/stay-informed/open-shelters>

FOOD AND WATER DISTRIBUTION

City-sponsored sites (9 AM - 7 PM daily or until supplies run out):

- **Pack Square Park:** 70 Court Plaza (walk-up only, bulk water)
- **Asheville Middle School:** 211 S. French Broad St
- **Shiloh Community Center:** 121 Shiloh Rd
- **Lucy S. Herring Elementary:** 98 Sulphur Springs Rd
- **Oakley Elementary:** 753 Fairview Rd

County-sponsored sites (12 PM - 7 PM daily):

- **Sand Hill Elementary:** 154 Sand Hill School Rd, Asheville (enter via Acton Circle)

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

- **North Windy Ridge Intermediate School:** 20 Doan Rd, Weaverville
- **Fairview Elementary School:** 1355 Charlotte Hwy, Fairview
- **Ingles** on NC 9 in Black Mountain
- **Leicester Elementary School:** 31 Gilbert Rd, Leicester
- **William W. Estes Elementary School:** 275 Overlook Rd, Asheville

Private distribution sites:

- **Chick Fil A:** Swannanoa Ingles, 2299 US-70, 11 AM - 4 PM, Oct 7-12
- **Franklin School of Innovation:** 61 Innovation Dr, 1 PM - 3 PM daily
- **Wesley Grant Center:** 285 Livingston St, Asheville
- **Bear's Smokehouse BBQ and World Central Kitchen:** 135 Coxe Ave, 1 PM daily
- **Denny's Mobile Relief Diner:** Lowe's Home Improvement Center Parking lot, 95 Smokey Park Hwy, 8 AM - 1:30 PM, through Oct 8
- **Groce UMC:** 954 Tunnel Rd
- **Woodfin Town Hall:** 90 Elk Rd, 2 PM daily
- **Tupelo Honey South Asheville:** 1829 Hendersonville Rd, 11 AM - 5 PM
- **Tyson Foods Meals that Matter:** Walmart Supercenter, 25 Northridge Commons Pkwy, 11 AM - 5 PM daily
- **Beloved Asheville:** 32 Old Charlotte Hwy
- **Biltmore Baptist Church:** 35 Clayton Rd, Arden, 3 PM - 6 PM
- **Jewish Family Services:** 53 South French Broad Ave, Monday-Friday 9 AM - 2 PM
- **The Home Depot & Operation Blessing:** 795 Fairview Rd, Asheville
- **Carolina Day School:** 1345 Hendersonville Rd, Asheville
- **WALMART in Arden:** 60 Airport Rd, 12 PM - 4 PM
- **FBCA by Downtown YMCA:** 5 Oak St, 10 AM - 2 PM daily
- **Grace Covenant:** 789 Merrimon Ave, Asheville
- **The Dharma:** 697 Haywood Rd Unit C, Asheville
- **Asheville Dream Center:** 399 Beaverdam Rd, Asheville
- **Reynolds Baptist Church:** 520 Rose Hill Rd, Asheville
- **New Bridge Baptist Church:** 199 Elkwood Drive, Asheville

ABCCM locations (open 8:30 AM - 4:30 PM, Monday-Friday):

1. Downtown Asheville: 24 Cumberland Ave, (828) 259-5300
2. North Buncombe: 403 Weaverville Hwy, (828) 259-5303

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

3. Hominy Valley: 1914 Smokey Park Hwy, Candler, (828) 259-5301
4. South Buncombe: 10 Buck Shoals Rd, Arden, (828) 259-5302

All sites provide:

- MREs (2 per adult, 1 per child per day)
- Bottled water (1 case per family per day, except Pack Square)
- Non-potable water (bring your own container)

Water for flushing is also available at the Jewish Community Center's Pool (40 Clyde Street). Open Friday, October 4th from 10 AM - 12 PM. Bring containers.

- For water delivery if unable to reach distribution sites, call 828-250-6100.
- To volunteer at distribution sites, contact smenaya-merritt@ashevillenc.gov or rwood@ashevillenc.gov.

Please note that non potable water is water that is not safe for consumption. It is used for a variety of purposes including the flushing of toilets and the washing of laundry.

GRANTS

For information on emergency grants for artists, visit <https://cerfplus.org/>

Appalachian Sustainable Agriculture Project Immediate Needs Grant:
<https://asapconnections.org/>

Community Foundation of Western North Carolina Emergency Grants:
<https://cfwnc.org/initiatives/hurricane-helene-relief-and-recovery>

HEALTH AND MEDICAL SERVICES

URGENT CARE: MERCY URGENT CARE (8:30 AM - 6:00 PM):

- West Asheville: 1201 Patton Ave
- Weaverville: 61 Weaver Blvd
- Brevard: 22 Trust Lane

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

- Waynesville: 120 Frazier St
- Foothills: 140 W Mills St

NOVANT GO-HEALTH URGENT CARE:

- 349 New Leicester Highway, 9 AM - 6 PM

VA HOSPITAL:

- Location: 1100 Tunnel Road
- Operating 24/7 for emergencies and inpatient services
- Limited emergency surgeries available
- Routine appointments canceled
- Acute needs scheduled
- Veterans needing medications: Visit VA pharmacy or call 855-679-0074 and press 1

PHARMACIES:

- View open pharmacies: <https://www.ncbop.org/pharmacydisaster.html>
- Pharmacists can dispense one-time emergency supply (up to 90 days) when unable to contact medical provider
- One-time emergency refill (up to 30 days) of prescribed medication available

DIALYSIS:

Mountain Mobility is offering life-sustaining dialysis and chemotherapy transport and assistance for accessible patients in coordination with dialysis and cancer centers. They are also resuming all non-emergency trips.

OXYGEN REFILLING STATIONS:

- Palmetto Oxygen LLC: 828-285-0235
- Blue Ridge: 828-232-1110
- AeroFlow: 888-345-1780

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

- Lincare: 828-255-4545
- Accucare: 828-236-3100
- Bradshaw Oxygen LLC: 888-380-6297
- East Coast Medical Oxygen: 828-252-7770

CAROLINA ABORTION FUND (CAF):

- Prioritizing callers from WNC
- May be able to help secure funding to get care elsewhere
- Working on distributing Plan B to WNC
- For funding assistance: <https://www.carolinaabortionfund.org/funding>

LAUREL OBGYN:

- Will see any pregnant person for routine visits or high-risk monitoring
- Urgent GYN care available
- Location: 41 Oakland Rd STE 200, Asheville, NC 28801
- Hours: October 7-11, 10 am to 1 pm

PLANNED PARENTHOOD:

- Asheville health center temporarily closed
- For reproductive and sexual health care needs, call 1-800-230-PLAN
- Current patients can get medication refills by:
 - Calling (828) 252-7928
 - Accessing Epic (Electronic Health Records)
 - Sending a note through patient portal

HOUSING AND URBAN DEVELOPMENT (HUD)

- 90-day moratorium on FHA-insured mortgage foreclosures
- 90-day moratorium on Section 184 Indian Home Loan Guarantee program foreclosures
- 90-day automatic extension for Home Equity Conversion Mortgages
- Effective from the President's disaster declaration date

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

For additional information: https://www.hud.gov/states/north_carolina

Contact Asheville Housing Authority: Monique Pierre at mpierre@haca.org

HYGIENE FACILITIES

PORTA-POTTIES AND HAND WASHING STATIONS:

- Outside of the Orange Peel: 101 Biltmore Ave
- Pack Square Park
- Various locations around town

LAUNDRY SERVICES:

- Laundry Trailers at Basilica of Saint Lawrence: 97 Haywood St
 - Opens at 8:00 AM daily
 - Wash: 20 minutes, Dry: 30 minutes
 - Detergent provided (can bring your own)
- Walmart in Arden: 60 Airport Rd

SHOWERS: REUTER FAMILY YMCA: 3 TOWN SQUARE BLVD, ASHEVILLE

- Open to public: 10 AM - 5 PM daily
- Amenities: showers, gym, playground, power charging

MENTAL HEALTH SUPPORT

Vaya 24/7 line: 1-800-849-6127

RHA Health Services: 1-888-573-1006 (available 24/7/365)

National Alliance on Mental Illness North Carolina:

- Call: (919) 788-0801 or 800-451-9682
- Text: 919-999-6527

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

- Email: helpline@naminc.org

Suicide and Crisis Lifeline:

- Call or text 988
- Website: 988lifeline.org

Disaster Distress Helpline:

- Call or text 1-800-985-5990
- For Spanish, press "2"
- For ASL, call or text 1-800-985-5990
- www.disasterdistress.samsa.gov

East Carolina University Center for Counseling and Student Development:

- For UNCA students
- (252) 328-6661 until Oct. 11

Care Collaborative for Western North Carolina Clinicians:

- List of over 150 clinicians offering free services:
https://docs.google.com/spreadsheets/d/1wVFQwDiTb83wAvYcLzH6hRsvLOv1KO2GJPQcz_3AzE4/edit#gid=0

Buncombe County resources:

- Mental health clinicians deployed for all first responders
- Hope4NC hotline for first responders: 1-855-587-3463
- Mental health counselors staffed at shelters
- All shelters have Naloxone and methadone source
- Opioid treatment programs reopened (can visit any facility)

MISSING PERSONS

To report a missing person, call the Sheriff's department at 828-250-6650.

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

NEWS AND INFORMATION SOURCES

Daily news briefings:

- Time: 11 AM
- Streamed live on Buncombe County Facebook Page
- Broadcast on Blue Ridge Public Radio 88.1 FM
- Available on iHeart radio stations: 99.9, 104.3, 105.1 and 570 AM
- Text-only version available at text.bpr.org (no ads or images for quick loading)

Emergency Alerts:

- Text BCAlert to 99411 to sign up for CodeRed alerts

If text alerts are coming through to devices in Spanish only. Please open the text message in its entirety to see the English language version preceding the Spanish language version.

Updated information:

- City information: <https://www.ashevillenc.gov/department/fire/fire-prevention/open-burning/>
- County information: <https://www.buncombecounty.org/governing/depts/es/news-detail.aspx?id=19655> (to handle limited bandwidth issues, pages have been converted to simple text)
- One Buncombe hotline: 828-250-6100 (for reporting storm damage, accessing resources, and storm-related information)

PETS, ANIMALS/LIVESTOCK

VETERINARY SERVICES:

- Veterinary Emergency Group: 1856 Hendersonville Rd Suite F, Asheville (open 24/7)
- MedVet Asheville: 677 Brevard Road, Asheville (open daily 7 AM - 7 PM)

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

WNC REGIONAL LIVESTOCK CENTER:

- Address: 474 Stock Dr., Canton
- Donated supplies: hay, grain, etc.
- For assistance, text (don't call) 828-216-4496
- Can help with supply delivery and animal evacuation

If anyone has lost a pet, the below social media pages may be able to assist in reunification:

- Buncombe County Pets Lost and Found
- Hurricane Helene Lost and Found Pets
- WNC's Lost and Found Pets
- Asheville Dog Weirdos

The Asheville Humane Society is distributing free pet food at the WNC Farmers Market (570 Brevard Rd.) and River Ridge Shopping Center (800 Fairview Rd., Suite C3).

Blue Ridge Humane Society will be distributing pet food through October 12 at 802 S. Grove St., Hendersonville.

POWER RESTORATION

Duke Energy:

- Working to restore power to western N.C. customers
- Anticipates restoring power within a week for heavily impacted areas
- Properties that are inaccessible may be without electricity for an extended period
- Working with government agencies to rebuild critical infrastructure
- Outage map: <https://outagemaps.duke-energy.com/>

PUBLIC TRANSPORTATION

ART (Asheville Redefines Transit) bus service:

- Limited service beginning October 7

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

- Using modified Sunday route schedule daily from 8 AM - 5 PM
- Last outbound trips end at 5 PM due to 7:30 PM curfew
- Free rides until further notice
- Flag-stop service available (board at any point by flagging down the bus)

Flag Stop instructions:

- Can catch the bus anywhere along the route where safe and accessible
- Must use designated stop to get off the bus
- Raise arm and wave to signal the driver
- Ensure driver can see you if not at an official stop
- Bus will only pick up riders on the same side of the street it's traveling

For more information on routes: ashevillenc.gov/service/transit-service-alerts

ROAD CLOSURES AND TRAVEL

Asheville Regional Airport: Open and operating

Accessible highways: I-40 and I-26

For current road conditions and closures: <https://drivenc.gov/>

RUMOR CONTROL

FEMA is working to stop the spread of misinformation. For official information and to report potential scams, visit: [Hurricane Helene: Rumor Response | FEMA.gov](https://www.fema.gov/hurricane-helene-rumor-response)

SCHOOLS

Asheville City Schools has announced a targeted date of October 28 (subject to change) for the reopening of all city-wide schools. Community members will receive a minimum of 72-hours' notice in order to prepare.

Bridge Learning is scheduled to begin on October 14, with more information provided closer to that date.

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

A workshop for college admissions will take place tomorrow, October 10, from 2:00 PM – 6:00 PM on the Randolph Community College campus. Area seniors will be provided with a hot meal and assistance with college application essay creation and the submission of applications in a secure internet setting.

Daily food distribution is taking place at the William Randolph Campus and Hall Fletcher Elementary School from 11 AM – 1 PM. This service will provide meals to children ages birth to 18, including a to-go lunch and breakfast for the following day.

There is currently no date for the reopening of Buncombe County Schools. Community members will receive a minimum of 72-hours' notice in order to prepare.

University of North Carolina (UNC) Asheville updates can be found at new.unca.edu.

Schools are working to account for all staff members. If you work for these schools, please contact someone to let them know you are safe.

SEWERAGE

Buncombe County's sewer system remains operational, but please check the lines on your own property for any damage before using.

The Metropolitan Sewerage District administration building is now open to the public, at 2028 Riverside Dr. in Asheville. You can visit in person, but if you have a sewer emergency you can also call 828-768-0540.

Crews are working around the clock to secure the system, but the treatment plant was unaffected except for a temporary loss of power. All 40 pump stations are back online with some running on generator power. Main "interceptor" lines are working. Crews are assessing the other 1,100 miles of smaller lines.

SMALL BUSINESS RESOURCES

MOUNTAIN BIZWORKS:

- Launched WNC Strong: Helene Business Recovery Fund

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

- Small businesses can apply for bridge loans up to \$100,000
- Application: <https://www.mountainbizworks.org/helene/>

U.S. SMALL BUSINESS ADMINISTRATION (SBA) DISASTER ASSISTANCE:

- Loans available for homeowners, renters, businesses, and nonprofits affected by the disaster
- Types of loans:
 1. Home Disaster Loans
 2. Business Physical Disaster Loans
 3. Economic Injury Disaster Loans (EIDL)
- Apply online: SBA.gov/disaster
- For more information: Call SBA's Customer Service Center at 800-659-2955

SBA office location:

- Asheville Chamber of Commerce: 36 Montford Avenue
- Hours: Monday-Friday 9 AM - 6 PM, Saturday 9 AM - 3 PM, closed on Sundays

TAX RELIEF

The Internal Revenue Service (IRS) has announced tax relief for certain taxpayers affected by Hurricane Helene. The federal tax relief gives affected taxpayers until May 1, 2025, to file various federal individual and business tax returns and make tax payments.

Affected taxpayers include:

- Individuals who live in North Carolina
- Businesses (including tax-exempt organizations) whose principal place of business is in North Carolina
- Other individuals and businesses whose records necessary to meet a State tax deadline are located in North Carolina
- Relief workers who are assisting in North Carolina and are affiliated with a recognized government or philanthropic organization
- Any individual visiting North Carolina who was killed or injured as a result of the disaster.

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

For additional information visit <https://www.irs.gov/newsroom/irs-announces-tax-relief-for-victims-of-hurricane-helene-in-north-carolina-various-deadlines-postponed-to-may-1-2025>

TRASH AND RECYCLING

City of Asheville:

- Curbside collection of household waste (bagged trash only) has resumed
- Regular routes based on road accessibility
- Do not put storm debris in trash bins
- No recycling pickup until recycling plant is operational
- Use both recycling and trash carts for household waste
- All waste collected as trash by City of Asheville and Curbie vehicles
- Materials not collected: mud, construction debris, concrete, other bulky or hazardous items
- Debris collection will be at no cost to residents and is estimated to start in mid-October. Announcements will be made in advance of what neighborhoods will be serviced on what day. Residents are asked to remember that debris removal personnel cannot go onto residential properties, so please pull debris to the public right of ways or curbs within neighborhoods.

County:

- Wastepro will do Friday trash collection in Weaverville as able

Landfill:

- Buncombe County Landfill, 85 Panther Branch Road, Alexander, open from 6 AM – 6 PM Monday to Friday, and 8 AM – 3 PM on Saturday.

Transfer Station:

Please note the transfer station will not accept commercial vehicles, and access roads may be impacted by dirt and silt.

For notifications about trash and recycling pickup:

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

- Download the AVL Collects app (available on Google Play Store and Apple App Store)

UTILITIES

ELECTRIC

The North Carolina Association of Electrical Contractors (NCAEC) is looking for electrical contractors to perform billable hours within the flood zone area. Call 336-854-8354 for more information.

WATER SYSTEM REPAIRS:

- Tropical Storm Helene severely damaged Asheville's water production and distribution system
- Extensive repairs required for treatment facilities, pipes, and washed-out roads
- Full system restoration could take weeks
- Some areas will regain service before others based on damage levels

Weaverville water system: Fully operational (boil water advisory in effect)

Woodfin water plant: Operating, access restored, repairing pipeline breaks (no timeline for service restoration)

FOR THOSE WITH WATER SERVICE:

- Boil water advisory in effect
- Boil for at least one minute, even if filtered
- If boiling not possible, use bottled water for drinking and food preparation
- Use bottled water for infant formula and pets
- Do not use ice made from un-boiled water
- For hand washing, use boiled or bottled water (use hand sanitizer if neither available)
- Do not use water from connected appliances (e.g., refrigerator water dispensers)

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

VOLUNTEERS

Volunteer opportunities:

- Feeding Assistance
- Donate to a VOAD
- NC 2-1-1 Volunteer List
- [HandsOnAsheville.org](https://www.HandsOnAsheville.org)

Do not self-deploy to western North Carolina.

VOTING

Early Voting will be taking place from October 17 - November 3 at the below locations:

- Black Mountain Library
- East Asheville Library
- Enka-Candler Library
- Fairview Library
- Lester Community Center
- South Buncombe Library
- UNCA Health and Counseling Center
- Weaverville Community Center
- Dr. Wesley Grant Sr. Southside Community Center
- West Asheville Library

Times are:

- 9:00 AM - 5:00 PM from 10/17 - 11/1
- 9:00 AM - 3:00 PM on 11/2

People may register to vote online at ncdot.gov by 10/11.

Due to current conditions, all voters are eligible to vote absentee. Registered voters can request their absentee ballot at the above link until 10/29.

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

WATER

The Mills River plant, which primarily serves South Asheville, is fully operational. The city is asking those with water to conserve.

The William DeBruhl plant (Bee Tree) had waterlines demolished in the storm and is currently inaccessible until roads are repaired.

North Fork, the principal water treatment plant for the area, is responsible for 80% of Asheville's water. North Fork's 36-in bypass waterline experienced significant damage. The rebuild, which will be installed deeper and will be armored, is expected to be reconnected later this week. For water to start being restored, this line has to be rebuilt and connected and water must be put into the system. Currently, the water in the North Fork Reservoir is still filled with sediment, and pushing that water through the filters would destroy them. EPA officials are on-site with local teams to provide resources and to help treat the water. When the water is ready to leave North Fork, crews will still need to fill tanks, repair pipe leaks, and remove air locks from the distribution system.

WELL WATER TESTING

For flooded wells:

- Disinfect the well and have water tested before use
- Boil water for at least one minute if using before testing
- How to disinfect your well:
<https://epi.dph.ncdhhs.gov/oeo/docs/DisinfectingPrivateWells.pdf>
- Buncombe County began coordinating water testing Monday, October 7
- Call 828-250-5016 to have your water tested

Free well testing kits will be available tomorrow, 10/10, at Piney Mountain United Methodist Church, 14 Piney Mountain Church Rd., Chandler, from 9 AM – 12 PM.

Potable vs Nonpotable Water:

Potable water is safe for drinking and non-potable is not.

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

Potable Water: This is water that is safe to drink and use for food preparation. It meets safety and health standards, typically set by governments or regulatory bodies, and is free from harmful contaminants such as bacteria, viruses, chemicals, and toxins.

Non-Potable Water: This water is not safe for drinking or food preparation due to the presence of contaminants, pollutants, or chemicals. It may be used for purposes such as irrigation, industrial processes, flushing toilets, laundry, or cleaning, but should never be consumed without proper treatment.

WORKFORCE DEVELOPMENT

Below is an up-to-date list of current Workforce Development Resources.

NCWorks Career Center Services are currently available at 339 New Leicester Highway, Suite 140, Asheville, inside the offices of the Land of Sky Regional Council. The NCWorks Mobile Unit will also be on site for the time being. Customers can also access NCWorks services by calling 1-855-NCWorks (1-855-629-6757). For individuals needing assistance with filing an Unemployment Claim or Disaster Related Unemployment Assistance claim 1-888-737-0259. For employers needing assistance related to Disaster Unemployment Assistance, the DES Employer Call Center can be reached at 1-866-278-3822.

[Mountain Area Workforce Development Board](#)

United States Postal Service (USPS) and Mail Services Recovery Update

UPS locations in **Hendersonville** and **Asheville** are operational but continue to face challenges due to power outages, flooding, and blocked roads. Both sites are currently running on **portable generators**. Package deliveries are increasing as road conditions improve daily. USPS anticipates continued improvement in mail delivery operations as local recovery efforts progress. This includes restoring power, internet connectivity, and clearing roadways. However, some facilities remain **closed** or **partially operational** due to ongoing road closures and infrastructure issues.

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

No drop shipments will be accepted at any of the locations listed below.

CLOSED USPS SITES

Location	Zip Code
Barnardsville	28709
Cedar Mountain	28718
Hot Springs	28743
Rosman	28772
Swannanoa	28778

CLOSED USPS SITES WITH ALTERNATIVE FACILITIES

Closed Location	Alternative Location	Address	Hours (M-F)	Saturday Hours
Alexander – 28701	Weaverville	270 N. Main St., Weaverville, NC 28787	8:45 AM - 5:00 PM	9:00 AM - 12:00 PM
Bat Cave – 28710	Hendersonville	1800 Four Season Blvd., Ste. 11, Hendersonville, NC 28739	9:00 AM - 5:00 PM	9:00 AM - 12:00 PM
Chimney Rock – 28720	Lake Lure	2432 Memorial Hwy., Lake Lure, NC 28746	8:00 AM - 4:00 PM (Closed 12:00 - 1:00 PM)	Closed
Edneyville – 28727	Hendersonville	1800 Four Seasons Blvd., Ste. 11, Hendersonville, NC 28739	9:00 AM - 5:00 PM	9:00 AM - 12:00 PM
Gerton – 28735	Fairview	1352 Charlotte Hwy., Fairview, NC 28730	8:30 AM - 4:30 PM	10:00 AM - 12:00 PM
Green Mountain – 28740	Burnsville	670 W. Main St., Burnsville, NC 28714	8:30 AM - 4:30 PM	9:00 AM - 12:00 PM

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

Closed Location	Alternative Location	Address	Hours (M-F)	Saturday Hours
Marshall – 28753	Weaverville	270 N. Main St., Weaverville, NC 28787	8:45 AM - 5:00 PM	9:00 AM - 12:00 PM
Micaville – 28755	Burnsville	670 W. Main St., Burnsville, NC 28714	8:30 AM - 4:30 PM	9:00 AM - 12:00 PM
Montreat – 28757	Ridgecrest	2 Tucker Rd., Ridgecrest, NC 28770	12:30 PM - 4:30 PM	Closed
Penland – 28765	Spruce Pine	899 Oak Ave., Spruce Pine, NC 28777	8:00 AM - 4:30 PM	10:00 AM - 12:00 PM

SITES ATTEMPTING DELIVERY WHERE SAFE

The following locations are attempting delivery where it is safe to do so:

Arden – 28704

Columbus – 28722

Marion – 28752

Asheville London Rd. – 28803

East Flat Rock – 28726

Mars Hill – 28754

Asheville S&DC – 28810

Etowah – 28729

Old Fort – 28762

Black Mountain – 28711

Fairview – 28730

Rutherfordton – 28139

Brevard – 28712

Fletcher – 28732

Saluda – 28773

Burnsville – 28714

Hendersonville Annex – 28792

Sapphire – 28774

Candler – 28715

Horse Shoe – 28742

Spruce Pine – 28777

Clyde – 28721

Lake Toxaway – 28747 (cash only/PO Box services)

Tryon – 28782

Weaverville – 28787

Hurricane Helene Recovery

Daily Newsletter – Wednesday, October 9, 2024

CASH-ONLY SERVICES AND PO BOX ONLY LOCATIONS

Due to internet outages and connectivity issues, the following locations are providing **retail services with cash only** and **PO Box only**:

Location	Zip Code
Dana	28724
Enka	28728
Flat Rock	28731
Hendersonville MPO	28739
Lake Lure (OIC)	28746
Little Switzerland	28749
Mountain Home	28758
Naples	28760
Pisgah Forest	28768
Ridgecrest	28770
Skyland	28776
Zirconia	28790
Bostic	28018
