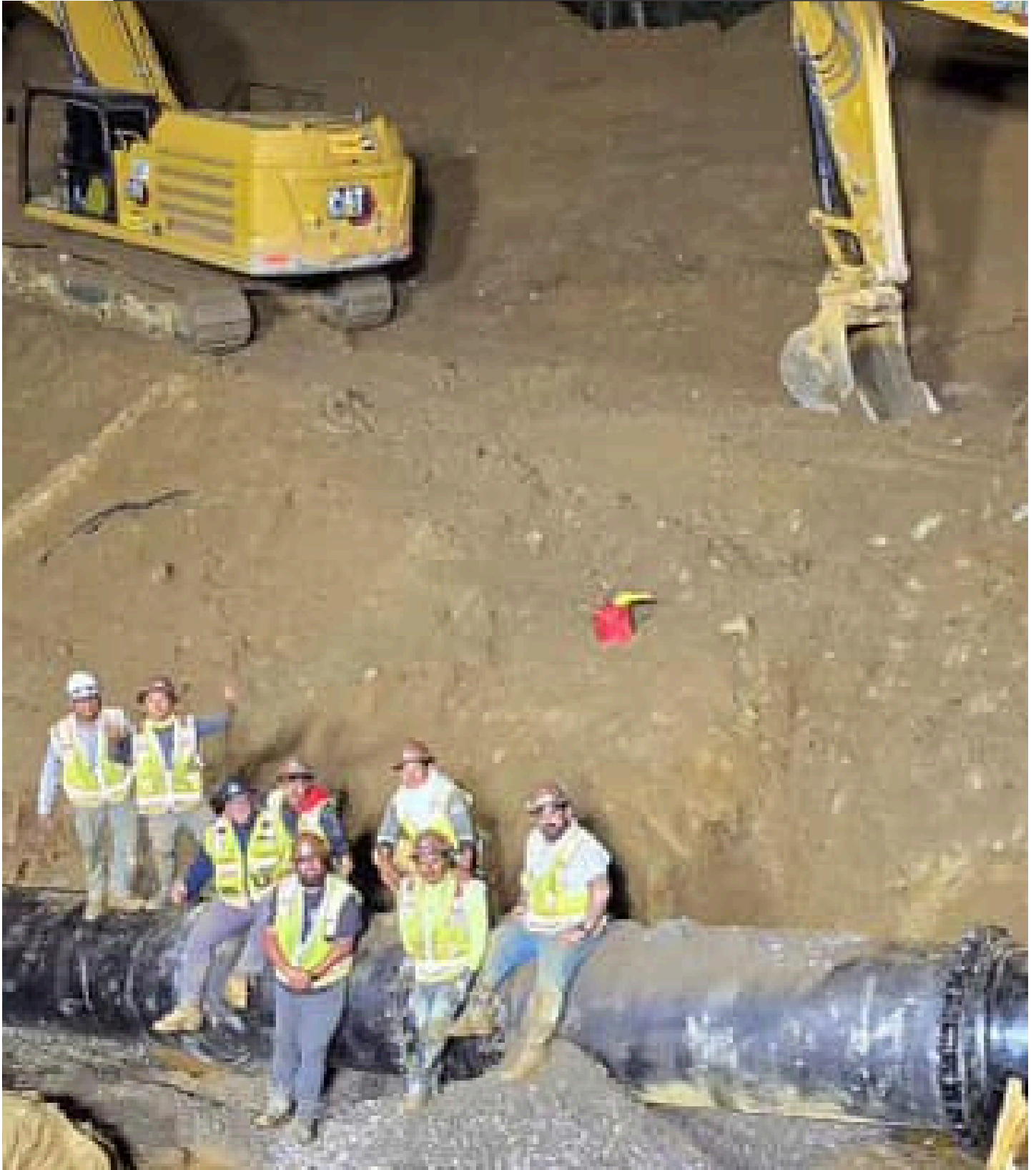


# AVL RECOVERY RESOURCES

THURSDAY, OCTOBER 10, 2024



# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

### KEY UPDATES AND RESOURCES FOR ASHEVILLE AND BUNCOMBE COUNTY



In the early hours of this morning, around 1:30 AM, T&K Utilities connected North Folk's 36-inch bypass line to the water distribution system. What a monumental time for Asheville! There's still a lot of work to do before customers will start receiving water, but that work is being done, and

movement is being made. Full service restoration is still weeks away, but taking a moment to be grateful, and to celebrate every milestone, is something we should all be doing.

#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.***

- CLEANUP ASSISTANCE - CURFEW**
- DISASTER RECOVERY CENTERS/COMFORT CARE STATIONS**
- FOOD, WATER, AND SUPPLIES DISTRIBUTION - HEALTH AND MEDICAL SERVICES**
- PUBLIC TRANSPORTATION - SMALL BUSINESS RESOURCES**
- TRASH AND RECYCLING - UTILITIES - WATER - WELL WATER TESTING**

**OUR COMMUNITY URGENTLY NEEDS SPANISH-SPEAKING VOLUNTEERS!**

**IF YOU CAN HELP, EMAIL [helenevolunteers@buncombecounty.org](mailto:helenevolunteers@buncombecounty.org)**

# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

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### APPLYING FOR FEMA ASSISTANCE

#### TO APPLY:

- Online: [DisasterAssistance.gov](https://DisasterAssistance.gov)
- Mobile: FEMA app
- Phone: 800-621-3362 (FEMA)

If residents receive a denial notification, please go to [bit.ly/avillenc](https://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

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- 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

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- 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)

### CLEANUP ASSISTANCE

For assistance with storm-related cleanup, call 1.844.965.1386 to register the project with Crisis Cleanup and have volunteers come to your location. Crisis Cleanup is a coordination website for relief agencies that connects residents who need help with volunteer groups who can help. You can look at the FAQ's on their [website](#) to learn more about the scope of what they can do.

### CURFEW

A curfew in effect within Asheville city limits will be from 11:00 PM until 6:00 AM.

### DISASTER RECOVERY CENTERS/COMFORT CARE STATIONS

Comfort Care Stations have merged with Disaster Recovery Centers. All are open from 9 AM – 6 PM unless otherwise noted.

- A.C. Reynolds High School, 1 Rocket Dr., Asheville (8 AM – 7 AM)



# Hurricane Helene Recovery

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- Black Mountain
- Pack Square Park, 70 Court Plaza
- New Ridge Baptist Church, 199 Elkwood, Asheville
- 800 Fairview Rd., Asheville
- Beech Community Center, 15 Sugar Cove Rd., Weatherville
- 2319 Hwy 70, Swannanoa (Daily 7 AM – 7 PM)
- Walmart, 60 Airport Dr., Arden
- Riceville Community Church, 2342 Riceville Rd., Asheville
- North Star Academy, 90 Montford Rd., Asheville (9 AM – 2 PM)

### 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](https://des.nc.gov)
- Deadline: Dec. 2, 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.

# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

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

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- 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](mailto:helenedonations@buncombecounty.org)

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### ITEMS NEEDED:

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- 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, mittens, hats, scarves, blankets, and all other cold weather resistant items are appreciated.)
- Cleaning supplies (including buckets)

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### DO NOT DONATE:

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- Items requiring refrigeration
- Flammable liquids

# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

### 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, WATER, AND SUPPLIES 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 unless otherwise noted):

- **Sand Hill Elementary:** 154 Sand Hill School Rd, Asheville (enter via Acton Circle)
- **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
- **Newbridge Baptist Church:** 199 Elkwood Ave., Asheville, 10 AM – 5 PM (water), 3 PM – 5 PM (food)
- **New Liberty Baptist Church:** 520 Olivette Rd., Asheville, 9 AM – 10 AM and 4 PM – 7 PM M-F

# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

- **New Life Community Church:** 147 New Life Dr., Asheville, 10 AM – 4 PM M-F
- **Victory Baptist Church:** 80 Olivette Rd., Asheville, 12 PM – 6 PM M-F

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

# Hurricane Helene Recovery

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### 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)

### Supplies:

St. Margaret Mary Church, 102 Andrews Place, Swannanoa, is distributing supplies, including clothes, towels, shoes, and non-perishable food items, from 11 AM – 5 PM, M-F.

**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](mailto:smenaya-merritt@ashevillenc.gov) or [rwood@ashevillenc.gov](mailto: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

# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

- Weaverville: 61 Weaver Blvd
- Brevard: 22 Trust Lane
- Waynesville: 120 Frazier St
- Foothills: 140 W Mills St

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### NOVANT GO-HEALTH URGENT CARE:

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- 349 New Leicester Highway, 9 AM - 6 PM

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### VA HOSPITAL:

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- 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

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### PHARMACIES:

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- View open pharmacies:  
<https://www.ncbop.org/emergencyoperatingpharmacieshelene.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

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### DIALYSIS:

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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.

# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

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### OXYGEN REFILLING STATIONS:

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- Palmetto Oxygen LLC: 828-285-0235
- Blue Ridge: 828-232-1110
- AeroFlow: 888-345-1780
- Lincare: 828-255-4545
- Accucare: 828-236-3100
- Bradshaw Oxygen LLC: 888-380-6297
- East Coast Medical Oxygen: 828-252-7770

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### CAROLINA ABORTION FUND (CAF):

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- 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>

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### LAUREL OBGYN:

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- 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

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### PLANNED PARENTHOOD:

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- 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

# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

### 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

For additional information: [https://www.hud.gov/states/north\\_carolina](https://www.hud.gov/states/north_carolina)

Contact Asheville Housing Authority: Monique Pierre at [mpierre@haca.org](mailto:mpierre@haca.org)

### HYGIENE FACILITIES

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#### PORTA-POTTIES AND HAND WASHING STATIONS:

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

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#### LAUNDRY SERVICES:

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- 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

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

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



# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

### 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
- Email: [helpline@naminc.org](mailto:helpline@naminc.org)

#### **Suicide and Crisis Lifeline:**

- Call or text 988
- Website: [988lifeline.org](https://www.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

#### **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/1XP77E1QEV43vMklyS8fjZ5PnfKR-8Mx4hY50aT417Zk/edit?pli=1&gid=0#gid=0>

#### **Buncombe County resources:**

- Mental health clinicians deployed for all first responders
- Hope4NC hotline for first responders: 1-855-587-3463

# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

- 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.

### 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](http://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/>
- 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)

# Hurricane Helene Recovery

## Daily Newsletter – Thursday, October 10, 2024

### 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)

#### 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

# Hurricane Helene Recovery

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- 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
- 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 October 14
- 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](https://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](#)

# Hurricane Helene Recovery

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### 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.

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](http://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

# Hurricane Helene Recovery

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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:

- [Business Recovery Resources](#)
- [WNC Recovery Loans](#)

#### 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](https://www.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

#### ASHEVILLE CHAMBER OF COMMERCE

[Always Asheville Recovery Funds](#)

[Resource List](#)

# Hurricane Helene Recovery

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### 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.

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

**\*\*\* Friday, October 11: Any bagged household trash can be taken to the Buncombe County Pool, 734 Clarks Chapel Rd., for disposal. \*\*\***

**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

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- 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:

- 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.

Duke Energy has provided an interactive outage map that can be accessed at <https://outagemap.duke-energy.com/#/current-outages/ncsc> and entering specific location details.



# Hurricane Helene Recovery

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### WATER SYSTEM REPAIRS:

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- 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)

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### FOR THOSE WITH WATER SERVICE:

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- 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)

## 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.**

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### 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](https://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.

### 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 has seen significant improvement in the completion of connectivity to the water distribution system. Water must now be passed through the lines and tested.

# Hurricane Helene Recovery

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### 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
- Buncombe County began coordinating water testing Monday, October 7
- Call 828-250-5016 to have your water tested and for information on how to test your well

Free well testing kits providing a sample container, and information on how to disinfect your well and collect an effective sample can be picked up at the Permits and Inspections Department, 30 Valley Rd., Monday – Friday from 8 AM – 4 PM. There is a two-day turnaround time for results.

It is important to note that all wells being drilled on properties MUST have a permit. People cannot drill wells without those permits in place. Permits can also be applied for at the Permits and Inspection Department, 30 Valley Rd.

#### Potable vs Nonpotable Water:

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

**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.

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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](#)

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### 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.

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

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#### CLOSED USPS SITES

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

# Hurricane Helene Recovery

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### 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
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:

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**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

### 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

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<b>Location</b>	<b>Zip Code</b>
Pisgah Forest	28768
Ridgecrest	28770
Skyland	28776
Zirconia	28790
Bostic	28018

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