



## Tropical Storm Helene Recovery Resources

New updates are posted daily.  
This is the latest information available as of  
9 a.m. Wednesday, Oct 2, 2024



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

**City Offices and Parks will be closed until further notice.**

### FOOD & WATER DISTRIBUTION

The City has received water supplies and is distributing at the locations below. Resources continue to be limited and residents are advised to conserve.

#### Distribution Locations:

- Pack Square Park (70 Court Plaza): Bring your own water container, 2 gallons per person/day, walk-up
- Asheville Middle School (211 S. French Broad Ave): 1 case of bottled water per family/day, drive thru

### CELLULAR SERVICE

Temporary Verizon cellular satellite trailers are located at the **Family Justice Center** at 35 Woodfin Street and **Groce United Methodist Church** at 954 Tunnel Road. These towers offer 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, providing cellular service along with Wi-Fi and charging stations 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.

That repair process has already begun and critical materials arrived at North Fork and Mills River on Tuesday (10/1) and are already being worked into the distribution 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.

### 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."

### 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

## **ASHEVILLE POLICE DEPARTMENT**

APD is at full patrol staffing with an additional 45 State and Federal agencies supporting. Officers are working to 1) guard food and water distribution sites and critical infrastructure 2) protect medical facilities and pharmacies from theft 3) conduct search and rescues, welfare checks, and reunification to family 4) securing areas with severe damage.

To report a missing person, fill out this form: <https://forms.gle/ovyjJ9zfdUcJVHDw6> which can also be found on City of Asheville's website.

## **ASHEVILLE FIRE DEPARTMENT**

AFD continues efforts in heavily affected areas and canvassing 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. There are 16 different fire department agencies from across the state assisting AFD on our fire trucks.

\*\*If you have no power, turn the breakers off at the main panel to prevent a power surge and risk of fire when power returns.

## **DEVELOPMENT SERVICES**

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](mailto:buildingsafety@ashevillenc.gov).

Electronic applications may be submitted to: [develop.ashevillenc.gov](mailto: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.

## **VOLUNTEERING AND DONATIONS**

We are overwhelmed by the generosity of our community! Thanks to your donations and supplies we are able to continue supporting those in need and making a positive impact. We are at capacity for donations at our fire stations and unable to continue to take the donations. Please contact our local community groups and faith organizations to donate to. Your kindness and support truly make a difference.

## **HOW TO HELP:**

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

[helenedonations@buncombecounty.org](mailto:helenedonations@buncombecounty.org) . If you want to volunteer, please email:

[helenevolunteers@buncombecounty.org](mailto: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](http://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.*