



Tropical Storm Helene Recovery Resources



New updates are posted daily.
This is the latest information available as of
9 a.m. Thursday, Oct 3, 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.

HEALTH RESOURCES

Find information including pharmacies on Buncombe County's website: [buncombecounty.org](https://www.buncombecounty.org)

HOUSEHOLD TRASH COLLECTION

Curbside collection of household waste (only bagged trash) will resume in targeted areas on Monday, October 7. Routes are being determined based on road accessibility and will be shared when available.

- Download the [AVL Collects](#) app to receive notifications about trash and recycling pickup in your area. You can find the AVL Collects app in Google Play Store or Apple App Store.
- There will be no recycling pick up until the recycling plant is operational. Residents should use both recycling and trash carts for household waste. All waste will be collected as trash at this time by both City of Asheville and Curbie vehicles.
- The following materials **cannot** be collected at this time: mud, construction debris, concrete, and other bulky or hazardous items. Debris collection is estimated to start in mid October.

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.

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

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.

FOOD & WATER DISTRIBUTION

Food in the form of Meals Ready to Eat (MRE) and bottled water are available at two distribution sites beginning today. Two MRE packages per adult, and one per child will be allowed per day. Cases of bottled water are available, one case per family per day. Distribution will last until 7 p.m. or until supplies run out.

- Asheville Middle School, 211 S. French Broad Avenue, Asheville
- Linwood Crump Shiloh Community Center, 121 Shiloh Road, Asheville

Other Water Distribution sites - open until 7pm, or supplies run out

- Bulk water at Pack Square Park (70 Court Plaza) - Some containers are available but please bring your own if possible.

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
- Old Gold's Gym - 1815 Hendersonville Rd, Asheville, NC 28803

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."

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, 5) providing patrols where thefts have occurred.

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.

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

****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.*