

Tropical Storm Fred Recovery Update

FEMA Assistance for Furnaces, Water Heaters, Wells and Septic Systems

As colder weather nears, residents of Western North Carolina may be using their furnace or water heater for the first time since Tropical Storm Fred ripped through the area in August. Others may have noticed additional damage to wells and septic systems caused by the storm. If you're in this dilemma, consider contacting FEMA to find out if you are eligible for reimbursement to repair or replace these utilities.

To be considered, residents must have registered with FEMA by the Nov. 8 deadline. You must then file an appeal and provide estimates or receipts from a licensed contractor. There's a short window to submit your paperwork. You have 60 days from the date noted on your determination letter, which means many survivors have 30 days or less to appeal. Survivors who were unable to register before the Nov. 8 deadline and who can provide justification for late registration may contact FEMA and request consideration to apply.

FEMA may also provide reimbursement for mitigation measures to keep furnaces and water heaters safe, sanitary and functional in the future. These measures are limited to components that were damaged by the disaster and functioning before it occurred.

Mitigation measures include elevating a furnace or water heater above the floor to help reduce the likelihood of future flood damage. FEMA recommends elevating a furnace or water heater on a framed platform. For more information on techniques for elevating a furnace or water heater, refer to chapter nine in [FEMA's Homeowner's Guide to Retrofitting 3rd Edition \(2014\)](#).



Elevated HVAC units on wooden platform

Before elevating a furnace or water heater, homeowners should check with their local utility company and become familiar with building codes to determine if any requirements might limit elevation.

Those who have questions about possible reimbursement for repairs or filing an appeal can call the FEMA Helpline at 800-621-3362 or (TTY) 800-462-7585

FEMA continues to coordinate with the State of North Carolina on reimbursement for emergency services, debris removal, repair or replacement of damaged public infrastructure and funding to mitigate against losses from future storms.



FEMA

Tropical Storm Fred DR-4617-NC

By The Numbers

\$3.4M



APPROVED FOR INDIVIDUALS AND HOUSEHOLDS



720

HOUSEHOLDS APPROVED FOR FEMA GRANTS

\$12.6M

NATIONAL FLOOD INSURANCE PROGRAM CLAIMS PAID



\$540K

Other Needs Assistance



\$2.9M

Housing Assistance



\$3.8M

Low-interest Disaster Loans Approved

12/2/2021



FEMA

FEMA Public Assistance Reviewing 291 Potential Projects

FEMA has obligated nearly \$1,035,000 in Public Assistance (PA) grants to help 11 counties in Western North Carolina restore public facilities and rebuild infrastructure in the aftermath of Tropical Storm Fred. Additional projects are currently under review, which means FEMA could obligate more money.

To date, FEMA has received 40 Requests for Public Assistance, detailing 291 potential projects that are being considered for grants. The applicants range from local governments to private nonprofits and are all located within the 11-county PA eligible area, which includes Ashe, Avery, Buncombe, Graham, Haywood, Jackson, Madison, Mitchell, Transylvania, Yancey and Watauga.

Of the 291 potential projects, 235 are currently in FEMA's Grants Manager, which is Phase Two of a four phase process. The Grants Manager is used internally by FEMA specialists to formulate projects and conduct all other pre-award functions. Here is a breakdown of the four PA phases:



Objective: Identify applicants' disaster impacts and recovery priorities. The following general activities will occur after Applicant Briefings and approvals of applicants' Request for Public Assistance.

- FEMA will assign a Program Delivery Manager (PDMG)—a primary point-of-contact assigned to each applicant to guide the applicant through the PA grant development process.
- The PDMG will conduct an Exploratory Call with assigned applicant representatives to obtain general information about the applicant and its disaster impacts, and to explain the next steps.
 - Applicant representatives should be prepared to discuss impacts and provide the names of counterparts who may be involved in PA grant development.
- The applicant and PDMG will conduct a Recovery Scoping Meeting.
 - Additional applicant and FEMA representatives are expected to engage in an in-depth discussion regarding the applicant's disaster damage.
 - The Recovery Scoping Meeting starts the 60-day regulatory timeframe for the applicant to identify incident-related damage.
 - The applicant and the PDMG should agree to weekly, one-on-one status meetings.

Phase II – Damage Intake and Eligibility Analysis

Objective: Capture and document all the incident-related damages.

- Work that is already completed: PDMG works with the applicant to gather documentation and to ensure information is uploaded into the PA Grants Manager/Grants Portal.
 - The PDMG will forward projects to the Consolidated Resource Center (CRC) for compliance, document and quality assurance reviews.

- The PDMG will coordinate with the applicant to resolve issues, gather additional information, and obtain project concurrence and signature.
- Work that is still to be completed: The PDMG will work with the applicant to schedule a site inspection. (This meeting can take place virtually or in-person and is an in-depth assessment of facility damage conducted by the applicant or a representative and a PA Site Inspector).
 - The PA Site Inspector captures dimensions and quantities shown by the applicant.
 - Applicants approve damage descriptions before further PA project development.
 - The PDMG will send projects to the CRC for further development.

Phase III – Scoping and Costing

Objective: Further develop PA grant projects for final processing.

- Projects are processed and reviewed by CRC specialists, in coordination with the PDMG.
 - The PDMG will coordinate with the applicant to resolve issues, gather additional information, and obtain project concurrence and signature.
 - Projects go through quality assurance and compliance reviews.

Phase IV – Obligation

Objective: Obligate projects.

- Quality assurance teams ensure the project signed by the applicant matches data in EMMIE, which is the official system of record for obligation.
 - The PDMG, PA field leadership, and recipient review the project
 - The applicant reviews and signs the final project.
 - FEMA awards the project.

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Resources for Disaster Survivors

Haywood County Storm Relief Hotline: 828-356-2022

Haywood storm recovery website: www.RecoverHaywood.com

Rapid Re-Housing Challenge: Haywood County's faith-based community, along with Mountain Projects, Recover Haywood and The United Way are working to restore housing for displaced households affected by Tropical Storm Fred. [Flood Relief Information – Mountain Projects](#)

Catholic Charities: 828-255-0146

Salvation Army: 828-456-7111

Insurance: Survivors who need help with their insurance claim or settlement may call the North Carolina Department of Insurance at 855-408-1212. For more information, visit [Assistance or File a Complaint | NC DOI](#).



United Way: Call 211 for the United Way of Haywood County hotline for flood recovery assistance.

Business Recovery: The Haywood Chamber of Commerce has established a web page to help businesses apply for disaster relief. Online at [Tropical Storm Fred Business Recovery - Haywood Chamber of Commerce](#).

Cleanup: North Carolina Baptist disaster relief volunteers, working through Baptists on Mission, are helping families in Canton clean out debris and repair damage. Visit [baptistsonmission.org/tropical-storm-fred](#).

N.C. Department of Agriculture and Consumer Services Hotline: The toll-free number, 866-645-9403, is open 8 a.m.- 5 p.m. daily. Farmers can also find recovery resources on the department's disaster website: [www.ncagr.gov/disaster](#).

North Carolina Farm Bureau: Visit [www.ncfb.org](#) for information about disaster assistance for producers.

U.S. Department of Agriculture: [fsa.usda.gov/programs-and-services/farm-loan-programs/emergency-farm-loans/index](#)

Disaster Legal Aid: Low-income individuals who need free legal services related to the disaster may call 866-219-5262. Hours are Monday-Friday, 8:30 a.m.-4:30 p.m. Extended hours on Monday and Thursdays are 5:30 p.m.-8:30 p.m. More information is available at [www.legalaidnc.org/](#).

Spanish language resources in North Carolina: [Hispanic organizations in NC](#)

Ukrainian language resources: [Ukrainian Association of North Carolina - Home | Facebook](#)