

## Helene Resources: FEMA Information

The Blue Ridge Energy service territory has received a federal major disaster declaration due to Helene's impacts, and residents are eligible to apply for federal assistance funds. While we can't speak to the exact assistance or qualifications, we can provide you with outage documentation you may need to apply.

Get your power outage documentation: [www.blueridgeenergy.com/resources/helene-fema-doc](http://www.blueridgeenergy.com/resources/helene-fema-doc)

**Or:** Ask us for it or call [1-800-451-5474](tel:1-800-451-5474)

We encourage you to first contact your insurance company to see if your damage is covered. FEMA assistance is only available if insurance does not cover the loss.

### Options to apply for FEMA Disaster Assistance funds:

- Call FEMA at [1-800-621-3362](tel:1-800-621-3362)
- Apply to FEMA online at [disasterassistance.gov](http://disasterassistance.gov)
- Visit a local Disaster Recovery Center, opened by FEMA to serve as a point of contact for individuals seeking to apply for FEMA disaster recovery aid. In our service area, FEMA is available at:
  - Ashe County: FEMA Assistance teams are reportedly at various community locations and out in the community. To find the latest, please visit the Ashe County Government page: [www.ashecountygov.com](http://www.ashecountygov.com) or the Ashe County Recovery – Hurricane Helene Facebook page: [www.facebook.com/share/g/hujTMJrVecU3rhFq](https://www.facebook.com/share/g/hujTMJrVecU3rhFq)
  - Caldwell County: 3rd Floor of the Health and Human Services building, [2345 Morganton Blvd. SW](#), Lenoir. Open [8 am to 7 pm](#) Monday-Sunday.
  - Watauga County: Appalachian Enterprise Center, [130 Poplar Grove Connector Rd](#), Boone. Open [8 am to 7 pm](#), Monday-Sunday.

More FEMA info regarding Helene: [www.fema.gov/disaster/4827](http://www.fema.gov/disaster/4827)