

A Message From N.C. Senator Ted Alexander

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Hello Everyone,

I hope and pray everyone reading this is safe and all your loved ones are safe and well.

We are working diligently to help people affected by Hurricane Helene. Below, I am providing various pieces of information for those seeking assistance or trying to help someone who is in need.

I submit a most heartfelt request that you pray for those suffering from the results of this terrible disaster as well as all the first responders, volunteers, and organizations on the ground and in the air assisting with recovery.

If you feel you want to do more but are unable, please know your prayers are powerful and mean everything to those who are suffering.

- Should you need a tarp to cover your roof while waiting for the roofing company to put on a new roof, call Blue Roof, through the Army Corp. of Engineers, at 888-766-3258. They will put the tarp on for free. This is part of your tax dollars at work, so don't be afraid to use this service.
- With widespread devastation in Western, N.C., there are families concerned about their loved ones in Department of Adult Correction (DAC) custody. For details regarding Hurricane Helene's impact on DAC operations,

please visit: Tropical System Helene | NC DAC. There are updates on facility evacuations, food, water, and fuel supplies.

- Should you have items to donate for disaster victims such as food, diapers, formula, water, hygiene products, etc., you can bring items to the Lincolnton-Lincoln County Airport. Donations are being flown out as often as needed. The sooner you can bring your items for donation, the better. For further information or to arrange a delivery please contact Chelsea Radke at 828-381-7251. If you are unable to reach Chelsea, please reach out to Lincoln County Commissioners Bud Cesena or Cathy Davis at 704-740-8313.

Monday, September 30 update of the NC National Guard's participation in the disaster response:

Statewide, we have now mobilized over 706 Soldiers/Airmen, over 250 vehicles and 19 Helicopters. Staging areas are out of East Flat Rock, Mill Springs, Morganton, Conover, Salisbury, and Charlotte. Ground routes are opening, and ground commodity convoys are working to push needed commodities into Western N.C. A bulk transport of supplies is be flown into Asheville via NC Air National Guard C-17 transport.

Key numbers: Helicopter: 97,200 lbs. of supplies, 516 personnel moved, 60 hoist Rescues.

The most effective means of communication of needs is through the Municipality and County EMS. Their web portal goes directly into the state EOC data base for prioritization and execution.

Here are a few key numbers:

- HOTLINE – 888-892-1162
- Emergency Management Watch – 919-733-3300
- Donated Goods – 919-825-2474

A few other helpful contacts

- Individuals attempting to connect with loved ones may call NC 211 (or 1-888-892-1162 if calling from outside the state) to report missing loved ones.
- BEOC@NCDPS.gov – This is the email that any individual, business or group that wants to donate supplies or services in the recovery process should send an email to.
- Also, FEMA and NCEM are asking that all requests receive seeking to expedite assistance directly to someone who may be medically or otherwise vulnerable should contact their local county Emergency Management office.

For more information on getting involved, donations, updates, and homeowner's assistance visit the Baptist's on Mission Website below:

https://baptistsonmission.org/Mission-Projects/By-Mission-Type/Disaster-Relief/Hurricane-Helene?fbclid=IwY2xjawFn3mtleHRuA2FlbQIxMQABHRuSflbGjse5UZgEFjXSLtF-hHT-72p2iQTJ37OT4l44A8a6zXWhgK9LLQ_aem_55jbLTg7EpYjenDgWl5RZA

Homeowner's Insurance Information After The Storm

- Contact your homeowners' insurance agent or company to report the loss. Even if you have a separate windstorm or hail policy in addition to your homeowners' policy, your primary homeowners' insurer will investigate and adjust the claim even if you have wind or hail loss. Be patient as the insurer will likely be dealing with many claims.
- Make a list of the damages and take clear pictures before you make any temporary repairs.
- Do what you can to stop further damage from happening. For instance, place a tarp on your roof to prevent water from coming into the house. Keep receipts because your reasonable expenses to protect your property are part of the loss and may be reimbursed by your insurance company.
- Do not make permanent repairs until your insurance company has inspected the damage and you have agreed on the cost of the repairs. Check with your insurance company before you dispose of damaged materials or items.

- If your home is inhabitable, check with your insurance company to determine which expenses will be reimbursed.

For more information on how to be prepared before, during and after any storm, contact the N.C. Department of Insurance Consumer Division at 1-855-408-1212.

Check the Department of Insurance website for updates: www.ncdoi.gov/helene

You can also donate to the North Carolina Disaster Relief fund at: https://pay.payitgov.com/ncdonations

A Message From Duke Power

We've never seen a storm like this in our company's history. Helene left behind catastrophic damage across our Carolinas service territory, particularly in upstate South Carolina and western North Carolina.

The damage to our infrastructure is extensive, with much of the transmission lines and substations that feed large numbers of customers and geographic areas requiring repairs – and in some cases, needing to be entirely rebuilt. We are working with local and state officials to gain access to the hardest-hit areas and using helicopters and drones to assess the damage and determine which crews, equipment and supplies are needed for repairs.

We have 18,000 workers who have labored through record flooding, road closures, storm debris and other obstacles to restore more than 1 million customers in the Carolinas. But close to 1 million remain without power. In those hardest-hit areas, we are executing a plan to restore as many customers as possible throughout the week, and by Friday evening at the latest for a majority of customers, with the exception of areas that are inaccessible or unable to receive service.

We appreciate the ongoing assistance from local, state and federal agencies, and we thank you for your support and understanding as we continue our restoration efforts. Our hearts go out to the communities that have been devastated by this storm. We live here, we work here, and we want our communities to get on the road to recovery as soon as possible.