

## Hurricane Helene Resource List

On Saturday, September 29, 2024, U.S. Senator Tim Kaine wrote a letter to President Biden expressing support for an Emergency Declaration for the Commonwealth of Virginia following significant damage caused by remnants of Hurricane Helene. His advocacy was successful and President Biden approved a federal emergency declaration for Virginia, which will bring federal resources to the region to support debris removal and restore power to critical infrastructure, including drinking water facilities, wastewater treatment facilities, hospitals, and emergency response centers.

Senator Kaine is continuing to work with federal and state agencies to secure resources and assistance to affected Virginians, and encourages Virginians to consider the following resources:

### GENERAL DISASTER SERVICES

Visit *211 Virginia* for information about basic human needs or general disaster support services:

- Dial 211
- Visit [www.211virginia.org](http://www.211virginia.org)
- Some 211 callers are being routed to emergency response offices in different states. Those people should call 1-800-230-6977.
- The Virginia Department of Emergency Management (VDEM) advises that the best first place to call for disaster-impacted people is their local VDEM office. Every county has one, and the list can be found here: <https://lemd.vdem.virginia.gov/Public/Default.aspx>.

### SHELTER AND SUPPLIES

Contact your local emergency management office for details on local sheltering operations and supply needs. You can find their contact information here:

<https://lemd.vdem.virginia.gov/Public/>.

### DISASTER RECOVERY

For tips on recovering from a disaster, please visit: [www.ready.gov/recovering-disaster](http://www.ready.gov/recovering-disaster).

### ROADWAYS

For roadways, the public should report any concerns such as flooding, downed trees or road hazards to VDOT's 24-hour Customer Service Center by visiting [my.vdot.virginia.gov](http://my.vdot.virginia.gov) or calling 800-FOR-ROAD (367-7623).

### CLEANUP / DEBRIS MANAGEMENT

For those who need help with cleanup/debris management you can contact the cleanup hotline for Hurricane Helene at 1-844-965-1386.

### STATE PRICE GOUGING PROTECTIONS IN EFFECT

Virginia's Anti-Price Gouging Act prohibits a supplier from charging "unconscionable prices" for "necessary goods and services" following a declared state of emergency.

Items and services covered by these protections include, but are not limited to, water, ice, food, generators, batteries, home repair materials and services, and tree removal services.

If you are impacted by price-gouging, you are encouraged to file a complaint with the Consumer Protection Section of the Attorney General's office:

- By phone at 800-552-9963
- By email at [consumer@oag.state.va.us](mailto:consumer@oag.state.va.us)
- Through the online complaint form at <https://www.oag.state.va.us/consumer-protection/index.php/file-a-complaint>

## **POWER OUTAGES**

Access to general power outage data can be found at: <https://poweroutage.us/area/state/virginia>

The Appalachian Power outage map can be found here:

<https://d2oclp3li76tyy.cloudfront.net/external/default.html>

To report an Appalachian Power outage, click here:

<https://www.appalachianpower.com/outages/report/>

To sign up for outage alerts, click here:

<https://www.appalachianpower.com/account/settings/notifications/>

## **VOLUNTEER/DONATE**

People wishing to volunteer or donate should consult lists of reputable orgs available at [www.virginiavoad.org](http://www.virginiavoad.org). You should NOT show up or donate goods spontaneously, as uncoordinated actions outside of organized relief efforts will pull the attention of emergency responders away from urgent needs.