

# Damaged Wells and Septic Systems

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North Carolinians who lost access to water through a private well or damaged septic system as a result of Hurricane Helene may be eligible for FEMA assistance.

## What Assistance Is Available?

For private wells and septic systems, FEMA may reimburse you for the cost of a professional, licensed technician to visit your home and prepare an estimate detailing the necessary repairs or replacement of your disaster-damaged systems.

In addition to the technician's estimate, FEMA may also pay for the actual repair or replacement cost of your septic system or well, which typically are not covered by homeowner's insurance.

At the time of your home inspection, let the FEMA inspector know you have a private well and/or septic system that may have been damaged by the hurricane.

If the damage is determined to have been caused by the disaster, you may be eligible for FEMA assistance.

If you have already had an inspection and damage to the well or septic system wasn't reported, contact the FEMA Helpline at 800-621-3362 to learn how to amend your application.

## How to Apply for FEMA Assistance

The quickest way to apply is to go online to [DisasterAssistance.gov](https://DisasterAssistance.gov). You can also apply using the [FEMA App](#) for mobile devices or calling toll-free **800-621-3362**. The telephone line is open every day and help is available in most languages. If you use a relay service, such as Video Relay Service (VRS), captioned telephone or other service, give FEMA your number for that service. To view an accessible video on how to apply visit [Three Ways to Apply for FEMA Disaster Assistance - YouTube](#). The deadline for applications is **Nov. 27, 2024**.



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