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# Fact Sheet

## **Why Survivors Need to Know Their E-911 Address for FEMA Assistance**

If you registered for disaster assistance with the Federal Emergency Management Agency (FEMA), the address on your FEMA application needs to correspond with your assigned county E-911 address (the “E” stands for “enhanced”). If FEMA cannot verify your address at the time you register, your home inspection may be delayed.

Once your address is verified, you may be visited by a FEMA contracted housing inspector to determine the type and amount of damage to your storm-impacted home. Evidence that the damaged property is your primary residence or evidence that you own the property will be required.

### **What is an E-911 Address?**

The West Virginia Legislature created E-911 service to incorporate city-type emergency addressing in rural areas of the state into the 911 system. A city-type address, such as 250 Mountain Rd., clearly identifies where a telephone is physically located when dialing 911. Previously, rural postal addresses did not provide this information.

This system helps county officials ensure all their citizens receive the full benefit of 911 service by having emergency response agencies know precisely where help is needed.

In addition, city-type addresses are reviewed for possible changes to assure prompt and accurate dispatch of emergency services to protect human life and property or the maintenance of general community security. For these reasons, your E-911 address is considered your “official” address.

- When applying for FEMA assistance, especially in rural areas, be sure to provide your E-911 address. Utility bills often provide the correct zip code and mailing address of the damaged property. When registering, applicants must specify the exact address, town, county and zip code of their damaged homes.

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- FEMA must be able to verify the physical address of your damaged property when you apply for federal disaster assistance. This is the address the home inspector will use to locate your property.
- You will need to demonstrate to your FEMA-contracted home inspector that the address of your damaged home, as shown on your FEMA application, matches your mortgage records, property insurance policy or tax receipts. Renters must provide proof of occupancy, such as a lease, rent receipt or utility bill. (A post office box can be used as a mailing address, but is not the physical address of your damaged dwelling.)
- If your official county E-911 address is not the **exact** one you used on your FEMA application, your inspection may have to be postponed and your disaster assistance may be delayed.
- Check it out: Make sure the name of your street is right. Is it Stone Road or Old Stone Avenue? Is it East, West, North, South? Is the street number correct?
- If you know your E-911 address and it is not the one used with your FEMA registration, you will need to correct or update your FEMA contact information. Visit [DisasterAssistance.gov](https://www.disasterassistance.gov) and use your unique nine-digit case number, or call the FEMA helpline at **800-621-3362 or (TTY) 800-462-7585**.
- If you don't know your E-911 address, contact officials in your county to learn how to obtain the documentation you will need for FEMA.

Additional information on West Virginia's disaster recovery can be found by visiting [fema.gov/disaster/4273](https://www.fema.gov/disaster/4273), [twitter.com/femaregion3](https://twitter.com/femaregion3), [twitter.com/FEMA](https://twitter.com/FEMA), [facebook.com/FEMA](https://facebook.com/FEMA), [fema.gov/blog](https://www.fema.gov/blog) and the flood information pages on the website of the [West Virginia Division of Homeland Security and Emergency Management](#).

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