

# Damaged Wells and Septic Systems

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**Release Date: Aug 12, 2024**

Arkansas residents in designated counties who lost access to water because a private well or septic system was damaged as a result of the May 24-27 severe storms and tornadoes may be eligible for FEMA assistance.

## Designated counties

Baxter, Benton, Boone, Fulton, Greene, Madison, Marion, and Randolph.

## 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 private well, which are not insurable items.

If you have applied for FEMA assistance and have not had a home inspection, you should call the FEMA Helpline at **1-800-621-3362**. At the time of your inspection, let the FEMA inspector know you have a private well and/or septic system that may have been damaged by the storm.

If the damage is determined to be caused by the severe storms and flooding, you may be eligible for FEMA assistance.

If you have already had an inspection and damage to the private well or septic system wasn't reported, contact the FEMA Helpline for information on how to make an appeal for additional disaster assistance. Please keep your contractor's statements, estimates, and receipts for all disaster-caused damage and submit them with your appeal to FEMA. You may also refer to the FEMA decision letter you received for more information.



Survivors can apply for FEMA assistance online at [DisasterAssistance.gov](https://DisasterAssistance.gov), by calling the FEMA Helpline at **1-800-621-3362** or by downloading the [FEMA Mobile App](#). If you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA your number for that service.

For the latest information visit [fema.gov/disaster/4788](https://fema.gov/disaster/4788). Follow FEMA Region 6 at [X.com/FEMARegion6](https://X.com/FEMARegion6) or on Facebook at [facebook.com/FEMARegion6/](https://facebook.com/FEMARegion6/).



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