

HURRICANE FLORENCE FAQ'S

1. How can I sign up for OCAAlerts?

- a. www.ocalertsnc.com
- b. You can also receive text messages by texting OCSTORM to 888-777 to receive emergency updates.

2. How do we register for the special needs registry?

- a. This is a database containing information about individuals with special needs who may require assistance in the event of a disaster. Participation is voluntary. You can register through the Orange County Department of Social Services at http://www.orangecountync.gov/departments/social_services/special_needs_registryssd.php Or through www.ocalertsnc.com.

3. Where can I go for shelters?

- a. Shelters will open, Wednesday, September 12, at 6PM.
 - i. Smith Middle School – 9201 Seawell School Rd. in Chapel Hill
 - ii. CW Stanford Middle School – 308 Orange High School Rd., Hillsborough
- b. The shelters will be open until they are no longer needed.

4. Can I bring my pets to the shelter?

- a. Yes, but there are rules that apply. Visit http://www.orangecountync.gov/departments/public_affairs/hurricane_florence.php for information regarding shelters and other storm information.
- b. Both shelters are pet friendly, but a rabies vaccination for dogs, cats, and ferrets is required. Please bring your pet's full vaccination record and a photo of yourself with your pet. If possible, please also bring a 3-day supply of your pet's food.
- c. Livestock, wildlife, amphibians, reptiles, fish, spiders, or large domesticated birds are not allowed in the shelters.
- d. Animal Services Staff will be on hand to board pets in the best manner possible.

5. Are you all providing sandbags?

- a. No. Contact local stores or private vendors.

6. If I have a tree fall on my house, who do I call?

- a. If you or your family are in danger, contact 9-1-1. If the damage is minimal, or you are in no danger, contact your insurance company and/or locate a private debris removal company.
- b. If the tree is in the roadway, call 9-1-1.

7. If I run out of oxygen, what should I do?

- a. Make sure you've made contact with your vendor to prepare before the storm.
- b. If it becomes an emergency situation, call 9-1-1.

8. What happens if my house floods?

- a. Get out of the house and go to a shelter.

9. Should I leave my house?

- a. If you are in a flood prone area, you should evacuate and go to a shelter.

10. Does Orange County have a way for the public to get gas or water?

- a. Orange County does not provide gas for the public.
- b. The County does not yet have plans to open any public distribution stations for water or other supplies. We will notify our citizens if this occurs.



HURRICANE FLORENCE UTILITY PUBLIC CONTACT NUMBERS

POWER

Duke Energy – 1-800-769-3766 (800-POWERON)

Piedmont Electric – 1-800-449-2667/919-732-2123

GAS

PSNC – 1877-776-2427

WATER

OWASA – Chapel Hill/Carrboro 919-537-4343

- Town of Hillsborough 919-732-3621
- Town of Mebane 919-563-9031
- Orange/Alamance 919-732-7812

PHONE

ATT – 800-288-2020

Centurylink – 800-788-3600

Frontier – 800-921-8101

Spectrum – 833-694-9259