

# North Carolina – Tropical Depression Chantal Resource Guide

*July 9, 2025*

## State Resources

### **Office of the Governor of North Carolina – Josh Stein**

Governor Stein provides updates regarding emergency and recovery efforts during a disaster. Click [here](#) for the Governor's most recent press-update.

- Phone: 919-814-2000
- Website: <https://governor.nc.gov/>
- [Facebook](#)
- [X \(Twitter\)](#)

### **Ready NC - North Carolina Emergency Management (NCEM)**

Ready NC provides information on emergencies, including weather emergencies in the area. Ready NC offers evacuation routes, weather conditions, road conditions, power outage, disaster assistance shelter information and more.

- Phone: 919-825-2500
- Website: <https://www.readync.gov/>
- Evacuation orders: <https://www.readync.gov/stay-informed/evacuation-orders>
- Shelters: <https://www.readync.gov/stay-informed/open-shelters>
- Flood Gauge Information: <http://fiman.nc.gov/>
- Disaster Assistance: <https://www.readync.gov/recover-and-rebuild/recovery-centers>

### **Drive NC**

DriveNC.gov is the North Carolina Department of Transportation's (NCDOT) traveler information website, providing real-time traffic information and road conditions, including delays, crashes, and incidents related to emergencies or natural disasters.

- Website: <https://drivenc.gov/>

### **North Carolina Department of Transportation (NCDOT)**

NCDOT provides information and resources on road closures and traffic conditions through the [NC 511](#) Information Line. When calling the 5-1-1 information line, callers hear urgent messages regarding closures for major interstates. On weekdays from 8:15 a.m. to 7:45 p.m., weekends from 8:15 a.m. to 4:45 p.m. and state holidays from 9:15 a.m. until 4:45 p.m., callers speak directly with an operator who can answer traffic and travel-related questions.

- Click [here](#) to view the current traffic map.
- Dial 5-1-1 or 877-511-4662
- Website: <https://www.ncdot.gov/Pages/default.aspx>

### **Power Outage Maps**

Residents are encouraged to check with their service provider for updates on outages. See below for outage maps across the state:

- Click [here](#) for a list of energy providers in the state.
- [Poweroutage.us](#)
- **Duke Energy**  
Website: <https://duke-energy.com/>  
Report a power outage: 1-800-PowerOn (English) or 1-866-4-APAGON (Spanish)  
Outage map: <https://outagemaps.duke-energy.com/#/home>
- **Piedmont Electric**  
Website: <http://pemc.org/>  
Phone: 800-222-3107
- **Dominion Energy (formerly PSNC Energy)**  
Website: <https://www.dominionenergy.com/>  
Phone: 877-776-2427
- **OWASA**  
Website: <https://www.owasa.org/>  
Phone: 919-968-4421

## **American Red Cross North Carolina**

During a disaster, the Red Cross provides shelter, food, emotional support, health services, clean-up supplies and comfort items. Visit the link [here](#) to find all regional chapters in the area.

- American Red Cross – Eastern North Carolina
  - 919-489-6541
  - Website: <https://www.redcross.org/local/north-carolina/eastern-north-carolina.html>

To find open shelters via the American Red Cross please visit their website [here](#).

Their Contact Loved Ones website recommends calling your local Red Cross if your missing loved one is elderly, disabled, has a chronic medical condition, lives in your household or is a member of the military-connected community. For more information, click [here](#).

## **North Carolina 211**

North Carolina 211 connects callers to health and human service information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs, and disaster assistance. To find your local 211, visit the website [here](#) and enter your city, county, or zip code.

- Call: Dial 2-1-1 or 888-892-1162
- Website: <https://nc211.org>

## **North Carolina Department of Insurance**

Visit the website [here](#) for information from the North Carolina Department of Insurance regarding disaster related information including emergency planning and tips for filing claims.

- Disaster information: <https://www.ncdoi.gov/consumers/disaster>
- Report Insurance Fraud: <https://www.ncdoi.gov/fraud-control/report-insurance-fraud>
- Lost Life Insurance Policy: <https://www.ncdoi.gov/consumers/life-insurance/locate-lost-life-insurance-policy>

## **Rebuild NC**

This agency operates statewide and helps homeowners rebuild after natural disasters. The North Carolina Office of Recovery and Resiliency manages several programs that support long-term disaster recovery and resiliency including homeowner recovery, infrastructure recovery, affordable housing, resiliency, strategic buyout, and local government grants and loans. To apply for these programs, please visit their [website](#).

## **Gas/Fuel Availability**

GasBuddy is a website that offers an interactive map of gas stations that are open, has fuel & power, has no fuel & power, has no power and more categories. For more information, please visit the website [here](#).

## **Legal Aid NC Helpline**

Legal Aid NC provides free legal help to low-income disaster survivors.

- Disaster Hotline: 866-219-5262
- Website:: <https://legalaiddnc.org/topic/disaster/>

## **Local Resources**

### **Local Emergency Updates:**

Towns within Orange County offer their own resource page with updated information regarding shelter, food and water distribution sites, transportation assistance, road closures, assistance programs and more. See below for more information.

Orange County

- Resource Page: <https://www.orangecountync.gov/650/Disaster-Emergency-Preparedness>

Town of Chapel Hill

- Website:  
<https://www.townofchapelhill.org/government/newsroom/emergency>
- Phone: 919-968-2743
- [X \(Twitter\)](#)

## Town of Carrboro

- Website: <http://www.townofcarrboro.org/2633/Emergency-Resources-CarrboroReady>
- Phone: 919-942-8541

## Hillsborough:

- Website: <https://www.hillsboroughnc.gov/services/ready-hillsborough>
- Phone: 919-732-1270

## Shelters:

Orange County Public Transportation is providing transportation to emergency shelters. Call 919-245-2004 for assistance.

- Smith Middle School  
9201 Seawell School Rd, Chapel Hill, NC  
Pets are welcome with specific guidelines, which can be reviewed [here](#).
- Orange Middle School  
308 Orange High School Road  
Hillsborough, NC 27278
- Inter Faith Council is Chapel Hill's Community House is expanding shelter services to those affected by the storm
  - Phone: 919-829-6380, press x3000
  - Website: <https://www.ifcweb.org/services/community-house>

## Orange County Alerts (OC Alerts)

Residents can sign-up to receive emergency alerts, community news, public alerts and warnings, and more during severe weather, unexpected road closures, missing persons, water and sewer emergencies, and evacuations of neighborhoods and buildings.

- Website: <https://member.everbridge.net/453003085611768/login>
- Sign-up [here](#).

### **The Chamber For a Greater Chapel Hill-Carrboro**

The Chamber For a Greater Chapel Hill-Carrboro has a resource guide for business owners and managers impacted by the July 6 flooding, as well as for community members who want to assist in the recovery efforts. The guide includes information on cleaning and restoration services including mold remediation and water damage repair.

- Phone: 919-967-7075
- 104 South Estes Drive Suite 102, Chapel Hill, NC 27514
- Recovery Resources: <https://www.carolinachamber.org/recover/>

### **Alamance County**

#### **Alamance County Emergency Management:**

Alamance County Emergency Management provides general information on recovery efforts and assistance programs for those affected by natural disasters.

- Phone: 336-227-1365
- Sign up for alerts via email and text message for updates on severe weather and recovery efforts at their website: [em.alamancecountync.gov/get-alerts/](https://em.alamancecountync.gov/get-alerts/).
- Find flood safety tips and information on returning home safely after a flood: [https://em.alamancecountync.gov/mission\\_areas/prepare/severe-weather/flood-safety/](https://em.alamancecountync.gov/mission_areas/prepare/severe-weather/flood-safety/)
- Find information on damage assessments and potential eligibility for state and federal assistance programs on their website: [https://em.alamancecountync.gov/mission\\_areas/recover/](https://em.alamancecountync.gov/mission_areas/recover/).

#### **Alamance Chamber:**

The Alamance Chamber, in partnership with other agencies, helps the community and businesses recover after natural disasters by providing resources, information, and support, connecting individuals and businesses with essential resources during the recovery process.

- Website: <https://www.alamancechamber.com/>

### **The Salvation Army of Alamance County:**

The Salvation Army provides critical aid, shelter, food, and support for flood survivors. You can find more information on their services at the website.

- Website: <https://southernusa.salvationarmy.org/alamance/>
- Phone: 336-227-5529

## **National Resources**

### **National Weather Service by the National Oceanic and Atmospheric Administration (NOAA)**

Updated information on current weather conditions can be found [here](#). The National Weather Service has additional information on its website [here](#) regarding flood preparedness and safety. Stay up to date with alerts by tuning into the NOAA Weather Radio All Hazards (NWR) network. The NWR is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office. NWR broadcasts official Weather Service warnings, watches, forecasts, and other hazard information 24 hours a day, 7 days a week. Find your local station [here](#).

### **Airbnb**

Airbnb may provide temporary housing options after a natural disaster occurs. Learn more by visiting their [website](#). Referrals for temporary stays are provided via 2-1-1 United Way. Dial 2-1-1 in your area to learn more.

### **Ready.Gov**

Ready.gov is a national public service campaign designed to educate and empower Americans to prepare, respond and mitigate emergencies including natural and man-made disasters. For preparedness resources and information on staying safe during and after a flood, visit their website [here](#).

- Emergency Alerts: Alerts may be sent directly to your cell phone via text, phone call, or email. Click [here](#) to learn about the various forms of emergency alerts available.

### **Federal Emergency Management Agency (FEMA)**

Visit the FEMA website for information [here](#).

Find open shelters near you by texting SHELTER and your zip code to 4FEMA (43362).  
Example: Shelter 01234 (standard text message rates apply).

To Register for FEMA Disaster Assistance:

Online: [www.disasterassistance.gov](http://www.disasterassistance.gov)

Phone: 800-621-3362, TTY 800-462-7585

**Please note, your area must first officially be declared a disaster area before FEMA can get involved.**

FEMA tips on how to find short term and long-term housing after a disaster can be found [here](#).

### **DisasterAssistance.gov**

DisasterAssistance.gov is a website that helps people apply for and receive federal assistance after a disaster. It also provides information and support to help with recovery following a disaster including tornadoes, storms, hurricanes, floods, or other natural disasters. Visit the website [here](#). The website has information on federal, state, and local supports, grants and government assistance, community resources, help for [veterans](#) and individuals with [disabilities](#), [housing](#) and financial assistance, and more.

### **Disaster Legal Services (DLS)**

Provided to low-income survivors affected by a presidentially declared major disaster, this service can assist with insurance claims, lost legal papers (wills, powers of attorney), home repair contracts, landlord issues, proof of home ownership, and FEMA appeals.

- Phone: 800-621-3362
- Website: <https://www.disasterassistance.gov/get-assistance/forms-of-assistance/4464>

### **Veteran Affairs (VA) Home Loans - After a Disaster:**

If you need help making your mortgage payment after a disaster, VA can help in the following ways:

- Ask loan holders to put a 90-day freeze on foreclosure.
- Encourage holders to waive late charges.

VA may also be able to work with your servicers or loan holder to apply pre-payments already made to your upcoming payment. Click [here](#) for more information or call the VA at 844-698-2411.

### **HUD Disaster Relief Options for FHA Homeowners**

The U.S. Department of Housing and Urban Development (HUD) offers relief assistance for homeowners with a mortgage insured by the Federal Housing Administration (FHA). If your



home or your ability to make your mortgage payments is impacted by a Presidentially Declared Major Disaster Area (PDMDA), you may qualify for relief assistance to help you keep your home. Click [here](#) for more information from HUD or connect with a HUD-participating housing counseling agency by calling 800-569-4287.

### **U.S. Small Business Administration**

The Small Business Administration (SBA) loans money to homeowners and renters whose homes have been damaged in a disaster. You may be eligible even if you do not own a business. To qualify for an SBA home loan your home must be in a presidentially declared disaster area, the loan must be for your primary home, and the loan cannot duplicate benefits from insurance policies or benefit programs. Before applying for an SBA disaster loan, you must register with FEMA. Visit the SBA website [here](#) to learn more.

## **National Mental Health Resources**

### **SAMHSA's Disaster Distress Helpline**

This helpline, through the Substance Abuse and Mental Health Services Administration (SAMHSA), can provide immediate crisis counseling to anyone who is experiencing emotional distress related to any natural or human-caused disaster. The help line is available 24 hours a day, 7 days a week at (800) 985-5990. You can also reach out via text message by texting "TalkWithUs" to 66746. You can find more information online [here](#). Click [here](#) for SAMHSA's disaster behavioral health resources. Click [here](#) for SAMHSA's survivors of disasters resource portal.

### **SAMHSA Behavioral Health Treatment Services Locator**

The Behavioral Health Treatment Services Locator provides information and a search tool for behavioral health and substance abuse/addiction services in the United States and U.S. Territories. After completing the search criteria, you can view a list of treatment providers and detailed information about each provider. Visit the website [here](#).

You may also call (800) 662-4357 to receive free and confidential information about mental health and substance abuse treatment services in your area. This line is available 24 hours a day and 7 days a week.

### **Veterans Crisis Line**

If you are a Veteran in crisis – or you're concerned about one – free, confidential support is available 24 hours a day, 7 days a week.

The Veterans Crisis Line is available by phone, text, or chat:

- Dial 988 then Press 1
- Send a text to 838255

- [Chat online](#)
- Support for deaf and hard of hearing: call 1-800-799-4889

### **National Center for PTSD by the U.S. Department of Veteran Affairs:**

The National Center for PTSD (NCPTSD) offers many resources for survivors of natural disasters, including:

- Self-Care After Disasters: Information on how to honor losses, practice helpful thinking, and build resilience. Click [here](#) for more information.
- The NCPTSD also offers other resources, including information on practical help, such as food, safety, medical care, and shelter, crisis counseling and skill-building, and trauma-focused treatment. Visit the website [here](#) for more information.

### **9-8-8 Lifeline**

The 988 Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24/7, 365 days a year. 9-8-8 is trained to assist with disaster distress and offers resources and guidance for survivors.

- Dial or text: 9-8-8
- Online chat: <https://988lifeline.org/chat/>
- Click [here](#) to see the disaster resources page

### **The National Child Traumatic Stress Network**

The National Child Traumatic Stress Network has online resources for families, parents, and young children about coping with traumatic experiences and stressors, including natural disasters. For more information, please visit their website [here](#).

### **National Alliance on Mental Illness - NAMI**

NAMI is a non-profit organization that provides education, support, and advocacy for people affected by mental illness including support groups, peer-support, and help navigating the mental health care system.

- Phone: 800-950-6246
- Text 'helpline' to 62640
- Chat online [here](#)
- Website: <https://www.nami.org/>

*This guide provides referrals to resources. It does not endorse or recommend the resource providers. While every effort is made to maintain current provider information, information may change without notice.*

## **Resources For Living**

The EAP is administered by Resources For Living, LLC. This material is for informational purposes only. Information is not a substitute for professional health care and is not meant to replace the advice of health care professionals. Contact a health care professional with any questions or concerns about specific health care needs.

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