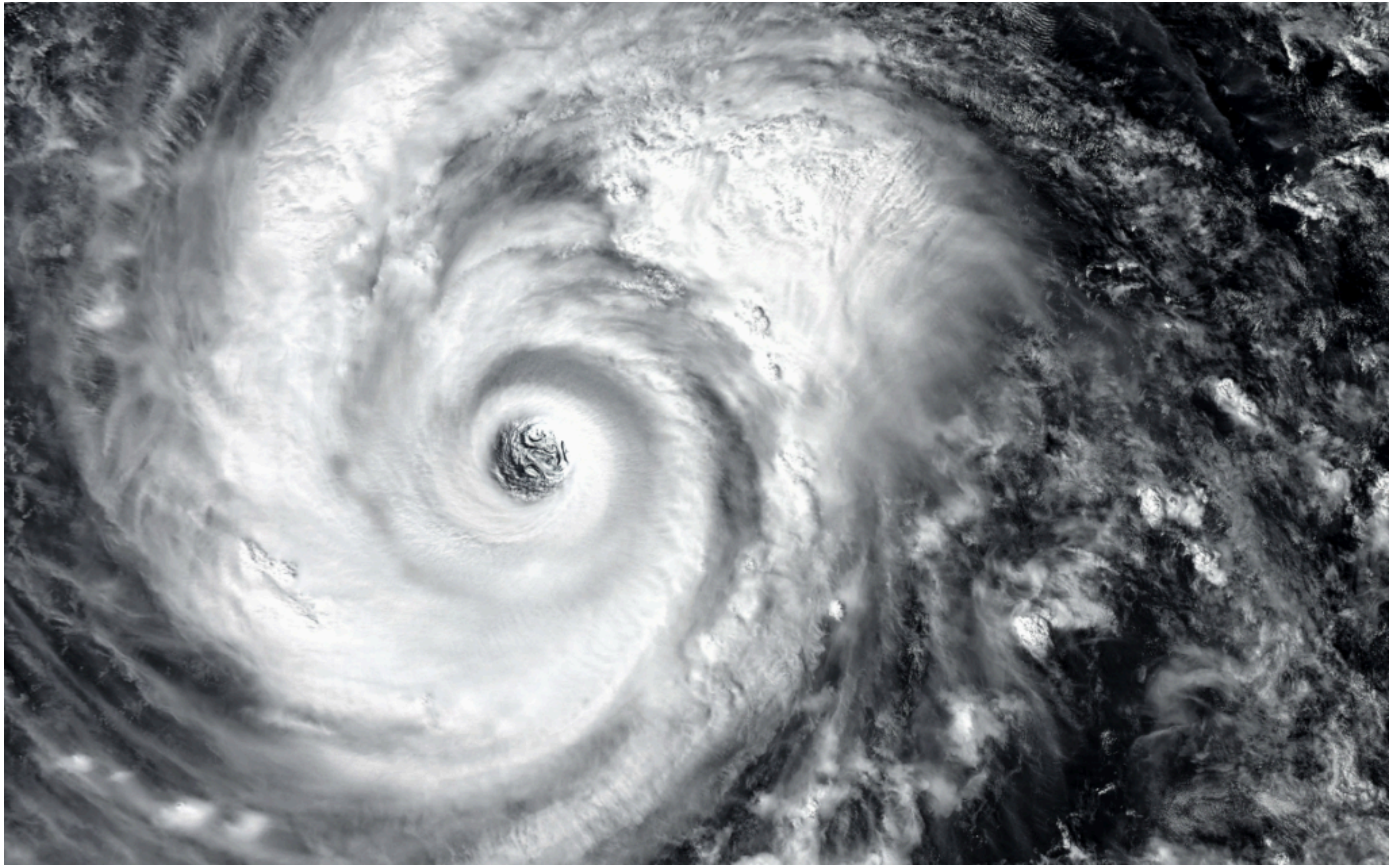


City of Asheville Hurricane Helene information and updates

Posted on September 25, 2024 by Christy Edwards



[Visit our Helene Response and Recovery Page](#)

11/29 at 7:55 a.m.

Daily information sheets will transition to weekly updates after Monday, Dec. 2. Additionally, there will be no daily information sheet distributed on 12/1. There will be no news briefing on Friday due to the Thanksgiving holiday.

Code Purple

Code Purple is active today, November 29 and tomorrow November 30. Code Purple provides a coordinated effort among Asheville and Buncombe County shelters and other organizations to provide emergency overflow shelter to people experiencing homelessness. For information on the shelters, please visit: <https://www.ashevillenc.gov/service/cold-weather-emergency-shelter/>

Prepare your pipes for cold weather

Below freezing temperatures are expected over the weekend. Here are some tips to prevent frozen water pipes in your home. Find more information on this page: <https://www.ashevillenc.gov/departments/water/additional-information/>

- Disconnect and drain all garden hoses and install covers on outside faucets.
- Keep garage doors closed if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing.
- Identify the location of the main water valve and the valve on your water heater. (Learning the location of these valves may come in handy during an emergency.)
- Wrap pipes nearest exterior walls and in crawl spaces with pipe insulation or heating tape. This will prevent freezing, especially for interior pipes that run along outside walls.

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temporarily suspending the use of lower nighttime temperatures, you may incur a higher heating bill, but you can prevent a much more costly repair job if pipes freeze and burst.

- Close all windows near water pipes; cover or close open-air vents. Freezing temperatures combined with wind drafts can cause pipes to freeze more frequently.
- During really cold weather, open the cold water tap and let the water run at a trickle to keep the water in the pipes moving.

11/25 at 11:40 a.m.

Food and water distribution and community care stations will close on December 2

Community Care Stations and water distribution sites will be closed on Thursday for the holiday, but they will reopen on Friday.

Important changes coming to both community care stations and water distribution sites, though:

At the end of the day on Dec. 2, all water distribution sites and community care stations in both the City and County will close, with the exception of four community care stations in the most impacted communities:

- Morgan Hill Baptist Church, 594 Barnardsville Highway
- Bethel United Methodist, 1050 Riceville Road
- Owen Pool, 117 Stone Drive, Swannanoa
- Fairview Ingles at 225 Charlotte Highway by Reynolds High Community Care Stations and water distribution sites will be closed on Thursday for the holiday, but they will reopen on Friday.

Parks & Recreation updates

In the next few days the following parks will reopen:

- **Riverbend Park**
- **Carrier Park – east side:** This side includes a parking lot, natural areas, and a picnic shelter
- **French Broad River Greenway:** The entire section that runs through Carrier Park will open. Community members can access the greenway between Amboy Riverfront Park through Carrier Park to Hominy Creek River Park.
- **Richmond Hill Park:** Some trails and disc golf baskets reopen, along with the picnic shelter and restrooms.

The west side of Carrier Park, with the exception of French Broad River Greenway, will remain closed as it saw substantial damage. Basketball courts, lawn bowling, multipurpose fields, sand volleyball, restrooms, the skating rink, and velodrome all remain closed and off limits at this time.

Community partners have been instrumental in organizing volunteers to work with our crews and contractors to safely reopen parks and recreation spaces with approved plans, insurance, and other strict requirements necessary to ensure areas are safe for everyone in the community to enjoy.

[View the latest Parks & Recreation presentation at the November 25 County Press Briefing here.](#)

ART bus service and parking updates

On-street parking meters and enforcement will resume, starting on **December 2nd, 2024**. On December 2, you will have to pay for parking if you park at a metered on-street parking space.

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until the end of the year, with the exception of **event parking fees at the Nathan's Cherokee Center garage**. Fees will resume on **January 2, 2025**.

These changes signal a milestone in our recovery efforts as we start to return to regular operations. Thank you to all parking and transit staff for their dedication and hard work throughout the recovery efforts following Hurricane Helene.

Storm debris removal updates

The City of Asheville storm debris collection contractor continues to rotate throughout the city, focusing on collecting in areas with high concentrations of storm debris. As of end of day November 23, debris contractors have collected 110,893 cubic yards of storm debris. Debris collection will continue across the city, including in city-owned parks, until all storm debris in the right-of-way and on public property has been collected.

Over the weekend, neighbors in West Asheville began to see crews removing storm debris that was temporarily stored at 65 Ford Street. Contractors will continue to remove debris until all is removed. Community safety is our top priority, so please remember that this site is not open to the public.

Community reminder: refrain from illegal dumping

The City of Asheville urges all community members to refrain from illegal dumping during the ongoing recovery process. Dedicated contractors are actively working to collect all types of storm debris, including:

- Vegetation of any size
- Appliances
- Construction and demolition materials
- Bulky items

Illegal dumping diverts critical resources away from recovery efforts and significantly slows down cleanup progress. Proper disposal of storm debris and waste ensures resources are used efficiently, enabling the community to recover more quickly. If community members witness illegal dumping, please report it immediately through the [Asheville App](#).

Additional Rental Assistance Partner

The City is working with Eblen Charities to provide [\\$500,000 in City-funded rental assistance](#) to city residents. Eblen has begun expanding their staff and volunteer base to handle the additional volume, and are processing 40-50 applications a day.

Additionally, the City is working with Grace Covenant Presbyterian Church to support their efforts in providing rental assistance to community members. The City plans to provide \$250,000 in city funds to make available for rental assistance for low income families in Asheville. It is anticipated this funding will assist over 110 families and enable them to remain in our community. Residents can apply for assistance by visiting Grace Covenant Presbyterian Church located at 789 Merrimon Avenue between 12 p.m. – 4 p.m. Monday – Sunday.

11/20 at 12:55 p.m.**Substantial damage assessments update**

Stormwater staff began substantial damage assessments on November 1st. The Residential and Non-Residential Substantial Damage Assessments have been completed for structures in the Floodplain following FEMA's guidelines. 543 non-residential structures were assessed, reaching nearly 1,000 structures in total with residential structures included.

City staff will be using FEMA's software to calculate the estimated cost of damage for individual structures within the floodplain. Next staff will complete the estimated cost of substantial damage. Once the cost estimation is complete, City staff will notify owners of the results.

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to the tax value of the building will need to work with Development Services to bring the structure into compliance. Owners will have the opportunity to appeal the results, and will be given information on the appeal process with the results.

More information regarding substantial storm damage assessments and the appeal process will be posted to the City's webpage soon.

Storm Debris Removal

The City of Asheville storm debris collection contractor continues to rotate throughout the city, focusing on collecting in areas with high concentrations of storm debris. As of end of day November 18, debris contractors have collected nearly 100,000 cubic yards of storm debris.

Today, November 20, the City's contractor has 31 storm debris removal trucks running. The zones will be as follows:

- 1 grapple/trailer in the (Zone 1 West Asheville)
- 1 grapple/trailer in the (Zone 2 West Asheville north of Haywood Rd)
- 5 grapples/trailers in the (Zone 3 Downtown)
- 7 grapples/trailers in the (Zones 4 & 5 North and Northeast)
- 8 grapples/trailers in the (Zones 6 East Asheville)
- 9 grapples/trailers in the (Zones 7 & 8 Southeast and South)

Debris collection will continue across the city, including in city-owned parks, until all storm debris in the right-of-way and on public property has been collected.

Holiday Jamboree on November 23

[Holiday Jamboree presented by Bojangles](#), produced by Asheville Downtown Association in partnership with the City of Asheville. It will be held in Pack Square Park from 11 a.m. – 5 p.m. and include:

- Free photos with Santa
- Arts and crafts with Asheville Parks & Recreation
- Holiday market filled with local vendors you can support by buying gifts for your friends and family
- And festive performances from local performers, high school marching bands, gymnastics schools, and more.

Please come out to celebrate and support our creative community and small businesses and restaurants in downtown as we prepare to celebrate the holiday season, and our city's unity and resilience

Additional Holiday Events

On November 23, Burton Street Community Center will hold a [Friendsgiving Potluck](#) from 11 a.m. – 1 p.m. Also on November 23 the Linwood Crump Shiloh Community Center will hold a [turkey giveaway and hot community meal](#) from 1 p.m. – 6 p.m.

Parks and Recreation's annual [Holly Jolly Holidays](#) series begins on December 4th with a Candy Cane Flashlight Hunt and continues through the month with cookie contests, seasonal games, festive meals, holiday camps, calls from Santa, roller skating at Harrah's Cherokee Center Asheville, and more for all ages throughout the city. More information is available at [ashevillenc.gov/parks](https://www.ashevillenc.gov/parks).

11/18 at 1 p.m.

Boil Water Notice Lifted

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NOVEMBER 18.

Water Resources lab staff finished sampling the distribution system early Sunday afternoon, and results have confirmed that the water supply is free from contaminants.

Turbidity at North Fork Reservoir measured 14.5 as of its last reading. The private contractor for the Army Corps of Engineers continues constructing its water pre-treatment system as planned. Materials and equipment are arriving daily. Nothing has changed with the timeline for completion, which is late November/early December.

Customers may resume normal usage of the water system. It is no longer necessary to use bottled water for consumption, although water distribution and services provided at Community Care Stations at [listed locations](#) will continue until further notice.

While an increase in demand is expected, Water Resources is asking customers to temporarily avoid large-volume activities like filling bathtubs, watering landscaping, filling swimming pools and taking abnormally long showers. Otherwise, normal usage for consumption (drinking and cooking), hygiene (bathing and handwashing) and dishwashing may resume. Appliances with filters, such as icemakers and water heaters that have been turned off, can be turned back on. Please refer to manufacturer's instructions on restarting those appliances if they have been inactive for an extended period.

Lead exposure concerns

The City of Asheville is confident there is no detectable level of lead in its source water. Plumbing in structures built before 1988 have increased potential to be a source of lead exposure if water sits undisturbed in plumbing. For this reason, customers in structures built before 1988 are advised to flush their system for 30 seconds to two minutes before consumption on a daily basis. The City of Asheville has received more than 2,000 requests from customers for kits to test their plumbing for the presence of lead. Participation in the City's [Lead Awareness Program](#) usually receives about 5 requests for test kits per month. The data from this sampling will prove to be invaluable moving forward.

The lifting of the Boil Water Notice is an incredible milestone in storm recovery. It took an extraordinary effort to get to this day and the City of Asheville thanks the community for being patient during this disruption in service. Whether it was temporarily turning off the water supply to water heaters, flushing pipes, or enduring multiple Boil Water Notice AVL Alerts, community participation made a difference in getting the water system back online. The Water Resources team was supported by a number of City departments, partners from other water utilities, FEMA, the EPA, and the Army Corps of Engineers, without whom this would not have been possible.

See updates from the City of Asheville on water service at the Buncombe County press briefing on November 18 on [Youtube](#).

Debris Removal

The City of Asheville storm debris collection contractor continues to rotate throughout the city, focusing on collecting in areas with high concentrations of storm debris. As of end of day November 16, debris contractors had collected 88,934.5 cubic yards of storm debris. This is equal to about 40 Olympic-sized swimming pools.

While work is focused on public right of way cleanup, Buncombe County property owners (including properties in the City of Asheville) who were impacted by Hurricane Helene and do not have debris removal insurance may apply to have qualified disaster debris removed from their property at no cost through the [Private Property Debris Removal \(PPDR\) Program](#). The program kicks off on November 19 and also covers the demolition of eligible unsafe structures.

Today, November 18, the City's contractor has 30 storm debris removal trucks running. The zones will be as follows:

- 1 grapple/trailer in the (Zone 1 West Asheville)
- 1 grapple/trailer in the (Zone 2 West Asheville north of Haywood Rd)
- 7 grapples/trailers in the (Zone 3 Downtown)

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- 6 grapples/trailers in the (Zones 6 East Asheville)
- 8 grapples/trailers in the (Zones 7 & 8 Southeast and South)

Debris collection will continue across the city, including in city-owned parks, until all storm debris in the right-of-way and on public property has been collected.

Operational Framework – Recovery Support Group Update at City Council Briefing

The City has put in place an organizational structure to maximize recovery response. The support group areas of this operational framework are:

- Housing
- Storm Debris
- Economic Recovery
- Water Recovery
- Infrastructure
- Arts & Cultural Resources
- And functional support which includes cost recovery, community capacity building, administrative support, data and communication.

Tomorrow, November 19, at 9 a.m., there will be a virtual City Council Recovery Update Briefing where staff will share information on key progress made by many of our Recovery Support Groups to-date. The briefing will be streamed and available on the City’s [YouTube Channel](#).

11/13 at 9:43 a.m.

Small Business Recovery Grants

The City of Asheville has made just over \$700,000 available for Small Business Recovery Grants. The grants will be distributed by our partners at Mountain BizWorks as part of the Asheville-Buncombe Rebuilding Together Grant Fund.

Businesses within the city limits of Asheville that employ fewer than 200 full-time workers will be eligible to apply for grants of up to \$25,000. These grants are meant to help businesses recover losses that aren’t covered by other forms of assistance. This could include repair and replacement of lost business infrastructure, inventory, equipment or working capital.

The grant application and requirements are available on the [Mountain BizWorks website](#).

Recovery Organizational Structure

At the [November 12 Council meeting](#) as part of the Managers Report, staff presented information on an organizational structure designed to align federal and state funding resources to initiate both rapid response and long term recovery processes. This structure includes 7 focus areas:

- Housing
- Storm Debris
- Economic Recovery
- Water Recovery
- Infrastructure
- Arts & Cultural Resources
- And functional support which includes cost recovery, community capacity building, administrative, and data communication.

the focus areas mentioned earlier. More information on the recovery process and Hazard Consulting can be found [here](#).

11/12 at 6p.m.

[City Council Meeting November 12, 2024 – Manager’s Recovery Report](#)

11/10 at 9 a.m.

Hazard Mitigation Grant Program (HMGP) for Property Owners

The Hazard Mitigation Grant Program (HMGP) is a FEMA-funded initiative aimed at reducing or eliminating future damages and losses following a disaster. While federally funded, the program is managed in North Carolina by the Department of Public Safety’s Division of Emergency Management.

For property owners, HMGP offers assistance for various mitigation strategies, including:

- Structure Elevation: Raising buildings to protect them from flooding.
- Structural Reinforcement: Strengthening buildings to withstand natural disasters.
- Property Buyouts: Purchasing damaged properties to reduce future risk.

Participation in the program is entirely voluntary, and property owners may withdraw their application at any time.

Additional Resources

If your property was damaged by Tropical Storm Helene, we encourage you to [watch this 8-minute video to learn more about HMGP](#).

Upcoming Assistance Event

Hazard Mitigation staff from North Carolina Emergency Management will be available in Buncombe County to assist property owners:

Location:

Asheville Mall (former Gap store)
3 S. Tunnel Rd., Asheville, NC 28805

Dates:

November 12–15
Time: 10:00 AM to 6:00 PM

Staff will be on-site to answer questions and accept applications. No appointment is necessary.

How to Prepare

To save time, property owners are encouraged to complete the Homeowner [HMGP Application](#) before meeting with staff. Please note that all individuals listed on the property deed must sign the application.

11/8 at 12 p.m.

Veteran’s Day

In observance of Veterans Day on Monday, November 11, City of Asheville offices, including Parks and Recreation community centers and Harrah’s Cherokee Center, will be closed. Public safety services, including police, fire, water, storm debris collection, and emergency services, will operate as usual.

Water, Meal Distribution, and Community Care Stations will continue to serve the community but will close early at 6:30 p.m. November 11. In honor of Veterans Day, Buncombe County will host a special dinner for National Guard members. This event is an opportunity for National



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A Veterans Day Ceremony will take place at the Charles George VA Medical Center at 11:00 AM on Monday, November 11. The public is encouraged to attend and honor local veterans. A recorded video of the ceremony will also be available at 3:00 PM on the City’s YouTube channel.

Water Restoration Update

The City of Asheville is making significant progress in restoring potable water and addressing water turbidity issues in the wake of Tropical Storm Helene. As of early **Friday** morning, the turbidity level at the North Fork Reservoir had fallen below 17. The level remained around 17 or below for most of Thursday after peaking at 17.4 around noon.

The plan for next week remains on track, with the third round of in-reservoir treatment scheduled to begin either Monday afternoon or Tuesday morning. This treatment will continue throughout the week, depending on the turbidity levels. North Fork’s capacity to deliver treated water into the system has now increased to 18 million gallons per day (mgd). However, the success of the treatment process is still contingent upon continued reductions in turbidity.

In addition, the Army Corps of Engineers is continuing the procurement process for an interim pre-treatment system. While there is potential to announce a contract award by Friday, the timeline for full implementation remains late November/early December.

Water, Meal Distribution, and Community Care Stations Continue

Water distribution sites and Community Care Stations on Veterans Day will continue providing bottled and potable water and will close early. The following locations are available from 7:00 AM to 6:30 PM:

- Pack Square Park, 70 Court Plaza
- Sky Lanes Bowling Alley, 1477 Patton Ave
- Linwood Crump Shiloh Community Center, 121 Shiloh Rd

Community Care Stations will also remain operational at locations including the At Home Store parking lot (980 Brevard Rd) and the Innsbruck Mall parking lot (85 Tunnel Rd), providing additional resources such as ADA-accessible showers and restrooms.

Resumed City Services and Programs

As recovery efforts continue, several City services and programs are resuming. Starting Tuesday, November 12, Asheville Parks and Recreation will bring back most programs, with a few exceptions. For example, cooking classes and some outdoor programs will remain suspended until potable water services are fully restored. Youth and adult basketball league registrations are open, and other program registrations will begin on November 12.

Helene Recovery Grant Funds

In response to the devastation caused by Tropical Storm Helene, the City of Asheville has launched the Helene Recovery Grant Fund to support businesses and residents in need. The following organizations will administer recovery grants in three key areas:

- Mountain BizWorks will distribute \$704,000 in Business Stabilization grants to local businesses.
- Eblen Charities will distribute \$500,000 in Rental Assistance funds.
- The Asheville Regional Coalition for Home Repair (a partnership of Habitat for Humanity, Mountain Housing Opportunities, Poder Emma, and Community Action Opportunities) will manage \$750,000 in Home Repair grants for low-income homeowners.

These grants are designed to assist businesses and homeowners impacted by the storm. More details, including how to apply, will be announced soon.

General Obligation Bonds for Community Investment

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bond referendums, totaling \$60 million. These funds will be used to support key community infrastructure projects, including:

- Affordable housing development
- Transportation and road improvements
- Public safety facilities, including fire stations and emergency response equipment
- Parks and Recreation facility upgrades

The approval of these bonds is a major step forward in building a more resilient and equitable Asheville, and the City is committed to ensuring that these investments benefit all residents.

For more information on City services, water restoration efforts, available resources, or how to apply for recovery grants, visit www.ashevollenc.gov.

11/6 at 12 p.m.

Asheville Police urge caution and compliance in areas impacted by Helene

As we navigate what will be a lengthy recovery process from the effects of Hurricane Helene on our city, the Asheville Police Department would like to remind residents and visitors alike of the dangers still present in parts of Asheville.

The catastrophic damage suffered in areas along the Swannanoa and French Broad Rivers is well known, and it will take some time to be remediated and made safe for public access. Specifically, areas along South Tunnel Road, Swannanoa River Road, Thompson Street, Biltmore Village, Lyman Street, and Riverside Drive were especially impacted. The level of damage resulted in Buncombe County issuing an emergency declaration for the entirety of the county, including the City of Asheville, and it remains in effect.

As a result, these areas have many hazards, both seen and unseen, that result in access to them only being offered to authorized persons. Those hazards include, but are not limited to roadway and sidewalk undermining and destruction, destruction of power, gas, and water lines, and hidden hazards that remain concealed by debris and sediment from flooding. In addition, recovery operations are ongoing in these areas, which often include the use of heavy equipment.

The City of Asheville has installed barricades in many of these areas, and signage is displayed warning drivers and pedestrians of closures. In addition, APD officers and other law enforcement agencies are actively patrolling these areas to restrict access. Business owners, authorized workers, and residents of the affected zones will be allowed access upon request, barring any immediate safety concerns. Please be mindful of the fact that these restrictions exist for the safety of the public and for the workers within these zones.

Please make every effort to pay attention to road closures, signage, and the instructions of law enforcement. We stand with our neighbors as we work to recover from this tragic experience, with the safety of our community being our top priority.

10/31 at 1:45 p.m.

Water Service Restoration

Turbidity curtains have been installed at North Fork reservoir, and in-reservoir treatment continues to take place through the end of the day today (Oct. 31). Though the overall turbidity of the reservoir remains high, levels continue to drop. As of Wednesday, the turbidity level at North Fork was 21.2 NTU. In order to be safe for the normal treatment process, turbidity needs to fall somewhere 1.5-2 NTU. The turbidity curtain and treatment operation is intended to speed up the drop in turbidity. Water Resources will work over the weekend to measure the effectiveness of the turbidity curtain operation and will update the public on Monday, November 3.

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Notice remains in effect. Details and answers to frequently asked questions can be found on the [Water Services Recovery page](#) on the City's website.

See updates from the City of Asheville on water service at the October 31 press briefing using this [Google folder](#).

Boards & Commissions Update

All advisory and quasi-judicial boards staffed by City employees and all Council Committees will be suspended until January 1, 2025, at the earliest. Exceptions will be granted on a case-by-case basis if a board or commission needs to meet to discuss time-sensitive or storm-related items. This decision was not made lightly but is necessary so staff can focus their attention on recovery efforts.

Parking

Parking is currently free in all city garages and on-street parking spaces until further notice. Long-term parking users should park in city garages to help keep on-street parking available for short-term visitors. As a reminder, designated accessible parking spaces are for users that have a placard. The community is asked not to park in areas designated as loading zones. These simple gestures can greatly assist our small businesses as they recover and work to help restore our local economy.

10/28 at 3:30 p.m.**Water Service Restoration**

Turbidity curtains are being installed at North Fork Monday and Tuesday. Water Resources is hopeful the second round of in-reservoir treatment will begin late Tuesday afternoon or Wednesday morning.

Water service has been restored to 99 percent of customers, although a systemwide Boil Water Notice remains in effect. Details and answers to frequently asked questions can be found on the [Water Services Recovery page](#) on the City's website.

See updates from the City of Asheville on water service at the October 28 press briefing using this [Google folder](#).

Building Damage Assessment completed

Phase 2 of Building Damage Assessment is complete. Phase 2 gives a more detailed, 360 degree assessment of structures that received storm related damage. The assessment looked at residential and commercial structures and are as follows:

- 908 structures passed inspection and are safe to occupy
- 409 structures have damaged areas of the building that should be avoided but the building is occupiable within the safe parts of the building
- 182 structures are unsafe to occupy

Community members are reminded to apply for a permit at [Develop.Ashevilleenc.gov](#) before you begin construction work. Electronic applications can be submitted to: [develop.ashevilleenc.gov](#)

More information regarding the Building Damage Assessment can found at [www.ashevilleenc.gov/helene/impacted-services/](#).

10/25 at 3 p.m.**Water Distribution Sites & Community Care Stations**

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55 1/2 gallon buckets and water totes) are being distributed throughout the area. Community Care Stations are also set up to offer hot showers, laundry, wi-fi, bathrooms, charging stations, water, and meals. All amenities are free to the public.

Visit ashevillenc.gov/helene/relief-assistance for more information and current locations/times.

Water Service Restoration

Water service has been restored to 99 percent of customers, although a systemwide Boil Water Notice remains in effect. Details and answers to frequently asked questions can be found on the [Water Services Recovery page](#) on the City's website.

See updates from the City of Asheville on water service and the latest on the dams and spillways at North Fork Water Treatment Plant and William DeBruhl Water Treatment Plant at the October 25 press briefing using this [Google folder](#).

Storm Debris Collection

Storm debris information and answers to frequently asked questions can be found on the [Storm Debris Management web page](#) on the City's website.

The City of Asheville has secured a contractor with experience in natural disaster debris removal and work has begun to remove debris out of our neighborhoods and business districts.

Temporary storm debris sites are necessary to process and ultimately remove debris from our community. The City continues to pursue temporary debris sites in all geographic areas of the City. The Enka Commerce Park site remains the only site that is currently receiving debris. Both the Enka Commerce Park site and 65 Ford Street site have 24-hour security monitoring, 7 days a week. Although the 65 Ford Street site is no longer operational, some debris was placed at this site and until it is removed by the contractor the City will continue to monitor for security purposes conditions at the site.

Before placing storm debris near the curb, we are asking residents to sort those materials into the following categories per the [graphic on the City's debris website](#):

- Construction, demolition & bulky items
- Appliances
- Electronics
- Vegetative Debris
- Household Hazardous Waste

Please do not block the roadway with debris or place debris on utilities or meters. We need to keep our roadways clear for emergency access. You do not have to place all of your storm debris out at once. Contractors will be making routine collections.

Leaf Collection

City of Asheville sanitation crews will begin seasonal leaf collection this Monday, October 28. The City encourages the community to consider waiting as long as possible to set out leaves for collection, or alternatively to backyard compost. This will help make the storm debris removal process more efficient. Leaves will be collected on a bi-weekly schedule. When it is time to place leaves out for collection, remember to use either paper bags (no plastic) or containers marked as 'yard waste'. Please do not place storm debris in yard waste containers. Storm debris will be collected by a contractor and does not have to be cut to any specific size. City crews are not collecting any limbs or yard waste piles at this time. For more information on how to prepare leaves for collection, visit ashevillenc.gov/service/dispose-of-leaves-brush-or-christmas-trees

ART Bus Service

Starting this Sunday, October 27, ART bus services will resume regular scheduled hours for most bus routes. The N2, 170 and WE1 Eastbound routes will resume with modifications. Buses are no longer offering flag stop service. Transit riders need to wait at a designated bus stop to board

10/25 at 11 a.m.

Out of an abundance of caution, the **unlabeled half-gallon bottles of water from the Tunnel Road and Charlotte Highway distribution sites featuring green lids should be used as non-potable or gray water only**. While the water has not been found to be unsafe, there have been reports of discoloration, so water from those bottles should not be consumed. Buncombe County will work with the manufacturer and the appropriate monitoring authorities to ensure the water meets the highest levels of safety. In the meantime, this water should not be consumed. This advisory only applies to the unmarked half-gallon bottles with green lids distributed from the Tunnel Road and Charlotte Highway sites.

10/24 at 2 p.m.

City of Asheville approves allocation of Community and Economic Development resources to aid Helene long-term recovery

On Tuesday, October 22, 2024, the City of Asheville approved reallocation of existing City resources that can be used as grants to support three identified purposes: business restabilization, home repair, and rental assistance.

These resources will be used in advance as the City advocates for State and Federal Government resources to become available.

Over the next two weeks, non-profit partners will be identified to manage the distribution of these funds as grants to the community. One organization will be assigned to each identified purpose.

The funding for each identified purpose are as follows:

- \$929,000 for business restabilization.

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- \$1,000,000 for rental assistance.

In the coming weeks, City staff will release information on the partner agencies, eligibility requirements, and application process to receive assistance.

Home repair and rental assistance funds will be used to supplement FEMA resources. Residents physically affected by the storm are encouraged to apply to FEMA through their website here: <https://www.fema.gov/assistance/individual>

10/23 at 2:59 p.m.

Helene recovery water quality

Water Resources lab staff continue to conduct **daily testing** at the source and throughout the distribution system for total coliform, E. Coli and chlorine.

To ensure the safety of customers, Water Resources, with guidance from the EPA and North Carolina DEQ, developed and implemented a [water sampling plan specific to recovering from Helene](#). Most sample stations are taps going right into the water lines. There are 184 sampling stations throughout the distribution system. Under normal conditions, 8-10 stations per day are tested. However, since Helene, there are 35 stations per day on average. Water Resources’ in-house testing is slightly more accurate when the water is clear. As a result, samples are sent to a third-party lab, and the results have a turnaround time of 7-10 days.

More information regarding water quality testing post-helene can be found on the [City’s Water Recovery webpage](#).

Some parking enforcement to resume October 24: City parking garages & meter spots remain free

Starting October 24, some parking enforcement activities will resume in the downtown area.

Parking meters and garages will continue to remain free of charge until further notice. This enforcement will **not** include meter payment of meter time limits, but instead will focus on:

- ADA parking
- Loading zone time limits
- Illegal parking related to public safety, such as parking in a crosswalk, too close to an intersection, or where parking is not permitted

Our goal is to continue to promote safety and accessibility for all users within the downtown by ensuring specific aspects of parking enforcement resume as soon as possible. Please do your part to ensure the safety of our downtown by following driving and parking regulations and being mindful of pedestrians.

10/21 at 10:39 a.m.

The City of Asheville has opened temporary storm debris management sites to properly dispose of storm debris. Storm debris removal is important for community safety and temporary debris sites are necessary to process and ultimately remove debris from our community, which is important for economic recovery and safety.

To date, three sites have been announced:

- 65 Ford Street
- Roger Farmer Park, and
- The front nine holes of the Municipal Golf Course

Today, a site at Enka Commerce Park was announced as an additional site. This site will now be the **main site** where storm debris will be taken to be staged, grinded, compacted and prepared for hauling out of the city.

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City of Asheville continues to secure additional sites. However, security and site prep measures such as fencing and access for heavy machinery will continue at these sites ensuring they are ready to be reactivated, **if needed**.

While it was originally permitted, Roger Farmer Park in West Asheville **will not** be used as a debris site.

“Our debris removal strategy will continue to be dynamic and we will keep pivoting, when possible, as we are able to secure additional sites. We want to have as few impacts on neighborhoods and business areas as possible,” said Asheville City Manager Debra Campbell.

“We will continue to diligently monitor the temporary sites to ensure environmental regulations are met, and safety will remain at the forefront of every decision we make. We also remain committed to outreach and information sharing with residential and business neighborhoods proximate to any of the temporary sites.”

Sites will be used exclusively by authorized City contractors and staff to help speed up the cleanup process after the recent storms.

Residents in the areas around sites will notice increased activity, including:

- **Noise** from wood chippers, compactors, and other heavy equipment between the hours of 7 a.m. and 7 p.m.
- **Traffic** from heavy-duty trucks traveling to and from the site.

More information on storm debris processing sites including, frequently asked questions can be found at www.ashevollenc.gov/helene/debris-removal/

We apologize for any inconvenience and appreciate your patience as we work to clear debris and restore the City.

10/18 at 12 p.m.

Some City of Asheville parks reopen following storms, parks and recreation crews working to open more

After closing three weeks ago following a series of massively destructive storms, some Asheville parks are ready to safely welcome community members back to explore, connect, and discover. As of this morning, [Asheville Parks & Recreation](#) (APR) crews have reopened 32 parks and continue to clear debris, examine playgrounds and other equipment, survey playing fields, and take other actions to open more locations.

Water for drinking fountains has been shut off, but remnants may still remain in pipes. Do not drink water from any drinking fountains until the City of Asheville lifts all boil water advisories and notices.

City officials stress that if a park is listed as closed, everyone should stay away from that location. Though some spaces look safe, there may be broken equipment, sinkholes, displaced wildlife, or other “unseen” dangers. Visit ashevollenc.gov/parks for the most up-to-date list of open parks and recreation facilities.

“We realize how much these spaces mean to many people’s daily routines, but please do not go into areas that are closed and create unnecessarily unsafe situations for our staff and first responders still doing critical work to repair our city,” says APR Director D. Tyrell McGirt. “Our team lives in this community and has experienced loss and grief alongside hope and resilience just like so many of our neighbors. Rebuilding takes time, but Asheville is rebounding from a once-in-a-generation challenge as only we can – by showing compassion, unity, and mountain spirit.”

What’s Next?



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yet available, but AP&R crews plan to work quickly to reopen additional parks that experienced minor damage. Parks with more substantial destruction are closed indefinitely, including all riverfront parks and greenways.

Riverside Cemetery is closed except to those attending funeral services. Several large trees and other obstructions remain within the cemetery, presenting safety concerns. If a loved one is interred at Riverside, please reach out to parks@ashevillenc.gov or (828) 259-5800 with any specific questions.

APR’s previously scheduled activities, events, programs, and rentals are canceled at this time, but the department’s team of recreation experts plan to announce pop-up activities and events including a Halloween celebration. All picnic shelter, sports field, and community center rentals are also canceled until further notice. Event producers working with the City of Asheville’s Office of Special Events should reach out to their representative with questions about previously permitted events.

APR Facilities Open as of October 18, 2024

For the most up-to-date list, visit ashevillenc.gov/parks

- [Albemarle Park](#)
- [Asheville Skatepark](#)
- [Augusta Barnett Park](#)
- [Beaucatcher Overlook Park](#)
- [Burton Street Community Center](#) (outdoor space only)
- [Choctaw Park](#)
- [Dr. Wesley Grant Southside Community Center](#) (outdoor space only)
- [E.W. Grove Park](#)
- [Forest Park](#)
- [Grace’s Garden](#)
- [Griffing Boulevard Rose Garden](#)
- [Grove Street Community Center](#) (outdoor space only)
- [Harvest House Community Center](#) (outdoor space only)
- [Herb Watts Park](#)
- [Hummingbird Park](#)
- [Jake Rusher Park](#)
- [Kenilworth Park](#)
- [Leah Chiles Park](#)
- [Linwood Crump Shiloh Community Center](#) (outdoor space only)
- [Magnolia Park](#)
- [Martin Luther King Jr. Park](#)
- [Murphy-Oakley Community Center](#) (outdoor space only)
- [Murray Hill Park](#)
- [North Asheville Community Center](#) (outdoor space only)
- [Oakhurst Park](#)
- [Pack Square Park](#)
- [Pritchard Park](#)
- [Ray L. Kisiah Park](#)

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- [Triangle Park](#)
- [Walton Street Park](#)
- [Weaver Park](#)

10/14 at 3:45 p.m.

October 14, 2024 Water Utility Updates

The North Fork water treatment plant in Black Mountain continues to feed highly chlorinated water into the City of Asheville’s water distribution system.

Water service has begun to return to areas west of Swannanoa, including Haw Creek and parts of Fairview. Preparations have been completed to begin sending water to the Fairview area and to the higher elevation areas of South Asheville that do not have water. Preparations are also in place to begin sending water to downtown and north Asheville.

It is extremely important to note: The water is NOT SAFE to drink straight out of the tap. If you get your water from Mills River, you are under a Boil Water Advisory. If you get your water from North Fork, you are under a Boil Water Notice. In each case, water intended for consumption (drinking, cooking and brushing teeth) should be boiled vigorously for at least one minute beforehand.

As water begins to return, Water Resources staff are turning on pump stations to begin to help move water into higher elevation areas. Service restoration will continue slowly and incrementally, moving in a generally westward direction.

As the system pressurizes, new water line breaks that were previously unknown will be found. Water Resources crews and our utility partners will be on standby to make these repairs as they are discovered. To report line breaks, call Water Resources Customer Service at 828-251-1122.

What to do before water service returns:

1. Flip off the breaker to your water heater.
2. Turn off water to your water heater.
3. Turn off hot water under your sinks.
4. Remove aerator (it typically unscrews) on faucets.
5. Turn off the ice maker.
6. Turn off water to your whole house filter, if you have one.

What to do when your water service returns:

1. Flush your home plumbing by running the bathtub’s cold water faucet.
2. Your water heater may be turned back on once your home’s plumbing has been flushed.
3. It’s safe to flush your toilet after completing steps 1 and 2.

Presentation slides, images and videos from Assistant City Manager’s presentations at briefings are available at the following folder location: [City of Asheville Water Department Presentations for County Briefings](#)

[The October 14 Water Resources Updates briefing presentation is viewable on YouTube.](#)

10/13 at 1:30 p.m.

Water Distribution: Drinking and Toilet Flushing

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water in addition to drinking water. Drinking water is provided in bottles. The public will need to bring their own containers for flushing water.

City of Asheville food, drinking water and flushing water site locations, open 9 a.m. – 7 p.m.:

- Pack Square Park, 70 Court Plaza
- Asheville Middle School, 211 S. French Broad Ave
- Lucy Herring Elementary, 98 Sulphur Springs Rd (Oct. 14 is the last day at this location, will reopen at 980 Brevard Rd)
- Oakley Elementary School, 753 Fairview Rd

Food and bottled drinking water is also available at Linwood Crump Shiloh Community Center, 121 Shiloh Rd. This site is open 9 a.m. – 7 p.m.

These sites also have printed and posted daily updates of important information and resources.

Water Service Restoration

Some customers who are very close to the North Fork Water Treatment facility in Lake Eden and Swannanoa have seen water service return. Water Resources is in the process of expanding service to Haw Creek and parts of Fairview. It is of utmost importance to note: This water **IS NOT SAFE** for drinking from the tap. Water must be vigorously boiled for at least one minute before consumption. The water is safe for laundry, showering (do not swallow water while showering), handwashing, washing dishes and flushing toilets. Service will return slowly and incrementally, moving in a generally westward direction from North Fork toward Asheville.

The City of Asheville is not assessing late fees for water bills, sending delinquent notices, creating new bills, or doing any cuts-offs for non-payment at this time. We are still accepting payments online, IVR, and by mail for anyone that is trying to pay an existing bill. Please contact customer service at 828-251-1122 if you have billing concerns.

What to do before water service returns:

1. Flip off the breaker to your water heater.
2. Turn off water to your water heater.
3. Turn off hot water under your sinks.
4. Remove aerator (it typically unscrews) on faucets.
5. Turn off the ice maker.
6. Turn off water to your whole house filter, if you have one.

What to do when your water service returns

1. Flush your home plumbing by running the bathtub’s cold water faucet.
2. Your water heater may be turned back on once your home’s plumbing has been flushed.
3. It’s safe to flush your toilet after completing steps 1 and 2.

Storm Debris Collection

City staff and contractors are actively working to remove storm debris, starting with critical infrastructure areas. Due to the volume of debris, exact times and locations for collection cannot be provided. We encourage residents and business owners to place all storm debris at the curb, as collection will be ongoing. We appreciate your patience as we work to restore normal operations.

- The community can begin to place storm debris to the curb in the right of way.
- Debris should be SEPARATED at the curb by category: construction, appliances, electronics, vegetative, and hazardous.
- The contractor cannot collect directly from private property. However, if piles start at the curb in the right-of-way and stretch into a yard or property in a continuous manner, the equipment can reach about 18 feet, as long as there are no overhead lines or obstructions.

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hydrants, meters, and curbside trash carts.

- Do not block the roadway. Ensure access for large trucks & emergency vehicles.
- THERE WILL BE MULTIPLE PASSES AND COLLECTIONS – all debris does not have to be placed out for collection at once.
- Do not attempt the cleanup process without proper protective equipment: long pants, safety glasses, gloves and sturdy shoes are recommended.

Household Trash Collection

The City will resume collection of household trash & recycling on a regular schedule starting Monday, October 14. Trash should be placed in the trash container and recycling should be placed in recycling containers.

Download the [AVL Collects](#) app (Apple Store or Google Play Store) to receive notifications about household trash and recycling pickup in your area. This is only for City of Asheville curbside sanitation customers.

ART Bus Service

Beginning Monday, October 14, ART bus service will increase the span of service with select routes operating in areas where road conditions have improved. For weekday and Saturday service, the span of service will be extended with select routes operating from approximately 7:00 a.m. to 7:00 p.m. Sunday service hours will resume as normal.

- Three additional routes will be brought back online: N1, 170 and S4.
- The routes will have flag stop service, allowing passengers to signal the driver and board at their preferred location along the route (same side of road the bus is traveling) in addition to designated stops.
- ART Paratransit services are resuming where possible. Paratransit customers should call (828) 250-6750 to schedule transportation.

[Find more information on the routes in operation.](#)

Tips to stay warm without power

If you have no power and the temperatures are dropping, here are some cold-weather tips to keep you warm and safe:

- **Layer up:** Wear multiple layers of clothing, including thermal undergarments, sweaters, and socks.
- **Use blankets:** Wrap yourself in blankets, sleeping bags, or anything warm you can find. Layering blankets can provide extra insulation.
- **Stay in one room:** Choose a smaller room to heat with body warmth. Close off doors to keep the heat in.
- **Create a cozy space:** Gather in one area with family or friends. Body heat from being together can help keep everyone warm.
- **Use battery-powered heat sources:** If you have a battery-operated heater or heating pad, use it carefully to warm small areas.

What NOT to do

- **Avoid using generators indoors:** Never use gas-powered generators inside your home or garage due to the risk of carbon monoxide poisoning.
- **Don't rely on open flames:** Avoid using candles or other open flames for light or heat, as they can pose a fire hazard.
- **Don't use unsafe heat sources:** Do not use stoves (gas & electric), camp stoves or charcoal grills indoors, all of which produce carbon monoxide, a deadly odorless gas.
- **Avoid using radiator heaters without water:** Do not use radiator heaters if you do not have water.

Water Service Update

The Water Resources Department continues to make progress in restoring water service to the city. Water Resources personnel and city contractors are working 24 hours a day to bring water service back to customers. Restoration of service is dependent on two specific factors:

- The ability to remove sediment from the reservoir water is critical to making our filters effective in treating the water to drinking water quality.
- The complex process that is necessary to pressurize the pipes in the water distribution system.

Because the city is not yet able to fully utilize the North Fork Water Treatment Plan for treatment due to the high levels of sediment in the reservoir water, the decision has been made, in consultation with the EPA, to begin pressurizing the distribution system directly from the reservoir, temporarily bypassing the treatment plant. While the water may include sediment, it will be highly chlorinated to provide as much disinfection as possible under the circumstances.

Some customers who are very close to the North Fork Water Treatment facility may see water service beginning today. **It is of utmost importance to note: This water IS NOT SAFE for drinking from the tap.** Water must be vigorously boiled for at least one minute before consumption. The water is safe for laundry, showering (do not swallow water while showering), handwashing, washing dishes and flushing toilets.

A mandatory Boil Water Notice, which means we have confirmed contaminants in the water, is in effect for customers who receive water from North Fork.

A Boil Water Advisory, which means we have not confirmed the presence of contaminants in the water, but have reason to believe they may exist, is in effect for customers who receive water from Mills River.

[Here is an approximate map of service areas](#) from the City of Asheville water treatment plants. It's also important to note that service boundaries among our three facilities are not precise. There will be bleed-over, especially in areas close to service boundaries.

In each case, please vigorously boil water for a minimum of one minute before consumption.

The Boil Water Advisory and Boil Water Notice will be lifted when testing indicates the water is safe to drink. Until that time it is recommended that bottled water is used for drinking, cooking and brushing teeth, or the water is boiled before using for these purposes.

As the water lines in the distribution system begin to pressurize, we will become aware of additional damage to those lines. If you see a leak in your area, please report it to customer service: 828-251-1122.

You can find the water service update from the Buncombe County Briefing on October 11 at this link – <https://youtu.be/ERMsyoxBoEk>

Preparing your home for return of water service

- As water begins to restore, and if it looks dirty at your house, you can close the valve to your hot water heater or whole house filter to prevent sediment from accumulating. Remember to open the inlet valve once the water is clear. It is also best to turn the power off to the hot water heater to ensure no damage occurs if you don't have water but have power.
- Other household considerations: If visible sediment appears, turn off ice makers and toilets, flush discolored water through a bathtub faucet. Then return toilets and ice makers to service.

Debris Collection Update

Debris collection in key areas of the city and county have begun. You can now place your debris at the curb.

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- Construction (building materials, dry wall, lumber, carpet, furniture plumbing)
- Appliances (refrigerator, washer/dryer, air conditioner, stove, water heater, dishwasher,
- Electronics (television, computer, stereo, phone, dvd player)
- Vegetative (tree branches, logs, leaves and plants)
- Hazardous (oil, battery, pesticide, paint, cleaning supplies, compressed gas)

Important:

- **Household Trash** should be bagged. Regular sanitation routes will begin on Monday, October 14. Beginning October 14, trash and recycling should be separated into their appropriate carts.
- **Storm Debris** does not need to be bagged and can be placed in a pile.

Transit Services

Beginning Monday, October 14, ART buses will roll out a second phase of modified transit service. This phase will bring the following additions:

- Service hours will be expanded to 7 a.m. – 7 p.m. (previously it was 8 a.m. -5 p.m.)
- The service will still include Flag Stops where passengers can board at their preferred location
- The last outbound trips from the Transit Center will depart by 6:59 p.m.
- Three additional routes will be brought back online
 - N1, 170 and S4 routes
- Route modifications will be available on the ART website on Saturday, Oct. 13, through service alerts for those who are registered or by calling Transit customer service at 828-253-5691.
- With the addition of these three routes, ART will have 14 of the 19 total routes operational, with some modifications made due to storm impacts. Staff will continue to assess options to reopen the remaining 5 routes that will not be operational on Monday.
- Transit Service remains free until further notice.

10/9 at 3:30 p.m.

Curfew hours to change beginning Thursday, October 10

To lessen the economic impact on area businesses, curfew hours will be adjusted to 11 p.m.- 6 a.m. beginning on October 10. The curfew is to ensure the public’s safety and will be in effect until further notice. We continue to encourage our community that if you see something, say something and report illegal activity to 911.

ART Bus Service

ART will continue to operate a modified schedule on select routes where road conditions have improved. These routes will run on a modified Sunday schedule, with all outbound trips ending at 5 p.m. **Schedules will be adjusted based on the new curfew beginning next week.** ART services will be free of charge until further notice.

The modified routes will have flag stop service, allowing passengers to signal the driver and board at their preferred location along the route instead of at designated stops.

ART Paratransit services are resuming where possible. Paratransit customers should call (828) 250-6750 to schedule transportation.

[Find more information on the routes in operation.](#)

Trash Collection Resumes regular routes on October 14

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OCTOBER 14 IN LOCATIONS THAT ARE ACCESSIBLE.

- Bagged trash that doesn't fit into a customer's green trash cart can be placed in blue recycling carts.
- Curbside Management at 116 Woodfin Avenue is accepting residential recycling drop off at their plant on 10/9-10/11 from 8 a.m. to 4 p.m.
- It is critical that storm debris not be put into recycling and trash carts at this time. These materials will be collected separately by a contractor in the near future.
- For City of Asheville customers, we encourage you to download the AVL Collects app to your phone to receive notifications about trash, recycling, and debris pickup in your area.

Reporting Missing Persons

APD is finalizing the Helene Missing Persons form and will be closing this specific reporting option. They are returning to our standard procedures. Members of the public should once again report missing persons and request welfare checks by calling our non-emergency line at 828-252-1110. For urgent situations, please call 911.

10/8 at 4:25 p.m.

Images available from October 7, 2024 Water Utility briefing

On Monday, October 7, 2024, Assistant City Manager Ben Woody delivered an update to the public on the status of repairs to the City of Asheville's water system. A video of that briefing is [available on YouTube](#).

Links to view the presentation slides, images and videos from Mr. Woody's October 4 and 7 briefings are available at the following folder location:

[City of Asheville Water Department Presentations for County Briefings](#)

Members of the public will be able to view the slides from future water system updates in the above folder within 24 hours of the close of each briefing.

Highlights from the October 7 water system update:

- Contractors are making tremendous progress on waterline repairs. The North Fork 36-in water bypass main is expected to be substantially complete within the next 72 hours. Reconnection of the bypass is one major step in a series of necessary steps to restoring water service for residents and businesses.
- The North Fork reservoir continues to be murky. Sediment levels must go down before the water is drawn. Environmental Protection Agency officials are on-site providing resources and technical assistance to treat the reservoir. Water cannot be delivered from reservoirs until distribution systems are repaired.
- The Mills River Water Plant is operating at normal output. There are still pockets in the Mills River service area that have not received water service. If you currently have water, a boil water advisory remains in effect, and Asheville water officials are asking you to please conserve.
- Contractors continue to make progress on large-scale repairs to primary transmission mains. The City's contractors, TP Howard, T&K Utilities, and Tennoca, are working with NCDOT and their contractors to complete critical repairs to the distribution system as damage is identified and materials are sourced.

The next water system update is scheduled for the October 9 Buncombe County press briefing at 11:00 a.m.

10/8 at 3 p.m.

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We want to inform you that the APD is finalizing the Helene Missing Persons form and will be closing this specific reporting option. We are returning to our standard procedures. Members of the public can once again report missing persons and request welfare checks by calling our non-emergency line at **828-252-1110**. For urgent situations, please call **911**.

10/8 at 12 p.m.**Water Distribution: Drinking and Toilet Flushing**

Food and water distribution locations in Asheville continue to provide bulk toilet flushing water in addition to drinking water. Drinking water is provided in bottles. The public will need to bring their own containers for flushing water.

City of Asheville food and water distribution site locations, open 9 a.m. – 7 p.m.:

- Pack Square Park, 70 Court Plaza
- Asheville Middle School, 211 S. French Broad Ave
- Linwood Crump Shiloh Community Center, 121 Shiloh Rd
- Lucy Herring Elementary, 98 Sulphur Springs Rd
- Oakley Elementary School, 753 Fairview Rd

These sites also have printed and posted daily updates of important information and resources.

Trash Collection Resumes

Trash pickup resumed Monday, starting with Monday and Tuesday regular routes. Due to roadway challenges, crews were unable to complete all planned trash routes and will pick up where they left off today (Oct. 8). Updates for remaining routes will be provided as information is available.

The Buncombe County Transfer Station (190 Hominy Creek Rd) will be open starting Wednesday Oct. 9 for residential bagged trash drop-off only. Fees will be waived temporarily. Commercial or large vehicles are not permitted at this time. Hours are 8 a.m. – 4:30 p.m. Monday through Friday and 8 a.m. – 1 p.m. on Saturday.

City of Asheville Sanitation customers can download the [AVL Collects](#) app to receive notifications about trash and recycling pickup in your area. (This does not apply to WastePro customers; only customers with City carts.) There will be no recycling pick up until the recycling plant is operational. Residents should use both recycling and trash carts for household waste.

Do not put limbs, yard debris, construction debris, carpet, concrete, or other bulky or hazardous items in your trash cart. These materials will be collected separately by a contractor at a later date.

Assistance for Small Businesses

The U.S. Small Business Administration has opened an assistance center at the Asheville Chamber of Commerce. The center is focusing on providing disaster relief in the form of low interest loans for businesses, nonprofits, homeowners and renters impacted by the storm. Visit sba.gov for more information or visit SBA representatives in person at the Asheville Chamber of Commerce (36 Montford Ave). Hours of operation are Monday through Friday, 9 a.m. – 6 p.m. and Saturday 9 a.m. – 3 p.m. The City of Asheville worked with the SBA to create [an informational video about Disaster Assistance from the U.S. Small Business Administration](#).

FEMA Disaster Assistance (DSA) Team locations for Tuesday, October 8, 9 a.m. – 6 p.m.

DSA teams will be able to register survivors for FEMA assistance. Alternatively download the FEMA app or call toll free 800-621-3362. The below sites may change daily, in coordination with local Emergency Management, in order to accommodate the areas of greatest need.

- Black Mountain, 550 Hwy 9

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- Park Square Park, 80 Court Plaza
- Community of Emma (Spanish Speaking), 528 Emma St
- New Bridge Baptist Church, 199 Elkwood Ave
- Laundry Use Trailer, Basilica of St. Lawrence, 97 Haywood St
- Walmart, 60 Airport Rd

ART Bus Service

ART is now operating a modified schedule on select routes where road conditions have improved. These routes will run on a modified Sunday schedule, with all outbound trips ending at 5 p.m. ART services will be free of charge until further notice.

The modified routes will have flag stop service, allowing passengers to signal the driver and board at their preferred location along the route instead of at designated stops.

ART Paratransit services are resuming where possible. Paratransit customers should call (828) 250-6750 to schedule transportation.

[Find more information on the routes in operation.](#)

Donations

Three donation sites have been established for drop off of small donations from 9 a.m. until 4 p.m. daily.

- Harrah’s Cherokee Center – 68 Haywood St
- West Asheville – 1298 Patton Ave
- Arden Presbyterian Church – 2215 Hendersonville Rd

The most impactful way to support the recovery effort at this time is monetary donations to recognized disaster relief organizations. Financial contributions to [recognized disaster relief organizations](#) are the fastest, most flexible and most effective method of donating. Organizations on the ground know what items and quantities are needed, often buy in bulk with discounts and, if possible, purchase through businesses local to the disaster, which supports economic recovery.

Water Service Restoration

The beginning of water restoration is contingent on two important things happening:

1. completion of North Fork’s 36-inch bypass line rebuild, which we hope to accomplish later this week.
2. the ability to put water into the system. Pushing the sediment-filled water through our filters would damage them beyond repair, and set back the process.

The City is working with the Environmental Protection Agency on turbidity-reducing measures. Once water is able to leave the North Fork, city crews will have to fill tanks, repair pipe leaks, and remove air locks from the distribution system. Mills River treatment plant, which serves South Asheville, is operating at normal output. While most of the service area has been pressurized, there are still pockets that have not received water service. Water Resources maintenance staff is working to bring water to the entire service area as quickly as possible. A boil water advisory remains in effect for those whose water has returned. We are also asking customers with water service to conserve it as much as possible. Water restoration will occur slowly and incrementally. As we have said from the beginning, full operation of the system could potentially be weeks away.

Those who have water are asked to conserve.

Board and Commission meetings are suspended until further notice.

10/7 at 2 p.m.



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Chamber of Commerce. The center is focusing on providing disaster relief in the form of low interest loans for businesses, nonprofits, homeowners and renters impacted by the storm.

Visit sba.gov for more information or visit SBA representatives in person at the Asheville Chamber of Commerce (36 Montford Ave). Hours of operation are Monday through Friday, 9 a.m. until 6 p.m. and Saturday 9 a.m. until 3 p.m.

Disaster Assistance from the U.S. Small Business Administration



10/6 at 2 p.m.

Food and water distribution locations in Asheville now have non potable water which can be used for flushing toilets. This is in addition to drinking and cooking water. The public will need to bring their own containers for non potable water.

City of Asheville food and water distribution site locations:

- Pack Square Park, 70 Court Plaza
- Asheville Middle School, 211 S. French Broad Ave
- Linwood Crump Shiloh Community Center, 121 Shiloh Rd
- Lucy Herring Elementary, 98 Sulphur Springs Rd
- Oakley Elementary School, 753 Fairview Rd

These sites also have printed and posted daily updates of important information and resources. Community members are encouraged to take pictures of the daily information sheets and/or take copies to share with their neighbors.

Road Closure in Biltmore Village

Hendersonville Road/Biltmore Avenue will be closed from All Souls Crescent to Meadow Road through October 13, 2024 between the hours of 7 a.m. until 6 p.m. All lanes will be closed to all vehicular traffic except for emergency vehicles. Detours will be in place to route traffic to the McDowell Street bridge. This closure is required in order to maintain safety while cleanup activities take place in the Biltmore Village area.

FEMA Disaster Assistance (DSA) Team locations for Sunday, October 6

DSA teams will be able to register survivors for FEMA assistance. Alternatively, the public can download the FEMA app or call the toll free number: 800-621-3362.

- Black Mountain, 550 Hwy 9 – 9 a.m.
- AB Tech Shelter, 16 Fernihurst Dr – 9 a.m.

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- Community of Emma (Spanish Speaking), FEMA is canvassing – 9 a.m.
- New Bridge Baptist Church, 199 Elkwood Ave – 9 a.m.
- Laundry Use Trailer, Basilica of St, Lawrence, 97 Haywood Street – noon
- Walmart, 60 Airport Road, Arden – noon

These sites may change daily, in coordination with local Emergency Management, in order to accommodate the areas of greatest need.

Donations

Cash is the best donation at this time. Financial contributions to [recognized disaster relief organizations](#) are the fastest, most flexible and most effective method of donating. Organizations on the ground know what items and quantities are needed, often buy in bulk with discounts and, if possible, purchase through businesses local to the disaster, which supports economic recovery. When people support voluntary organizations with financial contributions, it helps ensure a steady flow of important services to the people in need after a disaster

Hazardous Materials Reporting

Let’s work together to keep the environment safe. If you come across hazardous materials in your area following the flooding from Hurricane Helene, please report them immediately by emailing ncdwmspills@deq.nc.gov. Provide pertinent information including location, description of item and pictures. If possible, take clear photos of the items and their surroundings to aid in proper identification and removal.

Water Utility Service

Tropical Storm Helene severely damaged the production and distribution system of the City of Asheville’s water system. Materials, equipment and personnel are on the ground at all three water treatment plants. At North Fork, contractors are focusing on rebuilding the 36-inch bypass line that Helene destroyed. That line serves 80 percent of Asheville water customers, most of whom are north of the Blue Ridge Parkway.

Complications from debris clogging what remains of the bypass line and then rainfall in the watershed after Helene arose on Friday and Saturday. While progress slowed, work continued. On Sunday morning, contractors were able to install new sections of the bypass line. These complications are an illustration of the impossibility of offering an accurate timeline for service restoration. As repairs progress, water service will return to some areas before others, based solely on the level of damage to the system. When water service does return, a boil water advisory will be in effect.

10/5 at 6:30 p.m.

Curbside collection of regular bagged household waste starting Monday, October 7

On Monday, October 7, City of Asheville Sanitation will have crews out servicing both regular Monday and Tuesday trash customers. If your regular pick up day is Monday or Tuesday, set your carts out by 7 a.m. on Monday for collection. (City of Asheville Sanitation customer’s carts will have a City logo on them; if your cart does not have a City logo on it, you are a County customer, not a City customer).

Do not put limbs, yard debris, construction debris, carpet, concrete, or other bulky or hazardous items in your trash cart. These materials will be collected separately by a contractor. See Debris Collection Information below for details.

You may use both your recycling cart & trash cart for trash at this time. Any carts placed at the curb this week will be processed as trash. You may see both City trash trucks **and** Curbie Recycling trucks out collecting trash, but all material will be landfilled at this time. Collection of recyclables will resume in the near future.

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roads that are safely accessible.

Due to numerous factors, we may or may not get to everyone, even on accessible roads. We will communicate information out at the end of the day, Monday, regarding progress and service areas for Tuesday.

DEBRIS COLLECTION INFORMATION

Debris collection is *estimated* to begin mid-October. [Debris should be SEPARATED at the curb according to these guidelines](#). Ensure staff can still access your trash/recycling carts. Do not block the roadway and ensure access for large trucks & emergency vehicles. **To the greatest extent possible, please do not set debris to the curb until we have collected the first round of residential trash/recycling carts unless you have sufficient space for proper separation.**

[DebrisTech](#), a contracted company with the City of Asheville and Buncombe County, is hiring Hurricane Debris Collection Monitors to assist in monitoring the debris clean up process. These positions will be filled immediately. No prior experience needed and the ability to earn up to \$1,000 per week. [More information regarding these positions can be found here.](#)

10/4 at 4:13 p.m.

Tropical Storm Helene Recovery Update, October 3, 4:30 p.m.

Donation drop-off site

The City of Asheville is opening a new donation drop-off site at Harrah’s Cherokee Center for individuals and groups wanting to help during this crisis. The site can accept small donations including water, nonperishable food, personal care items, infant care, pet food supplies, disposable plates and utensils, clothing and cleaning supplies. However, it cannot accept anything requiring refrigeration or flammable liquids.

Donation Drop-off Site: Harrah’s Cherokee Center [87 Haywood Street](#), at the front door

Operation Hours: 9 a.m. – 5 p.m., 7 days a week

Curbside collection of household waste will resume in *targeted areas* on Monday, October 7.

Routes are being determined based on road accessibility and will be shared when available.

- Download the AVL Collects app in the Apple Store or Google Play store to receive notifications about trash and recycling pickup in your area.
- There will be no recycling pick up until the recycling plant is operational. Residents should use both recycling and trash carts for household waste. All waste will be collected as trash at this time by both City of Asheville and Curbie vehicles.
- The following materials **cannot** be collected at this time: mud, construction debris, concrete, and other bulky or hazardous items. Debris collection is estimated to start in mid October.

10/3 10:49 a.m.

City of Asheville Opens New Donation Drop-off Site

The City of Asheville, partnering with United Way, has opened a new donation drop-off site for individuals and groups wanting to help during this crisis.

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infant care, pet food supplies, disposable plates and utensils, clothing, and cleaning supplies, including buckets. However, it cannot accept anything requiring refrigeration or flammable liquids.

Donation Drop-off Site: Harrah’s Cherokee Center [87 Haywood Street](#), at the front door

Hours and Days of Operation: 9 a.m. – 5 p.m., seven days a week

Sign up for AVL Alerts, visit the City of Asheville website at www.ashevillenc.gov and follow on Facebook or X at @AshevilleFD.

10/2 2:37 p.m.

Tropical Storm Helene Recovery Update, October 2, 3 p.m.

Water + Food Distribution

Food in the form of Meals Ready to Eat (MRE) and bottled water are available at two distribution sites beginning today. Two MRE packages per adult, and one per child will be allowed per day. Cases of bottled water are available, one case per family per day. Distribution will last until 7 p.m. or until supplies run out.

- Asheville Middle School, 211 S. French Broad Avenue, Asheville
- Lindwood Crump Shiloh Community Center, 121 Shiloh Road, Asheville

Other Water Distribution sites – open until 7pm, or supplies run out

- Bulk water at Pack Square Park (70 Court Plaza) – Some containers are available but please bring your own if possible.

10/2 7:30 a.m.

Free ice is currently available at the Home Depot (795 Fairview Road) until supplies run out. Ice is available in 7lb bags. This was an unexpected large donation that the City is unable to store.

10/1 2 p.m.

Tropical Storm Helene Recovery Update, October 1, 2 p.m.

Improving Cell Phone Service

An additional temporary Verizon tower will be placed at Groce United Methodist Church, 954 Tunnel Road, Asheville. This tower will offer limited cellular reception within approximately 200 yards of where it is parked.

Resource map will be available

A GIS-based map (geographic information systems) will be available on Wednesday that will cumulatively show the available locations for food and water distribution, road closures, shelters and cell towers. Follow the updates here: ashevillenc.gov/helene

Volunteering & Donations

We are overwhelmed by the generosity of our community! Thanks to your donations and supplies, we are able to continue supporting those in need and making a positive impact. Every contribution, big or small, helps us go further together. Due to the overwhelming donations we are at capacity and unable to continue to take the donations, we are asking the public to reach out to your local community groups and faith organizations to donate to. Your kindness and support truly make a difference.

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Beginning at 12:00 p.m. today the City of Asheville added an additional water distribution location at Asheville Middle School (211 S. French Broad Ave, Asheville, NC 28801). The site will be open until dark or when the supply runs out. Cases of bottled water will be available for pick up. This location is designed for drive thru pick up in the first bus loop. One case per family is allowed per day.

Water distribution continues in Pack Square Park. Drinking water will be distributed from Pack Square Park (70 Court Plaza) beginning at 9 a.m. until dark or when the supply runs out. Each person will be provided 2 gallons of water per person, with a maximum of 5 gallons per family. Containers are available, but please bring your own.

Safety First

In the aftermath of Tropical Storm Helene, we understand that times are tough, but **looting** is never the answer. We urge everyone to stay calm and patient as **resources are on the way** to assist those in need.

Our officers are out ensuring **safety** and **security** across the city. We’re working closely with local and state partners to distribute supplies and restore order. If you see something, please say something.

Need to Report a Missing Person or Request a Welfare Check in the City of Asheville?

In the aftermath of **Tropical Storm Helene**, we understand that communication may be challenging due to **limited cell phone service**. To ensure the safety of our community members, please follow these steps if you’re concerned about someone’s well-being:

1. Fill out the form here: <https://forms.gle/ovyjJ9zfdUcJVHDw6>
2. Provide as much detail as possible, including:
 - Full name of the missing person
 - Report Time
 - Last known location & time
 - Who were they seen by/with
 - Was this a group of people
 - Contact information for reporting party
 - Any specific concerns or relevant information
3. For urgent situations, please call **911** or our non-emergency line at **828-252-1110**.

Asheville Police Department officers are working with law enforcement agencies to conduct welfare checks and address missing person reports. We remain fully dedicated to supporting you through this challenging time.

Remember: Due to limited cell service, using the online form can help us respond more efficiently.

10/1/11:46 a.m.

City of Asheville begins water distribution at Asheville Middle School; Continues in Pack Square Park

Beginning at 12:00 p. m. today the City of Asheville is adding an additional water distribution location at Asheville Middle School (211 S. French Broad Ave, Asheville, NC 28801). The site will be open until dark or when the supply runs out. Cases of bottled water will be available for pick up. This location is designed for drive thru pick up in the first bus loop. One case per family is allowed per day.

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Pack Square Park (70 Court Plaza) beginning at 9 a.m. until dark or when the supply runs out. Each person will be provided 2 gallons of water per person, with a maximum of 5 gallons per family.

YOU MUST BRING YOUR OWN CONTAINER, NONE WILL BE PROVIDED.

For the safety of everyone involved, traffic will be directed around the park and the distribution site will be walk-up only. Assistance will be available for those who cannot carry their water back to their cars. The community is encouraged to park in nearby parking decks and surface lots. Please do not park in roadways in order to avoid impeding on emergency response.

10/1 at 7:30 a.m.

City of Asheville continues water distribution at Pack Square Park

Drinking water will be distributed today at Pack Square Park (70 Court Plaza) beginning at 9 a.m. until 7:00 p.m. or when the supply runs out.

Each person will be provided 2 gallons of water per person, with a maximum of 5 gallons per family.

EACH PERSON MUST BRING THEIR OWN CONTAINER, NONE WILL BE PROVIDED. For the safety of everyone involved, traffic will be directed around the park and the distribution site will be walk-up only.

Assistance will be available for those who cannot carry their water back to their cars. The community is encouraged to park in nearby parking decks and surface lots. Please do not park in roadways in order to avoid impeding on emergency response.

UPDATE 6:20 p.m.: Water distribution at Pack Square is closed for the day (Monday 9/30) and will reopen tomorrow (Tuesday 10/1) at 9 a.m.

9/30 at 1 p.m.

Food and Water Distribution

The City has ordered food and water supplies. We hope to receive these supplies in the next day or two. Until then, please be conservative and help your neighbors if possible.

Pack Square Park Water Distribution

Drinking water will be distributed from Pack Square Park (70 Court Plaza) beginning at 1 p.m. until dark or when the supply runs out.

Each person will be provided 2 gallons of water per person, with a maximum of 5 gallons per family.

EACH PERSON MUST BRING THEIR OWN CONTAINER, NONE WILL BE PROVIDED. For the safety of everyone involved, traffic will be directed around the park and the distribution site will be walk-up only.

Assistance will be available for those who cannot carry their water back to their cars. The community is encouraged to park in nearby parking decks and surface lots. Please do not park in roadways in order to avoid impeding on emergency response.

Cellular Service

A temporary Verizon cellular satellite trailer is located at the Family Justice Center at 35 Woodfin Street. This tower will offer an opportunity for limited cellular reception within several city blocks of where it is parked.

Additionally, T-mobile has set up satellite cellular on light trucks in Asheville. These SatCOLTs provide cellular voice and data, along with Wi-Fi and charging stations. Trucks are located at Asheville Middle School at 211 S French Broad Ave, and Dr. Wesley Grant Sr. Southside

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City offices and parks closed

City of Asheville offices and parks will be closed until further notice.

Trash and Recycling service suspended

There will be no trash and recycling service in the City of Asheville until further notice.

ART Bus service suspended

Bus service remains suspended while buses are involved in relief efforts.

9/29 at 8:32 p.m.

Information about the dam at Bee Tree

The City of Asheville would like to share information with the public about the dam at Bee Tree. The dam at Bee Tree is functioning as it was engineered. Water is coming through the spillway as is the appropriate function. Water resources completed multiple fly over visual inspections today for situational awareness. Water Resources staff continue to work around the clock to respond to the emergency.

9/29 at 6:32 p.m.

Cellular Service

In light of minimal ability for cellular service, the City of Asheville is partnering with Verizon to deliver a temporary cellular satellite trailer to the Family Justice Center at 35 Woodfin Street. This tower will offer an opportunity for limited cellular reception within several city blocks of where it is parked. The tower is operational as of late Sunday afternoon, September 29.

Additionally, T-mobile is bringing SatCOLT (satellite cell on light trucks) to Asheville. These SatCOLTs provide cellular voice and data, along with Wi-Fi (allowing people to use Wi-Fi calling no matter their carrier). More information here: <https://www.t-mobile.com/news/network/hurricane-helene>

City offices closed

City of Asheville offices will be closed on Monday, September 30.

Trash and Recycling Service

There will be no trash and recycling service in the City of Asheville on Monday, September 30.

Traffic Safety

Public safety officials are discouraging travel. In the event that you must be on the road, please treat inactive traffic lights as four-way stops.

9/29 at 3:32 p.m

Cellular satellite trailer will provide limited service downtown

In light of minimal ability for cellular service, the City of Asheville is partnering with Verizon to deliver a temporary cellular satellite trailer to the Family Justice Center at 35 Woodfin Place. This tower will offer an opportunity for limited cellular reception within several city blocks of where it is parked. The tower will be operational late Sunday afternoon, September 29.

9/29 at 11:15 a.m.

- Please conserve fuel and stay off roads. This will allow emergency response vehicles the quickest access to do their jobs.

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be identified when supplies are on site.

- Tropical Storm Helene severely damaged the production and distribution system of the City of Asheville’s water system. Extensive repairs are required to treatment facilities, underground and aboveground water pipes, and to roads that have washed away which are preventing water personnel from accessing parts of the system. Although providing a precise timeline is impossible, it is important to note that restoring service to the full system could potentially take weeks.
- A curfew is still in effect from 7:30 p.m. to 7:30 a.m. within the Asheville City Limits.

9/28 at 9:14 a.m.

Water Service update, Transit Service suspended

The water consumers of City of Asheville Water Resources Department, in Buncombe County are experiencing periods of low pressure and outages in the distribution system due to weather conditions generated by Tropical Storm Helene. Periods of low or no pressure in the distribution system increases the potential for back siphonage and introduction of bacteria into the water system. There is the potential for temporary loss of water service.

Therefore, when water service is restored consumers who have electric power are advised to boil all water used for human consumption (including drinking, making ice, brushing teeth, washing dishes and food preparation). Those without power are advised to use bottled water for the purposes mentioned above.

Vigorous boiling for one (1) minute should kill any disease-causing organisms that may be present in the water. This advisory remains in effect until further written notification is issued.

Water customers who currently have water are encouraged to fill bathtubs in preparedness for loss of water.

ART System Alert Update: 9/28/24

UPDATE: In order to best support the current state of emergency **ART services are suspended until further notice**. The service continues to face local power outages, road conditions, and staffing shortages.

Instead of regular route services, ART buses have been redirected to support relief efforts. ART was able to successfully transport over 578 individuals in need to shelters.

ART will communicate a roll-out plan to resume service when more information is available. We appreciate your patience and understanding and apologize for any inconvenience.

Stay up to date on any service changes that may affect your travel plans by checking the [Service Alerts page](#). To get notices via text or email about changes, sign up for [iRide email alerts](#), or text “NextART” to 41411.

9/27 at 9:11 p.m.

Update on local restoration efforts

communities. Due to the severity of destruction experienced and ongoing flooding challenges we expect an extended restoration effort.

Water Utility

Weather conditions have resulted in at least one significant water line break. As a result, customers in parts of the system are experiencing reduced or no water pressure. Because large portions of the city are still underwater and many roads remain closed, Water Resources’ ability to assess the system is extremely limited. As a result you may experience low pressure or no water. If you have water, but do not have the ability to boil it because of lack of electricity, please rely on bottled water for consumption.

While crews have been able to travel in areas that are passable, the problem area, or areas, still have not been identified.

Like other utilities affected by Helene, fully restoring service to the water system will take some time and we greatly appreciate your patience while we dedicate every available resource to the effort.

Community Partners

The City of Asheville also encourages community members to monitor other government or service provider websites and social media for their latest information as well.

Buncombe County has established a NON-Emergency line for community reports of things such as downed trees and debris: **828-250-6650**.

Please call 9-1-1 for life threatening situations including down power lines.

National Weather Service

NCDOT Twitter: NCDOT_Ashville for local information or @NCDOT for regional/ statewide information

Duke Energy

Code Purple will be active Thursday and Friday.

Know your information sources

Please continue to monitor Asheville Fire Department social media for updates:

- Facebook
- Twitter

City of Asheville – You can also find updated information on impacts to City offered programs, activities and services by monitoring our the City of Asheville Website as well as updates on our social media accounts.

- Facebook
- Twitter
- Instagram

9/27 at 5:56 p.m.

Parks Update

All parks and community centers will remain closed through Sunday, September 29.

Curfew in effect

A curfew will be in effect within the city limits of Asheville from 7:30 p.m. to 7:30 a.m. beginning tonight, Friday, September 27. The curfew is to ensure the public’s safety and will be in effect until further notice. We appreciate your understanding and cooperation as we work together to keep our community safe.

9/27 at 2:24 p.m.

City of Asheville Emergency Responders continue critical emergency response

City of Asheville emergency responders and staff from each department continue life saving efforts in response to Tropical Storm Helene.

Crews continue to work throughout the community around the clock, responding to calls for assistance including swift water rescues, evacuations, transportation to shelters, and downed trees on powerlines, houses and roads. Asheville Fire Department has upscaled their operations with up to 200 firefighters filling emergency response roles.

The FEMA Federal Emergency Management Agency (FEMA) and the North Carolina National Guard are in town to assist our rescue efforts. A FEMA Urban Search and Rescue team is in Asheville with 82 personnel and 19 vehicles including buses, tractor trailers, box trucks, tow vehicles and rescue boats. The National Guard team is assisting efforts by providing a team of 8 personnel and high profile vehicles that can navigate through flooded waters.

Even though it may appear that the storm has passed, we want the community to understand that the devastating after effects of Helene including rising rivers, downed powerlines and power outages, flooded roads, and damaged homes will affect our community for days to come. The City of Asheville is dedicated to using all resources possible to continue to serve our community, businesses and visitors.

For non-emergency situations, please call 828-250-6650. For life threatening situations, always call 911.

9/27 at 12:33 p.m.

Boil Water Advisory

The water consumers of City of Asheville Water Resources Department, in Buncombe County are experiencing periods of low pressure and outages in the distribution system due to weather conditions generated by Tropical Storm Helene. Periods of low or no pressure in the distribution system increases the potential for back siphonage and introduction of bacteria into the water system. There is the potential for temporary loss of water service.

All customers are currently advised to boil water (including drinking, making ice, brushing teeth, washing dishes and food preparation). Those customers without power are advised to use bottled water for the purposes mentioned above.

Vigorous boiling for one (1) minute should kill any disease-causing organisms that may be present in the water.

Water customers are strongly urged to conserve water whenever possible. This advisory remains in effect until further written notification is issued.

ART Service Update

Due to changing weather conditions and flooding, regular ART service will not resume today, 9/27. We apologize for any inconvenience.

Tomorrow, 9/28: Dependent on road conditions, service is scheduled to resume at 10:00 AM. Staff will continue to monitor the situation and provide updates if there are any changes.

Stay up to date on any service changes that may affect your travel plans by checking the [Service Alerts page](#). To get notices via text or email about changes, sign up for [iRide email alerts](#), or text “NextART” to 41411.

9/27 at 10 a.m.

ART Service to resume

ART Services are scheduled to resume at 2:00 PM today, 9/27. Service levels will be dependent on weather and road conditions. We will provide updates if the circumstances change.

9/27 at 7:12 a.m.

City Offices closed on September 27

All City of Asheville offices will be closed on Friday, September 27. Online services including water bill pay and permit applications remain available. Emergency services and storm response remain operational.

Reminder – ART Transit services will begin at 2 p.m. today.

9/27 at 6:22 a.m.

Mandatory evacuation of the Swannanoa River Valley area is in place

Due to the catastrophic rain in the area, the North Fork Reservoir auxiliary spillway has been activated. The dam is performing as designed, and the volume of water flowing downstream will increase as the storm intensifies. Due to the high risk, a **MANDATORY EVACUATION** of the Swannanoa River Valley area is in place. All residents within the designated area downstream of the reservoir are required to move to higher ground. If you need assistance to evacuate, please call 911.

Shelter is available at Harrah’s Cherokee Center Asheville (87 Haywood St, Asheville, NC 28801) Explore Asheville has worked with local hotels to make rooms available for residents who are seeking shelter from the storm. Those rates are available [here](#).

Know your information sources

Please continue to monitor **Asheville Fire Department** social media for updates:

- [Facebook](#)

City of Asheville – You can also find updated information on impacts to City offered programs, activities and services by monitoring our the [City of Asheville Website](#) as well as updates on our social media accounts.

- [Facebook](#)
- [Twitter](#)
- [Instagram](#)

Flash Flood Warning

Emergency alert

The National Weather Service has turned a FLASH FLOOD WARNING into effect for the Asheville area until 8:15 a.m. This is a dangerous and life-threatening situation. Do not attempt to travel unless you are fleeing an area subject to flooding or under evacuation order.

Know your information sources

Please continue to monitor **Asheville Fire Department** social media for updates:

- [Facebook](#)
- [Twitter](#)

City of Asheville – You can also find updated information on impacts to City offered programs, activities and services by monitoring our the [City of Asheville Website](#) as well as updates on our social media accounts.

- [Facebook](#)
- [Twitter](#)
- [Instagram](#)

9/26 at 9:45 p.m.

See below update from Buncombe County. Anyone within the French Broad and Swannanoa River Valleys and tributaries should self evacuate before anticipated crests.

From Buncombe County:

As the local state of emergency continues, resources are available to help residents looking to evacuate. It’s anticipated that 15,000 individual residences may be impacted.

To see if your residence falls in the floodplain, click [here](#). Please note that this tool is not a confirmation that a property will not flood, it simply shows that it is not historically prone to flooding.

Shelters are available and open now at First Baptist Church in Swannanoa and Trinity Baptist in West Asheville. Buncombe County is working with Henderson County and other partners to establish larger shelters and also shelters that can help community members with medical devices like home ventilators and other specialized equipment.

Explore Asheville has worked with local hotels to make rooms available for residents who are seeking shelter from the storm. Those rates are available [here](#).

Residents, businesses, visitors, and employees in Fletcher and Biltmore Village near the rivers should self-evacuate before anticipated crests overnight Friday and into Saturday morning.

Code Purple in effect for Dec. 31 and Jan 1

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ART is free to Code Purple shelters.

Please refer to [these useful numbers](#) for roads and utilities. For non-emergency support, call 828-250-6650.

Know your information sources

Please continue to monitor **Asheville Fire Department** social media for updates:

- [Facebook](#)
- [Twitter](#)

City of Asheville – You can also find updated information on impacts to City offered programs, activities and services by monitoring our the [City of Asheville Website](#) as well as updates on our social media accounts.

- [Facebook](#)
- [Twitter](#)
- [Instagram](#)

9/26 at 8:30 p.m.

ART SERVICE UPDATE

For tomorrow, 9/27 – Due to potentially dangerous and unknown weather conditions, ART services will begin at 2:00 PM. This delay is also to ensure that all routes are clear and there are sufficient drivers available for operations. We will continue to monitor conditions and provide updates if circumstances change.

Know your information sources

Please continue to monitor **Asheville Fire Department** social media for updates:

- [Facebook](#)
- [Twitter](#)

City of Asheville – You can also find updated information on impacts to City offered programs, activities and services by monitoring our the [City of Asheville Website](#) as well as updates on our social media accounts.

- [Facebook](#)
- [Twitter](#)
- [Instagram](#)

9/26 at 2:30 p.m.

Asheville Rapid Transit

ART Services continues to operate. Detours remain in place for some routes due to road closures. Service on the WE1 route has returned to regular service at this time.

At noon today route S6 began a detour near MAHEC due to campus and access gates are closures.

Inbound passengers are advised to use [stop 750](#), Hendersonville Rd at Irwin St, for northbound service.

Outbound passengers are advised to use [stop 694](#), Hendersonville Rd at Irwin St, for southbound service.

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ABDCM's Vets Restoration Quarters, and ABDCM's Transformation Village.

Stay up to date on any service changes that may affect your travel plans by checking the [Service Alerts page](#). To get notices via text or email about changes, sign up for [iRide email alerts](#), or text “NextART” to 41411.

It is important to know, if it is determined the roads are becoming unsafe for travel, we anticipate issuing an alert four hours before discontinuing service unless deteriorating conditions dictate otherwise

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Water Department Tips

With the possibility of an extended boil water advisory or water outage due to severe weather from a tropical storm, City of Asheville Water Resources Department customers should include in their preparations these steps:

- Keep several gallon jugs of potable water for drinking, cooking, preparing bottles, brushing teeth and sponge baths. Keep enough for the entire family to have water for 24 to 72 hours. A good rule of thumb is to have one gallon of water for each person or pet in the household for each day you are out of water service.
- Keep several gallons of non-potable water for flushing toilets. It is advised to remember that toilets do not have to be flushed every time they are used to help conserve your water supply. The easiest ways to flush your toilet is to fill the tank with water and then flush as normal or pour water directly into the bowl until the pressure forces it to flush.
- Under any circumstances (emergency or non emergency) it is best to not flush any foreign objects other than toilet paper. Sanitary products such as wipes and feminine products should be placed in the trash. If disposed of in the toilet, it will take more water to flush the toilet and significantly increase the likelihood of clogged plumbing.

During an extended outage in the water system, emergency responders will work to ensure potable water is available to customers. However, having an emergency preparedness plan will help you and your family be ready for an unexpected event.

If your area is going to be affected by no water service or low water pressure during a tropical storm, an AVL Alert is the fastest and most direct way to be notified. If you are not signed up to receive AVL Alerts, please click [here](#) to do so.

9/26 at 11:00 a.m.

Trash, Recycling, and Brush Collection Information

Trash and recycling collection are currently running today.
There may be delays and/or no collection in areas that are inaccessible.
Trash or recycling that is missed Thursday will be collected on Monday.

Please download the free *AVLcollects* app or [sign up on our website](#) for alerts to stay up to date on sanitation service delays or cancellations.
If trash or recycling collections are suspended at some point today, we will send out an alert via AVL Collects and other City messaging channels.

Brush collection has been temporarily suspended.
Brush crews will be assisting with emergency response and debris removal.
Normal collections will resume as the situation allows.

Know your information sources

Please continue to monitor **Asheville Fire Department** social media for updates:

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- [Twitter](#)

City of Asheville – You can also find updated information on impacts to City offered programs, activities and services by monitoring our the [City of Asheville Website](#) as well as updates on our social media accounts.

- [Facebook](#)
- [Twitter](#)
- [Instagram](#)

AVL Alerts

Stormwater staff will be using AVL Alerts to alert community members of issues in their more immediate area. So please make sure to [sign up for AVL Alerts](#)

Traffic / Road Closures

We are advising community members to monitor the [WAZE](#) app for real time closure and hazard information. Additionally [Drive NC.gov](#)

Community Partners

The City of Asheville also encourages community members to monitor other government or service provider websites and social media for their latest information as well.

The **County has established a NON-Emergency line for community reports : 828-250-6650.** This for things like downed trees, debris, power line concerns. Please call 9-1-1 for life threatening situations

- [National Weather Service](#)
- NCDOT Twitter: NCDOT_Ashville for local information or @NCDOT for regional/ statewide information
- [Duke Energy](#)
- [Code Purple](#) will be active Thursday and Friday.

9/26 at 9:00 a.m.

Additional Asheville Rapid Transit (ART) impacts

Detours are in place for WE-1 bus route:
Due to a road closure at Swannanoa River Rd & Azalea Rd, detours are in place between Swannanoa River Rd at Tunnel Rd and Swannanoa River Rd at Governors View Rd.

In the inbound direction, bus stops 436, 433, 434, 799, 432, 431, 471, 430, 429 will be missed until further notice.
Inbound passengers are advised to use alertnative bus stops [437](#) or [546](#) while the detour is in effect.

In the outbound direction, bus stops 418, 419, 420, 421, 423, 424, 422 will be missed until further notice.
Outbound passengers are advised to use alternative bus [stops 416](#) and [425](#) while the detour is in effect.

Events/ Facilities Impacts

- The WNC Nature Center will be closed Thursday and Friday.

- All City of Asheville Board and Commission meetings Thursday and Friday are canceled.

Know your information sources

Please continue to monitor **Asheville Fire Department** social media for updates:

- [Facebook](#)
- [Twitter](#)

City of Asheville – You can also find updated information on impacts to City offered programs, activities and services by monitoring our the [City of Asheville Website](#) as well as updates on our social media accounts.

- [Facebook](#)
- [Twitter](#)
- [Instagram](#)

AVL Alerts

Stormwater staff will be using AVL Alerts to alert community members of issues in their more immediate area. So please make sure to [sign up for AVL Alerts](#)

Traffic / Road Closures

We are advising community members to monitor the [WAZE](#) app for real time closure and hazard information. Additionally [Drive NC.gov](#)

Community Partners

The City of Asheville also encourages community members to monitor other government or service provider websites and social media for their latest information as well.

The **County has established a NON-Emergency line for community reports : 828-250-6650.** This for things like downed trees, debris, power line concerns. Please call 9-1-1 for life threatening situations

- [National Weather Service](#)
- NCDOT Twitter: NCDOT_Ashville for local information or @NCDOT for regional/ statewide information
- [Duke Energy](#)
- Code Purple will be active Thursday and Friday.

9/25 at 8:30 p.m.

Heavy rains from Helene impact Asheville Rapid Transit (ART) routes and Parks and Recreation facility openings

Due to a road closure on Lodge St, detours are in place for ART Routes S1 & S5.

Bus stops along Lodge St, Sweeten Creek Rd., and London Rd., will be missed until further notice.

This includes: 170, 610, 611, 612, 613, 614, 615, 616, 642, 643, 644, 645, 646, 647, 648, 649, and 650

Code Purple in effect for Dec. 31 and Jan 1

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steps.

- Route S1 & S5: [Bus Stop 651](#) located on Biltmore Ave near Bryson St.
- Route S1: [Bus Stop 641](#) located on White Ave near W. Chapel Rd.
- Route S5: [Bus Stop 137](#) located on Fairview Rd at The District.

Parks and Recreation Facilities

All Asheville Parks & Recreation (APR) parks, community centers, and facilities are closed on Thursday, September 26 and Friday, September 27 due to inclement weather. Previously scheduled activities, events, programs, and rentals are canceled during this time.

We will continue to monitor weather conditions and announce any schedule changes as they become available. Visit [this page](#) for a list of APR locations.

9/25 at 4:10 p.m.

The City of Asheville will experience heavy rainfall and strong winds beginning tomorrow as a result of Hurricane Helene.

Staff from across the City are already hard at work preparing Asheville to weather the rain and wind forecasted to come our way.

Asheville Fire is proactively preparing for major weather impacts by activating specialty teams to include boat teams, saw teams, team leaders, safety officers, battalion and division chiefs for the duration of the weather event. This will allow Asheville Fire to continue to provide excellent service to the community while these personnel will respond to storm related emergencies.

Stormwater crews have been inspecting construction sites for on-going stormwater projects, clearing debris from flood prone areas, testing equipment in preparation of restoration efforts, and clearing storm drain grates.

City of Asheville staff across strategic departments will be on call and available to respond throughout the storm. Staff are meeting to coordinate preparation and response throughout this weather event to adjust plans as needed.

[The National Weather Service](#) forecasts 10 to 15 inches of rain are expected to accumulate in the Asheville area with potential for flash or localized flooding. You can follow updates at [The National Weather Service website](#).

Tips to Prepare

- Stay Calm.
- [Be Prepared](#). Develop an emergency plan and create an [emergency kit](#). Visit [NCReady](#) for additional information. [Inform yourself about floods](#).
- Keep a supply of fresh water and non-perishable food on hand.
- Fuel your vehicles.
- Clean out storm drains near your home or business, removing any debris.
- Create an inventory of your personal property and its approximate value. Save receipts from expensive items.
- Have a battery-operated flashlight.
- Have a battery-operated radio, TV, or internet access that does not rely on electricity.
- Do not approach downed power lines. [Report a down power line here](#).
- Sign up for [AVL Alerts](#).

Driving Tips: Turn Around, Don't Drown

Code Purple in effect for Dec. 31 and Jan 1

Learn More

community members to use caution on the roads. If possible, travel when only necessary. If you must travel, the City will be updating on the AVL Alert system and updating maps on [Waze](#) to provide updated road information. As always, when there's the potential of high water on the road, the phrase to keep in mind is: [Turn Around, Don't Drown](#)

Where to follow for information

Asheville Fire Department

During storm-related emergencies, the City of Asheville's Fire Department is the lead agency to coordinate and manage the action plan and operations during the incident. As always, Dial 9-1-1 for emergencies.

Please continue to monitor Asheville Fire Department social media for updates:

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- [Twitter](#)

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The **Waze App** will be a source of information on road closures and hazards.

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- NCDOT Twitter: NCDOT_Ashville for local information or @NCDOT for regional/ statewide information
- [Duke Energy](#)
- Code Purple will be active Thursday and Friday.

Impacted Services or Events

As our community prepares for a weekend of wind and rain, it's important to note some scheduled services, activities and events have been or have the potential to be impacted.

Parks & Recreation

- Parking lots are closed at all riverfront parks below beginning on Wednesday, September 25 at 5 p.m.
 - Amboy Riverfront Park
 - Azalea Park
 - Azalea Dog Park
 - Carrier Park

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- French Broad River Park
- French Broad River Dog Park
- Jean Webb Park
- Pearson Bridge River Access Area
- Recreation Park
- Riverbend Park

Sanitation

- City of Asheville waste collection will run as scheduled. If any trash or recycling is missed Thursday due to weather-related issues, it will be collected Monday. Normal brush collection routes may be delayed in order to assist with emergency operations.

ART services

- There are no disruptions to Transit schedules at this time. Any delays or route changes will be communicated and noticed through iRide and Transit app

Events

- The Block Party Career Fair scheduled for September 26 has been canceled.
- Aston Park Tennis Center and the Municipal Golf Course are open until weather dictates a closure, and will reopen as possible. Please call the clubhouses in advance to check the status.
- AFD Fire Prevention Kick off event scheduled at the outlets on September 28 has been canceled.

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The City of Asheville

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Website Manager

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