

Post-Storm Resource Guide

Recovering from a natural disaster is tough on the body and the spirit. The effects a disaster can have on you and your family may last a long time. Please use this guide to assist you while sheltering, returning home or dealing with insurance as you work to get your home back to normal. For questions or issues, contact the HR4U Contact Center at 844-694-HR4U (4748). NextEra Energy teams are here to help connect you and your family with the support you need.

If you need help:

- » For a life-threatening emergency, call 911.
- » Florida Department of Health, Statewide Assistance Line (24/7):
 - 800-342-3557
 - [FloridaHealth.gov](https://www.floridahealth.gov)
- » Georgia Department of Public Health, Statewide Assistance Line (24/7):
 - 800-879-4362
 - <https://dph.georgia.gov/>
- » State of Florida's [disaster resources & information](#)
- » State of Georgia's [disaster resources & information](#)
- » If you need to contact your county's emergency operation center, use this [guide for Florida](#) and this [one for Georgia](#).

Employee support:

If you need storm-related assistance:

- » Contact the HR4U Contact Center at 844-694-HR4U (4748).

During these difficult times, we want to remind you that you and your household members have access to 16 free sessions through the Employee Assistance Program (EAP) with Lyra. The EAP is here to support you and your household members 24/7.

- » To get connected to care through Lyra, call 877-236-6080 or visit nextera.lyrahealth.com.

Other services:

- » Red Cross disaster assistance
 - 1-800-733-2767
- » FEMA registration
 - 1-800-621-3362
 - <https://www.disasterassistance.gov/>
- » Disaster Distress Hotline
 - 1-800-985-5990
 - Text "TalkWithUs" to 66746
- » Updates on roads and tolls:
 - <https://www.fdot.gov/>
 - <https://www.dot.ga.gov/Pages/Default.aspx>

Did you know? Even if you have insurance, you can potentially qualify for FEMA assistance.

Returning Home

When returning to your home in the aftermath of a disaster, please make sure to keep your personal safety top of mind.

Here are some tips:

- » Return to your home during daylight hours.
- » Before entering, check for any structural hazards that might make it unsafe to go in the house. Enter your home with caution. If you can go inside, open all the doors and windows to increase ventilation.
- » Limit contact with flood water.
- » Flood water may have high levels of raw sewage or other hazardous substances.
 - Early symptoms from exposure to contaminated flood water may include upset stomach, intestinal problems, headache and other flu-like discomfort.
 - Anyone experiencing these and any other problems should immediately seek medical attention.

The links below provide guidance for re-entering, drying out and repairing your home:

- » Center for Disease Control (CDC)
 - [Re-entering your flooded home](#)
 - [Clean up your home](#)
- » Environmental Protection Agency (EPA)
 - [Flood cleanup: Avoiding indoor air quality problems](#)

Tip: Be careful hiring vendors to dry out your home. Once the walls are open, the studs will dry in time. Fans, air conditioning and a dehumidifier might be sufficient. You can spray the studs with bleach as they dry out.

Dealing with insurance

For insurance purposes, take pictures of any property damage you see. Establish how high the water was inside and outside of your house. Use a yardstick or ruler on the outside of your house to establish the high-water mark. For contents, document individual items with photos. Plastic tubs work better than cardboard boxes for storage of your undamaged items.

Necessary information for filing a property-damage insurance claim:

- » Prepare a list of damaged or lost articles/ items.
- » Have an estimated cost of damage.
- » Provide receipts of personal damaged items (if available).
- » If possible, avoid throwing out damaged items until the adjuster has visited your home.
- » Save receipts for what you spend – you may be able to submit them to your insurance company for repayment later.
- » If your home is so damaged that you need to find other accommodations while repairs are being made, keep receipts and records of all additional expenses incurred. Most homeowner's insurance policies provide coverage for additional living expenses in such cases, but you'll need to provide proof of the costs.

Information to be obtained from the insurance company:

- » Claim number
- » Adjuster assigned
- » Date the insurance adjuster anticipates visiting the property

To reach FEMA, go to www.fema.gov or call 1-800-621-FEMA (1-800-621-3362)

Regardless of your insurance company, all flood claims go through the federal government. Note that the time between the adjuster visiting your house and your reimbursement may take some time. You should ask your adjuster for an estimate.

Finding a contractor

Be careful hiring contractors. Ask for multiple references. The below companies have ratings of at least 4 or greater on Google reviews. Google reviews are based on actual customer experience. There must be at least five reviews before a rating appears. NextEra Energy makes no representation or warranty with respect to any of these companies.

Tip: Your first estimate may likely be less than you expect, so work with your contractor to file a supplement for things that were missed.

Roofers:

- » Advanced Roofing of Central Florida: 954-522-6868
- » American Standard Roofing: 248-350-2323
- » Best Roofing: 954-941-9111
- » Certified Roofing Specialists: 954-781-7663
- » CP Rankin Roofing: 215-997-9025
- » Crowther Roofing and Sheet Metal: 941-343-9600
- » Empire Roofing Company Southeast, LLC: 954-972-7338
- » Florida Universal Roofing: 407-648-8009
- » Infinity Roofing and Sheet Metal Inc.: 954-917-7107
- » Nations Roof, LLC: 800-444-7663
- » North American Roofing Services, Inc.: 877-630- 3045
- » Pinnacle Roofing Contractors: 904-880-6005
- » Precision Roofing Solutions, Inc.: 813-264-6262
- » Roof Resources Co., Inc.: 305-264-4449
- » Simon Roofing: 800-523-7714
- » Summers Painting & Roof Coating: 305-232-1527
- » Supreme Roofing and Construction, Inc.: 786-229-9331
- » Sutter Roofing: 941-377-1000
- » Sutter Roofing Co. of SW Florida/Naples: 239-213-4254
- » Sutter Roofing, Inc.: 239-277-9200
- » Triple M Roofing Corp: 954-524-7000

Tree and vegetation removal:

- » Anytown Tree Services: 239-580-8733
- » Bartlett Tree Experts: 508-881-2622
- » Brown's Budget Tree Service: 941-613- 1878
- » DP's Ability Tree Service: 941-889-8147
- » Five Star Tree Service LLC: 941-685-0403
- » Florida Tree & Ground Maintenance Inc.: 941-613-3613
- » Jamison Tree Service Inc: 941-539-2644
- » Mid-Florida Tree Service, Inc.: 813-588-0315
- » Monster Tree Service of Southwest Florida: 239-237-3426
- » Monster Tree Service of Sarasota & Manatee County: 941-300-0565
- » Oakwood Tree Service Inc | Tree Trimming & Removal: 239-287-1555
- » Olive Branch Tree Care: 941-748-5030
- » Q & M Tree and Lawn Service: 813-394-1527
- » Real Tree Service: 863-266-2620
- » Signature Tree Care: 239-348-1330
- » Tampa Tree Service: 813-445-8602
- » Taylor's Total Tree Service & Stump Removal: 239-995-8733
- » Tim's Tree Service: 239-994-6384
- » Torres Lawn & Landscape LLC: 863-722- 5968
- » Tree Sharks, LLC: 941-875-3934

Contact your Emergency Operations Center

For a complete list of Emergency Operations Centers, use this [guide for Florida](#) and [this one for Georgia](#).



To contact your county's Emergency Operations Center in Georgia:

- | | | |
|--------------------------|-------------------------|------------------------|
| » Brooks: 229-263-4262 | » Decatur: 229-248-3011 | » Thomas: 229-225-4190 |
| » Camden: 912-510-5993 | » Echols: 229-341-5299 | » Ware: 912- 287-4394 |
| » Charlton: 912-486-1081 | » Grady: 229-377-0628 | |
| » Clinch: 912-520-1953 | » Lowndes: 229-671-2790 | |

To contact your county's Emergency Operations Center in Florida:

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|---------------------------|------------------------------|---------------------------|
| » Alachua: 352-955-1818 | » Hardee: 863-773-6373 | » Osceola: 407-742-9000 |
| » Baker: 904-259-0229 | » Hernando: 352-754-4083 | » Pasco: 727-847-8137 |
| » Bradford: 904-966-6336 | » Hillsborough: 813-844-2250 | » Pinellas: 727-464-3800 |
| » Brevard: 321-637-6670 | » Jefferson: 850-342-0211 | » Putnam: 386-326-2793 |
| » Charlotte: 941-833-4000 | » Lafayette: 386-294-1950 | » Sarasota: 941-861-5000 |
| » Citrus: 352-746-6555 | » Lake: 352-343-9420 | » Seminole: 407-665-5102 |
| » Clay: 877-252-9362 | » Lee: 239-533-3911 | » St. Johns: 904-824-5550 |
| » Columbia: 386-719-7530 | » Leon: 850-606-3700 | » Sumter: 352-689-4400 |
| » DeSoto: 863-993-4831 | » Levy: 352-486-5213 | » Suwannee: 386-364-3405 |
| » Dixie: 352-498-1240 | » Madison: 850-973-3698 | » Taylor: 850-838-3575 |
| » Duval: 904-630-2472 | » Manatee: 941-749-3500 | » Union: 386-496-3839 |
| » Flagler: 386-313-4200 | » Marion: 352-369-8100 | » Volusia: 386-254-1500 |
| » Gilchrist: 386-935-5400 | » Nassau: 904-548-0900 | » Wakulla: 850-745-7100 |
| » Hamilton: 386-792-6647 | » Orange: 407-836-9140 | |