

Post-Storm Resource Guide

Recovering from a natural disaster can be a daunting task, and its impact 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-HELP (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)
 - State of Florida's [disaster resources & information](#)
- Georgia Emergency Management and Homeland Security Agency
 - 800-879-4362
 - <https://dph.georgia.gov/>
 - State of Georgia's disaster resources & information
- Texas Division of Emergency Management
 - 512-424-2208
 - <https://tdem.texas.gov/>

Employee support:

- **If you need storm-related assistance:**
 - Contact the HR4U Contact Center at 844-694-HELP (4748).
- If you have been affected by an emergency, you may be eligible to apply for a grant from the Employee Assistance Fund. If you haven't been affected, consider donating to help your colleagues in need. Get more information on the [Employee Assistance Fund](#).
- 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.

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

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:**
 - Florida: <https://www.fdot.gov/>
 - Georgia: <https://www.dot.ga.gov/Pages/Default.aspx>
 - Texas: <https://www.txdot.gov/>

Emergency Operation Centers:

A state's emergency operation center (EOC) is a centralized facility that serves as the command and coordination center for all emergency response and recovery activities within the state.

For a complete list of emergency operation centers, use this guide for Florida, Georgia and Texas, or find your county below.

To contact your county's emergency operation center in Florida:

Alachua: 352-955-1818	Hillsborough: 813-844-2250	Sarasota: 941-861-5000
Baker: 904-259-0229	Holmes: 850-547-1112	Seminole: 407-665-5102
Bay: 850- 248-6040	Indian River: 772-226-3947	St. Johns: 904-824-5550
Bradford: 904-966-6336	Jackson: 850-342-0211	St. Lucie: 772-462-8204
Brevard: 321-637-6670	Jefferson: 850-342-0211	Sumter: 352-689-4400
Broward: 954-831-3908	Lafayette: 386-294-1950	Suwannee: 386-364-3405
Calhoun: 850- 674-8075	Lake: 352-343-9420	Taylor: 850-838-3575
Charlotte: 941- 833-4000	Lee: 239-533-3911	Union: 386-496-3839
Citrus: 352-746-6555	Leon: 850-606-3700	Volusia: 386-254-1500
Clay: 877-252-9362	Levy: 352-486-5213	Wakulla: 850-745-7100
Collier: 239-252-3601	Liberty: 850-643-3477	Walton: 850-892-8065
Columbia: 386-719-7530	Madison: 850-973-3698	Washington: 850-638-6203
DeSoto: 863-993-4831	Manatee: 941-749-3500	
Dixie: 352-498-1240	Marion: 352-369-8100	
Duval: 904-630-2472	Miami-Dade: 305-468-5405	
Escambia: 850-471-6409	Monroe: 305-289-6012	
Flagler: 386-313-4200	Nassau: 904-548-0900	
Franklin: 850-653-8977	Okaloosa: 850-651-7150	
Gadsden: 850-627-9233	Okeechobee: 863-763-3212	
Gilchrist: 386-935-5400	Orange: 407-836-9140	
Glades: 863-946-6020	Osceola: 407-742-9000	
Gulf: 850-229-9110	Palm Beach: 561-712-6321	
Hamilton: 386-792-6647	Pasco: 727-847-8137	
Hardee: 863-773-6373	Pinellas: 727-464-3800	
Hendry: 863-674-5403	Polk: 863-298-7000	
Hernando: 352-754-4083	Putnam: 386-326-2793	
Highlands: 863-402-7670	Santa Rosa: 850-983-4608	

To contact your county's emergency operation center in Texas:

Region 1 counties: 806-548-4344

Armstrong, Bailey, Briscoe, Brown, Callahan, Carson, Castro, Childress, Cochran, Coleman, Collingsworth, Comanche, Crosby, Dallam, Deaf Smith, Dickens, Donley, Eastland, Fisher, Floyd, Garza, Gray, Hale, Hall, Hansford, Hartley, Haskell, Hemphill, Hockley, Hutchinson, Jones, Kent, King, Knox, Lamb, Lipscomb, Lubbock, Lynn, Mitchell, Moore, Motley, Nolan, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Runnels, Scurry, Shackelford, Sherman, Stephens, Stonewall, Swisher, Taylor, Terry, Throckmorton, Wheeler and Yoakum.

Region 2 counties: 817-372-2068

Archer, Baylor, Clay, Collin, Cooke, Cottle, Dallas, Denton, Ellis, Erath, Fannin, Foard, Grayson, Hardeman, Hood, Hunt, Jack, Johnson, Kaufman, Montague, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, Wichita, Wilbarger, Wise and Young.

Region 3 counties: 956-229-9738

Anderson, Angelina, Bowie, Camp, Cass, Cherokee, Delta, Franklin, Gregg, Hardin, Harrison, Henderson, Hopkins, Houston, Jasper, Jefferson, Lamar, Marion, Morris, Nacogdoches, Newton, Orange, Panola, Polk, Rains, Red River, Rusk, Sabine, San Augustine, San Jacinto, Shelby, Smith, Titus, Trinity, Tyler, Upshur, Van Zandt and Wood.

What an EOC can help with:

- **Requesting assistance:** If you require immediate assistance or resources during or after an emergency, contacting the state's EOC can help in requesting and coordinating the necessary support.
- **Timely information:** The EOC acts as a hub for the dissemination of information, updates, and instructions to the public, emergency responders, and other stakeholders. Knowing how to contact them allows you to stay informed about the current situation, evacuation orders, shelter locations, and other important details.
- **Coordination of resources:** The EOC coordinates and allocates resources based on the needs and priorities of the affected areas. By contacting them, you can provide information about the specific needs or challenges faced by your community, enabling them to allocate resources effectively.

Region 4 counties: 281-517-1353

Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Walker, Waller and Wharton.

Region 5 counties: 956-565-7120

Aransas, Bee, Brooks, Cameron, Duval, Hidalgo, Jim Hogg, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio, Starr, Webb, Willacy and Zapata.

Region 6 counties: 210-531-4336

Atascosa, Bandera, Bexar, Calhoun, Comal, DeWitt, Dimmit, Edwards, Frio, Gillespie, Goliad, Gonzales, Guadalupe, Jackson, Karnes, Kendall, Kerr, Kinney, La Salle, Lavaca, Maverick, McMullen, Medina, Real, Uvalde, Val Verde, Victoria, Wilson and Zavala.

Region 7 counties: 915-849-4005

Andrews, Borden, Brewster, Coke, Concho, Crane, Crockett, Culberson, Dawson, Ector, El Paso, Gaines, Glasscock, Howard, Hudspeth, Irion, Jeff Davis, Kimble, Loving, Martin, Mason, McCulloch, Menard, Midland, Pecos, Presidio, Reagan, Reeves, Schleicher, Sterling, Sutton, Terrell, Tom Green, Upton, Ward and Winkler.

Region 8 counties: 512-708-9006

Bastrop, Bell, Blanco, Bosque, Brazos, Burleson, Burnet, Caldwell, Coryell, Falls, Fayette, Freestone, Grimes, Hamilton, Hays, Hill, Lampasas, Lee, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Travis, Washington and Williamson.

Reentering your 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.

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.

The links below provide guidance for reentering, drying out and repairing your home:

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

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 accommodation 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 and working with a contractor:

Be careful hiring contractors and ask for multiple references. You can also read the ratings and reviews of the contractors. Google reviews are based on actual customer experience and there must be at least five reviews before a rating appears.

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.

Here are some additional suggestions on how to hire and work with a contractor as your repair or rebuild:

- **Plan your project:**
 - Detail out what you want done and who you will need to complete it. No two projects are the same and may require a specially licensed contractor.
- **Get 2-3 estimates:**
 - When comparing estimates from different contractors, look at the cost and quality of materials for each one. Be sure the estimate includes the total price, the materials to be used, a timetable for payments and the expected timeline for completion of the work.
- **Verify the contractor's license and insurance:**
 - Get proof that the contractor you may be working with is licensed or registered.
 - Legitimate contractors will show proof of insurance, licensing and bonding. If they don't, you could be liable for accidents on your property.
 - Take a picture of your contractor, their business card, vehicle and license plate.
- **Check at least three references:**
 - Ask your contractor for three written references.
 - When speaking with the references ask if they were satisfied with the contractor's work and if the contractor kept to the schedule and contract terms.
- **Require a written contract:**
 - The contract should be a detailed description of the work to be done, the material to be used and the equipment to be installed.
 - It should include a schedule of payments and a timeline for when the work will be completed. Never sign a contract with blank spaces to be filled in.
 - Read the contract carefully, and if you don't understand every word, take it to an expert.
- **Be mindful of payments:**
 - The down payment for work to begin should be minimal. Beware of a contractor who is asking for a large payment so that they can purchase the materials to begin your project.
 - Before making the final payment, make sure that you are satisfied with the completed work. Verify that any and all liens have been released.
- **Monitor the job in progress:**
 - Check in regularly on the progress of the work. Any and all permits should be displayed by the contractor while the work is being done.
- **Keep all paperwork related to the job:**
 - Keep a record of all your project documents including the contract, any written changes, all bills and invoices, receipts of payment and all correspondence with your contractor.
 - You should also take and keep photos of the job in progress.

