



The Weekly Update

Tennessee General Assembly

House of Representatives

Rep. Gary W. Moore

House District 50

rep.gary.moore@capitol.tn.gov

www.moorefornet.net

35 Legislative Plaza ■ Nashville TN 37243 ■ 615.741.4317

This will be my last flood / recovery e-mail update of the week. I will be back in the District tomorrow delivering fans and helping where needed. I will check telephone messages throughout the weekend. If you have an emergency need that you cannot get addressed, please call 741-4317 and leave your name and phone number and I will call you back.

TIDE LOADS FOR HOPE

The Tide Loads for Hope Trucks are coming to Nashville on May 12. The tide staff will wash, dry and fold clothes for those flood victims who need it. I have been informed that we should contact Tide at 800-879-8433, press 0 for the operator and let them know Nashville needs them. The more calls they receive the bigger priority we become. They will ask for your contact information.

TENNESSEE HOUSING SEARCH

In the wake of so many people's homes being uninhabitable due to the flood, The Tennessee Housing Development Agency wants everyone to know about a website where you can both list available properties and search for properties. The site is www.TNHousingSearch.org; and to list or search is free. If you have a property that you could rent to someone who has been displaced or if you are a flood victim looking for property, THDA says this could be a useful site for you.

NASHVILLE ELECTRIC SERVICE

NES will be waiving these fees for flood victims:

\$45 turn-on fee, same day service

\$30 turn-on fee, future day service

\$225 temporary service fee

\$15 transfer fee (for customers who have to move to a new residence due to flooding)

FREQUENTLY ASKED QUESTIONS REGARDING FLOODING AND N.E.S. (THIS INFORMATION PROVIDED BY N.E.S.)

1) My house is flooded. Should I have my account stopped or wait until the total damage is assessed? OR How do I reapply for service after I am back in my home?

If you plan to return to your home or business, you may elect to continue to pay the minimum bill until repairs are made. If you stop service to your home, NES' will waive the standard turn-on fees when you sign-up for service again. (The fees would otherwise have been \$45 turn-on fee for same day service, \$30 turn-on fee for future day service, and \$225 temporary service fee). A \$180 deposit is required for customers who have unsatisfactory credit.

2) Will someone from NES examine damage to my home to determine if I can have power? OR Do I need to call NES to examine my meter or other electrical equipment?

NES assessment teams are in flooded areas now, and they are examining electrical infrastructure that serves homes and businesses. If the infrastructure is unsafe, NES is required to cut the power to the structure.

If NES finds that your home or business may be unsafe, NES personnel will place a yellow door hanger on your front door informing you that you MUST have an electrician make repairs and contact Codes for an electrical release before power can be restored. Due to the volume of homes and businesses in this situation, NES may not be able to tag all buildings that require a Codes release.

3) My home was flooded, and the water rose above the meter base. What should I do?

If the water rose above the meter base, Metro Codes requires an inspection and a release before NES is allowed to reconnect power for safety reasons.

Since this is a safety issue, NES cannot waive this requirement. Customers are encouraged to be proactive; if water has risen in their homes above the meter, they should contact an electrician and start that process.

4) If water got over the plugs in my basement/garage, but no higher, can I turn the power back on? If not, who do I call/what do I do?

Homes or businesses that have been flooded are not safe to energize as water and electricity do not mix. If water has covered outlets, plugs, etc., the customer should hire a licensed electrician.

5) My power is on, but I'm not sure if it is safe. What should I do?

If the customer's power is on, but they want someone to come and inspect it to make sure it is safe, they should also call a licensed electrician.

6) If I have to move to another location due to flooding, will I have to pay a transfer fee or additional service fee?

No. NES is waiving certain fees for flood victims (The fees NES will waive include \$15 transfer fee for service already on at the new premise, \$30 fee if service is off but can give advance notice, and \$45 fee if service is off and want same day connection.)

PIEDMONT GAS

Piedmont announced these policies for flood victims, to be in effect for two months:

No disconnect fee for non payment

No late payment charges

No insufficient funds charges

For customers displaced by the flood and moving to temp housing where natural gas service exists, Piedmont will connect the meter at no charge.

VOLUNTEER OPPORTUNITIES

Hands On Nashville is coordinating volunteer efforts. You may register to volunteer at www.HON.org.

DISASTER INFORMATION CENTERS

The following disaster information centers are open from 10:00 a.m. to 6:00 p.m.

Bellevue Community Center
656 Colice Jeanne Road 37221

East Community Center
700 Woodland Street 37206

Hermitage Community Center
3720 James Kay Lane 37076

Hadley Community Center
1037 28th Avenue North 37208

Coleman Community Center
384 Thompson Lane 37211

For those flood victims in Goodlettsville, you may call Goodlettsville City Hall at 851-2200 and you will be directed to the appropriate agency for the assistance you need.

FEMA

One more reminder, to apply for FEMA assistance you MUST register either on line at www.DisasterAssistance.gov or call them at 1-800-621-FEMA (3362).

I am told by representatives in Congressman Jim Cooper's office that (1) once you have applied with FEMA, and (2) you receive an official notice that you do not have flood insurance and have no coverage for the flooding, and (3) the FEMA inspector has visited your home---it should be only about one week from the inspector's visit until you have some funding via direct deposit. Of course, FEMA would have all the information regarding the direct deposit.

On a personal note, I want to thank every single person who has helped and continues to help as we get through this disaster. Many thanks to Target and Lowes for donating fans for distribution to flood victims to assist in drying out your flooded homes. We truly do live in the "Volunteer State".

Please do not hesitate to call if I may be of service.



Weekly Update Is For Informational Purposes Only