



# FEMA

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## News Release

### Damaged Furnace, Well or Septic System? FEMA Can Help

**SOUTH PORTLAND, Maine** – If you lost access to water because a private well or septic system was damaged, or if your furnace or heating system was damaged by the severe storm and flooding on December 17-21, 2023, you may be eligible for financial assistance under FEMA’s Individuals and Households Program. The five (5) counties designated for this assistance program are Androscoggin, Franklin, Kennebec, Oxford, and Somerset.

For private wells, heating systems, furnaces and septic systems, FEMA may provide assistance to help you cover the cost of a licensed contractor, or a professional and/or licensed technician to visit your home and prepare an estimate for necessary repairs or replacement of your disaster-damaged systems.

FEMA may also pay for the actual repair or replacement cost of your septic system or private well, which are not insurable items. At the time of your inspection, let the FEMA inspector know you have a private well and/or septic system that may have been damaged by the storm. If the damage is determined to be caused by the disaster, you may be eligible for FEMA assistance.

If you have already had an inspection and damage to the well or septic system wasn’t reported, contact the FEMA Helpline to receive instructions about how to amend your application.

If you have applied for FEMA assistance and have not had a home inspection, you should call FEMA at 1-800-621-3362. Help is available in most languages. If you use video relay service (VRS), captioned telephone service or others, give FEMA your number for that service. Phone lines operate from 7 a.m. to 11 p.m. seven days a week.

To learn more about the disaster response in Maine, please visit <https://www.fema.gov/disaster/4754>.

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*FEMA's mission is helping people before, during, and after disasters.*

*All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), sexual orientation, religion, national origin, age, disability, limited English proficiency, economic status. If you believe your civil rights are being violated, you can call the Civil Rights Resource line at 833-285-7448.*