

Reminder! Check Heating Systems and Appliances Before Winter

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SPRINGFIELD – As temperatures drop and winter approaches, FEMA suggests making sure your heating system, water heater, furnace, and other electrical appliances in your home are in good working condition if you were impacted by the July 13 - July 16 severe storms. If not, you may be able to receive help from FEMA to get them working again.

If floodwaters reached your home heating system, you should have them checked for operating safety by an experienced repair personnel. Homeowners with storm-damaged essential appliances and systems may be able to receive funds from FEMA to get them repaired or replaced. When you apply with FEMA, make sure to report this damage in your application and keep any receipts or estimates.

After applying, a FEMA housing inspector may contact you to schedule an appointment to verify damage you reported on your application. FEMA inspectors do not decide if you will receive funds. After the home inspection is completed, FEMA specialists review your application, the results of the inspection and/or documentation submitted to determine all damage and losses that may be eligible. A FEMA decision letter will be sent to you by email or U.S. postal service mail.

Appealing a FEMA Decision with New Documentation

If you received a FEMA grant to repair your furnace and/or water heater and later discover those items need to be replaced, you may choose to appeal to FEMA for additional grant funds. Appeals must be submitted within 60 days of the date on the decision letter.

Your FEMA letter will detail information on what will need to be provided if you choose to appeal FEMA's decision. Your decision letter also includes an Appeal Request Form that may be used to help provide additional information like copies of supporting documents including proof of your disaster-caused losses. All submitted documents, receipts, bills, and estimates must include contact



information of the service provider/contractor.

Your appeal may be submitted by fax or mail, in-person, or online if you have a FEMA online account. To set up a FEMA online account, visit DisasterAssistance.gov, click on “Apply Online” and follow the directions.

- **By mail:**

FEMA National Processing Service Center, P.O. Box 10055, Hyattsville, MD 20782-7055

- **By fax:** 800-827-8112, Attention: FEMA

- **In-person:** Visit any Disaster Recovery Center to submit your appeal. Find a center here: fema.gov/DRC.

To learn more about FEMA’s appeal process, visit www.fema.gov/assistance/individual/after-applying/appeals.

Survivors who have not yet applied for FEMA assistance should apply online at DisasterAssistance.gov, use the [FEMA App](#) on your phone, visit a [Disaster Recovery Center](#) or call 800-621-3362. If you use video relay service, captioned telephone service or others, give FEMA your number for that service.

The deadline to apply for FEMA assistance is November 19. For even more information about the disaster recovery operation in Illinois, visit www.fema.gov/disaster/4819.



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