

Damaged Wells and Septic Systems

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FEMA disaster assistance may provide funds for basic home repairs, rental for temporary housing and other uninsured expenses resulting from the fires and flooding that began June 17, in New Mexico. It is not a replacement for insurance.

FEMA Assistance

Residents of **Lincoln, Otero, Rio Arriba and San Juan counties and the Mescalero Apache Reservation** who lost access to water because of a damaged private well or septic system because of the recent fires and flooding may be eligible for FEMA assistance.

What is Available?

For private wells and septic systems, FEMA may reimburse you for the cost of a professional, licensed technician to visit your home and prepare an estimate detailing the necessary repairs or replacement of your disaster-damaged systems.

In addition to the technician's estimate, FEMA may also pay for the actual repair or replacement cost of your septic system or private well, which are not insurable items.

If you have applied for FEMA assistance and have not had a home inspection, you should call the FEMA Helpline at **800-621-3362**. 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 fires and flooding.

If the damage is determined to have been caused by the fires and flooding that began June 17, 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 learn about the appeals process



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and what FEMA will need to continue processing your application. Please keep your contractor's statement, estimates or receipts for the disaster-caused damage to those items, and submit them with your written appeal letter to FEMA. You may refer to the FEMA eligibility letter you received for more information.

How to Apply

New Mexico residents can apply to FEMA online at DisasterAssistance.gov, by downloading the [FEMA App](#) for mobile devices or calling the FEMA Helpline at **800-621-3362**. Calls are accepted every day from 5 a.m. to 9 p.m. MT. Help is available in most languages. If you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA the number for that service. To view an accessible video about how to apply visit: [Three Ways to Register for FEMA Disaster Assistance -YouTube](#).

Residents can also apply in person at a Disaster Recovery Center. Use the Disaster Recovery Center Locator at <https://egateway.fema.gov/ESF6/DRCLocator> to find the centers closest to you. No appointment needed.

