



**Joint Information Center - JIC Recovery Release No. 82**  
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**Two Weeks Left to Apply for FEMA Assistance;  
 DPHSS Provides Number to Change D-SNAP Pin;  
 Recovery Efforts For Drinking Water and Wastewater Infrastructure Completed in Guam**

If you have sustained damage or loss because of Typhoon Mawar, it is important to act quickly as the deadline to apply for federal assistance is approaching. You have only two weeks left to apply for FEMA disaster assistance; the registration deadline is July 27.

FEMA assistance may include grants to help homeowners and renters pay for:

- Temporary housing for those displaced from their disaster-damaged primary homes.
- Essential repairs to owner-occupied primary homes, including structural components such as foundation, exterior walls and roof, and interior areas such as ceiling and floors.
- Replacement of personal property, including specialized tools for employment, household items, appliances, disability equipment (i.e., wheelchairs, hearing aids, etc.), and vehicle repair or replacement.
- Other serious disaster-related needs not covered by insurance, including medical, dental, moving, and child-care expenses and funeral and transportation expenses.
- Typhoon Mawar survivors should register for assistance even if they have insurance. FEMA cannot duplicate insurance payments, but underinsured applicants may receive help after their claims have been settled.
- If you haven't applied for federal disaster assistance yet, please do so at [disasterassistance.gov](https://disasterassistance.gov), by using the FEMA mobile app, by calling 800-621-3362 (The Helpline is available 24 hours a day/ 7 days a week at no cost for Guam residents), or by stopping by a Disaster Recovery Center.

The remaining Disaster Recovery Centers are still open:

Disaster Recovery Center	Hours of Operation
Guam Community College	8 a.m. - 5 p.m., Monday-Friday, 9 a.m. - 2 p.m., Saturday Closed on Sundays
Juan M. Guerrero Elementary School	

At a Disaster Recovery Center, you can learn more about FEMA and other federal disaster assistance programs, understand any letters you get from FEMA, get answers to your questions about the application, or get referrals to agencies that may offer other assistance.

Visiting a Disaster Recovery Center is not your only option to apply for FEMA assistance. Guam residents whose homes were damaged by Typhoon Mawar can apply for FEMA assistance, get updates about applications, and learn about the appeals process by going online to [disasterassistance.gov](https://disasterassistance.gov), using the [FEMA Mobile App](#) or calling the FEMA Helpline at 800-621-3362. (The Helpline is available 24 hours a day/7 days a week at no cost for Guam residents). Help is available in many languages.

Disaster Recovery Centers are barrier-free and provide equal access to all visitors. If you use American Sign Language or assistive technology, and if you need accommodations to communicate, please notify FEMA staff at the center immediately.

### **DPHSS Provides Number to Change D-SNAP Pin**

The Department of Public Health and Social Services (DPHSS) is aware of D-SNAP applicants who received their benefits electronically, but are having difficulties using their EBT-card. DPHSS recommends applicants change their PIN by calling 1-866-937-4826. This number is located at the back of the approved D-SNAP applicant's EBT-card. D-SNAP applicants who are changing their PIN number must know their nine-digit case number (starting with 7300) and social security number (SSN). The case number can be found on their Eligibility Determination Notice form.

For further inquiries, D-SNAP applicants can call DPHSS's Bureau of Economic Security (BES) at 671-300-8880 or 8882. These numbers are active Monday through Friday from 8 a.m. to 5 p.m. Those calling must also know their nine-digit case number and SSN. After submitting their inquiry, DPHSS staff will then look into the case and respond to the applicant as soon as possible.

### **Recovery Efforts For Drinking Water and Wastewater Infrastructure Completed in Guam**

After the devastating effects of Typhoon Mawar, FEMA assigned the crucial mission of recovering drinking water and wastewater infrastructure to the U.S. Environmental Protection Agency (EPA). On July 13, the EPA announced the successful completion of this collaborative effort, which aimed to expedite the recovery process and enhance the resilience of the affected communities in Guam.

The fulfilled mission included conducting operational assessments of drinking water and wastewater facilities that were affected, evaluating the needs of the water sector, and providing necessary technical assistance.

In close coordination with the government of Guam, the EPA assisted in various tasks. These included inspecting over 20 water hauling trucks and 126 water and ice vending machines, sampling and assessing the condition of water storage tanks at 35 hotels, as well as evaluating a dozen large water storage tanks affected by Typhoon Mawar.

Furthermore, the EPA supported the Guam Water Works Authority in assessing moderate damage at the Northern District Wastewater Treatment Plant and determining necessary repairs to ensure its full functionality. Fortunately, all other wastewater treatment plants in Guam experienced little to no damage.

The surface water treatment plants at Ugum and Navy sustained moderate to minor damage. The EPA conducted assessments on critical infrastructure to ensure both systems are fully operational.

The EPA is continuing to prepare collected household hazardous waste, including waste from schools, for appropriate shipment and disposal off the island.

Visit the following links for the latest information:

- Governor's Facebook: <https://www.facebook.com/govlougum>
- GHS/OCD Website: <https://ghs.guam.gov/>
- GHS/OCD Facebook: <https://www.facebook.com/GHSOCD/>

For more information, contact the Joint Information Center at (671) 478-0208/09/10.