



STATE OF ARKANSAS

*House of Representatives*

# NEWSLETTER FROM REP. Mary Bentley DISTRICT 54

May 31, 2019



## STATE RESOURCES FOR FLOOD VICTIMS

Whether it is rebuilding a family home or planning for a loss of crops, our state will be recovering from these historic floods for months to come.

FEMA just recently announced that federal emergency aid has been made available to Arkansas to supplement state and local response efforts. While our emergency management teams across the state address the immediate needs, we want to direct your attention to several services and advisories being issued by our state agencies.

### Roads

The Arkansas Department of Transportation (ArDOT) has opened a Traveler Information Call Center to assist drivers in navigating around flooded highways. The call center is available by voice or text at (501)-569-2374 daily between 7:00 a.m. and 7:00 p.m. You can also download the IDrive Arkansas app for up to date information on road closures.

### Health

The Arkansas Department of Health announced that the ADH Laboratory is waiving well water testing fees for private well owners impacted by the flood. The department reminds Arkansans that you should not drink from the well until it has been disinfected and tested. You can contact your local health unit for information about testing.

## Consumer Protection

The Arkansas Attorney General's office is reminding flood victims to beware of "home improvement" loan scams. Scammers may offer to arrange financing or fill out disaster loan applications for a fee. Beware of anyone who offers to inflate the amount of your disaster damage assessment.

Arkansans should also be aware that Act 376 of 1997 prohibits businesses from price gouging during a state of emergency. The law prohibits businesses from charging more than 10 percent above the pre-disaster price of goods or services. The scope of the law is broad and is intended to cover anything that may be needed in the event of a state of emergency. The ban on price gouging remains in effect for at least 30 days and can be extended another 30 days by the local governing body if necessary to protect the lives, property or welfare of the citizens. For home repairs, the law remains in effect for 180 days.

Arkansans can file a consumer complaint with the AG's office online at [www.arkansasag.gov](http://www.arkansasag.gov) or by calling (800) 482-8982.

## Insurance

The Arkansas Insurance Department (AID) announced a 60-day moratorium on the cancellation/non-renewal of policies for the non-payment of premiums by Arkansans affected by the flooding. This action does not waive the obligation of Arkansans to pay their insurance premiums, it is only an extension of the time period to make your payment without the threat of cancellation.

If you have questions about your insurance coverage during the flood call AID Consumer Services at 800-852-5494.