



## IMPORTANT DISASTER RECOVERY CONTACT INFORMATION

Dear Mayors,

Below is a list of contacts to assist you and your emergency management personnel in your recovery efforts in the aftermath of Hurricane Sandy:

***For urgent and immediate health and safety issues:*** Call 911.

**For non-immediate health matters or other assistance:**

Call 211 or go online at [www.nj211.org](http://www.nj211.org) for help with non-emergency issues, including basic human needs, support for seniors or persons with disabilities, children, or mental health issues.

**To file a claim with FEMA:**

Call 800-621-FEMA (800-621-3362). Make sure you register with FEMA. A printable form is here:

[http://www.ready.nj.gov/plan/pdf/091211\\_dr4021\\_application.PDF](http://www.ready.nj.gov/plan/pdf/091211_dr4021_application.PDF)

**To report a downed electrical line:**

Contact your local energy provider (info below). Be prepared to give the nearest cross street or the number of a nearby pole that has not been damaged and is away from any downed wires; the pole number can be found on the metal tag attached to the pole.

PSE&G:800-436-7734

Jersey Central Power & Light (JCP&L): 800-662-3115

Atlantic City Electric:800-642-3780

Orange Rockland Electric:1-877-434-4100

**To report a gas leak:**

Contact your local gas provider.  
Elizabethtown Gas: 800-492-4009  
New Jersey Natural Gas: 800-427-5325  
PSE&G: 800-436-7734  
South Jersey Gas: 800-582-7060

**To file an insurance claim, if you can't find the company or agent's number:**

Call the NJ Department of Banking and Insurance at 1-800-446-7467 or go to [www.dobi.nj.gov](http://www.dobi.nj.gov).

**To report complaints about insurance companies:**

Call the NJ Department of Banking and Insurance at 1-800-446-7467 or go to [https://www16.state.nj.us/DOBI\\_UIC/servlet/Servlet.idxServlet?div='INS'](https://www16.state.nj.us/DOBI_UIC/servlet/Servlet.idxServlet?div='INS')  
A printable complaint form is here: <http://www.state.nj.us/dobi/complain.pdf>

**To report complaints about electric or gas utilities:**

Call the NJ Board of Public Utilities: (800)624-0241 or (609)341-9188.

**To report possible consumer fraud or price gouging by contractors or others:**

State law makes excessive price increases illegal during a state of emergency, and for 30 days following the end of the emergency. Call the NJ Division of Consumer Affairs at 862-209-0130 or 973-220-3474.

**To provide volunteer assistance in the cleanup and restoration effort:**

Call 1-800-JERSEY-7 (1-800-537-7397). Backup numbers: 609-775-5236 or 908-303-0471. Volunteers may also send an email to [rowena.madden@sos.state.nj.us](mailto:rowena.madden@sos.state.nj.us). This service is managed by the NJ Business Action Center and the Governor's Office of Volunteerism, both divisions within the NJ Department of State.

**To request volunteer assistance:**

Call 211 or go online at [www.nj211.org](http://www.nj211.org).

**Extension of motor vehicle document deadlines:**

To ease the burden on customers who did not have a chance to visit a motor vehicle office in October, MVC Chairman and Chief Administrator Raymond P. Martinez has issued Administrative Order 2012-03 authorizing a 30-day extension for all driver's licenses, vehicle registrations and vehicle inspection stickers that expired on October 31.

The order is here:

[http://www.state.nj.us/mvc/pdf/About/Admin\\_Order\\_2012\\_03.pdf](http://www.state.nj.us/mvc/pdf/About/Admin_Order_2012_03.pdf)