

Dear Community Officials-

As you know, FEMA has initiated the process to update the Flood Insurance Rate Maps (FIRM) for Luzerne County. Many of your constituents have questions on the new flood maps and how it effects their properties. We recently received call center information from FEMA with regard to the new maps and we encourage you to make this outreach tool available to your residents. The Authority has posted this information on its website, and we encourage you to do the same.

Below is the contact information for the **FEMA Mapping & Insurance Exchange**. Specialists at the FEMA Mapping and Insurance eXchange (FMIX) Customer Care Center can help your residents with questions about flood mapping and insurance. This is the call center where people can call, chat or email for questions about the maps and flood insurance:

- Website: [FMIX | Floodmaps | FEMA.gov](#) (includes live chat)
- Phone: **1-877-336-2627**
- Email: FEMA-FMIX@fema.dhs.gov.

On the FMIX website your residents will also have access to other helpful resources and information. We have also attached a copy of FEMA's Insurance Specialist Contact Record form. Your constituents may fill out this form and send it back to FEMA to the email address noted above. One of FEMA's insurance specialists will respond to your request.

Earlier this year, the Luzerne County Flood Protection Authority (LCFPA) communicated via email to the riverside communities with regard to FEMA's roll-out of their updated Flood Insurance Rate Maps (FIRMs) for Luzerne County. In this message the Authority provided a brief background on this flood study, an anticipated timeline for Luzerne County, and some resource tools to assist your governments in your respective outreach efforts to your residents. The FEMA mapping milestones for Luzerne County are:

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| • Preliminary Maps Issued | September 15, 2020 |
| • CCO Meeting | November 15, 2020 |
| • Appeal Period Starts | July 1, 2021 |
| • Appeal Period Ends
(start) | September 28, 2021 (90-days after appeal period start) |
| • FEMA Letter of Final Determination (LFD) | March 2022; *approximate |
| • Flood Maps Effective Date | September 2022 (6-months after LFD); *approximate. |

If you should have any questions on the above, please feel free to contact me, or Laura Holbrook, Mitigation & Outreach Specialist at 570.208.6100 ext.4 or lholtbrook@lcfpa.org.

Best Regards.



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