

The Outer Banks[®]

VISITORS BUREAU

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You may have heard of a power outages on Hatteras Island and Ocracoke Island. We've tried to address some of the most Frequently Asked Questions below:

Q: I've heard Ocracoke Island is under an evacuation order, is that true?

A: Ocracoke is currently under a mandatory evacuation for all non-residents, meaning that guests cannot get on the ferries to Ocracoke. Residents, property owners, emergency personnel, vendors and critical infrastructure providers with Ocracoke re-entry documentation are allowed on ferries in-bound to Ocracoke. For information on Ocracoke's evacuation and re-entry, consult hydecountync.gov and ncdot.gov.

Q: Is Hatteras Island under an evacuation order?

A: No. A State of Emergency was declared on Hatteras Island specifically to allow for the establishment of the mandatory power conservation order, but Hatteras Island is not under an evacuation order.

Q: So, visitors are still welcome on Hatteras. What's the power situation there?

A: Yes, visitors can get to Hatteras Island via NC 12.

Since the original power interruption, the Cape Hatteras Electric Cooperative has been working non-stop to 1) Fully assess the extent of damage and timing of repair, and 2) Provide temporary power to Hatteras Island in the interim.

Please check chec.coop, and facebook.com/CapeHatterasElectricCoop for the most up-to-date information on temporary power.

Q: How is my Hatteras Island vacation likely to be affected?

A: The temporary power, even when fully operational, will have load limits and necessitate energy conservation. Because of this, Hatteras Island is currently under a mandatory power conservation order, requiring all Cape Hatteras Electric Cooperative customers to remove air conditioning systems and hot tub heaters from the power grid by turning off system circuit breakers. The conservation order still allows for lighting and other basic electrical needs, though.

All county services provided to Hatteras Island are operating as usual (water, police, emergency management, and sanitation). Additionally, several Hatteras Island restaurants, grocery stores, and gas stations are open and operating. Some, however, are operating on a cash basis.

Likewise, several attractions, such as, the Cape Hatteras Lighthouse are open for visitation. And, of course, the beautiful beaches of the Cape Hatteras National Seashore are unaffected. For additional information specific to the National Park Service attractions and campgrounds, please visit nps.gov/caha and facebook.com/capehatterasns.

The areas just to the north of Hatteras Island, such as, Manteo, Nags Head, Kill Devil Hills and the rest of the Outer Banks are on a separate power source, so it's business as usual with all lodging, attractions and restaurants fully operational.

Q: I'm staying in a rental house; will my trip insurance cover this type of incident?

A: Hatteras Island is serviced by different trip insurance companies offering various coverage policies, but the majority of which do not include coverage for power outage. However, because individual coverages vary, please consult with your property management company and trip insurance provider.

Q: I'm having a hard time reaching my lodging provider and other island businesses, any suggestions?

A: Many companies are experiencing a high level of phone calls right now. Often, updates will be posted to the company's website or to their Facebook site, so we recommend you check those first before trying to call.

We recognize the tremendous inconvenience this causes and sincerely appreciate your patience. As more information is gained, we'll do our best to share it with you as soon as possible.