



TOWN OF MARSHALL

PO Box 548 • Marshall, NC 28753 • Phone (828) 649-3031 • Fax (828) 649-3413

Inclement Weather Preparedness

Weather Coverage and Forecasts

Stay informed about the latest storm conditions by following the National Weather Service (NWS). The NWS provides updated forecasts, watches, and warnings for snow, sleet, ice, and other winter hazards affecting the Town of Marshall.

Visit www.weather.gov for more information.

Emergencies and Road Safety

The safest choice during ice storms is to stay home. Only travel if absolutely necessary. Traveling on icy roads can put you at risk and place extra strain on emergency personnel, who may be responding to multiple incidents at once.

If you must travel, drive slowly, increase your following distance, and avoid sudden stops or turns. Always wear your seatbelt and keep your phone charged. If you become stuck or stranded, stay inside your vehicle, call 911, and wait for help. Do not attempt to walk in dangerous conditions unless absolutely necessary.

For emergencies, call 911. Do not report emergencies via email, text, or social media. Calling 911 ensures your request is routed correctly and allows officers to respond safely and quickly.

Heat Source Safety

During power outages, many households use alternative heat sources. Using them safely helps prevent home fires and carbon monoxide exposure.

If you are heating your home:

- Keep all heat sources at least three feet away from anything that can burn, including furniture, curtains, and decorations.
- Turn off space heaters before sleeping or leaving the room.
- Place heaters on flat, stable surfaces.
- Never leave fireplaces unattended.

Never use grills, camp stoves, generators, or outdoor heating equipment indoors. These devices produce carbon monoxide, which can build up quickly and become dangerous. Carbon monoxide exposure can cause headache, dizziness, nausea, and confusion. Installing carbon monoxide detectors on every level of your home, testing them regularly, and replacing batteries as needed helps reduce risk.

Power Outages

Heavy snow and ice can result in downed powerlines. French Broad Electric Membership Cooperative and Duke Energy Progress are the electric utility providers within Town limits and the surrounding area.

Contact FBEMC: 828-649-2051

Contact Duke Energy Progress: 800-419-6356

Residents should stay away from power lines that have fallen or are sagging. Assume that all lines are electrified as well as trees, limbs, or anything in contact with lines.

During power outages, use flashlights instead of candles whenever possible. If you do use candles, keep them away from anything that can burn and never leave them unattended.

Water Pipes

When it snows, residents should protect their water pipes from freezing.

- Keep garage doors closed if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals up out of the reach of children.
- When the weather is very cold outside, let the cold-water drip from the faucet served by exposed pipes.
- Running water through the pipe - even at a trickle - helps prevent pipes from freezing

Older Adults and Residents Living with Disabilities

Winter storms can pose extra risks. Residents in this group should have enough medications, medical supplies, and personal care items, and plan for how to stay warm if the power goes out.

Friends, family, and neighbors are encouraged to check in regularly on those who may need extra assistance.

Supplies to Have on Hand

Winter storms and ice accumulation can cause power outages and limit travel. Having basic supplies ready at home and in your vehicle can help you stay safe.

At Home:

- Drinking water and non-perishable food for several days
- Flashlights and extra batteries
- Battery-powered or hand-crank radio
- Medications and personal care items
- Warm blankets, sleeping bags, and extra clothing
- Phone chargers or battery packs
- Carbon monoxide and smoke detectors with working batteries
- Manual can opener
- Trash bags, paper towels, and hygiene items

In Your Vehicle:

- Full tank of gas
- Jumper cables
- Ice scraper and snow brush
- Blanket or warm clothing
- Flashlight
- Phone charger
- Bottled water and non-perishable snacks
- First aid kit

Preparing ahead reduces stress and helps you focus on staying safe during winter weather.

Shelters and Warming Centers

Shelters and warming centers are opened and operated in Madison County through coordination by Madison County Emergency Management.

For shelter information you can check the following:

Madison County Government – www.madisoncountync.gov

The Town of Marshall will update its social media with the latest information as well.

Trash Collection

Town garbage collection may be impacted during inclement weather. Depending on the weather conditions trash pickup may be delayed or even postponed until another day. alert. If trash collection is delayed or postponed until another day the Town will post on its social media account and send out an alert.

Trees Across Roads

Town staff will remove trees from Town streets when possible. If a tree is blocking a town street, residents can call 828-649-3031 to report the location. Town staff will not remove trees from the NCDOT road unless absolutely necessary. You can contact the NCDOT at 828-649-2222 or the Marshall Community Fire Department at 828-649-2660 for assistance.

Town Streets

The Town of Marshall Public Works Department are prepared to clear the Town streets under most circumstances. The Town will pre-salt Town streets when conditions allow for it. The Town will plow and treat roads during a weather event and depending on the amount of snow/icing, plowing operations may extend throughout the day/nights and could take longer than one day to complete.

Crews will clear the higher traffic streets first, followed by neighborhood streets, dead ends, etc.

The Town of Marshall staff does not plow NCDOT roads that are within the city limits.

The Town does not treat or plow private driveways or private roads.

For Non-Emergency issues or incidents you can contact the Marshall Police Department at 828-649-2111.