

Heat Health Alert System FAQs

1. **Why am I receiving heat alerts from the NCDHHS Climate and Health Program?** – You filled out a registration form to receive heat health alerts from the NCDHHS Climate and Health Program.
2. **I signed up to receive heat health alerts from the NCDHHS Climate and Health Program. Why haven't I received an alert yet?** – Thank you for signing up! If you haven't received an alert yet, the threshold for triggering alerts for your selected county or counties may not have been reached. See question #3 for more information about this threshold. If you continue to not receive alerts, please check your spam folder or try registering again for heat alerts at <https://epi.dph.ncdhhs.gov/oeec/climate/heat.html> and make sure you are entering the correct email address.
3. **What threshold does the NCDHHS Climate and Health Program use for triggering heat health alerts?** - The current thresholds we use are provided on our website at <https://epi.dph.ncdhhs.gov/oeec/climate/heat.html>.
4. **How do I opt out of alerts?** – If you no longer wish to receive heat health alerts from the NCDHHS Climate and Health Program, you may opt out by sending an email to heatalerts@dhhs.nc.gov with subject line “OPT OUT.” Be sure to send this email from the same email address you registered with. It may take up to two weeks to process this request.
5. **Why am I still receiving heat alerts if I opted out?** – It may take up to two weeks to process your request. If you are still receiving unwanted alerts after two weeks, please make sure you followed the instructions for opting out of alerts (see question #4) and that you sent the email from the same email address you registered with.
6. **How do I change the county or counties I receive alerts for?** - The only way to change the county or counties you receive alerts for is to complete a new registration form. The registration form can be found on our website at <https://epi.dph.ncdhhs.gov/oeec/climate/heat.html>. It may take up to two weeks for us to process the change.
7. **Why am I receiving emailed requests from the NCDHHS Climate and Health Program to complete surveys or an interview about my use of the heat health alerts?** – You replied “Yes” in the registration form when asked if you would be willing to complete additional surveys or interviews about your use of the heat health alerts. Participation in these surveys or interviews from our program is voluntary.
8. **Where can I learn more about the Heat Health Alert System?** – You can learn more on our website at <https://epi.dph.ncdhhs.gov/oeec/climate/heat.html>.