

FOR IMMEDIATE RELEASE -- February 19, 2021

Evening Update - Friday, February 19, 2021

NACOGDOCHES, TEXAS -- Nacogdoches city and county staff will continue to release winter weather updates in the coming days. Please share this information with others as you are able.

Weather

A hard freeze warning is in effect from 6 pm through 10 am tomorrow. Be mindful of falling snow, ice, and tree branches as temperatures begin to warm on Saturday.

Electric Supply

Deep East Texas Electric Cooperative (DETEC) reported 200 crews arrived in the general area to support restoration efforts. Widespread outages across their entire territory have made for slow progress. Prioritization has been given to water system plants as critical infrastructure, yet all areas are being serviced.

Oncor teams continue to make necessary repairs to weather-damaged electrical equipment to restore service to customers. If your neighborhood has been restored but you do not have power, check your circuit breaker, then your meter base and weatherhead to make sure they have not been damaged or pulled off. If they have, you must contact an electrician for repair before Oncor can restore power.

Report tree limbs hanging on power lines or downed power lines, to dispatch at alldispatch@nactx.us. Customers can report power outages to their applicable electric company:

- Deep East Texas Electric: 800-392-5986
- Oncor: 888-313-4747, online at <https://stormcenter.oncor.com>, text OUT to 66267, or through the MyOncor Mobile App

Water Supply

The City has made significant progress with water distribution. Residents in areas located farthest from the water treatment plant are likely still experiencing low to no water pressure. Please be patient as Public Works crews labor around the clock for full service restoration. City residents should plan for reduced water supply through Monday, Feb 22 and continue to conserve water (e.g. not running washing machines or dishwashers and limiting showers to five minutes or less).

Several water supply corporations (WSC) in the county are struggling to meet the demand for water. Emergency management staff have partnered with these WSC and DETEC for priority power restoration to bring essential equipment online.

It is critical that leaks are identified and reported quickly to prevent a subsequent loss in pressure. If you experience a leak, turn off the water at the meter. If you are unable to turn it off yourself, contact 936-559-2900 for assistance. Hard freeze conditions may result in damage to exposed pipes and additional pipe breaks and leaks can be expected.

A boil water notice remains in effect for those using City of Nacogdoches water and several county WSC including Appleby, D&M, Etoile, Libby, Swift, and Woden. Contact your particular WSC if unsure of your boil water status. Water for drinking, cooking, and ice making should be boiled and cooled prior to human consumption. Bring water to a vigorous, rolling boil, then boil for two minutes. Do not consume any ice from refrigerators.

In lieu of boiling, individuals may rely on bottled water for consumption. Public water system officials will notify customers when water is safe for consumption and boiling is no longer necessary. Officials will also issue a notice to customers that rescinds the boil water notice in a manner similar to the initial notice.

Water Bills

City Utility bills due on Monday, Feb 22 will not be assessed a late payment penalty due to City facilities being closed the week of Feb 15-19.

Warming Shelters

The City and County shelters will begin the process of transitioning people back to their homes over the weekend. The Godtel shelter will remain open and those requiring shelter should call 936-559-2510.

Roads and Vehicles

Road conditions have drastically improved, though drivers should remain cautious of potential hazards created by freezing temperatures and downed trees. Abandoned vehicles should be removed from roads. Beginning this evening, cars that have yet to be moved may be towed.

Restaurants and Grocery Stores

Some restaurants and grocery stores in the Nacogdoches area are now open for residents to purchase essential goods. City health inspectors will be speaking to restaurants throughout the morning reminding them about the boil water notice and the proper procedures to follow in order to be open.

Communication

A call center is available 24 hours a day at 936-559-2510 for any shelter and City services questions. Staff may not be able to give information on store closures, weather questions or power restoration. Contact 936-559-2900 for questions regarding water and water leaks. To report fallen trees, limbs, downed power lines, and blocked roadways email alldispatch@nactx.us.

Trash

Trash services for the city will resume on Monday, Feb 22. If you have immediate trash disposal needs, two rolloff dumpsters are available at the Nacogdoches Recreation Center (1112 North Street). Use these as a resource until normal trash services resume next week.

City of Nacogdoches residents are strongly encouraged to sign up for NacWise alerts by visiting nactx.us/nacwise.