

FOR IMMEDIATE RELEASE -- February 20, 2021

Morning Update - Saturday, February 20, 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.

Electric Supply

Deep East Texas Electric Cooperative (DETEC) and Oncor, with the support of neighboring crews and out-of-state contractors, have made steady progress restoring services. Oncor aims for the majority of its restoration to be complete by Sunday evening. 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

Residents in higher elevations and areas located farthest from the City of Nacogdoches water treatment plant are likely still experiencing low to no water pressure and should plan for reduced water supply through mid-week. Additionally, several water supply corporations (WSC) in the county are struggling to meet the demand for water. It remains important to conserve water (e.g. not running washing machines or dishwashers and limiting showers to five minutes or less).

Leaks must be 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. The hard freeze conditions through this morning may have resulted 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 and cooking should be boiled and cooled prior to human consumption. Do not use ice from refrigerators. Bring water to a vigorous, rolling boil, then boil for two minutes. The boil water notice will likely remain in effect into the coming week. Public water system officials will issue a notice to customers that rescinds the boil water notice in a manner similar to the initial notice.

Additional resources, including bottled water have been requested from the state, though there has been no guidance as to whether or not we will receive the help.

City Permits and Inspections

The City Inspections office is open for online and phone-in permits from 10 am to 7 pm Saturday, Feb 20 and Sunday, Feb 21 to expedite repairs. Permits may be obtained by calling 936-559-2521 or online at nactx.us. The local disaster declaration has waived permit and inspection fees for necessary storm repair. Residents are urged to utilize licensed contractors only and be aware of out-of-town unlicensed predatory contractors.

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. Nacogdoches Police Department will check homes before the transition to ensure persons are returning to a safe environment. The Godtel shelter will remain open and those requiring shelter should call 936-559-2510.

Roads and Vehicles

The hard freeze and freezing fog overnight have left many roads and bridges icy this morning. Please use caution and watch for black ice when driving. Abandoned vehicles should be removed from roads to avoid being towed. Ambulatory assistance, requested from the state, arrived in Nacogdoches late last night. Citizens may see ambulances from other counties around the area.

Restaurants and Grocery Stores

Several restaurants and grocery stores in the Nacogdoches area are now open with limited supply. Please remember when shopping for essential goods to only purchase what you need for your family. City health inspectors have reviewed proper boil water procedures with local restaurants.

School Closures

Nacogdoches ISD will return to virtual instruction on Monday, Feb 22 and Tuesday, Feb. 23 while their facility staff assess damages to their campuses.

Stephen F. Austin State University has restored power and water pressure is steadily increasing in most buildings. SFA staff is performing damage assessments on all its facilities.

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.

Disaster Declaration

Nacogdoches mayor Shelley Brophy and county judge Greg Sowell each signed new disaster declarations for their respective entities yesterday. The City Council will be asked to approve a resolution on Tuesday, Feb 23 extending the declaration. These declarations activate the recovery and rehabilitation aspects of emergency management plans and waive all required permit and inspection fees related to repairs necessitated by storm damage.

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.

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