

FOR IMMEDIATE RELEASE -- February 22, 2021

## **Monday, February 22, 2021 Winter Weather Update**

**NACOGDOCHES, TEXAS** -- The City of Nacogdoches and Nacogdoches County Emergency Management have shifted to the recovery phase for this winter storm event. Please continue to follow the City of Nacogdoches and Nacogdoches County Emergency Management on social media for updates and share the following information with others as you are able.

### Electric Supply

As of Monday morning, 2,749 Deep East Texas Electric Cooperative (DETEC) meters and 2,400 Oncor meters in Nacogdoches county remain affected. No specific restoration timeline is available.

Customers should report power outages to their applicable electric company. Power outages reported to dispatch will not be passed on to the electrical companies.

- Oncor: 888-313-4747, online at [stormcenter.oncor.com](http://stormcenter.oncor.com), text OUT to 66267, or through the MyOncor mobile app
- Deep East Texas Electric: 800-392-5986, online at [deepeast.com](http://deepeast.com), or through the DETEC mobile app

Deep East Texas Electric customers are encouraged to rely on the automated system if reporting outages over the phone. If you require speaking to a representative, be advised that there may be long wait times due to high call volumes.

If you experience any issues with power lines, report these directly to your electrical provider.

### Water Supply

**The City of Nacogdoches is no longer under a boil water notice as of today, Monday, Feb 22.**

This applies only to meters on City water. Before consuming water, residents should:

- Flush water lines by allowing the cold water to run 3-5 minutes at each fixture.
- Dispose of ice cubes made with tap water that had not been boiled during the boil order and make fresh ice cubes. Run one or two cycles before consuming
- Filters on faucet and water filtration systems (e.g. coffee makers, refrigerators) are recommended for replacement per the Centers for Disease Control.

**County water service corporations (WSC), to include Appleby, Caro, D&M, Etoile, Lilbert-Looneyville, Lily Grove, Melrose, Sacul, Swift, and Woden remain under boil water notices until formally canceled.**



If you do not have any water, it is possible that the meter has been shut off at the curb. Please check the meter and turn it on. If you have a water leak, quickly turn off the water at the meter. For assistance, call 936-559-2900.

#### City Permits/Inspections

Permits may be obtained from the City Inspections office by calling 936-559-2521 or online at [nactx.us](http://nactx.us). The local disaster declaration 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.

#### Relief Assistance

Persons who do not have insurance and whose homes were affected by the winter storms may qualify for individual assistance through FEMA. Apply online at [disasterassistance.gov](http://disasterassistance.gov) or call 1-800-621-3362. FEMA programs do not pay for fuel or cover food losses due to power failure.

The Nacogdoches Area United Way has established a local recovery fund, distributing donations to area nonprofits dedicated to disaster relief. Visit [unitedwaynac.org](http://unitedwaynac.org) or call (936) 564-5869 to make a donation.

#### School & Government Openings

Nacogdoches ISD will remain virtual instruction only on Tuesday, Feb. 23, and Chireno ISD is closed through Friday, Feb 26. Students should check with their schools for the most up-to-date information.

#### Communication

Contact 936-559-2900 for questions regarding water and water leaks. City of Nacogdoches residents are strongly encouraged to sign up for NacWise alerts by visiting [nactx.us/nacwise](http://nactx.us/nacwise).