

# Winter Storm Uri FAQs

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Revised 02/17/21

**1. I did not know water was going to be turned off. Why wasn't I notified?**

The best way to receive accurate and timely information is to enroll in the CodeRED reverse 9-1-1 system. Aransas County, City of Rockport, and Town of Fulton all use CodeRED. Subscribers are informed of not only weather emergencies but also utility service disruptions and other important community information. Citizens can choose to be notified by landline phones, cellular phones, email, SMS text messages, or combinations of these methods. To subscribe to CodeRED, click here: <http://bit.ly/3blxqnE>.

**2. Why do we not have any water?**

The City receives treated water from the San Patricio Municipal Water District (SPMWD). SPMWD serves 11 municipalities and rural water systems, all of whom are suffering from breaks in some of their water mains and, most importantly, the customers of these cities have many, many service line breaks. Cumulatively, these breaks are draining the system faster than SPMWD can supply the water. As a result, the City's water tanks were approaching empty, and the system had to be turned off around 8:00 p.m. Tuesday, February 16, in order to maintain a safe water pressure. All surrounding cities are facing similar circumstances.

**3. When will I get water?**

The City is working with SPMWD on increasing the amount of water being delivered to the City and looking for leaks on our system, a process that takes many days. Beginning around 8:00 a.m. Thursday, February 18, and each day afterwards, water will be turned on. Water will be scheduled to be turned off at 5:00 p.m. if system pressure remains at safe levels throughout the day. If water levels and/or pressures drop before 5:00 p.m., the system will be turned off. After 5:00 p.m. and until 8:00 a.m. the following day, the tanks will have time to refill. It is very important during the time the water is on that any leaks be reported right away.

**4. How long will we be without water?**

We are unable to estimate when the water system will return to normal. It is dependent upon identifying and repairing leaks and SPMWD maintaining a steady supply to the City. A CodeRED notification will be sent out and the information will also be posted on the City's web site and FaceBook page.

**5. Who is impacted by the water system being turned off?**

All customers of the City of Rockport, Town of Fulton, and those on the Copano Cove, Copano Heights, and Copano Ridge rural water systems are impacted.

**6. I need to report a leak – whom do I call?**

Please call 729-1111 immediately, 24 hours a day. A maintenance technician will be dispatched to turn the water off or, in the case of a city water main, make a repair. Customer-side leaks are the responsibility of the customer. If the customer has a shutoff valve on their side of the meter, they do not need to call the City. If the customer does not have a shutoff valve, the City will need to do the shutoff. When repairs are completed, the water can be turned back on. The sooner the leaks are fixed, the sooner the water system can be left on.

**7. Is the natural gas system the next to fail?**

The City's two natural gas suppliers have significantly reduced the volume of gas being delivered to the City. Initially there had been some instances of low pressure but adjustments by the suppliers and the City have stabilized the system.

**8. What is the problem with the electricity?**

Electricity in our area is delivered by AEP and delivery of electricity is governed by ERCOT. Winter Storm Uri's record setting low temperatures caused several power generation stations to fail, creating a shortfall in electrical production at the same time there was record-setting electrical demand. This caused power outages all over Texas, including significant portions of Aransas County. To keep the Texas electrical grid, which is governed by ERCOT, from crashing, ERCOT ordered all electrical providers to shed electrical load, i.e. turn customers off. There is no timeline for when to expect electricity to return. Local officials have no control over electrical production or distribution.

**9. If I currently have electricity, will they be turning it off?**

AEP has informed us that Aransas County is currently not having rolling blackouts planned; however, ERCOT directives may require additional customers be turned off.

**10. Where are warming shelters?**

Persons needing shelter from the extreme cold may go to Fulton VFD (401 N. 9th St., Fulton) or the Lamar VFD (302 Bois D'Arc Rd, Lamar).

**11. Where can I get blankets and other supplies?**

Port of the Rock Church has batteries, 100% wool blankets, & MREs. Call Deborah Wright at (361) 557-1299.

**12. What hotels are open?**

All hotels have been called & the only ones that were open at that time were the Shivam Hotel (361-386-0059) & Copano Sands Cottages (361-205-4428).

**13. How do I find out about road conditions?**

Go to [www.DriveTexas.org](http://www.DriveTexas.org) or call (800) 452-9292.

**14. What do I do with my garbage?**

Garbage collection is delayed due to Harbor Bridge and Fulton Corridor closures - leave carts at street until collected.

**15. Where can I find current information on Winter Storm Uri and the community's response??**

Go to the Winter Storm Uri information page at <http://bit.ly/3beKQS3>.