



# A Message from Mayor Rios

February 20, 2021

---

Winter Storm Uri has been historic, bringing the Coastal Bend record breaking low temperatures our region and state have not seen in 115 years or more. The State's electric grid, operated by ERCOT, came within minutes of complete collapse and most of Aransas County was in the dark for more than 48 hours. On top of that, the City's water customers joined an unhappy club of 13.4 million water customers in over 800 water systems in Texas to go to a water boil notice. Uri is the eighth declared disaster we have experienced since August 2017 and while I know we are all exhausted, I also know we are resilient and will pull through this disaster like we have the others.

Here is an update on what is going on:

## 1. City of Rockport Water.

- a. **Current Situation** - All breaks and leaks in the City's mains and the San Patricio Municipal Water District transmission lines have been identified; however, efforts are still underway to identify broken pipes on the customer's side of the meter. Until further notice, we will be turning the water off at 5:00 p.m. and back on at 8:00 a.m. Please note that it takes time for the water to actually reach fixtures, depending upon your location in the system and your elevation. While significant progress has been made and the water has been left on for longer periods each day, the cutoff time may vary depending upon the system pressure. Please report any leaks that you see – whether at your property or elsewhere – 24 hours a day to 729-1111. We do not have very many large leaks but rather it is the hundreds of little leaks that are keeping the system from being left turned on.

Crews have been looking at each of our 9,450 active water meter accounts to identify leaks. If your meter has been turned off, it is because a leak has been identified or suspected at your address and you need to call 729-1111. If you live in an RV park and do not have water, contact the manager of your park. RV parks were turned off to allow park management to identify and turn off or fix cracked pipes for individual private services within their parks.

- b. **Boil Water Notice** - Because of all the factors affecting the system, we ask that you continue to boil the water and minimize your water usage to immediate personal needs. This also includes any ice or water from your appliances. For more information about water in an emergency situation, please visit the [CDC](https://www.cdc.gov/healthywater/emergency/drinking/drinking-water-advisories/boil-water-advisory.html) <https://www.cdc.gov/healthywater/emergency/drinking/drinking-water-advisories/boil-water-advisory.html> or scan the QR code at the right.



- c. **Requirements for Restoration and Rescinding Boil Water Notice** - The system must maintain minimum pressure and then pass multiple bacteriological tests over an 18-hour

period to ensure safety. As soon as the pressure is stabilized, we are prepared to begin testing immediately.

- d. **Stage 4 Water Emergency.** This means NO landscape watering, filling of pools, car or exterior washing, and other uses that are not imperative for day-to-day living. If you haven't already done so, please turn your automatic sprinklers off. Individuals or businesses using water wells or recycled, effluent or gray water are exempt as long as there is a sign posted. *Violators can be disconnected from the water system. It is a separate violation to display a sign which falsely claims the water used to be from another source.*

2. **Situational Updates** Updates will be posted on the City's web site – a special Winter Storm Uri page has been added - and Facebook page (Rockport, Texas – Charm of the Texas Coast), as well as through CodeRED alerts. If you haven't signed up for the CodeRED emergency alert system, please visit: <https://public.coderedweb.com/CNE/en-US/C3F2FDDE07FB> or scan the QR code to the right. You may set up an account or sign up as a guest.



We understand that some residents are receiving CodeRED announcements from other municipalities. We are checking into the matter but ask that you go to their web site (listed above) and ensure that you are signed up for Rockport announcements. This will automatically include those coming from Aransas County.

3. **Efforts to Get Bottled Water.** The Emergency Operations Center has been attempting to get bottled water delivered to handout to citizens. The American Red Cross has promised an 18-wheeler load, but it has not arrived yet. A small amount was secured for the 90-100 people in the warming shelters as well as the 200+ inmates in the Aransas County Detention Center.
4. **Electricity.** AEP has announced that electricity has been fully restored but there might be individual meters that are out. If you are still without power, please contact AEP at (866) 223-8508 to report your outage.
5. **Burn Ban.** Aransas County issued a burn ban notice on Friday, February 19, which extends until May 20<sup>th</sup>, unless rescinded earlier.
6. **Damages to your Residence and Business**
  - a. **Insurance.** Many insurance companies will compensate you for the loss of food in your refrigerator and freezer. Check with your agent.
  - b. **State of Texas Action.** The Texas Division of Emergency Management is working with the Governor's office to assess damages for residents of the state. If you are interested in participating, please visit <https://survey123.arcgis.com/share/eb1ab4928205490182896d86783447d3> or scan the QR code to the right.



- c. **Individual Assistance.** Today, President Biden approved Individual Public Assistance for Aransas County and 77 other Texas counties. The approval for Individual Assistance allows Aransas County individuals and business owners who sustained losses to begin applying for assistance by registering online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov), scanning the QR code to the right, or by calling (800)-621-3362 or (800) 462-7585.



FEMA provides Individual Assistance (IA) to eligible individuals and households who have sustained losses as a direct result of a disaster that receives a federal disaster declaration.

- Homeowners and renters in officially designated counties who sustained damage to their homes, vehicles, personal property, businesses or inventory may apply for disaster assistance.
- Assistance can include grants to help pay for temporary housing, emergency home repairs, uninsured and underinsured personal property losses, and medical, dental and funeral expenses caused by the disaster, together with other serious disaster-related expenses.
- Disaster assistance grants are not taxable income and will not affect eligibility for Social Security, Medicaid, medical waiver programs, welfare assistance, Temporary Assistance for Needy Families, food stamps, Supplemental Security Income, Social Security Disability Insurance or any other federal benefits.

Additional information regarding Individual Assistance can be found online at: <https://www.fema.gov/fact-sheet/understanding-fema-individual-assistance-and-public-assistance> or by scanning the QR code to the right.

