

Winter Weather Emergency Resources – District 7

Office of Austin City Council Member Leslie Pool, District 7

Link to share this guide: <https://tinyurl.com/D7coldweather>

Twitter: follow [District 7](#), the [City of Austin](#), [Austin Emergency Management](#), [Austin Energy](#), and [Austin Water](#) for regular updates

The District 7 staff will periodically update this resource guide as new information emerges. If you have additional resources you'd like to recommend, please email us at District7@austintexas.gov.

For breaking updates, see the [District 7](#) Twitter page.

Links to sections:

- [Water Updates](#)
- [Key Phone Numbers and Websites](#)
- [Get Water and Food](#)
 - [Water](#)
 - [Shower and Laundry Centers](#)
 - [Food](#)
- [Disaster Unemployment Assistance](#)
- [Volunteer and Donate](#)
- [Repair Resources](#)
 - [Home Repair Assistance](#)
 - [FEMA Individual Assistance](#)
- [Trash, Recycling, and Compost](#)
- [Austin Public Health COVID-19 Testing and Vaccinations](#)
- [Austin Energy Updates](#)
- [Capital Metro Service](#)

Water Updates

Residents in apartments/condos without water should first notify their landlord and contact Austin 3-1-1 if the issues persist.

To report an issue or for more information, visit:

- [Austin Water Online Issue Report Form](#) (available in English, Spanish, Vietnamese, Simplified Chinese, Arabic)
- Additional information on Austin Water services can be found on the [Austin Water website](#).

If you're still waiting for water to turn back on, you can find information on a water distribution event in the "[get water](#)" section below in this guide. Additionally, if you are in an apartment complex that still doesn't have water back on, please contact us at district7@austintexas.gov - we may be able to get water delivered to your complex.

****City-wide Boil Water Notice Lifted - Water Use Restrictions Lifted***

Austin Water has lifted the boil water notice for all customers. Additionally, water use restrictions are no longer in place. Customers can visit www.austintexas.gov/page/boil-water-notice-and-faq for more information and frequently asked questions.

Key Phone Numbers and Websites

City of Austin's Cold Weather information & Resources Website	English: http://www.austintexas.gov/weatherinfo Spanish: http://austintexas.gov/infoclimatica
Federal Disaster Assistance	https://www.disasterassistance.gov/
Medical Emergencies	Call 9-1-1
Food	Call 2-1-1
Shower and Laundry Sign-Up	Visit https://adrn.org/disaster-relief/winter-storm-crisis-showers-signup/
ADRN Resident Crisis Cleanup Request Hotline	Call 800-329-8052
ADRN Survivor Assistance Hotline	Call 512-806-0800
Water for Homebound Seniors	Drive a Senior West Austin - director-west@driveasenior.org and 512-472-6339
Report a Water Emergency	Call 512-972-1000
Austin Water Issue Report Form	https://www.austintexas.gov/page/austin-water-issue-report-form
Water System Performance Map	http://www.austintexas.gov/article/operational-updates
Austin Water Operational Updates	https://www.austintexas.gov/article/operational-updates
Report an Electricity Outage	Call 512-322-9100 or visit https://austinenergy.ifactornotifi.com/ui/outage-reporting/
Sign up to Volunteer or Donate	Visit http://www.austintexas.gov/help-atx-winter

Get Water and Food

Water

Residents in apartments/condos without water should first notify their landlord and contact Austin 3-1-1 if the issues persist. If you're still waiting for water to turn back on, you can find information on a water distribution event below. Additionally, if you are in an apartment complex that still doesn't have water back on, please contact us at district7@austintexas.gov - we may be able to get water delivered to your complex.

See the following for information on free water distribution sites across the city, including those offered by community partners:

- [KVUE](#)
- [City of Austin List](#) - updated throughout the day
- [When Where What Austin "Ice Age" Spreadsheet](#)

CITY OF AUSTIN SUPPLIES: Water distribution pods continue throughout various locations in the region. Some sites have been closed due to lower demand and the improving water situation in the community.

The following site will be open Friday, Feb. 26 at 9 a.m.:

- [Onion Creek Soccer Complex, 5600 E. William Cannon Dr.](#)

Water Delivery for Home-Bound Seniors: Contact Drive a Senior at director-west@driveasenior.org or call 512-472-6339.

Shower and Laundry Centers: [Sign up](#) to take a shower or do laundry at an ADRN church. [Check back](#) often for updated locations and sign-up slots.

- CITY REACH CHURCH - 3502 Hatch Rd., Cedar Park, TX 78613 - [Shower Signup](#) | [Laundry Signup](#)
- AUSTIN OAKS CHURCH - 4220 Monterey Oaks Boulevard, Austin, TX 78749 - [Shower Signup](#) | [Laundry Signup](#)
- SHORELINE CHURCH SOUTH - 2008 Brandt Rd, Austin, TX 78744 - [Shower Signup](#) | [Laundry Signup](#)
- OUR SAVIOR LUTHERAN CHURCH - 1513 E. Yager Lane, Austin, TX 78753 - [Shower Signup](#) | [Laundry Signup](#)

Water from Community Partners

While many homes are still without water, and food supplies at stores are low, there are opportunities across the City to get free water from generous community partners and businesses. These opportunities are being updated rapidly. Check the following crowd-sourced guides for up-to-date information:

- [When Where What Austin “Ice Age” Spreadsheet](#) - Google spreadsheet with information on free food, water, when various stores are open, and warming center locations. Updated day-by-day.
- [KVUE](#) - List of locations for free water. Nearly all locations require you to bring your own container.

Businesses offering Free Water in District 7

Location/Resource	Details
Celis Brewery (10001 Metric Blvd)	Open for free water. Bring your own container.
Oskar Blues Brewery (10420 Metric Blvd Ste 150)	Distributing filtered water 12p.m. to 5p.m. on Sunday (2/20).
Black Star Co-op (7020 Easy Wind Drive, Suite 100)	While Crestview brewpub Black Star Co-op is open for limited takeout service starting at noon, it's offering water refills to people who bring their own containers.
Brewtorium (6015 Dillard Circle, Suite A)	Brewtorium is opening again a warming and charging center from 11 a.m. to 6 p.m. while offering refillable water to people who bring their own containers.
Austin Beerworks (3001 Industrial Ter)	Open Friday (2/19) from 12 to 5PM, and Saturday (2/20) and Sunday (2/21) from 12 to 6PM, to provide water. Bring your own container.
Adelbert's Brewing (2314 Rutland Dr., #100)	Open 12 - 6PM for free water. Bring your own container.

Food

Emergency Food Distribution in District 7:

- Redeemer Austin - Saturday, Feb. 27, 9 AM to 2 PM
 - Food, Water, and Diapers
 - 1500 West Anderson Lane, Austin, TX, 78757
 - Volunteering: register at redeemer.net/volunteer
- St. Vincent de Paul - Saturday, Feb. 27, 9 AM to 12 PM
 - Food, Water, and Diapers
 - 901 W. Braker Lane, Austin, TX, 78758
 - Volunteering: email info@ssvdp.org
- North Austin Muslim Community Center - Sunday, Feb. 28

Emergency Food Distribution for Friday, 2/26:

- Millenium Complex (1156 Hargrave St, Austin, TX 78702) - Feb. 25 & 26, Noon- 8 p.m. (while supplies last)
 - Drive-thru preferred; Walk-ups accepted too
 - What's Available: Meals Ready to Eat (MREs), water, and other donated supplies.
 - If you need food and can't make it to the Millennium Complex, please call 2-1-1 or ADRN at 512-806-0800 to be connected with someone who can help.

Emergency Food Delivery:

- Home-bound Austinites experiencing food insecurity can request a drop-off by calling 2-1-1 or the ADRN hotline at (512) 806-0800

Other Resources:

- [ConnectATX](#)
- [AISD - food and water distribution for children and caregiver](#)
- Central Texas Foodbank also has resources for finding food in the community. Please visit [their website](#) for more information.

You can find out about opportunities for free meals, grocery store and restaurant openings, and more from the following resources:

- [FindHelp dot Org's Emergency Feeding locations page](#)
- [Crowd-sourced resources for ATX, as of 2/20/2021](#)
- [Crowd-sourced guide from the Ann Richards School](#) - includes food, information on grocery stores and other essential businesses and when they are open, among other information. Check back periodically for updates.
- [Crowd-sourced guide from the Office of State Rep. Donna Howard](#)
- [Eater Austin](#) - Includes information on restaurants and food trucks that are open, and free food being offered across Austin. Updated day-by-day.
- [When Where What Austin "Ice Age" Spreadsheet](#) - Google spreadsheet with information on free food, water, when various stores are open, and warming center locations. Updated day-by-day.
- [KVUE Austin - "Which Austin-area grocery stores are open and when amid power outages?"](#) - information on grocery store openings and hours.

Disaster Unemployment Assistance

Residents whose take-home pay was impacted by the February winter storm can now [apply for Disaster Unemployment Assistance \(DUA\) through the Texas Workforce Commission \(TWC\)](#).

Workers who lost their jobs and self-employed individuals who have been unable to work due to damage sustained from the winter storm may be eligible for DUA benefits.

DUA is an unemployment insurance benefit made available especially for victims of disaster and is available to individuals who:

- Have applied for and used all regular unemployment benefits, including Pandemic Emergency Unemployment Compensation (PEUC) and Extended Benefits (EB), from any state, or do not qualify for unemployment benefits
- Worked or were self-employed or were scheduled to begin work or self-employment in the disaster area
- Can no longer work or perform services because of physical damage or destruction to the place of employment as a direct result of the disaster
- Establish that the work or self-employment they can no longer perform was their primary source of income
- Cannot perform work or self-employment because of an injury as a direct result of the disaster
- Became the breadwinner or major support of a household because of the death of the head of household, or
- Were unable to reach their job or self-employment location because they must travel through the affected area and are prevented from doing so by the disaster.

Applications must be submitted by **March 26, 2021**. When applying, specify that the application is related to the damage caused by severe storms.

To learn more and apply, go to [TWC's website](#) or call a TWC Tele-Center at 800-939-6631 (7 a.m. - 7 p.m. | 7 days a week).

Volunteer and Donate

Volunteering

Volunteer opportunities across the City:

- Check the City of Austin's "[How to Help Austin Recover from the Winter Storm](#)" website for updated opportunities across Austin.
- Volunteers continue to be needed at the [Millennium Youth Entertainment Complex](#), 1156 Hargrave St, Austin, TX 78702.
- [Central Texas Food Bank](#) - various volunteer opportunities.
- City of Austin Staff created this [Winter Storm Volunteer sign up form](#) for those to sign up to help.

- [Austin Disaster Relief Network](#) - In response to the devastation caused by severe winter weather in the Greater Austin area, Austin Disaster Relief Network is raising funds and preparing for more volunteer deployments to support those in great need.
 - Click [here](#) to get involved.
 - Members of the Austin Disaster Relief Network (ADRN) are recruiting volunteers for clean-up efforts. Click links to learn more about each location and their needs:
 - Greater Mt. Zion Church, Austin, 4301 Tannehill Ln (78721); [Learn More](#)
 - Austin Oaks Church, 4220 Monterey Oaks Blvd (78749); [Learn More](#)
 - One Chapel, 5508 W US Hwy 290 Service Rd (78735); [Learn More](#)
 - City Reach Church, 3502 Hatch Road, Cedar Park (78613); [Learn More](#)
 - Austin Stone, 11956 Dorsett Rd (78727), [Learn More](#)
- [Austin ECHO](#) "is looking for volunteers who have water or can access it to deliver bottled water or jugs filled at breweries or other potable sources" to low-income households. Sign up via their [Google Form](#).
- [Austin Latino Coalition](#) is looking for volunteers to help distribute water, food, and bags full of PPE, hygiene products, etc. at various distributions. Check its social media ([linked](#)) for updates on distributions.
- [Workers Defense Project](#) is looking for volunteers to help with food and water distributions.
- [Del Valle Community Coalition](#) (DVCC) will be hosting events throughout the next few weeks and will be in need of volunteers.
- [Austin Voices for Education and Youth](#) is looking for volunteers for emergency COVID-19 Food Distribution.
- [Homes Not Handcuffs](#) needs volunteers at local hotels where people who were displaced because of the storms are staying.
- [Meals on Wheels of Central Texas](#) is looking for volunteers to deliver meals to homebound Central Texas seniors.
- The Greater Austin Asian Chamber of Commerce is looking for translation volunteers. If you know anyone that can assist with translating basic public announcements into Asian languages, please [complete this form](#) to be connected.

Donations of Water, Food, and Additional Supplies:

Numerous community organizations are calling for donations of water, food, and other supplies across Austin. Please consider contributing if you have the means to do so:

- [ATX Free Fridge](#): The [community fridge program](#) with [three locations](#) is [still accepting food donations](#) as well as other cold-weather supplies.
- [Casa Marianella](#): The nonprofit is [collecting](#) food donations (rice, eggs, milk, fruit, meat, bread, etc.) and bottled drinking water at its shelter on 821 Gunter Street.
- [Austin Pets Alive](#) is collecting [drinkable water](#) for people and pets, in addition to [monetary donations](#).

Monetary Donations

Numerous organizations across Austin are calling for monetary donations to support our neighbors during this critical time of need. If you have the means, you can make financial contributions to the following organizations:

- [Central Texas Food Bank](#) - the food bank is doing a mass distribution this weekend and is asking for donations to assist.
- As part of [Amplify Austin](#) (March 4-5) you can donate to the [ILHIGH Amplify: Disaster Relief Fund](#), which will support more than 130 nonprofit organizations whose causes focus on the following: Basic Needs, Disaster Relief & Emergency Response, Human Services, and/or Housing, Shelter & Homelessness.
- [Austin Area Urban League](#) - The local affiliate of the civil rights organization is accepting monetary donations to help provide emergency shelter, food, clothing, and other supplies for the unhoused population.
- [Austin Disaster Relief Network](#) - The nonprofit is accepting monetary donations to help buy gift cards, pay for emergency housing and transportation, and supplies for people impacted by weather-related incidents.
- [The Austin EMS Relief Fund](#) - The Austin EMS Association is collecting monetary donations for its fund to help feed first responder/medics during the storm.
- [Good Work Austin's Community Kitchen](#) - The small business advocacy group — including several restaurants such as LOca d'Oro, Reunion 19, Salt & Time, and Baby Greens, among others — is accepting monetary donations for its meal program feeding those in need.
- [Austin Mutual Aid](#) - The mutual aid group is collecting monetary donations to help book hotel rooms for the city's unhoused population through GoFundMe and Venmo (both @austinmutualaidhotels and @austinmutualaid)
- [Ending Community Homelessness Coalition](#) - The nonprofit collected several ways of helping other organizations during the winter storm, including places collecting coats and blankets, and Amazon wish lists for creating care/hygiene/snack kits.
- [Austin Latino Coalition](#) - providing resources & support to communities disproportionately impacted by COVID & low-income families trying to recover from the winter storm. [Donate here](#).

Repair Resources and Assistance

The City of Austin has launched a new [website](#) to support local residents and business owners whose properties were damaged in the recent winter storm. Visitors to austintexas.gov/txrepairs will find information about plumbers, electricians, and other contractors; code compliance and service requests; the City's emergency permitting process; homeowner's funding assistance; and federal and local assistance programs. City staff will update the [website](#) as new information and resources become available.

Here are several key City of Austin webpages for repair-related resources:

- [Austin Code Cold Weather Emergency Response](#)

Home Repair Assistance for Eligible Homeowners

The City of Austin is increasing its home repair program funding by \$1 million to assist Austinites impacted by the recent storm, made possible through a transfer from Austin Water. The Housing and Planning Department's [home repair program](#) can assist eligible homeowners who need repairs following the February cold weather event, also known as Winter Storm Uri.

Information related to home repairs for eligible homeowners will be posted and updated on [this website](#) the week of February 22. To learn more about the City's home repair programs and assistance to qualifying households, visit the home repair program webpage.

FEMA Individual Assistance

Households in [Travis county are eligible to apply for disaster assistance through FEMA](#).

- Uninsured: Apply online at <http://DisasterAssistance.gov> or call 1-800-621-3362 or 1-800-462-7585 TTY.
- Insured: File a claim with their insurance company and then apply to FEMA. FEMA cannot duplicate benefits if you received insurance from your provider first.

Assistance can include grants for temporary housing and home repairs, low-cost loans to cover uninsured property losses and other programs to help individuals and business owners recover from the effects of the disaster.

Households need to do the following:

- Take pictures and/or videos
- Make a list of damaged or lost items
- Contact your insurance company immediately and file a claim with them first
- Hang on to any receipts that you may have
- Do not enter the home if it is unsafe

Permitting and Emergency Repairs

For information on permitting, please visit [Emergency Repairs](#) or call 512-974-1500. This dedicated hotline line will be open during business hours beginning Monday, February 22, 2021. Residents can begin work repairing homes as soon as they are able, and should contact the Development Services Department within one business day to acquire a permit if needed.

Crowd-sourced Repair Resources

Here are several crowd-sourced lists of repair resources, shared by many of our wonderful community partners:

- [Downtown Austin Alliance](#) - Emergency Repair Contractors Resource List
- [Greater Austin Hispanic Chamber of Commerce](#) - Service Members
- [Greater Austin Asian Chamber of Commerce](#) - Members in Repair

Tree Pruning Near Power Lines

Even after the snow has melted, Austin Energy's Forestry team is still tackling issues requiring tree pruning near power lines. Make a request for tree pruning near a power line here:

<https://austinenenergy.com/ae/residential/residential-services/tree-pruning>

Insurance and Claims

If you have questions about insurance and filing a claim, the Texas Department of Insurance's help line is open until 5 PM today: 800-252-3439.

You can also find additional information on claims, price gouging, and resources here:

<https://www.tdi.texas.gov/consumer/storms/recoverytips.html>

Rumor Control and Scams

FEMA:

- FEMA announced that there is a false phone number being shared with a message about FEMA paying for hotels. This is a scam
- FEMA is not supporting individual households with generators. These generators are for critical infrastructures such as hospitals and water facilities.
- FEMA is not providing \$800 in food vouchers
- FEMA does not pay for insurance deductibles or duplicate benefits
- FEMA disaster assistance does not cover for high electric bills

Scams:

- Do not trust anyone who offers financial help and then asks for money or person information
 - FEMA and HHSC never charge for disaster assistance
 - Federal and local disaster workers do not solicit or accept money
 - Beware of visits, calls or email from people claiming to be from FEMA asking for your social security number, bank account, or other sensitive information. Giving out this type of information can lead to identity theft.

Trash, Recycling, and Compost

All curbside services will resume on Monday, February 22. Please set out carts, bulk and large brush by 6:30 a.m. on your scheduled collection day. Collections may take longer than usual, due to road conditions

and excess material to be collected. Leave any uncollected carts, and other material at the curb to allow our crews to catch up over the week and into next weekend.

Scheduled large brush and bulk item collections that were missed due to the severe weather will begin on Monday and continue throughout the week until crews catch up. Additionally, Austin Resource Recovery will be working with Austin Energy to collect any brush leftover from electrical repairs.

Extra composting and recycling is always collected at no charge. Any bagged household trash that was missed in the last collection will be collected at no additional charge.

Service delays have probably left you with extra material to be collected. Here are some tips to set out extra material:

- Recycling: once your blue cart is full, place additional recyclables in a cardboard box or other reusable container next to your cart.
- Composting: once your green cart is full, use lawn and leaf bags or a reusable container that is no larger than 34-gallons and no heavier than 50 pounds for any excess material, and place them beside the cart.
- Trash: once your brown cart is full, place any extra bagged household trash from your missed collection beside your cart.

Austin Public Health COVID-19 Testing and Vaccinations

Austin Public Health (APH) [resumed COVID-19 operations today, Feb. 21.](#), following more than a week of severe winter weather that resulted in suspended operations at testing and vaccination sites.

Rescheduling for vaccine appointments is underway for the estimated 3,300 patients who had appointments canceled starting on Feb. 13. If you had an appointment, please check your phone and email frequently for updates. Phone banks were also affected by power outages and will be back online to call those without internet access. There are plans for a queuing system, but at the moment to address the backlog, staff will manually schedule each person and provide them with a time, date and location.

Operations safely resumed on Sunday, Feb. 21, and will expand back to additional sites throughout the week. APH will also extend hours to serve as many people as possible with the vaccine APH has been allocated.

For additional COVID-19 information and updates, visit www.AustinTexas.gov/COVID19.

Austin Energy Updates

Electric bills concerns: Austin Energy sent out a [press release](#) earlier today (2/20) assuring customers that they should NOT expect to see massive electric bills as a result of the winter storm. Austin Energy's base rates are fixed, and any changes must be authorized by Austin City Council after the rate review process. Customers will only be charged for the power consumed and will be charged at existing rates as approved in the November 2020 rate tariff. Read the [press release](#) for further information.

For additional updates on Austin Energy services, go to the [Austin Energy website](#) or follow us on [Facebook](#) or [Twitter](#)

Capital Metro Service

All CapMetro routes are operating with their regular schedules beginning today, Monday, February 22.

Free fares will be extended through Sunday, February 28 in an effort to provide everyone access to the people, places and resources they need at this critical time.

For more information and the latest updates, visit:

Website: <https://www.capmetro.org/> | Twitter: @CapMetroATX (<https://twitter.com/CapMetroATX>)