

WINTER FREEZE (2/17/2021)



FREQUENTLY ASKED QUESTIONS

UPDATE

The city of Henderson is experiencing record breaking sub-freezing temperatures into the single digits. Community leaders are monitoring the situation and making plans for emergency responses.

POWER

SWEPCO is asking citizens to conserve energy over the next 48 hours by limiting the use of large appliances like dishwashers and clothes dryers, turning off lights and setting thermostats at 68 degrees. Citizens should expect controlled outages.

WATER

Public utility crews are closely managing and monitoring our water tanks and the city has no plans to cut off water supply to the citizens of Henderson. If your water is off or the toilet is not refilling, it is likely due to frozen pipes within your individual home. If you suspect a frozen pipe, turn off your water supply valve in case it burst to prevent further damage.

Brown water

Citizens may experience brown water due to pipe leaks and rolling outages that have caused the water plants to shut on and off. Water is still safe for use. No brown water complaints will be addressed at this time. Flushing out water lines via fire hydrants into the street will cause even more hazardous road conditions.

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SANITATION COLLECTION

Republic Services sanitation collection will not be available until the weather permits and road conditions are safe enough for large trucks to navigate the streets. An adjusted sanitation collection schedule will be determined according to factors such as weather, road conditions, and the availability of the local landfill and recycling center.

COMMUNITY

If you are able to, check on your neighbors to make sure they're okay. Older adults and young children are more at risk in extreme cold. Just a moment of your time can mean a lot to someone who may need help!

WARMING STATION

Rusk County is opening a "Warming Shelter" at the Youth Expo Center for residents who do not have heat in their homes. The facility will open at 6 p.m., Tuesday, February 16. Face coverings and social distancing will be mandatory. While water and restrooms will be available, residents should bring their own food or snacks, bedding (such as blankets, sleeping bags, pillows, etc.) and any other necessities such as medications or toiletries. The facility is not currently equipped to shelter pets or other animals. The shelter is located at 3303 FM 13, Henderson, TX 75654. Please use extreme caution while traveling.

