



Winter Storm Uri TX-07 Resources



Contact information

- Text FREEZE to 888777 to get the most up to date information from the [Harris County Office of Emergency Management](#).
- Follow my Twitter account: [@RepFletcher](#).
- If you are without shelter and in need of transportation, call the [Harris County Sheriff's Office](#) at 713-221-6000 and specify you are looking for transportation with the HOT Team.
- To learn more about community resources and warming centers in your area, call 1-877-541-7905 or 211, the state's free 24-hour helpline, or visit: tdem.texas.gov/warming-centers/
- If you use durable medical equipment, like oxygen machines, that go out because they lose power, please contact my office, and we will see if we can assist.
- To report price gouging or other disaster scams call 800-621-0508 or file a complaint online at txoag.force.com/CPDOnlineForm
- As individuals begin to assess damage and make repairs to area homes and businesses, contact 8-1-1 to have utility lines marked before you dig to keep everyone safe.
 - Keep any receipts for damages and take lots of pictures before repairs!
 - It is illegal for a company to sell fuel, food, medicine, lodging, building materials, construction tools, or other necessities at an excessive price during a state of emergency. Report price gouging here: harriscountycap.org/pricegouging
- Insurance: For questions about filing a claim or for insurance company contact information, you may contact the Texas Department of Insurance hotline at 1-800-252-3439, or [click here](#) for additional resources.



Helpful Tips

- Unplug any non-essential electronics and turn your thermostat down to 68 to help the grid and conserve energy.
- Wear layers, especially hats and socks, to keep warm.
- Stay inside and limit opening doors.
- Do NOT bring in any heating equipment meant for the outdoors like grills, heaters, or cars, as this can lead to carbon monoxide poisoning.
- Stay off the roads, and if you must drive, do so slowly and be cautious of icy roads.
- Limit water use as much as possible and fill bathtubs/buckets to use to prepare for possible water loss.
- Locate the water turn off in your home and turn off if you do not have water to prevent pipes bursting once the weather warms up. If you need assistance turning off your water, please call 3-1-1 and Houston Water will walk you through the steps.
 - If you are aware of a broken pipe or water main in your neighborhood, please call 3-1-1 so Houston Public Works can isolate the leak.

Health Care

- Teladoc Health, Inc. is providing free, 24/7 general medical telehealth visits to Oklahoma and Texas residents, first responders and others directly impacted by winter storms. Individuals who have been displaced or cannot access medical care as a result of the winter weather can seek treatment from a board-certified, state licensed physician for any non-emergency illness by calling Teladoc directly at 855-225-5032.

Vulnerable Populations

- Mayor Sylvester Turner, together with the Houston Public Works and the Houston Parks and Recreation Department, will begin the delivery of water to Senior Citizen Facilities, beginning at 12:00 on February 18.
- You can sign up for water delivery [here](#).

Boil water notice tips

- Only use bottled water or water that has been boiled for 1-2 minutes (after reaching a rolling boil). Individuals without power to boil water are advised to use bottled water.
- Do not use water from any appliance, such as ice and water from a refrigerator.
- Brush teeth with boiled or bottled water, do not use untreated tap water.
- See if this affects your address [here](#).
- The City expects to have stabilized pressures back into the operational range before the end of the day on Thursday, February 18. It could take another 24-48 hours past that point to receive the all-clear from the State of Texas and lift the Boil Water Notice.
- Additional tips/information can be found [here](#).



Bottled Water Distribution Sites

- Click [here](#) for a continually updated list.

Public Transport

- METRO resumed service Friday, February 19, 2021.

COVID Vaccinations/Testing

- The Houston Health Department has resumed COVID-19 vaccinations.

Warming Centers

- Full List of Warming Centers (samples below) or find your closest center [here](#).

Volunteer/Donation Opportunities

Where to Donate

To help the houseless:

- [Coalition for the Homeless](#)
- [Front Steps](#) (Austin nonprofit fighting homelessness)

Food banks:

- [Feed the People Dallas Amazon Wishlist](#) (their Venmo is @FeedthePeopleDallas)
- [Feeding Texas](#)
- [Kids Meals](#) (Houston)
- [Lucille's 1913 Community Kitchen](#) (Houston)
- [North Texas Food Bank](#)

General and Mutual Aid:

- [Salvation Army of Texas](#)
- [Austin Urban League](#) (securing shelter and safety for at-risk communities)
- Roundup of [mutual aid organizations you can Venmo](#)
- [American Red Cross](#) ("Northeast Texas Chapter of the American Red Cross (in desperate need of donations): Contact director Cristal Prince at (903) 556-5183 or email her at crystal.prince@redcross.org to donate; money mailed to 821 Spruce St., Texarkana, Texas, 75501 will be used locally")
- [Pandemic of Love](#) mutual aid can be Venmoed at @PandemicofLove



Animals:

- SARA Animal Sanctuary is in need of [donations](#) for hay

Red Cross: Red Cross-supported shelters have COVID-19 safety protocols in place – health screening process, providing masks, ensuring additional space between cots, and using enhanced cleaning and disinfecting practices. The Red Cross is providing water for people at the emergency shelters and warming centers we are managing and supporting. Follow on Twitter for updates at the accounts below:

- TX Gulf Coast: [@RedCrossTXGC](#)
- Greater North Texas: [@RedCrossNTX](#)
- Central TX Red Cross: [@RedCrossCSTR](#)

Volunteer opportunities can be found at volunteerhou.org/vrc