



A Message from Mayor Wax

September 24, 2017

Although these letters come through the City, please know that it is a multi-jurisdictional effort that includes Aransas County and the Town of Fulton. Today's letter marks #29 since we started this effort.

Our level of cooperation is unmatched. We are truly One Voice --working together to rebuild.

New News:

1. Power Outages. AEP's "Fulton" substation on 2165 caused power outages on Saturday and Sunday. We were told that it was a cracked insulator on a major feeder line and has been repaired.
2. We remain in a BURN BAN and Curfew – 11 pm – 6 am. These are safety measures as there are few working streetlights, not to mention stoplights, AND we want to prevent the risk of fires in our tinder house of a community.
3. Debris Removal. **Please, please, please be patient.** Crowder Gulf has completed its first pass through for tree and brush removal in the Copano Cove area and will do more passes for vegetation before undertaking building materials. TxDOT cleared downtown Rockport and Fulton's restaurant row today.
4. Texas Windstorm Insurance. There have been a lot of questions about how the process works and how long it takes. It's important to note that the inspectors/adjusters are contracted to work with TWIA, they are not employees. Typically, they do 5-6 inspections a day based on their assignments from TWIA. Their reports are sent within a week to TWIA's adjusters, who will then put a monetary figure on the damages to determine the settlement amount. For more specific answers to Frequently Asked Questions, visit <https://www.twia.org/frequently-asked-questions-for-policyholders/>
5. Disaster Recovery Center. We are in the process of putting together a multi-agency resource center in the old HEB parking lot. It will be a consolidation of state, federal and relief organizations under a huge tent. FEMA moved in today. SBA and TWIA will move sometime next week.
6. Recycling. **Regular recycling will resume the first week in October.** Please check your calendars for the appropriate pickup day for your household. You may use the green bins for normal trash bin service through the end of this month.

7. Signs!!!! Starting on Monday, September 25th, City Code Enforcement officials will be removing **ALL** pop-up contractor signs on right-of-ways.

Worth Reminding:

1. Electricity. AEP announced that the circuits are up at all the transformers. If you don't have power, it may be one of several issues: a) your main circuit breaker was turned off, b) there is a connectivity issue with the power lines or c) severe damage to the electrical systems in the structure. Call the AEP Outage line at 866-223-8508. If you have another concern, call AEP Customer Service at 877-373-4858.
2. Utilities. WE NEED YOUR HELP – if you notice a leak or seepage that we may not have been able to identify, please alert us to the problem. You may contact the City of Rockport's Water Department at 361-790-1160 during normal business hours. If there is an emergency, please call 361-729-1111 or 729-2222. City workers are on call 24/7.

We are aware that it is impossible to pay your July utility bills in person. Our Municipal Online Payments program is now up and working for those who were unable to make a payment prior to the storm. Do not be concerned about penalty fees, or water being shut off.

3. The list of Verified Contractors is on the City's web site is updated regularly.
4. Local Businesses. As businesses open, the Chamber will add them to a list and publish it on their web site. This is for ALL businesses, not just Chamber members.
5. Tarps for homeowners are available at no charge in the parking lots of the old HEB.
6. Aerial Views. Drones have been taking photos of the Hurricane Harvey aftermath. Residents who wish to view before and after views of the area, should visit Harvey2017.eagleview.com
7. Garbage. Continue to put your household refuse in your blue and green bins. **Do not block the bins with debris or vehicles as the automated trucks are unable to access many bins on their rounds.** Make separate piles for building debris, trees/limbs AND appliances. Place them close to the curb or on your property – not the street. The **Transfer Station** will operate 7 days a week from 7 am – 6 pm for an indefinite period. **Residents should enter via Prairie Street. Commercial contractors must take their debris to a landfill. Here is a link for landfills in Texas – <https://wastebits.com/region/Texas>**
8. Mail. IF your mailbox withstood the winds and is still standing, you should be receiving your mail. If your mailbox disappeared from your property, you may pick up your mail at the Ingleside Post Office, located on 2230 TX-361.
9. Goods Pickup. Ice, water and MRE (Meals Ready to Eat) and other necessities are being distributed daily from 8 am – 6 pm at old HEB parking lot. **This is also the central site for donation drop offs and pickups. Goods are now being managed and stored in an appropriate fashion.**

8. If you or anyone you know has provided FREE assistance to our area, such as volunteer clean-up, food, equipment or materials, in-kind donations, etc., please deliver or mail this information to the Rockport-Fulton Chamber of Commerce, 319 Broadway, Rockport, TX 78382. You may also fill out a form online that will go directly to a state run database <https://olympus.soc.texas.gov/services/volunteerhours/>

Additional information, as provided by the Texas Emergency Management Team, can be found at <http://www.drc-group.com/.../EDS-Guidelines-Donations...> and also at <https://www.dps.texas.gov/.../05...>

There are now centralized contacts for individuals wishing to donate goods and/or services.

aransasrelief@gmail.com for all physical donation inquiries

aransasvolunteers@gmail.com for groups of individuals wishing to volunteer

donate@onestarfoundation.org

There is also a centralized contact for residents needing assistance with cleanup. Call 844-965-1386. This is the primary source for work orders coming in from Operation Blessing, Samaritan's Purse, Team Rubicon and others.

10. Rebuilding. If you have suffered significant damage and are rebuilding, you will need to obtain a building permit in person at the Service Center. **Due to the high volume of inspection requests, the Building Department can no longer provide same-day inspections at this time. You may schedule an inspection for the next business day by calling the Building Inspection Department's 24-hour Inspection Request Line no later than 3:00 P.M. of the day prior of when you need the inspection.**

It's getting better every day!!