



OFFICE OF THE MAYOR
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As we continue to navigate through this historic winter weather event, I wanted to provide information to everyone. Please share this with your friends and neighbors so we can all be informed.

Rolling Outages - Many of you are wondering why some areas are experiencing rolling outages, some have no power at all, and some have not been impacted. What I have learned is there are two reasons 1) If a circuit has critical facilities on it, like hospitals, water/sewer production facilities, 911 facilities, those circuits are not affected; 2) The transmission/distribution providers (TDSPs) work to rotate outages so people only experience the outage for short durations on an individual circuit and then the outage goes to another circuit. Unfortunately due to the size of the mis-match of load vs. generation in some cases the TDSP's have used all of their allotment and cannot actually rotate the outage. The best thing we can do is follow their recommendations and reduce our energy consumption.

Highland Village Roadways - With the additional snow that fell last night and this morning Highland Village street crews are working to clear the City's major roadways. The City of Highland Village has Mitigation Plans and Emergency Response Plans for situations such as this weather event. The Public Works Department has two snow plows and their sanding plan that addresses the major thoroughfares within the City. The City does not have the resources to plow and sand all of the residential streets. The City's topography has many steep grade streets. It is recommended we all stay at home during this storm event if at all possible.

Warming Centers - If you lose power and need warmth or electricity to charge essential items, there are warming centers set up close to Highland Village. Trietsch United Methodist Church on Morriss Rd., Cross Road Bible Church on FM 407 in Double Oak, the YMCA in Flower Mound and Music City Mall in Lewisville (also pet friendly if dogs are on leash and cats are in carriers) are available.

Highland Village's Water System - You may have heard of other cities in the area who are having issues with their water system. Highland Village's water system is fully functional and operating as normal.

Garbage & Recycling Service- Community Waste Disposal has informed us they will not pick up garbage or recycling on Thursday, Feb. 18. They will resume service as the weather allows. The City will post CWD's plan to our website, social media channels, Nextdoor, and through email and a phone call to residents.

Notifications from the City - If you have not signed up for the City's notifications, now would be a good time to do that. Just click on "Stay Notified" at highlandvillage.org.

COVID Vaccination Clinic - Some of you may be on the Denton County COVID Vaccination list and are wondering about the date for the next vaccination clinic. Denton County will provide those updates on their website at DentonCounty.gov.

Resources - Here are some important resources:

- Call 911 in case of an emergency. Dial 211 for statewide resources/assistance or visit www.211texas.org
- If you have a water leak or other utility emergency, contact our Public Works Department at 972-317-2989 M-F between 7:30-4:30, and after hours contact the police non-emergency number at 972-317-6551
- •A listing of warming centers can be found at: <https://tdem.texas.gov/warm/>
- Community Waste Disposal Service Alerts can be found at: <https://communitywastedisposal.com/serive-alerts/>
- CoServ updates: www.coserv.com
- Oncor updates: <https://www.oncor.com/SitePages/OutagesAndWeather.aspx> 888-313-6862.
- Texas-New Mexico Power updates: <https://www.tnmp.com/power-outage-map>
- Electric Reliability Council of Texas: <http://www.ercot.com/>

We will get through this together. Stay safe and warm Highland Village!

Mayor Charlotte Wilcox