



NEWS RELEASE

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Township Update during Winter Storm

Updated 11 a.m., Friday, February 19, 2021

THE WOODLANDS, TEXAS (February 19, 2021) – Here is a Township update regarding the winter storm and its effect on residents of The Woodlands.

Township Facilities Update

- Township facilities remain closed today.
- **Recreational facilities** including Riva Row Boat House, Lakes Edge Boat House, and Texas TreeVentures are closed today.
- **Convenience voting** for The Woodlands Villages and Residential Design Review Committees is cancelled for the week. The entire February voting period is being moved back one week. **Election Day** is now scheduled for Saturday, February 27, 2021, from 8 a.m. to 6 p.m. Convenience voting is scheduled for Monday, February 22, through Friday, February 26, 2021, from 9 a.m. to 5 p.m. Voting takes place at The Woodlands Township's Town Hall at 2801 Technology Forest Blvd., The Woodlands, Texas 77381. Visit www.thewoodlandstowship-tx.gov/februaryelection for additional information.
- **The Woodlands Express and The Waterway Trolley** operations are suspended for Friday, February 19, 2021. Please follow Twitter for updates @TownshipTransit.
- **Curative COVID-19 testing** will resume on Sunday, February 21, 2021, at Town Hall and Sterling Ridge Park and Ride. [Please see the attached traffic flow map.](#) [Learn more about Curative testing in The Woodlands.](#)

Waste Collection

Waste Management started collection services on Thursday, February 18, 2021 for all residents that have Thursday service, and Friday residents will be serviced today (Friday). The normal schedule will resume next week, with anticipated higher volumes on the first three days of the week. The overall goal is to finish each day, but some homes may be carried over and serviced the next morning.

Additionally, The Woodlands Township has arranged the following solution to ensure that trash collection happens in a timely manner after several days of suspended pick-up service due to the ongoing winter storm. In partnership with Waste Management, the Township's plan will allow residents to set out extra trash next week at no extra service charge. Please note, yard waste pickup will be suspended next week to allow for the additional garbage loads expected.



From Monday, February 22, 2021 through Friday, February 26, 2021, each household may set out up to three bags of trash (up to 40 lbs. each) in addition to their trash cart. Trash carts must accompany extra bags of trash to facilitate loading into the waste collection truck.

Each household may set out up to two additional bags with extra trash “pink” tags affixed. These tags will be provided free of charge. Residents may pick up tags from The Woodlands Kroger stores from Friday, February 19, 2021 through Sunday, February 21, 2021. [Read the complete press release.](#)

Storm Debris Dumpster Service

The Township is providing storm debris dumpster service beginning tomorrow, Saturday, February 20, 2021, at the following locations:

Sterling Ridge Park and Ride: 8001 McBeth Way, The Woodlands, TX 77382; [Please see the attached traffic flow map](#)

Research Forest Park and Ride: 3900 Marsico Place, The Woodlands, TX 77384

Wentwoods Park Community Gardens: 8950 Creekside Green Drive, The Woodlands, TX 77375

Dumpsters are available Monday through Sunday from 8 a.m. to 6 p.m. The Township will have staff on duty at each location.

Montgomery County Precinct 3 Residential Recycling Center

Montgomery County Precinct 3 will open the [Residential Recycling Center](#) on Friday, February 19, 2021, at 12:30 p.m. and close at 4:30 p.m. The facility will open on Saturday and Sunday from 8:30 a.m. to 4:30 p.m. (closed for lunch 11:30 a.m. to 12:30 p.m.). The facility is open to Montgomery County residents. In addition to typical recyclable materials, the facility accepts residential home improvement, wood and miscellaneous landfill items. No commercial contractor materials are accepted.

Water Supply in The Woodlands Is Safe; No Boil Notice Is In Effect

The Woodlands Water Agency released the following statement today from James M. Stinson, P.E., General Manager of The Woodlands Water Agency: “The water supply in The Woodlands remains safe and the distribution system of the Municipal Utility Districts (MUDs) serving our community is strong. Contrary to social media rumors and confusion about notices from other area government entities, there is no boil notice in The Woodlands.

“We know customers are facing plumbing challenges at home. Our crews continue to respond 24/7. If you have a water emergency, please call 855-H2O-SAVE, option 4 and a staff member will respond. Thank you for your patience during this historic winter weather event.”



Issues of No Water to/in Home

(From Woodlands Water)

This is a firm indication that the pipes serving the home are frozen. The MUD piping and distribution system are intact. No widespread or neighborhood outages. If you can locate where the water service line enters your home, you may be able to determine a way to unfreeze or add more insulation. The home service line usually enters at the front of the house or near a laundry room.

Resources for Water Damage

Many residents are experiencing broken pipes, and plumbers are already busy. Below are some resources for help.

The Woodlands Area Chamber of Commerce

[Plumbing Companies](#)

[Member Directory](#)

Creekside Park Water Update

Municipal District Services, the MU386 water operator that serves the Village of Creekside Park, has alerted The Woodlands Township officials that they have no water issues and no need to boil water.

Creekside Park residents are served by Harris-Montgomery Counties Municipal Utility District No. 386

- <http://www.hcmud386.org/>
- 24-hour service: 281-290-6503
- Billing & Customer Care: 281-290-6507

Precinct 4 Commissioner (Harris County) R. Jack Cagle's office will resume distributing non-potable water to county residents from noon to 5 p.m. today and tomorrow, Friday, February 19 and Saturday, February 20, 2021. Supplies are limited to 10 gallons per person, and recipients must bring their own appropriate container (milk jugs, ice chests, etc.). Distribution site is located at Burroughs Park, 9738 Hufsmith Rd., Tomball, TX 77375.

Other distribution sites include:

- Levy Park: 3801 Eastside St., Houston 77098
- Humble Civic Center: 8233 Will Clayton Pkwy., Humble 77338
- Barbara Bush Library: 6817 Cypresswood Dr., Spring 77379
- Trini Mendenhall Community Center: 1414 Wirt Rd., Houston 77055



Interfaith of The Woodlands

Interfaith of The Woodlands continues food distribution by curbside in their parking lot, 4242 Interfaith Way. Food Distribution will take place on Friday, February 19, 2021 from 1 to 3 p.m. and then will resume distribution every Wednesday, 9 a.m. to 1 p.m.

Families needing Crisis assistance including rent/mortgage and utility assistance, gas and clothing vouchers and prescription assistance can email fs@woodlandsinterfaith.org or call 281-367-1230 during office hours of 9 a.m. to 4 p.m.

Interfaith is in need of non-perishable food and monetary donations. Food donations can be made beginning Monday, during regular office hours. Monetary donations can be made online at www.Woodlandsinterfaith.org.

Open Restaurants and Hotels

Visit The Woodlands has compiled a list of OPEN RESTAURANTS and available HOTELS in The Woodlands. Diners should expect reduced hours and limited menus, please check with restaurants by calling ahead for hours of operation to ensure they were able to stay open or to make reservations. The list is being updated regularly as more restaurants and services become available and can welcome guests safely. [View available hotels and restaurants.](#)

www.visitthewoodlands.com/hotels/availability-and-closures/

Entergy Calling for Residents to Conserve Power

Entergy Texas is requesting limited electricity usage due to present extreme cold weather immediately, including turning off electric water heaters and lowering heating thermostat settings. Insufficient reductions may require temporary interruptions of electric service. The company apologizes for this inconvenience and is working to restore the system to normal grid operations as soon as possible. More information is available at www.entergynewsroom.com.

Electricity

The Woodlands electrical needs are served by Entergy and CenterPoint.

Entergy Information

www.entergy.com

CenterPoint Energy Information

www.centerpointenergy.com

The Woodlands Township officials met with CenterPoint Energy officials on Tuesday, February 16, 2021, to further help facilitate getting power restored in Creekside Park and Sterling Ridge.



For the outage map, please visit:

<https://www.centerpointenergy.com/en-us/residential/services/electric-utility/outage-center%3Esa=ho>

If you are without power, please report your outage at:

<https://www.centerpointenergy.com/pages/contact-us.html>

For Updates on Current Power Outages:

[Centerpoint Outage Map](#)

[Energy Texas Outage Map](#)

[Mid-South Outage Map](#)

[Houston Coop Outage Map](#)

[Sam Houston Coop Outage Map](#)

[Texas Outage Map](#)

Warming Centers

The Church Project on Budde Road has set up a Warming Center and is located at [602 Pruitt Road](#). It is open 24/7 until no longer needed. Cots and blankets are available for those who need to rest or stay overnight provided by American Red Cross through Montgomery County Office of Emergency Management. Water and snacks provided by Montgomery County Food Bank. There are wellness checks, COVID screenings and PPE equipment available if needed.

The Recreation Center at Rob Fleming Park has closed as a warming center. The Township had opened the center on Wednesday anticipating a larger need, but closed it due to lack of usage.

Roadways

All Montgomery County road closures can be found via [MCTX LIVE](#). Monitor roadways through [Houston Transtar](#) and Montgomery County [Northstar](#). For statewide traveling, check out www.drivetexas.org. Also plan to limit outdoor exposure as wind chills are expected to be unusually cold. Roads and bridges may ice over.

U.S. Mail

Mail delivery has been delayed due to the winter storm, including power outages that shut down mail sorting machines in regional post centers, and hazardous road conditions for both long-haul and local delivery trucks. The Post Office expects a large influx of mail today and tomorrow. Customers can expect large amounts to be delivered today and tomorrow.

Report Price Gouging

The Harris County Attorney is protecting residents from companies and individuals that attempt to charge inflated prices for goods and services during this emergency. [Learn more about how you can help fight price gouging.](#)



COVID-19 Vaccine Update for Montgomery County

Status Update from the Office of Homeland Security and Emergency Management

The Montgomery County Office of Homeland Security and Emergency Management would like to provide the public with updates to COVID-19 Vaccine events in Montgomery County. [Read the complete press release.](#)

The Woodlands Mall

The Woodlands Mall is open. Retailer and restaurant hours may vary from center hours. Guests are encouraged to call stores directly for more information. For further information, please check the [website](#).

Additional Resources

Please check The Woodlands Township homepage at www.thewoodlandstownship-tx.gov for updates to the calendar and news flashes, or follow the Township on Facebook and Twitter.

- [View Additional Messages from Partner Agencies, including safety tips and advice.](#)

United Way of Greater Houston

Need help? Dial 211. A free helpline operated by United Way of Greater Houston 24 hours a day, 7 days a week in many languages. [Click here](#) for more information.

For current weather conditions and advisories, follow your favorite weather station or app, or visit www.weather.gov.

Please sign up for Township communications at www.thewoodlandstownship-tx.gov/notifyme or www.thewoodlandstownship-tx.gov/stayinformed.