



City of Kerrville
701 Main Street
Kerrville, Texas 78028
830.258.1116 (O)
830.792.3850 (F)

FOR IMMEDIATE RELEASE

[City of Kerrville issues latest winter storm updates](#)

Kerrville (Feb. 19, 2021) – Following is a City of Kerrville summary of the latest winter storm developments:

WATER – The City of Kerrville has restored water to most areas of Kerrville, but we are still experiencing outages in the Keystone and Summit subdivisions. We hope to have water to both of those areas by noon today. If you are not in those areas and still have no water, please call 1-800-298-5910 to report the outage.

The boil water notice will remain in effect until proper water pressure is established system-wide, which probably won't be until Monday at the earliest. The City of Kerrville will issue notification of the end of the boil water notice as soon as possible. In the meantime, please continue to boil drinking water for two minutes.

Please help your Kerrville neighbors see restoration of their drinking water service by again practicing extreme water conservation for essential water uses throughout the remainder of the day. This will help the system catch up, re-pressurize system-wide, and shorten the need for the boil water notice.

STREETS – The Kerrville Police Department is reporting a moderate amount of glaze on the local roadways. Streets in town are improving and will continue to do so throughout the day as

temperatures rise and the ice finally melts away. However, there are still many patches of black ice on roadways that have formed overnight. These are very difficult to see and can take you by surprise, so drive with extreme caution if you must get out.

KPUB – The Kerrville Public Utility Board is reporting sustained power throughout the city.

SHELTERS – With the exception of the Salvation Army, local shelters will be closing today as temperatures rise. Citizens needing shelter should go to the Salvation Army at 855 Hays Street.

GARBAGE SERVICE – Garbage service will resume today for Thursday's route and will return to normal next week. Republic Services will allow extra garbage to be put in recycling carts for pickup. Please ensure that carts are placed at least three feet apart.

WATER CUTOFFS - The city has received questions regarding if they need to do anything special when their water is restored. In general, the answer is no. However, it is helpful for water customers to check around their residence and outside for any leaks after water service is restored. The service will be restored gradually, so there will not be any surge of water pressure that causes damage. However, cracks due to freezing pipes may become evident when water is restored.

If you do have a water leak, customers can turn the water off using the customer hand valve on the customer's side of the meter. The hand valve will be located near the water meter. If you do NOT have a hand valve, please call the city to have the water turned off. Cutting off water on the city side of the meter requires a special tool to keep from damaging the equipment.