



CITY OF CASTLE HILLS

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February 18, 2021

It has been long week as we have weathered the storm. I am incredibly grateful to our local businesses, the Castle Hills Team, and the American Red Cross for their generous support. As you receive this letter; many of us are without water and/or electricity. While the City of Castle Hills has been affected by the extreme weather and the utility failures, this is seen all over the State of Texas.

The City of Castle Hills has been in contact with CPS Energy and San Antonio Water Systems (SAWS) during this emergency situation, in an effort to get up to date information as it relates to our local utilities. Unfortunately, there is little information available at this time as to when CPS Energy and SAWS will have utilities fully operational without disruption. CPS Energy and SAWS have full ownership and oversight of these utilities including in Castle Hills. Please know that Castle Hills City Hall has been open 24 hours a day as a Warming Center since Monday February 15th and will continue to be until all services are completely restored. We have cots, blankets, electricity, and defrosted snow to operate the toilets. We welcome you to come warm up, charge your devices, or seek shelter.

While many questions remain as to how we got to the point of total utility failures, right now my priority is providing much needed resources to our most vulnerable population and working to obtain bottle water for our residents. Once this is over, I will be demanding an independent investigation to determine what happened and how we can better protect our community.

Lastly, this winter storm has exposed many shortcomings. I will be working to identify, stock, and prepare an emergency shelter for our community; so that we can be better prepared in the future. If there is anything that the City of Castle Hills can do to help you and your families during this unprecedented event, please do not hesitate to reach out to us.

Respectfully,

JR Treviño

Mayor