

Storm Assistance and FAQs

Power Outages and Repairs

Report GP&L Power Outages:

- **Call** 972-205-3000 or 833-403-2106
- **Text** the outage:
 - If your **cell phone number** is already **associated with your GP&L account**, simply **text OUT to 972-205-4000**
 - If your **cell phone number is NOT associated with your GP&L account**, **OR** if you have **multiple accounts**, **text** only the **account number (including the dash)** for the location that is experiencing the outage **to 972-205-4000**
 - For more information about reporting a GP&L outage via text, visit gpltexas.org/outage-center/outage-text-reporting.

Report Oncor Power Outages:

- **Call** 888-313-4747
- **Text OUT to 66267** from the cell number associated with your account
- Use the **MyOncor app**

If you have a medical need for electricity and are experiencing an emergency, please call 911.

Trouble reporting outages to GP&L?

- GP&L power outages and downed power lines can be reported from 8 a.m. to 5 p.m. Monday-Friday using the eAssist app or online link (iframe.publicstuff.com/#?client_id=417) as well.

Report Downed Power Lines:

- GP&L by calling 972-205-3000 or 833-403-2106
- Oncor can be contacted at 888-313-4747

My neighbor has power, but I'm still in the dark. Why?

Here is a quick overview of how GP&L and other utilities prioritize power restoration efforts during an outage:

- Crews are assigned to make repairs to equipment that will bring electricity back on for the largest groups of customers. Power lines that serve hundreds of customers are repaired first. Then, crews can work on the power lines that are inside neighborhoods.
- Next, smaller groups of customers are brought online. An example is a cluster of homes served by the same transformer.
- Finally, service lines to individual homes are repaired.

See **video** with a detailed explanation: <https://www.youtube.com/watch?v=wRlnIGbURTQ>

Can I get an estimated time when my power will be restored?

Due to the severity of the damage to power infrastructure and the magnitude of customer outages, we are unable to provide a restoration time estimate for individual customers.

- View **GP&L's latest outage map**, visit <https://www.gpltexas.org/outage-center/gp-l-power-outage-map>
- View **Oncor's latest outage map**, visit <https://stormcenter.oncor.com/external/default.html/?c=control-a09f84af-bac6-465f-af1e-1b3fded43574&o=option-9ea8acc1-8aa2-48dc-a3fb-aaa4f88727ca>

My meter base is damaged. Am I responsible for getting it fixed?

Some power outages involve damage to individual electric service. If you see or are told by a GP&L or Oncor lineman or door hanger that your meter base is damaged, you will need to contact an electrician to make repairs before GP&L or Oncor can reconnect your service.

Who do I call if an electrician has already fixed my meter base?

Once repairs are complete, you or your electrician must contact Building Inspection at **972-205-2300** to schedule an inspection. Building Inspection will notify GP&L or Oncor when work is complete (green tagged) and electric service can be reconnected.

Is there anything I should be aware of when using a generator?

If you are using a generator to keep your lights and appliances on during the power outage, make sure you are using it safely. Generators emit carbon monoxide, so run it outside of your home or garage, away from open doors and windows. Ensure you connect the generator properly and are not "backfeeding" the power grid because you could hurt restoration crews who are working on the lines. Be sure to follow the manufacturer instructions.

Check out more generator safety tips: <https://www.gpltexas.org/.../electri.../generator-safety-122>.

What do I do if I need a permit or inspection to perform repairs?

The Building Inspections Department is located on the 1st floor of the Ronald E. Jones Municipal Building, 800 Main Street, Garland, Texas.

Permit and contractor license fees will be waived for in person permits at the building department counter. Fees will continue for those entered through the portal. If a permit has already been obtained, you can request a refund in writing by emailing permits@garlandtx.gov

Normal building inspections and permitting services will resume on Monday, June 3, 2024. Permit applications can be submitted from 8 a.m. to 4 p.m., Monday-Friday.

Debris Information

What if debris is blocking me from leaving my home?

Reports can be made to the City's Office of Emergency Management at oem@garlandtx.gov or 972-781-7272. We'll send crews to help create an area for entry/exit.

If you are experiencing an emergency and are blocked in, please call 911.

What do I do with storm-related brush or debris?

Sanitation crews are working extended hours and weekends to remove storm-related debris. Residents are being asked to assist our Sanitation Department by cutting all large tree limbs and branches into sections of 4 to 7 feet. Place them on the curb as you normally do for regular brush and bulky goods collections. The Sanitation Department will collect the debris from the curb. Please make sure our crews have clear access to the debris. Place debris at least 4 feet away from any objects, including vehicles.

Residents can also take their brush to the **City's landfill**,

- **Location:** C.M. Hinton Jr. Regional Landfill, 3175 Elm Grove Road
- **Hours:** Monday-Friday, 7 a.m. to 5 p.m.

Citizens can also bring trash and vegetative debris to the Transfer Station. We are located at 1434 Commerce St. and are open Monday-Friday from 8 a.m. – 5 p.m.

To ensure efficient collections, please keep brush piles completely separated from regular bulky trash. Separate piles allow our trucks to quickly commute to the Wood Recycling Center, where clean brush is recycled. Mixing brush with trash means it must go to the Landfill, slowing down our trucks and increasing processing time. Your cooperation in maintaining this separation is greatly appreciated and helps speed up the recovery process.

I need help cleaning up or repairing my private property, how can I get help?

Garland has partnered with nonprofit service organizations to assist in recovery efforts.

Citizens may obtain direct help by:

- Requesting assistance from **Serving God by Serving Others (SGSO.org)** either **in person** at **Saturn Road Church of Christ**, 3030 Saturn Road (large tent in North parking lot), or **via text** at **972-997-1836** (please provide your information)
- Calling **Crisis Cleanup** at **469-214-3315**

If you need assistance with other unmet needs, you can contact the Office of Emergency Management by emailing to oem@garlandtx.gov or calling 972-781-7272. This email and phone line are not emergency service lines, they are monitored from 7 a.m. – 8 p.m., if you have an emergency, call 911.

Cooling and Charging Options

Where can I stay cool or charge my devices while I'm waiting for power to be restored?

City libraries and recreation centers are available as a resource. They are open to the public, offering air conditioning, computers for use and areas to charge electronic devices. See hours and locations below:

Libraries

Monday, June 3

- South Garland Library, 4845 Broadway Blvd., 10 a.m. – 6 p.m.
- Central Library Express, 713 Austin St. (limited seating and charging), 9 a.m. – 8 p.m.

Recreation Centers

Monday, June 3

- Audubon Recreation Center, 342 Oates Road, 9 a.m. – 9 p.m.
- Bradfield Recreation Center, 1146 Castle Drive, 9 a.m. – 9 p.m.
- Fields Recreation Center, 1701 Dairy Road, 9 a.m. – 9 p.m.
- Granger Recreation Center, 1310 W. Avenue F, 9 a.m. – 9 p.m.
- Hollabaugh Recreation Center, 3925 W. Walnut St., 9 a.m. – 9 p.m.
- Carver Senior Center, 222 Carver St., 8 a.m. – 3 p.m.

Property Damage Reporting

Where do I report property damage to my home or business?

Residents with property damage to their homes or businesses are being asked to complete the Individual State of Texas Assessment Tool (iSTAT) damage survey. In addition to helping city, county and state officials determine eligibility for various forms of disaster assistance, the information provided in these self-reported damage assessment surveys also aid officials in connecting impacted Texans with available resources to assist with the disaster recovery process.

iSTAT surveys can be filled out in English and Spanish by visiting damage.tdem.texas.gov and clicking "Spring Severe Weather and Flooding Event (April 26 - Ongoing Severe Weather Event)." For assistance with determining how to classify the level of damage, visit [this guideline to damage assessment](#).

Where do I report damage outside of private property?

Reports of damage outside of private property (streets, traffic signals, signage, etc.) can be made to the City's Office of Emergency Management at oem@garlandtx.gov or 972-781-7272.

For downed power lines, please continue to contact:

- GP&L at 972-205-3000 or 833-403-2106
- Oncor at 888-313-4747

Storm Damage Assistance

Are there resources available in Garland for storm victims?

Garland has partnered with nonprofit service organizations to assist in recovery efforts.

Citizens may obtain direct help by:

- Requesting assistance from **Serving God by Serving Others (SGSO.org)** either **in person at Saturn Road Church of Christ**, 3030 Saturn Road (large tent in North parking lot), or **via text at 972-997-1836** (please provide your information)
- Calling **Crisis Cleanup at 469-214-3315**

Additional community resources may also be available for residents impacted by the storm.

Visit garlandisd.net/programs-services/wellness-and-support-resources for a list of area-wide support organizations.

Emergency Storm Home Repair Assistance

The Emergency Storm Home Repair Assistance Program, offered through the Community Development Department, helps residents with qualifying hardships perform emergency repairs needed as a result of the recent storm. These could include repairing electrical boxes due to falling trees, repairing roofs for persons without homeowners' insurance, and other storm related repairs to the home.

Application Steps:

1. Visit: <https://garlandtx.gov/421/Garland-Home-Repair-Program>
2. Complete the application provided on the site
3. Based on the **hardship** criteria, clients will need to be income qualified homeowners. To apply, clients must:
 - Own the property in which assistance is needed
 - Provide income documents (paycheck stub or social security letter)
 - Provide one (1) bank statement
 - Provide identification documents
 - Provide social security card
4. The application and required documentation may be emailed to bdabbs@garlandtx.gov, brought to the Community Development Department located at 800 Main Street, or in cases where the client is unable to get out because of a disability, they may call 972-205-2130 and a member of the team will make arrangements for pickup.

Once the application and documentation are received, all efforts will be made to get the emergency repair done as quickly as possible.

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I want to help or volunteer what can I do?

Volunteer

To volunteer and help your Garland neighbors clean up debris or storm damage from their property, please contact Serving God by Serving Others (SGSO.org) in person at Saturn Road Church of Christ, 3030 Saturn Road (large tent in North parking lot), or by text at 972-997-1836. Volunteers should bring gloves, wheelbarrows, rakes, etc. if available.

Foster an Animal

We are in desperate need of loving fosters to help provide temporary homes for an influx of animals at the Garland Animal Shelter and Adoption Center. **All needs for the animals are covered by the shelter, including crates, vaccines, food, and more!**

1. Check out our website to see all our adoptable pets and find your foster or perfect match!
<https://garlandanimalservices.org/187/Adoptable-Animals>
2. Email us at animalservices@garlandtx.gov with the ID number for the animal you are inquiring about.

-OR-

We also have multiple out-of-state transports scheduled. If you are interested in temporary fostering, please email us and we can provide animals that would best fit your household.