



City Administrator's Update

HIGHLAND HAVEN

January 30, 2026



Check Your Pipes - Water Usage Up After Last Week's Freeze

Check for Leaks and Stay Winter-Ready

Dear Highland Haven Residents,

I hope this message finds you staying warm and safe after last week's ice and winter weather event. Overall, our city's water system performed well through the challenges—thank you to everyone who took steps to protect pipes and stay prepared.

That said, we've noticed higher-than-normal water usage across the system in the past few days. This pattern often follows cold snaps when undetected leaks occur in homes due to frozen or burst pipes. I encourage everyone to please check your own home, and if possible, look in on neighbors, friends, or family nearby. Look for signs like unusually wet areas, hissing sounds, or running water even when nothing is in use.

If you discover a leak (or suspect one), report it right away by calling or texting me directly at **830-613-5372**. We'll come out promptly to shut off the water and help stop the loss—every report helps protect our shared resources and prevents bigger issues.

Looking ahead, temperatures are expected to dip into the 20s tonight and again Saturday night (with **no** precipitation forecast). This continued cold could pose risks to any unprotected pipes, so let's keep precautions in place. Refer to the winter weather preparedness tips on the back/second page of this newsletter for guidance on wrapping exposed pipes, dripping faucets, and other simple steps to safeguard your home.

For urgent city matters when City Hall is closed, feel free to reach me at 830-613-5372. For water emergencies, call 830-265-4366 and select the water emergency option. For police, fire, or EMS emergencies, always dial 911.

As always, our community shines when we look out for one another—thank you for your vigilance and neighborly spirit.

As always, stay informed, stay involved, and stay warm this weekend!

City Administrator
Highland Haven, TX
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Next BOA Meeting

The Board of Aldermen will have their next regular meeting at 7 p.m. on Tuesday February 3, in the community center.

A copy of the agendas will be available online, as well as the packets.

Next P&Z Meeting

The next regular Planning and Zoning Commission meeting will take place at 6 p.m. on Thursday February 12, at the Community Center.

A copy of the agenda will be available online, as well as the packet.

Winter Weather Preparedness

With a **colder temperatures** forecast tonight and tomorrow night, now's the perfect time to prepare your home, family, and neighbors for the cold snap. Forecasts show overnight lows below freezing, so taking simple steps now can help prevent issues like frozen or burst pipes, which are common in our area during these events.

Remember the "4 P's" for cold weather safety:

- **People:** Check on vulnerable family members, friends, and neighbors—especially older adults or those with limited mobility—to ensure they're staying warm and have what they need.
- **Pets:** Bring your pets indoors where it's safe and cozy. If they must go out briefly, wipe their paws afterward to remove any ice-melting chemicals.
- **Pipes:** Protect your plumbing to avoid costly damage—wrap and insulate exposed pipes (especially in unheated areas like garages, attics, or crawl spaces), disconnect and drain outdoor hoses, cover outdoor faucets, and drain your sprinkler system.
- **Plants:** Bring potted plants inside if possible, or cover them to shield from the cold.

Key Tips to Prepare Your Home and Pipes Ahead of Time (ideally days before the freeze hits):

- Wrap outdoor and indoor pipes in unheated spaces with insulation, towels, or foam covers.
- Turn off water to appliances like clothes washers or water softeners in unheated garages.
- If leaving home, shut off the main water valve and keep the heat on.

During the Freeze:

- Open cabinet doors under sinks to let warm air reach pipes.
- Let faucets drip (both hot and cold) or run a slow trickle to keep water moving—especially overnight.
- If pipes freeze, turn off the main water shutoff valve immediately to prevent leaks when they thaw. Avoid using open flames to thaw pipes.

These precautions, drawn from reliable sources like the Texas Department of Insurance, Ready.gov, and the American Red Cross, have helped many Central Texas homes weather past freezes safely.

For more detailed guidance:

- Texas Winter Weather Preparedness: <https://www.tdi.texas.gov/tips/winter-safety.html>
- Ready.gov Winter Weather: <https://www.ready.gov/winter-weather>
- Red Cross Winter Storm Tips: <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/winter-storm.html>

Stay in the Loop & Reach Out!

We appreciate you taking the time to stay informed about what's happening in Highland Haven. If you have any questions, concerns, or just want to chat about city matters, we're always happy to hear from you! Feel free to reach out, and we'll do our best to provide answers and keep you in the know.

📞 Phone: (830) 265-4366

✉ Email: cityadministrator@highlandhaventx.com

🏢 City Hall Address: 510-A Highland Dr., Highland Haven, TX 78654

Stay engaged, stay involved, and thank you for being a part of what makes Highland Haven a great place to live!