

PORT NECHES — From TPC - Deadline for Evacuation Claims. The TPC Group Community Assistance Helpline operates 7 a.m. to 8 p.m. seven days a week. To make an appointment to settle an evacuation claim, residents can call the Community Assistance Helpline at 866.601.5880. Evacuation claim settlements are by appointment only at the Armory Claims Center, located at 511 Grigsby Ave. in Port Neches, Texas.

Given the high number of evacuation claims already settled, low call volume and recent decline in residents setting appointments for an evacuation-only claim, our intent is to complete the "evacuation-only" claim process by Monday, January 19. Please call and make your "evacuation-only" claim appointment as soon as possible. TPC Group will redeploy resources to accelerate the property claims process as evacuation-only appointments continue to decline. Impacted residents filing a property claim can still settle their evacuation claim simultaneously even after January 19, and therefore do not need to set up an "evacuation-only" claim appointment.

The Unified Command Joint Information Center is managing inquiries via the official response website at www.portnechesresponse.com, as well as through established social media channels on Facebook at www.facebook.com/PortNechesUC and Twitter (@PortNechesUC).