



For Immediate Release

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**Hurricane Beryl ALERT: High Call Volume at 9-1-1 Call Centers
If You Call 9-1-1 for An Emergency, DO NOT Hang UP**

Houston 9-1-1, Harris County Sheriff's Office, Fort Bend County Sheriff's office and other 9-1-1 centers are experiencing EXTREMELY high call volume during this storm. The 9-1-1 call takers are processing calls as quickly as possible in the order they are received. 9-1-1 systems are WORKING.

If you need immediate emergency assistance, contact 9-1-1, and DON'T hang up and BE patient. Your call is in the system—if you hang up, and try to call 9-1-1 back, your multiple calls are causing **BACKUPS** and **DELAYS** to the 9-1-1 system.

Residents are reminded during and following a storm, to only contact 9-1-1 for REAL life-threatening emergencies—**such as rescues, police, fire OR medical assistance**. Non-emergency calls **WILL** delay residents with REAL life-threatening emergencies from getting the response they need. Do not call 9-1-1 to check on the status of the power outages, weather, flooded roads, road closures, or other non-emergency inquiries.

For power related issues, check [CenterPointEnergy.com/StormCenter](https://www.centerpointenergy.com/stormcenter)

If you have an emergency:

- 1) Call 9-1-1, stay on the line and DON'T HANG UP until your call is answered
- 2) Answer all questions and follow all instructions
- 3) CALL IF YOU CAN, TEXT IF YOU CAN'T – ONLY TEXT 9-1-1 IF YOU CANNOT MAKE A VOICE CALL.

It is best to stay informed by media and local authorities for weather, flooding and traffic updates.

To report fallen trees or to report broken traffic lights **CALL 3-1-1** or your non-emergency number for your city.

Harris County Flood Warning System [harriscountyfws.org](https://www.harriscountyfws.org)

Houston TranStar [houstontranstar.org](https://www.houstontranstar.org)

National Weather Service Houston/Galveston Forecast Office [weather.gov/hgx](https://www.weather.gov/hgx).

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