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## **For Immediate Release**

Contact: Sonya Lopez-Clauson  
Public Information Officer  
(713) 832-237-9911  
(281) 281-949-5509 direct

### **Greater Harris County 9-1-1 Emergency Network Offers Reminder Before, During and Following Storms: 9-1-1 is ONLY for Emergencies**

Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) reminds residents during and following a storm to ONLY contact 9-1-1 for in-progress emergencies for police, fire or medical assistance.

It's important not to overload the emergency call centers with non-emergency calls, especially during a storm. Non-emergency calls can delay citizens with REAL life-threatening emergencies getting the response they need. Do not contact 9-1-1 to check on the status of the weather, flooded roads, power outages or other nonemergency inquiries.

During critical events it is always important not to overload the phone systems—wireless and wireline. Heavy call congestion on wireless, wireline phone networks and 9-1-1 centers could cause delay and/or prevent calls from being delivered.

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

If you have an emergency:

- Call 9-1-1, stay on the line and DON'T HANG UP until your call is answered. Your call is in the system—if you hang up, and try to call back, your call is now in the back of the line.
- Answer all questions and follow instructions
- CALL IF YOU CAN, TEXT IF YOU CAN'T – ONLY TEXT 9-1-1 IF YOU CANNOT MAKE A VOICE CALL. Voice calls are the fastest and best way to reach 9-1-1.

GHC 9-1-1 is responsible for providing the 9-1-1 telecommunications services for 49 cities and the unincorporated areas of two counties: Harris and Fort Bend: [www.911.org](http://www.911.org),

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