



# Greater Harris County 9-1-1 Emergency Network

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## ***For Immediate Release***

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## **Winter Weather Reminders – Save 9-1-1 for Emergencies**

Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) reminds residents during the winter weather—only contact 9-1-1 for emergency assistance: police, fire or medical emergency services. It is important not to overload the emergency call centers with non-emergency calls. Non-emergency calls can delay residents with REAL life-threatening emergencies getting the response they need.

**Be prepared and make a plan.** Monitor news reports on television, radio, or social media for information about weather, road closures, power outages and accidents due to ice—DO NOT call 9-1-1 to inquire. Write down phone numbers and website links for your local power provider or follow them on social media to get information and updates.

### **Instead of 9-1-1:**

- Follow your local city or county social media pages for current updates.
- Contact your power provider or follow their social media pages and websites for update info
- For water problems, contact your city public works or a plumber depending on your circumstance.
- For road closures and other helpful info: <https://fbcoem.org/> or <https://www.houstontranstar.org/>

### **Be prepared for power outages at your home, and make a plan for communications.**

- If you have power dependent phone service, be sure that you have a plan for communications.
- If you have VoIP/internet phone service, be aware that your phone service may not be available if you lose power.
- Keep your cellular phones fully charged as well as any extra portable chargers in case you need to use them for emergency assistance.
- Remember your battery power will decrease the more your cellular phone is used for communications, social media and internet usage.

### **If you have an emergency:**

- Call 9-1-1, 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.

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