



Greater Harris County 9-1-1 Emergency Network

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For Immediate Release

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SAVE 9-1-1 FOR TRUE EMERGENCIES: POLICE, FIRE OR MEDICAL HELP

Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) reminds residents to contact 9-1-1 ONLY for TRUE Life-threatening emergency assistance for: police, fire or emergency medical services. With the cold weather continuing it is important to remember 9-1-1 should NOT be contacted for problems related to power outages, frozen or broken water pipes or other issues that do not require police, fire or medical help. These calls can REAL life-threatening emergencies from getting the response they need.

9-1-1 call centers received an EXTREME increase in calls this week, but many of the calls were residents reporting power or water problems. 9-1-1 Call takers do not know when power will be restored. Monitor news reports on TV, radio, or social media for information about water, power outages, road closures and accidents due to ice—DO NOT call 9-1-1 to inquire.

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 closure info: <https://fbcoem.org/> or <https://www.houstontranstar.org/>

Always make a plan for communications in case you need emergency assistance.

- 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.
- 9-1-1 calls are also dependent on phone service.
- Phone carriers may be impacted by the same power issues across the state. Much like power outages that are occurring with residents, phone service is also affected.

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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