

# Norfolk Insider

City of Norfolk, NE

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## “Only Call 9-1-1 if There’s an Emergency”



During the recent widespread power outage in the Norfolk area, people were dialing 9-1-1 to report the power outage rather than calling their power provider. City of Norfolk dispatchers report there were so many calls to the 9-1-1 emergency calling system that legitimate calls for emergencies couldn't go through.

“The 9-1-1 system is set up to receive calls from people having medical emergencies, immediate threats to themselves, their family or their property or reporting of criminal activity,” said Captain Don Miller with the Norfolk

Police Division, “People should not call 9-1-1 when there is a power outage unless they have an emergency due to the outage. If you are a Nebraska Public Power District customer and have a power outage call their 24 hour toll free phone number at 877-275-6773. If not an NPPD customer, then you need to call your local utility provider. Calling 9-1-1 for non-emergency calls ties up the phone lines for those who need immediate fire, police or emergency medical services.”

Miller reminds people that if they are calling about a fire, a crime, car crash or medical emergency, that they be prepared to tell the address of the emergency, the phone number they are calling from, and details about the emergency.

“Please do not call 9-1-1 to report the electricity is out or if you have questions that could be answered by non-emergency personnel. The non-emergency City of Norfolk Police number is 402-644-8700. If you or your child accidentally calls 9-1-1 it is best to stay on the line and tell them of the mistake. Don't just hang up the phone or the dispatchers may think it's still an emergency. We ask that you use the 9-1-1 system wisely and judiciously so that we can get help to those who really need it as quickly as possible,” Miller said.