

Interrupted 9-1-1 Service

Call before you dig to prevent a phone cable being accidentally cut. If a phone line is cut, it can isolate a telephone exchange from 911 service. When this occurs, alternate means for emergency services are implemented. In the instance where phone service outside an exchange is not available, but there is still service within an exchange, an alternate number will be provided for callers within that exchange to use in an emergency. The number may be to the Fire Station, Ambulance Shed or City Hall. If the interruption is going to be for some time, then we will utilize the National Weather Service to broadcast the appropriate information on the emergency weather radio system and on KNEI radio in Waukon, KDEC radio in Decorah and KOEL radio in Oelwein. So, tune into any of these stations for broadcast of alternate phone numbers as well as notification of when service is restored. If there is no dial tone, there is no way to provide an alternate phone number to 911, but you still should be able to use a cell phone for 911.