How-To Request or Respond to an Emergency Assistance Request AFTER HOURS or with NO Internet
CALL

888-ILWARN1

Listen for the prompts and don’t hang up.
THEN...

A steering committee member or volunteer will personally answer the phone and take your information.

If it is during the workday....the volunteer will post your request via the internet.

If it is after business hours or the internet is down....The volunteer will issue a Reverse 911 call to all utilities via phone and pager that have signed the MAA Agreement.

That is why it is important for you to sign the MAA when you least need the assistance.
CALL

To Respond After Hours

Contact the requesting utility via cell phone or as requested.

Post your response online if the internet is available to you.

If the Internet is not available ... Call 888-ILWARN1 and advise the volunteer answering that you are able to assist the requestor.