

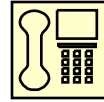


ILWARN

Illinois Water / Wastewater Agency
Response Network

**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.

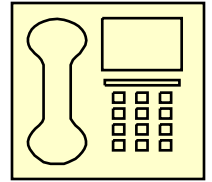
If it is during the workday....the volunteer will post your request via the internet.

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.