

Swiftreach 911 Customer Data Verification

SECONDS COUNT IN AN EMERGENCY!

The Monroeville Municipal Authority and Municipality of Monroeville have instituted the SWIFT911 Emergency Notification System - an ultra high-speed telephone communication service for emergency notifications. This system allows us to telephone all or targeted areas of the Municipality in case of an emergency situation that requires immediate action (such as a boil-water notice, missing child or evacuation notices). The system is capable of dialing 60,000 phone numbers per hour. It then delivers a pre-recorded message describing the situations to a live person or an answering machine in the affected area possibly including instructions requiring action on the part of the recipient. Once the situation is remedied, another call will be placed to the area signaling that the issue has been addressed and that normal activities can be resumed.

SWIFT911 is a geographical based system where street addresses are needed to select the telephone numbers that will receive emergency notification calls. The system uses existing public data bases to collect telephone numbers for the call-outs, but sometimes those data bases contain outdated information. Therefore, no one should automatically assume his or her telephone number is included. All individuals and businesses should register, who have unlisted phone numbers, those who have changed their phone number or address within the last year and those who use a cellular phone as their home phone.

The system works with cellular phones but requires a Monroeville street address. People who have recently moved to the Municipality but kept the same listed or unlisted number will need to update their address in the database. When entering information, please fill out all requested information. The newest data entered will replace the old data.

THIS SYSTEM WILL ONLY BE USED FOR EMERGENCY PURPOSES.

Examples of times when the SWIFT911 system could be utilized: Drinking water contamination, Utility outage, Evacuation notice & route, Missing person, Fires or Floods, Bomb threat, Hostage situation, Chemical spill or Gas leak, and other emergency incidents where rapid and accurate notification is essential for life safety.

What should I do if I receive a SWIFT911 message?

- * Listen Carefully
- * Follow Instructions
- * Don't hang up until you hear the whole message (the message will not be repeated)
- * DO NOT call 9-1-1 unless instructed to do so (You will only tie up emergency lines)

No one should automatically assume his or her telephone number is included. All Monroeville businesses should register, as well as all individuals who have unlisted phone numbers, those who have changed their phone number or address within the last year and those who use a cellular phone as their home phone. Please fill out the bottom portion of this notice and return it with your payment. You can also change information by going to www.monroevillewater.org And clicking on the SwiftReach 911 link.

Customer Name: _____

Address: _____

Phone Number: _____

Cell Phone (optional): _____

Monroeville Municipal Authority Account Number: _____

Email (optional): _____

Add to Swiftreach 911 Do Not Call List: yes _____

(Signature required to be added to Swiftreach 911 do not call list)