



Round Table: Common Emergency Number National Telephone Number for Utilities?

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N11 Codes

- N11 codes are used to provide three-digit dialing access to special services.
- In the U.S., the FCC administers N11 codes.
- The FCC recognizes 211, 311, 511, 711, 811 and 911.
- In some states, N11 codes that are not assigned nationally may be assigned locally.
- There are no industry guidelines for the assignment of N11 codes.



What numbers are already taken?

- 2-1-1: Community services and information
- 3-1-1: Municipal government services, non-emergency number
- 4-1-1: Directory assistance
- 5-1-1: Traffic information or police non-emergency services
- 6-1-1: Telephone company (telco) customer service and repair
- 7-1-1: TDD and Relay Services for the Deaf and Hard of Hearing
- 8-1-1: Underground public utility location (United States);^[1] non-emergency health information and services (Canada)
- 9-1-1: Emergency services (police, fire, ambulance/rescue services)

How did 811 come about?

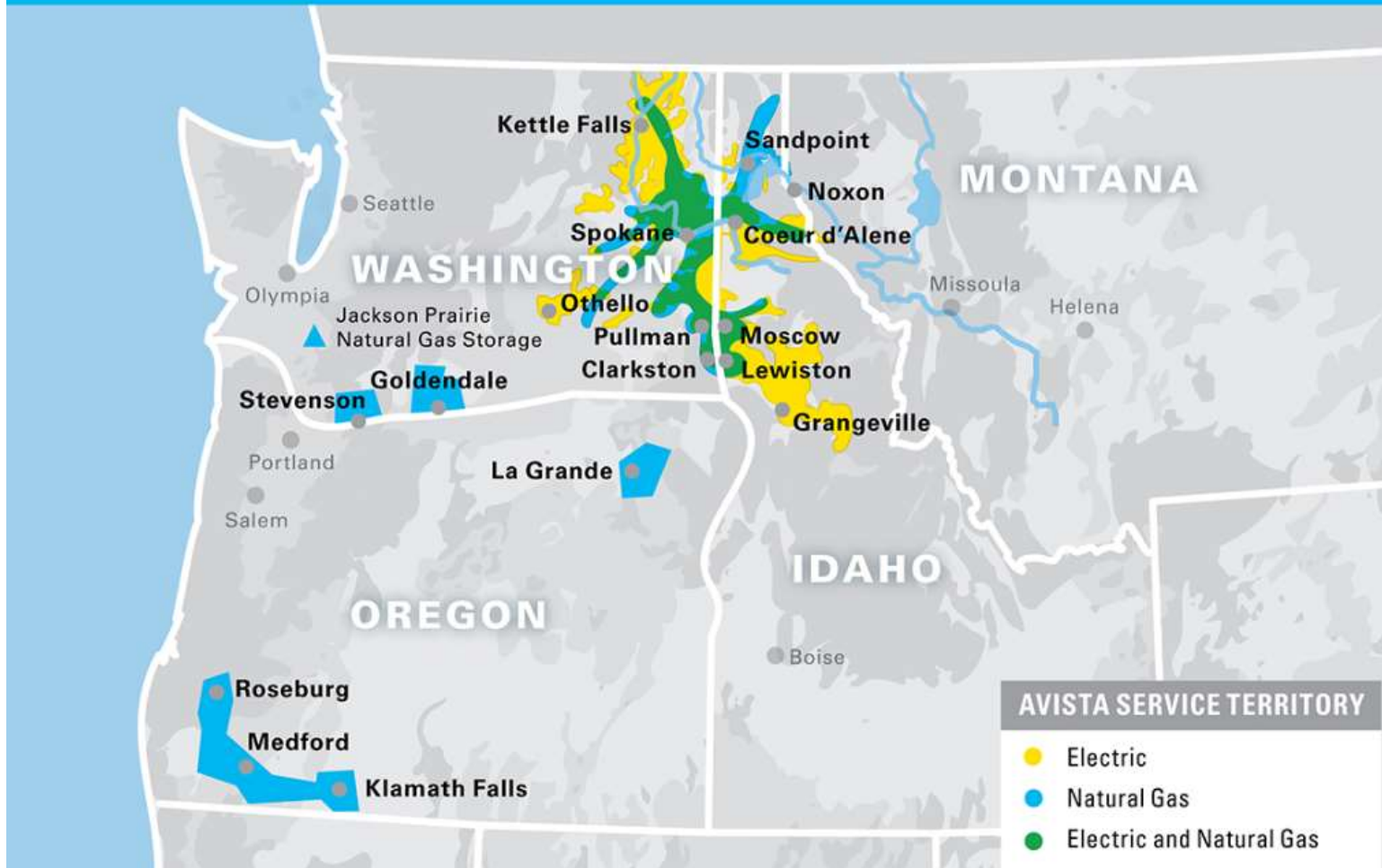
- March 2005, FCC made 811 the universal number for the 71 regional services that coordinate location services for underground public utilities in the US. Traditionally 811.
- Use of 811 for 'call before you dig' services was long established in CA and NV, Underground Service Alert before the FCC mandated its use.
- July 2005, Canada assigned 811 for non urgent health services, May 2008 Quebec, Nov. 2008 British Columbia, Nova Scotia 2009, 2015 etc

Items to Consider - Concept Interest?

- Is there thoughts about having a common emergency # for Utilities?
- Any discussions in your circles?
- What are obstacles to make this a reality?
- Definition of “Emergency”
- Definition of “Utilities”
- Application to all utilities
- Interaction with “911”
- How will utility be contacted?
- What about cell phones?
- Response Time to contact Utility



Avista Service Territory



Avista Utilities Experience

- Number of odor calls
- Number of blowing gas calls
- Number of other emergency calls
- Employees – electric and gas and hydro =1,742

Population of Service Area	1,600,000
Miles of Transmission Line	
230kV	685
115kV	1,565
500kV	500
Miles of Distribution Lines	19,000
Miles of Natural Gas Distribution Mains	7,700



Labels	CO INVESTIGATION	CODE 5 AVISTA SIDE	CODE 5 CUST SIDE	CODE 9	DAMAGE-NO LEAK	NO LEAK	OTHER - SEE COMMENT	Grand Total
BLOWING GAS		114	37	457	2	72	83	765
CAR HIT METER/REG STN**DAMAGE		16	2	4	2	19	11	54
CHECK CARBON MONOXIDE	774	18	63			39	73	967
DAMAGED/EXPOSED PIPING		9	2	13	74	95	261	454
DELAYED IGNITION	1	1	1			14	40	57
GAS EXPLOSION						1		1
GAS ODOR - INSIDE	64	207	1968	1		2211	188	4639
GAS ODOR - OUTSIDE	17	1828	192	18		1327	84	3466
GRADE 1 LEAK		39	5	2		19	3	68
LOW/HIGH GAS PRESSURE			2			10	220	232
POLICE/FIRE STANDING BY	6	3	1	2		14	41	67
RUNAWAY FURNACE			1			2	32	35
SNOW/ICE COVERING METER		4			1	15	49	69
STRUCTURE FIRE - STAND BY		3	1	1		99	206	310
Grand Total	862	2242	2275	498	79	3937	1291	11184

Questions?

