

TODD CREEK VILLAGE

METROPOLITAN DISTRICT

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VILLAGE

Proud to be your area water provider

Emergency Communications

In the event of an emergency situation, we need to quickly and efficiently reach each and every one of our valued customers. Since so many households no longer have landlines in their homes, this can be a challenge, and there is currently no way that we can reach everyone in an emergency.

Several residents have raised the question of why they didn't receive calls in December regarding the boil order when they knew we have their phone number in our customer database.

The answer is that regulations restrict us from utilizing customer database information for push notifications, EVEN IN EMERGENCIES.

For those not aware, Adams County has implemented the CodeRED Alert system to manage reverse 9-1-1 calls. CodeRED relies on information provided by telephone companies for landlines, but also allows residents to opt in and register cell phone numbers associated with their address in order to receive emergency notifications. To date though, even after a small surge in January, less than 1% of our residents have registered with the CodeRED system.



Since we utilize the Adams County reverse 9-1-1 system as the core of our Emergency Communications Plan, we encourage all residents to register and add their cell numbers as quickly as possible. ***For your convenience, we've created a couple of shortcuts to help you more easily access the CodeRED registration site.***

**Visit: rebrand.ly/commu31dcf
Or scan the QR code**

WE NEED YOUR HELP! We are looking for several residents to form a *Resident Advisory Task Force* to help us identify additional effective ways we can communicate with our customers during an emergency—whether it's push text messages, push voice alerts, email alerts, social media, a combination of those, etc. If you are interested in participating in the task force, please contact our office.

For more information about emergency readiness and how you can be more prepared, visit: www.ReadyColorado.com.



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