

High Knob Owners' Association, Inc.
Emergency Contact Procedures

The following plan identifies the High knob emergency contact procedures in the event of an issue, natural disaster or emergency. Please note that if the **emergency is one that requires police, fire department or an emergency services response, residents should call 911 and report the emergency to the Warren County dispatch operator** who will send the proper authorities. For those that may be using broadband phone services, such as **BroadVoice or Vonage**, they should be reminded to provide their complete address before hanging up on a 911 call. Many broadband phone systems do not distinguish phone call origin and that information is not automatically relayed to 911 dispatch centers as with copper lines. Also, for cell phone users, please note that your call could be directed to another County's dispatch center depending on what cell tower picks up the call. Make sure to clarify what County you are calling from.

High Knob Owners' Association and Roads

Non-emergency Contact Procedure:

Contact: High Knob Owners' Association Office

Number: (540) 635-6086

Website: hkoai.org

Email: hkoffice@hkoai.org

Information on a non-emergency call should be made to the HKOAI office. The caller should leave the following information on the message or email:

- The nature and extent of the issue
- The location of the issue

Emergency Contact Procedure:

Contact: High Knob Owners' Association Office

Number: (540) 635-6086 You will be instructed to Press "0" to reach an Operator.

The following events define a High Knob emergency:

- Downed tree across and/or blocking access to a road on High Knob
- Downed power line (Also call Allegheny Power as well)
- Accident(s) due to poor road conditions blocking access to road(s)

In the event of an emergency, homeowners should call the emergency contact number and leave the following information with the answering service:

- The nature of the emergency
- The location of the emergency

If the emergency is one that requires police, fire department or an emergency services response, residents should call 911 and report the emergency to the Warren County Dispatch Office who will send the proper authorities.

Power Outage

Contact Allegheny Power

Emergency Call Service Number (800) 255-3443

Reports of downed power lines should be called to the Allegheny Power emergency line to report the power outage and/or downed line.

Loss of Telephone Service

Contact: Embarq

Emergency Call Service Number: 611 or (800) 788-3600

High Knob Utilities, Inc. (Water System)

The restoration of water service that was discontinued because of non-payment of account balance is not considered an emergency, and will be handled only during regular business hours.

Non-emergency Contact Procedure:

Contact: High Knob Utilities, Inc.

Number: (540) 635-6131

Website: www.hkui.org

Email: hkoffice@hkoai.org

Emergency Contact Procedure:

Contact: Omni Alarm Service

Emergency Call Service Number: (540) 635-6131

The following events define an emergency to report to the call service:

- Loss of water pressure (provide the address of the problem)
- Water line break (provide information on the location of the broken line)
- Damage to other water system facilities such as reservoirs, hydrants, valve and meter housings, etc. (provide location information).