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## **LELWD offers new public notification system**

### ***CodeRED system calls cell phones***

LITTLETON – The Electric Light and Water Departments will soon debut “CodeRED,” an enhanced emergency notification system capable of placing 1000 calls per minute. Unlike the departments’ previous system, Reverse 911, which only called land lines, the CodeRED system offers an open enrollment feature, where residents can enter multiple cell numbers into the database, virtually assuring receipt of the message on the devices of their choosing.

The Police and Fire Departments will also use the web-based, high-speed telephone communication service for emergency notifications. The system will allow public officials to deliver a recorded message to all residents or just targeted geographical areas of the town, depending on the situation and the audience they need to reach.

Examples of situations for which a notification would be launched include drinking water contamination, utility outages, evacuation notices, missing persons, bomb threats and hazardous waste spills. The Water Department will use the system during the Goldsmith St. reconstruction project to alert customers to water service interruptions. As lines are tied in over the course of the project, customers will be notified of when they will be without service so that they can plan accordingly.

LELWD began researching alternatives to the Reverse 911 system after the December ice storm, which rendered the land line system useless. Despite round the clock telephone coverage, the utility's lines were often busy to incoming callers, making it difficult to communicate with customers. With the CodeRED system's customer enrollment feature, LELWD will be able to place calls directly to customer cell phones. The system delivers a recorded message to either a live person or voice mail, ensuring that the information is conveyed. Customers may also play back the message to make sure they understand it clearly.

For these reasons, customers are encouraged to register their phone numbers in the system, which is secure and can only be accessed by system operators at LELWD, or the Police and Fire Departments. Numbers or any other personal information is not shared with any other third party.

To register, residents need to visit the LELWD home page, [www.lclwd.com](http://www.lclwd.com) and click on the CodeRED link. From there, they will be asked to enter their name, address and phone number(s) into the database.

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