



MEDIA ADVISORY

Thursday, July 30, 2009 – 9:30 AM

FOR IMMEDIATE RELEASE

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CITY OF CINCINNATI- NEW CALL CENTER HOURS OF OPERATION

OPERATIONS UPDATE: Effective Saturday, August 1, 2009, the City of Cincinnati's Call Center will have new hours of operation from 7am - 7pm, Monday through Friday. The Call Center will feature an enhanced phone prompt menu that will direct calls between the hours of 7 pm and 7 am.

- Beginning Monday August 3, the Call Center will be staffed from 7 am to 7 pm, Monday thru Friday.
- In the case of severe weather events and emergencies, Call Center Emergency staffing levels may be activated.
- An enhanced phone prompt menu will be in place to direct calls between the hours of 7 pm and 7 am.
- Sewer emergencies, including water in the basement, will be directed to a MSD customer service representative at (513) 352-4900.
- Water emergencies will be directed to the Greater Cincinnati Water Works at (513) 591-7700.
- Communicable diseases or public health emergencies will be directed to (513) 357-7200.
- Calls related to streetlights, traffic signals and emergencies in the roadways will be directed to on duty personnel.
- Down power lines and power outages should be reported to Duke Energy at (513) 421-9500.
- For all other emergencies citizens should call 911.

Please call 591-6000 or visit our website at www.cincinnati-oh.gov , for more information or to complete an online service request, visit www.cincinnati-oh.gov/pubsrv/pages/-4267/ .

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