



## **E911 ADDRESS INFORMATION**

It is the mission of Citizens to provide you with quality service, excellent support, and advanced technology. While your primary residence is listed as your E911 address in our records, Citizens strongly suggests that you contact the local E911 Office at [\(540\) 745-9352](tel:5407459352) to obtain a separate address for any barns, garages, or dwellings that contain a phone line to ensure your safety.

By obtaining a separate E911 address for additional phone lines located on your property, emergency services will know exactly where to respond when 911 is called in the case of an emergency. Once a E911 address is assigned, please contact Citizens at [\(540\) 745-2111](tel:5407452111) to update your account records.

Citizens has the right to refuse to maintain any line that is run from the NID to a separate structure on the property other than lines installed by Citizens. Lines installed by anyone other than Citizens will be indistinguishable from the primary residence for E911 purposes.