

ICC Austin

EMERGENCY INFORMATION

Emergencies	
9-1-1	Fire / Ambulance / Police
3-1-1	Non-emergency reporting of most problems
1-800-222-1222	Poison Control Center (First call 9-1-1)
512-427-4357	Psychiatric / Suicide / Crisis Intervention Hotline
512-322-9100	Electric Outage: Austin Energy (Call this number if electricity goes off to the whole house or for downed power lines) <u>Helpful Tip:</u> You can also check https://www.myaustinenergy.com to see if a power outage is area-wide, i.e. the city already knows about the issue.
512-972-1000	Water Outage: City of Austin (Call this number if water goes off to the whole house)
1-800-959-5325	Gas Leak or Outage: Texas Gas Service

Staff Contact	
512-476-1957	ICC Austin Office
512-470-4286	Executive Director, Billy Thogersen
512-695-8203	Membership Director, Ashleigh Lassiter
512-571-6613	Facilities Manager, Chris Hegar

Urgent Problems	
<p>STEP 1: Contact your ICC Austin staff (texting is best for staff cell phones).</p> <p>STEP 2: If you don't hear back from staff in a reasonable amount of time, call for appropriate service.</p> <p>STEP 3: If you called for service, immediately send a text to your staff letting them know you did so.</p> <p>Special Note: You or your house may have to pay the bill if it wasn't an emergency, you didn't contact staff, a specific member is responsible for the problem, etc.</p>	
512-478-5000	Refrigerators: Restaurant Repair Co.
512-461-8163	Heating and A/C: Craco (Call first)
512-472-6273	Locksmith: Cothron's Safe & Lock
512-452-6646	Plumbing: Johnny Rooter
512-267-1425	Electrical: Harvey Electric
512-452-5731	Glass: Alamo Glass

Non-emergencies / General Maintenance	
<p>Please submit a maintenance request through the website. Examples of non-emergencies: a fridge is broken but there is enough room to make due in another working fridge; an air conditioner stopped working; broken windows that can be temporarily patched with a board, etc.</p>	