



# Media Release

FOR IMMEDIATE RELEASE

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## **Loss of Power Affects NORCOM 911**

Bellevue, Wash – North East King County Regional Public Safety Communications Agency (NORCOM) experienced a power loss today between 8:34 am and 8:51 a.m. affecting some 911 calls.

The loss of power came as a result of a battery replacement project coordinated by the City of Bellevue.

Redmond Police Department Communications, the designated back-up for NORCOM, took over answering of 911 calls until power was restored and systems could be brought back on-line.

The power outage occurred when employees of a contractor working for the City of Bellevue were replacing batteries that are part of the UPS (uninterrupted power supply) system. A wire fell off a terminal strip, causing an electrical short that shut off power to the 911 center.

City of Bellevue staff and NORCOM staff worked closely to restore power quickly.

NORCOM is located in Bellevue City Hall in downtown Bellevue. Under an inter-local agreement, NORCOM leases space from the City of Bellevue, which is responsible for maintaining the facility and equipment, including the primary and backup power systems.