

# Emergency Situations

The City of Geneva is here to assist you in an emergency. Please follow the links below or contact the individual departments for help.

**FOR ALL EMERGENCIES**

**DIAL 911**

Seconds save lives...



Police Department  
Administration Dial:  
(315) 828-6771



Fire Department  
Administration Dial:  
(315) 828-6595

For emergencies, please dial 9-1-1. For non-emergencies, please call the numbers listed above for the City of Geneva Fire and Police Departments.

## Emergencies Requiring the **City of Geneva** **Police Department**

**Geneva Police Department**

**255 Exchange Street**

**Geneva, New York 14456**

**For an emergency, please dial 9-1-1**

**Phone:** (315) 828-6771

**Fax:** (315) 789-1814

**Drug Tip Line:** (315) 781-0096

The Geneva Police Department will deliver effective and responsive law enforcement services to all persons within the City of Geneva in a fair and equitable manner, respecting the rights of all regardless of race, creed, religion, sexual orientation, color or origin. We are committed to make sure that every citizen with whom we interact is treated with dignity, compassion, and a sense of professionalism. As an integral

part of the Geneva community, we are committed to communicating with those that we serve, and strive to maintain the trust and confidence of our citizens while working to improve the quality of life for the entire community. Officers and employees of the Department take pride in their duties and the protection and services they provide. Our officers are educated, well trained and eager to assist citizens. Those who choose to violate our laws and ordinances will be dealt with accordingly.

## Emergencies Require the **City of Geneva Fire Department**

**Geneva Fire Department**  
**47 Castle Street**  
**Geneva, New York 14456**

**For an emergency, please dial 9-1-1**

**Phone:** (315) 828-6595

The combined efforts of the volunteer and paid staff of the Geneva Fire Department shall always be directed towards a fire safe community. The fire department shall attempt to educate the community on all matters of fire safety, while maintaining a well equipped and properly trained fire suppression force. The Geneva Fire Department is comprised of [the Hydrant Hose Company](#), [the Nester Hose Company](#), and the [C.J. Folger Hook & Ladder Company](#). The department is staffed by 120 professional firefighters, including 18 career firefighters and over 100 active volunteers.

## Natural Gas Emergency in the City of Geneva

If you are experiencing a natural gas emergency, or if you smell a natural gas odor, please call 911 immediately.

Otherwise, please contact us at 1.800.572.1121 to speak with [NYSEG](#).

NYSEG will respond quickly to ensure that you and your family are safe. Here is some information from NYSEG.COM that may assist you.

- Do not smoke or operate electrical switches or appliances. These items may produce a spark that might ignite the natural gas and cause an explosion.
- Do not assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on in the area.

Use your senses to detect natural gas leaks. A natural gas leak is usually recognized by smell, sight, or sound. Remember, if you smell natural gas, get up, get out and immediately call us from a neighbor's phone.

- Smell  
Natural gas is colorless and odorless. For your safety, a distinctive sulfur-like odor, similar to rotten eggs, is added so that you'll recognize it quickly. Not all transmission lines are odorized.
- Sight  
You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.
- Sound  
You may hear an unusual noise like roaring, hissing, or whistling.

**Important natural gas safety information:**

- [Smell Natural Gas?](#) (pdf)
- [Natural Gas Safety Sheet](#) (pdf)

## Water Main Break in the City of Geneva

**If there is a water main break in the City of Geneva during normal business hours, please contact 315-789-3101.**

**All after hour emergencies, please contact the police department at 315-828-6771.**

Water mains are underground pipes that carry water from the reservoirs and pumping stations to your street. Water main breaks usually result from external corrosion of the pipe. Winnipeg soil is highly conductive and corrodes the metallic pipe from the outside in. Extreme weather changes can cause the ground to swell and contract, placing excessive pressure on the water mains, causing any weakened pipe to break.

Water is sometimes discolored after water main breaks, but this should not last long. Do not use discolored water for any purposes that require clean water, such as preparing food and beverages, medical and dental procedures, or laundry.

- Turn on a **cold** water tap and let the water run for a few minutes. Do not choose a tap that has a water filter connected to it, or the sediment may clog your filter. Do not use a hot water tap because it could draw sediment into your hot water tank.
- Catch some water in a light-colored cup or container to see if it is clear. You can use your water if it is clear.
- If the water doesn't clear in 5 minutes, wait 30 minutes and try again.