

AFTER HOURS CALL-OUT FOR EMERGENCY WATER/SEWER

The City of Mt. Shasta has a clearly defined call-out procedure for water and sewer emergencies and would like to take this opportunity to review them with you.

Routine water and sewer repair issues need to be scheduled by calling City Hall at (530) 926-7510 during regular business hours. (Mon-Fri, 9am-4pm)

Please allow 24 hours notice to the City for a routine repair appointment.

We consider all repairs as non-emergency unless there is a heavy water leak or sewer is spilling over into a residence or onto any property at any time. We will schedule all routine plumbing repairs between the hours of 8:00am and 2:00pm in order to have a Public Works technician available to shut off AND turn back on the water services during regular hours.

A charge of \$58.00 has been established for call-outs for water shut-off and/or turn-on service that are non-emergency in nature and require a response that will occur outside of the City's normal Public Works Department business hours of 7:00am and 3:30pm on regular business days. This charge also applies to all weekend calls that are non-emergency.

IN THE EVENT OF AN ACTUAL EMERGENCY, a Public Works technician may be called out after City business hours by calling the Police Department at (530) 926-7540. In after-hours emergencies, a Public Works technician must be called in from home. Please allow 30 minutes for them to arrive at the job site. If they have not arrived within 30 minutes, call the Police Department again and advise them immediately. The \$58.00 charge does not apply to emergency callouts.

Hopefully, this will clarify the City water/sewer emergency call-out and routine repair call-out procedures. If you have any questions, please do not hesitate to contact Rod Bryan, Public Works Director.