

Emergency Utility Service

414.1 PURPOSE AND SCOPE

The City Public Works Department has personnel available to handle emergency calls 24 hours per day. Calls for service during non-business hours are frequently directed to the Police Department. Requests for such service received by this department should be handled in the following manner.

414.1.1 BROKEN WATER LINES

The City's responsibility ends at the water meter; any break or malfunction in the water system from the water meter to a residence or business is the customer's responsibility. Public Works can only turn off the valve at the meter. The customer can normally accomplish this.

If a break occurs on the City side of the meter, the customer should contact emergency personnel as soon as practical.

414.1.2 ELECTRICAL LINES

City Public Works does not maintain electrical lines to street light poles. When a power line poses a hazard, an officer should be dispatched to protect against personal injury or property damage that might be caused by power lines. The Electric Company or Public Works should be promptly notified, as appropriate.

414.1.3 RESERVOIRS, PUMPS, WELLS, ETC.

Public Works maintains reservoirs and public water equipment, several underpasses and other street drainage pumps. In the event of flooding or equipment malfunctions, emergency personnel should be contacted as soon as possible.

414.1.4 EMERGENCY NUMBERS

A current list of emergency personnel who are to be called for municipal utility emergencies is maintained by Communications Division.

414.2 TRAFFIC SIGNAL MAINTENANCE

The City of Santa Ana contracts with a private maintenance company to furnish maintenance for all traffic signals within the City, other than those maintained by the State of California.

414.2.1 OFFICER'S RESPONSIBILITY

Upon observing a damaged or malfunctioning signal, the officer will advise the Communications Division of the location and problem with the signal. The dispatcher should make the necessary notification to the proper maintenance agency.