
Emergency Utility Service

430.1 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.

430.1.1 BROKEN WATER LINES

The public water system is operated by the Sacramento County Water Agency (Zone 41), or, if east of Highway 99 and south of Sheldon Road, the Elk Grove Water Service. Citizens with water leaks observed near the street should be referred to the 24 hour emergency number.

If a break occurs on the City side of the meter, emergency personnel should be called as soon as practical by the Dispatch Center.

430.1.2 BROKEN SANITARY SEWER LINES

The Wastewater system is operated by the Sacramento County Sanitation District-1. If sewage overflows are observed in the street they should be reported to the sanitation district.

430.1.3 STORM DRAINAGE FLOODING

Public Works maintains public storm water drainage lines and channels. Flooding of streets or overflows from channels should be reported to the 24 hour Public Works service number. If minor flooding of a traffic lane occurs in a residential street due to a stoppage of a storm drain inlet on the street, the reporting citizen may be able to clear the leaves or other debris with a rake or shovel for immediate relief.

430.1.4 ELECTRICAL LINES

The Sacramento Municipal Utility District (SMUD) maintains overhead power lines. Downed lines pose a severe hazard; an officer should be dispatched to protect against personal injury or property damage posed by a downed power line. SMUD should be notified immediately.

430.1.5 STREET LIGHTS

Public Works maintains City-owned streetlights. Citizens may call in streetlight outages to the 24-hour number. Downed streetlight poles should be immediately reported to the Public Works 24-hour number.

430.2 TRAFFIC SIGNAL MAINTENANCE

The City of Elk Grove furnishes maintenance for all traffic signals within the City, other than those maintained by the State of California.

Elk Grove Police Department

Policy Manual

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430.2.1 MALFUNCTIONING TRAFFIC SIGNAL

Upon report or observation of a damaged or malfunctioning signal, the officer shall advise the police dispatcher of the location and problem. The dispatcher shall call the 24-hr emergency service number.

430.3 NATURAL GAS PIPELINES

Pacific Gas and Electric (PG&E) is responsible for the maintenance and repair of all natural gas pipelines within the City of Elk Grove. Severed or major leaks pose a severe hazard; an officer should be dispatched to protect against personal injury or property damage posed by the damaged line. PG&E should be notified immediately and requested to immediately respond.