

# **Emergency Water Services**

## **EMERGENCY SERVICES**

If you experience a water line break in your home or business, you can call our regular telephone number - 427-5831 - to have our personnel shut your water off. During regular working hours the cost is \$7.50 to turn water service on or off. After-hour calls to shut off water service carries a \$30.00 fee because we have to pay an individual to come in and this is usually at over-time rates.

## **DEPARTMENT HOURS**

City DPW employees work day hours start at 7:30 a.m. and end at 4:00 p.m. Monday through Friday. After hour calls and services are any calls requiring work after 4:00 p.m. and before 7:30 a.m.

## **EMERGENCY NUMBER**

When you need to reach a DPW employee for an emergency, call 427-5831 anytime day or night. The calls are forwarded to a cell phone which one employee carries 24/7.

## **CHARGES FOR SERVICES**

Turning water off or on at your request carries a fee of \$7.50 if you call during regular working hours. Calls after hours or on weekends to turn you water on or off carries a \$30 charge. The higher fee is because an employee must be called in and paid for a minimum of two hours at overtime rate, plus benefits.

## **WATER- SYSTEM IMPROVEMENTS and SCHEDULES**

In the past year, we have completed cleaning and painting the 300,000 gallon water storage tank, replaced a number of broken or leaky fire hydrants, responded and fixed several water line leaks, repaired or improved the chemical feed lines/tubes at the wells, dug and installed a new production well. We have also conducted and passed every daily, weekly, monthly and annual water quality testing required.

All the valves are turned (exercised) yearly to assure that we shut down the smallest sections of the system as possible to affect repairs.

Hydrants are checked periodically. Each hydrant is checked and any excess water is drained before the winter to prevent them from freezing and breaking. Approximately 5 broken and damaged hydrants are replaced each year.

The system is 'flushed' twice a year (Spring and Fall) to clean the buildup of sediment (iron particles) that collect on the inside of the pipes.