

**THE CITY OF MT. SHASTA
DEPARTMENT OF PUBLIC WORKS
EMERGENCY WATER/SEWER
DISPATCH PROCEDURES**

There is a \$62.00 charge for non-emergency calls to shut off or turn on water service after the Department of Public Work's normal hours of operation (7:00 a.m. to 3:30 p.m., Monday through Friday).

In the event of an emergency, a Department of Public Works technician will be dispatched after normal business hours by calling the Mt. Shasta City Police Department at (530) 926-7540. In an after-hour emergency, please allow thirty (30) minutes for a Public Works technician to arrive. If response time is more than thirty minutes, advise the Police Department. The \$62.00 charge does not apply to emergencies.

If you have any questions about routine and/or emergency Department of Public Works dispatch procedures, please contact Rod Bryan, Public Works Director at (530) 926-7510.