



Approved:

Chief Marcia Harnden

Subject:

621. Emergency Utility Service

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CALEA Standards:

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621.1: PURPOSE AND SCOPE

This policy provides guidelines for the handling of emergency calls related to utility services maintained by the City of Albany Public Works Department.

621.2: POLICY

It is the policy of the Albany Police Department to facilitate after-hours emergency utility calls by referring them to the Public Works Department as appropriate.

621.3: BROKEN WATER LINES

- a. The City's responsibility for water lines ends at the water meter. Any break or malfunction in the water system at a point between the water meter and the private residence or business is the responsibility of the customer, and can typically be temporarily resolved by the customer shutting off the water at the meter.
- b. If a break occurs on the City side of the water meter, Public Works personnel should be called out by the Communications Center as soon as practical.

621.4: ELECTRICAL LINES

- a. City Public Works does not maintain electrical lines to street light poles.
- b. 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.
- c. The Electric Company or Public Works should be promptly notified, as appropriate.

621.5: RESERVOIRS, PUMPS, WELLS, ETC.

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

621.6: EMERGENCY NUMBERS

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

621.7: TRAFFIC SIGNALS

The City of Albany furnishes maintenance for all traffic signals within the City, other than those maintained by the State of Oregon. Response to damaged or malfunctioning traffic signals should include the following:

- a. If a member of this Department comes upon a damaged or malfunctioning signal, the member will advise the Communications Center of the location and problem with the signal.
- b. The Communications Specialist shall make the necessary notification to the proper maintenance agency.
- c. Officers have the responsibility to address any hazard caused by malfunction of any inoperative or malfunctioning signal.