



### After Hours Call Out

## After Hours Call Out Policy

### Summary

The Village of Maryville Water / Sewer Department maintains on-call personnel for response to Village emergencies on a 24-hour daily basis. Some emergencies, such as water main breaks, require an immediate response and appropriate action to be taken. The Village's on-call personnel are trained with years of experience and have specific training on the procedures for maintaining the water distribution system and also the sewer collection system. Historically, these individuals have responded to non-emergencies, sometimes late at night and in severe weather. These instances have placed our personnel in a variety of potentially hazardous conditions that were not needed and could have waited until normal business hours.

### Hours of Operation and Fees

The Village of Maryville Water Departments hours of operation and after hour fees are as follows:

Hours of Normal Operations - 7am to 3:30pm Monday through Friday, excluding Holidays

Hours of Emergency Operations - 3:30pm to 7am Monday through Friday, as well as, Saturdays, Sundays, and holidays.

\$100.00 per call-out, per employee

\$75.00 per turn on for a previous turn off

Example: Water that is turned off during normal business hours would cost \$175.00 to have turned on after hours. Shut offs for non-payment can only be turned on during business hours after payment is verified.

Fees may be waived if found after a review by the Water Superintendent or Mayor that the call-out was the responsibility of the Water Department. If there is a disagreement between the Water Department and a customer then an appeal may be made to the Mayor or Village Board of Trustees.

### Procedures

When the Village of Maryville Police dispatch receives a call for a water / sewer related situation, the dispatcher contacts the Water Department Superintendent or his designee with the customer's contact information. The Water Department Superintendent or his designee will determine, with the information given to them, if the condition is the Village's responsibility or the customers. If needed they will also contact the customer and speak with them to clarify any questions they might have before sending personnel to respond.

### Payment of Service Charges

All charges will be added to and appear on the customer's water / sewer bill.