

## Utility Service Emergencies

### 414.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for addressing utility service emergencies within the County. This policy will address calls for service that are directed to the Sheriff's Office.

### 414.2 POLICY

It is the policy of the St. Mary's County Sheriff's Office to appropriately respond to emergency utility service requests within the County received by this office.

### 414.3 UTILITY SERVICE EMERGENCY

A current contact list of personnel to be notified in the event of a utility service emergency shall be maintained and available in the Emergency Communications Center.

#### 414.3.1 WATER LINES

St. Mary's County Metropolitan Commission's responsibility for water lines ends at the water meter; any break or malfunction in the water system from the water meter to a residence or business is the responsibility of the customer.

If a water line break occurs on the St. Mary's County Metropolitan Commission side of the water meter, St. Mary's County Metropolitan Commission personnel should be notified as soon as practicable.

#### 414.3.2 ELECTRICAL LINES

When an electrical power line poses a hazard, a member of this office should be dispatched to the reported location to protect against personal injury or property damage that might be caused by the power line. The fire department, SMECO and/or the public works/SHA department should be promptly notified, as appropriate.

#### 414.3.3 RESERVOIRS, PUMPS, WELLS

In the event of flooding or equipment malfunctions involving St. Mary's County Metropolitan Commission reservoirs, pumps or wells, the St. Mary's County Metropolitan Commission should be contacted as soon as practicable.

#### 414.3.4 NATURAL GAS LINES

All reports of a possible leak of natural gas or damage to a natural gas line shall promptly be referred to the fire department and Washington Gas, who is responsible for gas lines. A member of this office should be dispatched to the reported location if it appears assistance such as traffic control or evacuation is needed.

#### 414.3.5 TRAFFIC SIGNALS

A member of this office should be dispatched upon report of a damaged or malfunctioning traffic signal in order to protect against personal injury or property damage that might occur as the result

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of the damaged or malfunctioning signal. The member will advise the Emergency Communications Center of the problem with the traffic signal. The dispatcher shall make the necessary notification to the appropriate traffic signal maintenance agency as soon as practicable.

A decision to place a signal on flash should only be made by the appropriate traffic signal maintenance agency, unless exigent circumstances exist.