



NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

CHAPTER: 45.2

TITLE: EMERGENCY UTILITY NOTIFICATION

EFFECTIVE: 01/14/2018

REVISED: Replaces Policy430

PURPOSE

The City of New Orleans has personnel available to handle emergency calls not related to law enforcement issues 24 hours a day, seven days a week. Non law enforcement calls for service during non-business hours for other City departments are frequently directed to the New Orleans Police Department. This Chapter provides guidelines for handling non law enforcement related calls for service normally involving other City agencies that do not provide emergency response after normal working hours.

POLICY

1. The New Orleans Police Department may respond to emergency utility calls on a Code 1 basis when no other law enforcement related calls are pending except as otherwise noted in this Chapter.

BROKEN WATER LINES

2. The City's responsibility ends at the water meter. Any break or malfunction in the water system from the water meter to a residence or business is the customer's responsibility. The Sewerage and Water Board can only turn off the valve at the meter. The citizen can normally accomplish this.
3. Upon observing a damaged water line, the officer shall advise Communications Services of the location. Communications Services shall make the necessary notification to the proper maintenance agency.
4. If a break occurs on the City side of the meter, emergency personnel should be called as soon as practicable by Communications Services. Emergencies can also be reported directly to the New Orleans Sewerage & Water Board via 24-7 helpline (504) 529-2837 or online at http://www.swbno.org/form_reportaleak.asp.

ELECTRICAL LINES

5. The City of New Orleans does not maintain electrical lines to street light poles. When a power line poses a hazard, an officer should be dispatched in order to protect against injury or property damage that might be caused by power lines. The electric company

or the Department of Public Works should be promptly notified, as appropriate.

6. Upon observing a downed power line, the officer shall advise Communications Services of the location. Communications Services shall make the necessary notification to the proper maintenance agency. Electrical service in New Orleans is provided by Entergy New Orleans, Inc. Citizens can report emergencies directly via 9-1-1 or by calling 1-800-ENTERGY (1-800-368-3749).

NATURAL GAS LEAK

7. Natural gas services in New Orleans are provided by Entergy New Orleans, Inc. Entergy Gas Service Representatives are available 24 hours a day, 7 days a week. In the event of a natural gas emergency, an officer shall advise Communications Services of the location. Communications Services shall make the necessary notification to the proper maintenance agency. Emergency contact gas control numbers are:
 - (a) 1-504-670-3544 (Local) or
 - (b) 1-800-648-7411 (toll free)

TRAFFIC SIGNAL MAINTENANCE

8. The City of New Orleans is responsible for maintenance for all traffic signals within the City, other than those maintained by the Louisiana Department of Transportation and Development.
9. Upon observing a damaged or malfunctioning signal, the officer will advise Communications Services of the location and problem with the signal. Communications Services shall make the necessary notification to the proper maintenance agency.

EMERGENCY NUMBERS

10. A current list of emergency personnel who are to be notified or call out for any municipal utility emergencies will be maintained by Communications Services.