

## **FAQs (Public Works)**

### **What are your normal hours of operation?**

- 8:00 a.m.-5:00 p.m., Monday-Friday

### **Where is your office located?**

- 3305 Gautier Vancleave Road

### **Who do I call if I have an after-hours emergency or problem?**

- All after-hours emergency calls should be directed to 228-497-2276.

### **Who do I call to report a problem or submit a Work Order Request?**

- Dial 228-497-2276 and speak with someone in the Public Works office.

### **Who do I call about my Water/Sewer bill or to Set-up/Transfer/Disconnect Service?**

- Call the office at 228-497-2276. Hours are 8 a.m. – 5 p.m. Monday – Friday.

### **How is garbage service handled in the City of Gautier?**

- Waste Pro is our contracted solid waste disposal provider for residential and commercial garbage pick-up services for the City of Gautier. You can contact them at 228-818-5393.

### **Where can I place trash that I would like to be picked up?**

- Please place trash curbside on City right of way. Do not place trash on drain inlets, near fire hydrants, or transformers.

### **Where can I dispose of hazardous items/materials?**

- Hazardous items/materials can only be properly disposed of during the annual Countywide Household Hazardous Waste Collection Day. This event is scheduled for the spring and is organized by the Jackson County Solid Waste Department.

### **There is a dead animal in the road or on City Right-of-Way. Who do I call?**

- Dead animals on City Right-of-Way are picked up by a designated employee in the Public Works office. Public Works cannot remove dead animals from private property. Call 228-497-2276 to report. Live animals may be picked up by the Animal Control office which can be contacted at 228-497-2486

### **How do I dispose of grease?**

- Dispose of used grease, after cooling, in your garbage – not in the sink. Grease is the biggest problem we have in our sewer system.

**Who do I call for street light outages?**

- Please report your street light outages directly to your utility provider.

**Who do I call if I will be digging or excavating?**

- Protect yourselves and your property against all underground utility damage and liability (not just City utilities such as water and wastewater pipes)
- Call 811 before you dig to find out where the underground utility lines might be buried. The service is free and it's the law. Go to [www.ms811.org](http://www.ms811.org) to find out more.

**Do you have sandbags?**

- Sandbags may be made available to the public in the event of a declared emergency. Please contact our office at 228-497-2276 or City Hall at 228-497-8000 for further information.