



**W**elcome  
to the  
**City of Alcoa**

Excellence in Service,  
Quality of Life





cover & inside cover photos by Paul Miller

## *Keep Us Updated*

Please let the City of Alcoa know any time you have a change in your address or phone number for the home where your utilities (electric, water, sewer) are connected. When you call to report a power outage or other emergency you may need to supply the phone number listed on your bill so that the City of Alcoa can easily locate your home and the reason for the outage. You can provide the City of Alcoa your updated phone number by calling our main offices at 865-380-4700.

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# *Welcome to the City of Alcoa*

The City of Alcoa is a full-service city committed to providing its citizens and customers with courteous, efficient services. Alcoa is governed by a Board of Commissioners made up of a mayor, vice-mayor and three commissioners, all elected at-large. The City is operated by a city manager and a staff of professional employees whose motto is: “Excellence in Service - Quality of Life”. Electric, water, sanitary sewer, and solid waste services are provided to our customers at very reasonable, competitive rates.

The Electric Department provides service to over 26,000 customers and the Water/Wastewater Division provides water to over 9,500 customers and wastewater service to over 5,600 customers in the City of Alcoa and surrounding areas of Blount County.

This packet will serve as a reference should you need to contact us. It will provide information about our services and answer questions about the City of Alcoa. Please contact your Account Representative if you need additional information.

## **Vision Statement**

The City of Alcoa is a benchmark community. Its citizens are safe, well served, and proud of their neighborhoods. Comprehensive services are provided for citizens and customers using the latest available methods of technology.

## **Mission Statement**

The Mission of the City of Alcoa is to provide its customers with comprehensive, innovative services that are second to none. Customers’ needs and satisfaction are paramount. Excellence in service is achieved by continuously seeking avenues of improvement in quality, efficiency, and reliability. Our mission is accomplished with the City’s premier resource—its employees—empowered and trained to meet the needs of their customers. The anticipated needs of our citizens and customers are met through strategic planning.

# Understanding Your Utility Bill

The City of Alcoa Utilities use 7 billing cycles each month that are geographically arranged to make meter reading as efficient as possible. Your billing date is determined by your location within these billing cycles. Your actual billing date will vary monthly because of weekends and holidays. If you do not receive your bill near the normal billing date, call the City of Alcoa.

If you pay before the penalty date, you may pay the NET AMOUNT TO BE PAID as indicated on the bill. If you pay after this date, you pay the GROSS AMOUNT TO BE PAID. This larger amount includes a 5 percent penalty. Your account is credited when payment is received at the City of Alcoa. Delays caused by the postal service do not affect the date your bill is due.

## Payment Locations

You may pay by mail or in person at the City of Alcoa Municipal Building during regular business hours, Monday through Friday 8:00 a.m. to 4:30 p.m. Night depositories are located at 1) the corner of Hall Road and Davies Road and 2) the City of Alcoa Municipal Building for your convenience. Also, your electric bill can be paid by bank draft or at the following local banks:

- Citizens
- Suntrust
- First Tennessee
- American
- United Community Bank
- Regions
- B B & T
- Am South
- Fidelity

For questions about your utility bill, call 865-380- 4700.

Billing Cycle	1	2	3	4	5	6	7
Bill Mailed	10	14	18	22	26	30	4
Bill Due	25	29	3	7	11	15	19
2nd Notice	30	4	8	12	16	20	24
Service Cut Off	6	10	14	18	22	26	30

*A \$15 late fee will be added on the Service Cut Off date of each cycle. Bills are due and payable upon receipt.*

## Utility Billing Terms

Most information on your utility bill is easily understood, but here are a few terms that might require further explanation:

### Net Amount to be Paid

This is determined by the number of kilowatt-hours of electricity, gallons of water consumed, or gallons of wastewater treated multiplied by Alcoa's current utility rate, plus the electrical maximum demand times the demand rate where applicable. It is the cost of the utility services used plus applicable taxes, previous balance, customer service charge and other miscellaneous charges. There is a 15-day period during which it may be paid without a 5 percent penalty.

### Gross Amount to be Paid

This amount is due if the bill is not paid before the penalty date. A five percent penalty is added to the current month's charge.

### Minimum Bill

The monthly bill under this rate schedule shall not be less than the sum of the base customer charge.

### Class

This number designates Residential or Non-Residential service.

### Account Number

Your account number is used for billing purposes. Please use this number when contacting the City of Alcoa to discuss any billing problems.

### Kilowatt (kW)

This is a unit of measurement of electric power. Commonly referred to as demand, this quantity is a measure of the maximum power required in any given 30-minute period of time.

### Kilowatt-Hour (kWh)

This is a unit of measurement for electric energy. A kilowatt-hour is 1,000 watts used for one hour. As a reference, a 100-watt light bulb operating for 10 hours would use a kilowatt-hour of electricity.

# Utility Account Transactions

## New Service

To apply for new service, applicants should bring a legal photo ID or two forms of identification and the address of new location. If you are renting, a rent receipt or lease agreement is required. To obtain service, the applicant will pay a service fee and a deposit. For residential customers, the deposit can be credited to your account if you pay your monthly utility bill on time consecutively for 12 months. Deposits may be waived for residential customers if they supply a letter of credit showing no late payments from their previous utility provider. For commercial customers, the deposit will be up to twice the average bill for the location. If no average for the location has been established, a predetermined deposit amount is applied. Commercial customers are encouraged to call a customer service representative to discuss details of service connections and applicable fees.

## Temporary Electric Service

A service connect fee and deposit is required for temporary electric service. The customer must supply and install a temporary pole, disconnect box, and meter base. The meter base can be paid for and requested at the City of Alcoa Municipal Building, and can be picked up at the Alcoa Electric Department Building at 264 N. Rankin Road.

## New Construction

Inspections and permits by local building code authorities must be complete before Alcoa Electric can connect permanent electric facilities. Construction of these facilities will normally take 3 to 5 working days.

## Change of Mailing Address

You may change your mailing address over the phone by calling 380-4700. You can also mark your new mailing address on your billing stub and send it in with your payment. Please allow one business day for the account to be updated.

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## *Electric Department*

### **Power Outages**

Alcoa Electric wants to provide quality reliable electric service to their customers, but if you ever have a power outage, the following information will help you and your employees respond.

**If Your Residence Or Company is Without Electric Service, Alcoa Electric Suggests:** Check if neighboring businesses or residences are without power. If your company or home is the only place without power, the problem is probably in your facility. Check your main electrical panel to make certain that circuit breakers are on or that fuses are good. If the problem is not yours, or if others are involved, call Alcoa Electric at 865-380-4890. We are available to serve you 24 hours a day, seven days a week.

### **Report the Outage**

You can call Alcoa Electric at 865-380-4890 to report an outage. In order for us to keep our files current, we will ask for your address and telephone number. If you know the cause of the outage, please describe it (i.e., a limb on the line, a car hit a pole, loud pop from transformer, etc.). Your help will save a great deal of time in restoring service.

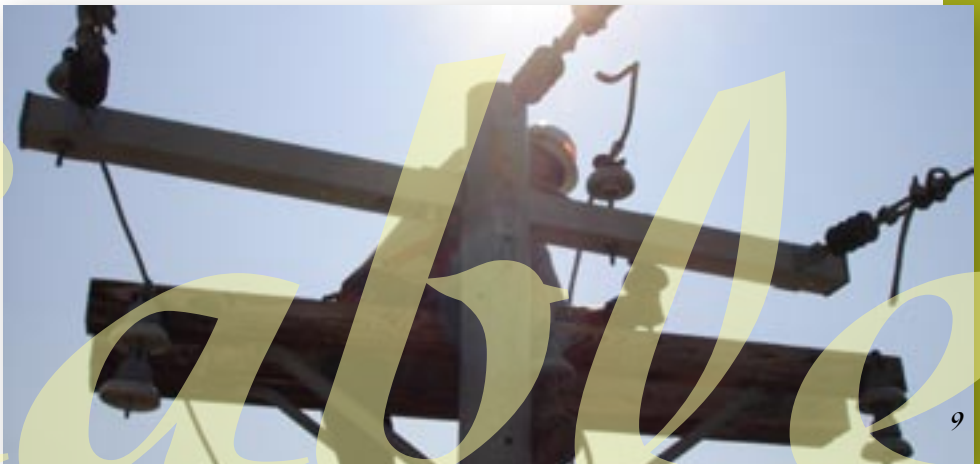
Once you report an outage, please give Alcoa Electric time to respond and repair the damage. The cause of the outage may be miles from your site, and thus you may not see Alcoa Electric vehicles in your area. Be assured that repairs will be made as quickly as possible; however, if your power is still off after it has been restored to other facilities in your neighborhood, do not hesitate to call again.

## Be Prepared for an Outage

We try to provide uninterrupted service to all our customers especially those with critical needs. However, even the most reliable power service can be interrupted occasionally. Outages that are not planned are often caused by Mother Nature through ice, snow, wind, rain or lightning. Accidents also happen: cars run into power poles, underground cables are damaged by construction crews, and wires are downed by someone carelessly and dangerously cutting down trees or trimming branches near the power lines. Sometimes there are equipment failures, and even animals (such as squirrels) or birds can disrupt electrical service.

In order to respond to any interruption of service, a plan of action for an outage will help your facility maintain organization and keep you prepared for the restoration of power. We recommend the following points be included in your facilities plan.

- Designate personnel for reporting outages
- Post emergency numbers to call
- Maintain Emergency Preparedness Items
- Flashlights and batteries
- Emergency lighting system
- Spare fuses



## During an Outage

During an outage, turn off all electrical equipment especially heat pumps, air conditioners, motors, fans, heaters, furnaces, and other electrical equipment. Prepare all equipment for an initial start up. Clear all parts from machinery and verify that all equipment guards are in their proper position for starting.

If your facility has a standby power source, utilize proper transfer switches for connecting your emergency power source to the respective equipment. Make sure all personnel are aware of the fact that certain equipment may be energized during an outage. Verify that proper voltage levels are supplied to equipment powered by standby power sources. Allow only authorized personnel to open and close transfer switches at appropriate times.

**WARNING:** If you use a standby power source to provide electricity for your facility, you could injure or kill a utility worker who is working on the line if your equipment is not installed properly. Contact Alcoa Electric for assistance in installing and operating standby power sources.

If your facility has refrigeration equipment, keep the doors to this equipment closed during the outage. As a general rule, perishables will keep for up to 48 hours in a freezer. Blankets, tarps, etc., used as insulation and weather conditions may affect the length of time items can remain in this equipment. Make sure everyone in your facility knows what to do in the event of a power outage. Teach them the procedures to be used in shutting off equipment, whether to remain at their work station or to assemble in a central area, and how to restart equipment when power is restored. Provide adequate emergency lighting during the outage.

**SAFETY FIRST:** Stay away from downed lines and broken utility poles. Do not attempt to remove trees or limbs from lines. Notify us immediately of downed lines or broken poles and prevent others from coming into contact with them. Even lines that look harmless can be very dangerous. Make sure all personnel understand the dangers associated with downed power lines.

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## Electric Department – Energy Solutions

Alcoa Electric offers several home energy solutions. For more information on any of these programs, call 865-380-4700 or visit [www.energyright.com](http://www.energyright.com) today.

### TVA energy right® Programs

**Home e-valuation Program** – The energy right® Home e-valuation program is possibly the easiest way to find out how you're using energy around the house, and get expert suggestions on how you could be using that energy more efficiently. This simple, 20-minute survey will give you at least five ways you can reduce your electric bill by reducing energy usage.



**Heat Pump Plan** – Alcoa Electric, along with TVA, offers financing for your next hard-working energy-efficient heating and cooling system. Our loans include low-interest rates and payments right back on your electric bill. Call today to see if you are eligible.



**New Homes Program** – When you build a home energy right, you'll pocket the payoff – and you'll save money on your electric bills as long as you own your home. To receive energy right certification, your home's construction must meet certain minimum requirements. Your home will be evaluated using industry- approved Home Energy Rating System (HERS) software.

If your home qualifies, you can receive cash rebates from Alcoa Electric.

**Water Heater Rebate** – The energy right Water Heater program includes a cash incentive just for purchasing an all-electric water heater. Call 380-4700 for details.

**Energy Audits** – A general survey of energy use for a residential home is available to all customers. This on-site inspection includes recommendations for home improvements by the experts on energy efficiency. Call for pricing details.

**Green Power Switch** – This program gives you the opportunity to purchase “blocks” of green power, electricity generated from renewable resources such as solar power, wind power, and methane gas. One 150-kwh block of green power is \$4.00 and will be added to TVA’s power mix.

**Surge Protection Program** – Alcoa Electric now offers two-stage surge protection with this program. Package options are available and can include a point-of-meter device. Call for cost details.

**Share the Warmth Program** – This program allows you to add just a dollar to your electric bill each month to help those who are less fortunate pay their electric bills. All funds collected are distributed by the Blount County Community Action Agency to those in need.

**Security Lighting** – You can feel more secure while protecting your business by leasing a security light from the Alcoa Electric. You’ll be using the best outdoor lighting equipment available while saving on energy and maintenance costs. A photoelectric cell turns the light on and off automatically, so you never have to worry about it - even when you are away.

The lease includes a high-quality, utility grade light fixture installed and maintained by Alcoa Electric. The monthly charge also includes the electricity used by the light. When an additional pole is needed, there will be an additional charge. Prices are subject to change as the cost of equipment and electricity changes. High Pressure Sodium Lights and other special lighting applications are also available; please contact Alcoa Electric for more information and prices.

**Subdivision Street Lighting** – Because street lighting provides safety and security, Alcoa Electric offers subdivision lighting. If you are interested in subdivision lighting please contact Alcoa Electric Engineering Department at 865-380-4890.

## *Electric Department – Tree Trimming*

Alcoa Electric maintains over 1000 miles of power lines to serve our customers. This task is hindered by the rapid growth of trees that can interfere with the flow of electricity or prevent access to the lines. When either occurs, the quality of service to you and other customers suffers. That is why Alcoa Electric must keep rights-of-way clear of obstructions.

### **If Your Trees Get in the Power Lines**

The power lines that provide electricity to your facilities are not insulated. When trees or other obstructions become entangled in these lines, they can cause outages and become safety hazards. If you notice tree limbs touching these lines, contact the Alcoa Electric Department. Our tree trimming personal will investigate and remove tree limbs quickly or schedule the work for tree trimming crews.

### **Tree Trimming Specifications**

The purpose of tree clearing specifications is to indicate recommended minimum tree clearance from energized conductors and associated equipment and also to list variables affecting such clearances. It is understood that minimum clearance will not be available in all instances without seriously deforming the tree. However, the objective of this tree clearing program is to acquire at least minimum clearances. Listed below is a guide to follow before service can be installed.

- The customer is responsible for obtaining and cutting all rights of way, twenty feet wide for hardwoods and forty feet wide for pines.
- All trimming must be continuous from first pole to last.
- Dogwoods, in most cases, would not have to be cut.
- All leaning, dead, or otherwise dangerous trees that could reach the power line, must be cut.
- An employee of the Alcoa Electric Department will inspect all trimming before any wire is installed.



# Planning & Codes Department

## Planning

The City's planning department provides technical planning advice to the building inspections office, planning commissioners, board of commissioners, developers and the general public. It is this office that enforces the City's zoning ordinance and subdivision regulations, including the review of site plans, zoning requests, special exception requests, and requests of variances to the provisions of the zoning ordinance. All new commercial developments must first be reviewed and approved by the Alcoa Regional Planning Commission.

## Codes Enforcement

The codes enforcement office is responsible for ensuring that the zoning ordinance of the City of Alcoa is enforced according to its intent and purpose, and provides the following services:



- Issues permits;
- Makes periodic site inspections during construction, as well as a final site inspection, for the purpose of determining whether or not development activity has been completed in compliance with the terms of the zoning ordinance;
- Receives and reviews for completed applications or plans for building permits, as required by the zoning ordinance;
- Administers zoning ordinance and municipal codes;
- Provides administrative, technical consultative assistance.

## Call Before You Dig

Tennessee state law requires anyone about to engage in digging, excavation, moving of earth, demolition, or any type of activity that could damage underground utility lines to notify the utility companies in that area of their intent to dig not less than three business days before the work is to begin. The Tennessee One-Call system was created to provide advance notification service to member utilities, such as the City of Alcoa, throughout the state.

You can reach Alcoa and other member utilities who provide electric, gas, water, wastewater, phone, cable, etc. with one call to Tennessee One-Call at 1-800-351-1111. Tennessee One-Call will gather information from you about your planned work and send it to member utilities in the area where you plan to dig. Alcoa and other member utilities will then locate their facilities at the proposed excavation site with paint or flags so you can avoid them during excavation. There is no charge to contact Tennessee One-Call or for Alcoa to locate its underground facilities.

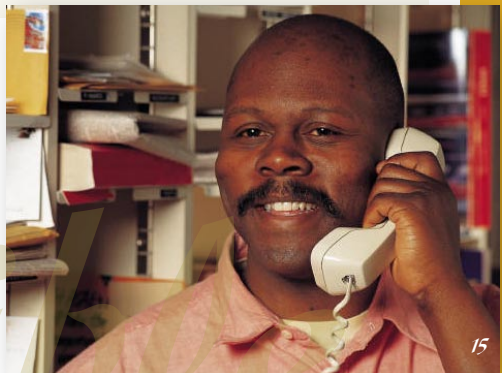
Dig safely by calling Tennessee One-Call at 1-800-351-1111 three business days before you plan to dig. Then, wait for Alcoa to mark their lines. Respect the markings and dig with care. Tennessee One-Call operates 24 hours a day, seven days a week, 365 days of the year.

**IMPORTANT:** Always use extreme caution when you dig, and avoid digging within the utility safety zone. The safety zone is a strip of land the width of the utility, plus two feet on either side. Customer-owned service lines are not mapped and therefore may not be marked. Customer-owned lines include sewer laterals, underground electrical service lines, water lines, lines for outside lighting, invisible fencing, irrigation systems, customer fuel lines, or any other customer-owned line.

### APWA Uniform Color Code (of Marked Underground Utility Lines)

<b>WHITE</b>	Proposed excavation	<b>ORANGE</b>	Communication, alarm, or signal lines, cables or conduit
<b>PINK</b>	Temporary survey markings	<b>BLUE</b>	Potable water
<b>RED</b>	Electric power lines, cables, conduit, and lighting cables	<b>PURPLE</b>	Reclaimed water, irrigation, and slurry lines
<b>YELLOW</b>	Gas, oil, steam, petroleum, or gaseous materials	<b>GREEN</b>	Sewer and drain lines

To report damage to an Alcoa utility line, call 380-4890 for electric lines and 983-3911 for water or sanitary sewer lines 24 hours a day.



# *Public Works Department*

## **Water & Wastewater Services Division**

The Water & Wastewater Services Division operates the water distribution and wastewater collection system of the City. The Water & Wastewater Division is responsible for installing new water meters and sewer taps, maintenance of water leaks and sanitary sewer problems. Employees of this division are on-call 24 hours per day, seven days per week.

## **Water Quality Services Division**

The Water Treatment Plant (WTP) is responsible for the production and delivery of a safe and dependable supply of drinking water. The plant is located on Sam Houston School Road. With a rated capacity of 24 million gallons per day, the Alcoa WTP services the City's 9000+ water customers (households and businesses) plus the Tuckaleechee Utility District. Plant personnel consistently deliver water that meets all applicable state and federal regulations. As part of a nationwide peer-review process, the Alcoa WTP is a member of the Partnership for Safe Water. In addition to being safe, the water provided by the Alcoa WTP is available at rates that are among the lowest in East Tennessee. Tours of the plant may be scheduled by calling 983-3911. A new state-of-the-art membrane filtration plant is under construction and slated for completion in the spring of 2007.

In addition to the WTP operators, the Water Quality Services Division includes the department's maintenance electricians and plumbers. Their responsibilities include the City's water and sewage pump stations as well as the City's traffic control signals. The plant employees also serve as after-hours dispatchers for all Public Works & Engineering operations.

## **Street Services Division**

The Street Services Division is responsible for the construction, operation, and maintenance of the City's street and storm sewer system. Their primary maintenance responsibilities are street repair and resurfacing, traffic control signs and striping, street sweeping, sidewalk construction and maintenance, storm drainage construction and maintenance, and snow removal.

## Landfill Services Division

The Alcoa/Maryville/Blount County Sanitary landfill is operated by the Alcoa Public Works & Engineering Department. It is jointly owned by the cities of Alcoa, Maryville and Blount County and is located at 240 Long Powers Road in Friendsville. Their hours of operation are 8:00 a.m. until 5:30 p.m., Monday through Saturday. The landfill is closed for the New Years, 4th of July, Thanksgiving and Christmas holidays. To learn more about tipping fees and other charges, call the landfill at 995-2892. A recycling drop-off center is located at the landfill. The following materials are collected at the landfill: aluminum cans, newspapers, mixed paper, #1 and #2 plastics, and glass bottles & jars. A tank is also provided for recycling motor oil.

## Sanitation Services Division

The Sanitation Services Division is responsible for removing all household waste set out for collection from residential buildings located within the city limits. Residential garbage is collected once a week on a Tuesday through Friday schedule. Garbage must be set out in the garbage can issued. Solid waste collection is provided yearlong with collections adjusted only for the New Years, July 4th, Thanksgiving and Christmas holidays. If there are physical or geographical limitations that make using a can impossible, a request for an exemption may be made. Please call for information regarding your collection day or to apply for an exemption.



## Standard Collection Guidelines:

- Place wheeled cart at curbside by 7:00 a.m. on your regular collection day.
- Wheeled cart should be removed from curbside as soon as possible on the day of collection, but no later than 7:00 p.m.
- Wheeled cart lids must be kept closed at all times and carts must be kept clean.
- The cart remains the property of the City of Alcoa and must not be painted, abused, mutilated, altered or modified in any manner.
- The cart is issued to your address and must not be removed from the premises. If a dwelling is to be vacated, the outgoing resident must notify the Public Works department.
- Cart must not be filled to overflowing. The following items must not be placed in the cart: Paints, gas line, solvents, liquids, hot ashes and ferrous metals not normally found in household garbage.
- Please record the serial number of your cart. If your cart is stolen, you should notify the City of Alcoa Police Department at 981-4111 or the Public Works Department. Failure to notify may result in delay and expense to the City and may prevent replacement of your cart.
- The City will deliver the cart where we prefer it to be placed for collection. Alternate locations for collection of the cart may be arranged with representatives of the Public Works Department.



## Yard Waste Collection

Leaves, grass and other yard waste are picked up separately from household garbage on a twice-monthly schedule, generally on the same day as your household waste. Please refer to the collection calendar or call the Public Works department for information regarding your collection schedule. **DO NOT PLACE YARD WASTE IN THE STREET.**

### Collection Guidelines:

- Brush and clean wood should be placed at the curb by 7:00 a.m. of the morning of your household waste collection during the weeks of brush and clean wood collection.
- Leaves must be bagged except during the weeks designated for Spring and Fall Leaf Collection.
- Grass clippings must be bagged or placed in the garbage cart.

## Bulky Waste Collection

Bulky waste includes furniture, box springs & mattresses, cardboard boxes, scrap metal, carpet, small amounts of remodeling materials, bagged grass and appliances with Freon removed. **DO NOT PLACE BULKY WASTE ITEMS IN THE STREET.**

### Collection Guidelines:

- These items should be placed at the curb by 7:00 a.m. of the morning of your household waste collection during the weeks of bulky waste collection but no sooner than the Friday prior to your pickup.

## Commercial/Industrial Garbage

The Sanitation division offers service to commercial businesses located within the city limits of Alcoa. The weekly service fee per container depends upon the number of services per week and the cubic yard size of the dumpster. 85-gallon rollout cart and roll-off container service is also available. Please call 865-380-4815 for rates and further information.



## Recycling Services

Recycling is offered to all households within the city limits. The City contracts with Waste Connections of East TN for residential collection. An 18-gallon container is provided by the City. Please contact the Public Works Department for information regarding your collection day.

### Collection Guidelines:

- The container must be placed curbside by 7:00 a.m. on the scheduled collection day.
- The following materials may be put in the container:
  - Newspapers & Inserts
  - Aluminum Cans
  - Steel & Tin Cans
  - Clear, Brown & Green glass bottles #1 and #2 plastics (examples: milk jugs & soft drink bottles; check the bottoms of other plastic containers for either the number “1” or “2” inside a triangle.)
- The following materials may not be put in the container:
  - Cardboard
  - Window glass
  - Mirrors
  - Light bulbs
  - Pots, pans or oven cookware
  - Corrugated cardboard
  - Magazines
  - Telephone books or junk mail

Newspapers; steel and tin cans; clear, brown and green glass bottles; and #1 & #2 plastics may be dropped off in the recycle boxes located at the Public Works facility at 1050 Springbrook Road. A separate container is provided for recycling cardboard. A tank is also provided for recycling motor oil. This area is open 24 hours a day.



# Fire-Rescue Department

## Mission

To Serve the Community by Protecting Life, Property, and the Environment from Hazards and Dangers of Fire, Medical Emergencies and Manmade or Natural Disasters, through Prevention, Education and Timely Incident Response. The most important goal of the Alcoa Fire-Rescue Department is the Efficiency and Effectiveness of our Services to the Citizens of Alcoa.

## History

The Alcoa Fire-Rescue Department was organized in July 1942 and moved into its first fire station at 1050 Springbrook Road upon its completion in 1943. Today, Fire Headquarters is located at 2010 Wright Road. Fire Station #2 is located at 271 Joule Street; Fire Station #3 is located on 3545 Central Park Boulevard adjacent to Topside Road.

The Fire-Rescue Department operates under the direction of an appointed fire chief, has thirty-one full time members and twelve volunteer firefighters. All department members are State of Tennessee certified Firefighters, Emergency Medical Technicians/ Paramedics or First Responders.

## We're Doing More Than Fighting Fires...

- Emergency Medical Response, 1st Responder Program
- High Angle, Confined Space, and Vehicle Extrication Rescue
- Public Fire Education Schools, Childcare Facilities, Businesses and Residential
- Fire Extinguisher Classes
- Free Smoke Detector Program
- Residential & Commercial Fire Inspections / Pre-Plans
- Fire Hydrant Testing and Maintenance
- Kid Safe Fire Education for Pre-School Children
- Operation Red Ball for Handicapped Citizens
- Freedom Fest Fire Works Display
- Public Speaking
- Emergency Management



Experienced



## Emergency Management

The Fire-Rescue Department is the agency of city government charged with the responsibility for insuring the City and all departments are prepared to deal with the disasters and emergencies that affect the City and its citizens.

Each day, hundreds of emergencies take place across the state. Occasionally, those emergencies will exceed the technical or logistical capacity of local government, and may require the assistance of the state and/or federal governments. It is the Fire-Rescue Department's job to coordinate the application of state and federal resources within Alcoa to achieve the maximum benefit and to mitigate the damage and suffering in the shortest amount of time possible.

## Planning For Fire Emergencies

- Install smoke detectors on each level of your home near sleeping areas
- Free smoke detectors are available to any residents who do not have working smoke detectors in their home by calling 981-4142
- All smoke detectors should be installed following all manufactures directions
- Test your smoke detectors weekly to assure they are working properly
- Change smoke alarm batteries twice a year, spring and fall
- Clean the smoke detector bi-monthly by vacuuming the grill and inside
- Replace any smoke detectors over ten years old
- Prepare and practice an escape plan utilizing 2 exit routes from each room
- Agree on an safe meeting area outside the residence, once out Do Not Return



## After the Fire

- Contact your insurance agent or carrier immediately for advice
- Secure the property before leaving the premises if possible
- Contact the Post Office (forward or hold mail)

If you are in need of assistance to obtain emergency shelter, food, clothing, basic hygiene or medical items contact the Blount County Chapter of the American Red Cross at 983-0821.

## For Emergency Assistance Dial 9-1-1

- Firefighters are on duty 24 hours a day 7-days a week
- After calling 9-1-1 turn on your porch light to assist in locating your residence
- For fire emergencies vacate the residence
- If possible have someone outside close to the street to flag down responders
- House numbers should be of size and color to be clearly visible from the street

patented

# *Police Department*

In May 1993, The Community Policing Partnership Program was set into motion with the enthusiasm necessary to make it successful. A federal grant was applied for in July 1994 and awarded in October 1994 supporting the concept behind the community policing partnership. From that early date, the Alcoa Police Department has met the requirements for that federal grant, and has continued to surpass its initial efforts by adding numerous services. Our commitment to you, the community, is to provide the Quality of Life and the Excellence in Service that you deserve.

In our continuing efforts to meet the needs of the Alcoa community and to maintain the Quality of Life that you enjoy, the members of the Alcoa Police Department are pleased to provide you with a listing of some of the various parts of our Community Policing Program.

We hope that you will take the time to look over our programs and to make use of them in the future. Please let us know if you have comments on these programs or if you have suggestions for new ones.

The Alcoa Police Department is actively involved in numerous community and national events, which strengthens its Community Policing Program. The following is a list of programs and services offered to you by the Alcoa Police Department:

- Community Policing Contacts
- K-9 Patrol
- Bicycle Patrol
- Motorcycle Patrol
- Neighborhood Meetings
- Open Door Policy
- Greenway Trail and Park Patrol
- R.A.D. (Rape Aggression Defense classes)
- V.I.P.S. (Volunteers In Police Service)
- D.A.R.E. Program (Drug Awareness Resistance Education)
- Business Security Checks
- Internal Affairs Policy
- Educational Programs
- Fingerprinting
- Car Seat Safety Checks
- CPR/First Aid
- School Lunch Program
- Citizens Police Academy

The following is a partial list of events that the Alcoa Police Department supports and participates in every year:

- Shop With A Cop
- FOP Summer Camp
- Air Show
- Spring Sprint
- Special Olympics & Torch Run
- Presidential/Vice President Details
- Martin Luther King, Jr. March & Parade
- ALCOA, Inc. Retired Employees Picnic
- Maryville & Alcoa Dolphin 3-Day Swim Meet
- 4th of July Freedom Fest & Fireworks Display at the Alcoa Duck Pond
- Christmas Parade
- Reindeer Run
- Fish Derby
- Craft Fairs
- Dogwood Arts Trail
- Lighting of the Christmas Trees
- D.A.R.E. Program Graduations

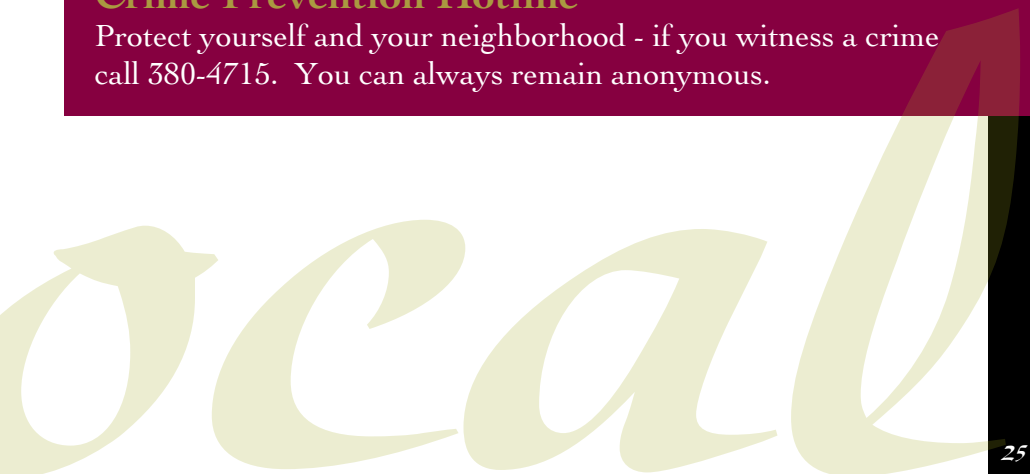
### K-9 Activities

- Regional/Area Trials (Competitions)
- Community Demonstrations
- D.A.R.E. Demonstrations
- School Demonstrations
- School Locker Checks
- School Parking Lot Checks
- FOP Summer Camp Demonstration

*Please contact the Alcoa Police Department for more information on any of these programs by calling 981-4111.*

### **Crime Prevention Hotline**

Protect yourself and your neighborhood - if you witness a crime call 380-4715. You can always remain anonymous.



# Quick Contact Reference

**General Information ..... 380-4700**

**Administration - 223 Associates Boulevard**

Utilities Billing Inquiries ..... 380-4700  
 Utilities New Service/Service Changes ..... 380-4700  
 Utilities Accounts & Collections ..... 380-4700  
 Business/Property Tax..... 380-4700  
 City Manager ..... 380-4795  
 Assistant City Manager ..... 380-4795  
 Economic/Industrial Development ..... 380-4795  
 Purchasing ..... 981-4155  
 City Recorder ..... 380-4773  
 Human Resource Director ..... 380-4700  
 Personnel/Insurance ..... 380-4752  
 Public Information Officer ..... 380-4700

**Electric Department - 264 North Rankin Road**

General Information ..... 380-4890  
 New Service or Service Changes ..... 380-4700  
 Operations ..... 380-4890  
 Engineering ..... 380-4890  
 Tree Trimming ..... 380-4890  
 Fax Number ..... 981-9961  
 Electrical Inspector ..... 983-5493  
 Emergencies for Electrical Issues ..... 380-4890

**Planning & Codes – 223 Associates Boulevard**

Building/Plumbing Inspections ..... 380-4730  
 Gas/Mechanical Inspections..... 380-4730  
 Housing Inspections ..... 380-4730  
 Planning..... 380-4730

## Frequently Used Names & Numbers

Name	Number
_____	_____
_____	_____
_____	_____
_____	_____
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**Public Works/Engineering Department - 1050 Springbrook Road**

General Information ..... 380-4800  
City Engineering Office..... 380-4800  
Landfill ..... 995-2892  
Sanitation/Recycling ..... 380-4815  
Streets ..... 981-4146  
Water & Wastewater (Sewer) Services ..... 981-4156  
Water/Sewer New Service or Service Changes ..... 380-4700  
Water Filtration Plant..... 983-3911  
Emergency Calls for Water/Sewer/Streets -  
Weekdays 7:30am-4:30pm..... 380-4800  
After Hours Weekend Holidays..... 983-3911

**Police Department - 2020 North Wright Road**

Emergencies ..... 911  
Non-Emergency Police Dispatch..... 983-3620  
Administration ..... 981-4111  
Court Clerk ..... 981-4111  
Records..... 981-4111  
Detectives ..... 981-4111  
Animal Control/Shelter -  
426 Home Avenue, Maryville 37801 ..... 984-3010

**Fire Department - 2010 North Wright Road**

To Report a Fire..... 911  
Administration ..... 380-4999  
Fire Chief ..... 380-4996  
Deputy Chief/Emergency Management ..... 380-4997  
Fire Inspector ..... 380-4998  
Smoke Detector Program/Burning Permits ..... 981-4142

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## *Excellence In Service - Quality Of Life*

City of Alcoa does comply with Title VII Civil Rights Act of 1964:

*"No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."*

**The City of Alcoa is an equal opportunity employer.**



## *The City of Alcoa Hours of Operation*

**Municipal Building:** Monday through Friday 8 a.m. to 4:30 p.m.

**Public Works Building:** Monday through Friday 7:30 a.m. to 4:30 p.m.

**Public Safety Building:** Monday through Friday 8:00 a.m. to 4:30 p.m.

**Landfill:** Monday through Saturday 8:00 a.m. to 5:30 p.m.

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Phone 865-380-4700 • Fax 865-380-4723

223 Associates Boulevard • Alcoa, Tennessee 37701

[www.cityofalcoa-tn.gov](http://www.cityofalcoa-tn.gov)