

Who to call

When there's a problem, you want a phone number – fast. Here are numbers for city departments and agencies that can help. **For emergencies that threaten life or property and require immediate attention, call 911.**

For other general concerns not listed below, call the Citizen Hotline: 949-3502 or visit our website www.stcharlesciv.com/whotocall.

Tree dangerous to public
Engineering
949-3237

Down electrical lines
24 hr emergency service
AmerenUE
(314) 342-1000

Trash service and recycling questions
Midwest Waste Hauling
925-1066

Gas leak
911

Sewer back-ups
Street Division
949-3363
after hours
Water Division
949-3366

Dangerous sidewalk
Street Division
949-3363

Tall grass/overgrown weeds
Community Development
949-3502

Pothole Hotline:
636-255-6120

Storm Water Issues
Engineering
949-3237 or 949-3514

Open fire hydrant
Water Division
949-3239 or 949-3366

Street flooded, clogged storm/sanitary drain
Street Division 949-3363
after hours
Water Division 949-3366

Sink hole, collapsed street
Street Division
949-3363

Dangerous/stray animal
Animal Control
949-3395

Car/building alarm
Police Dept
949-3309

Overflowing dumpster
Community Development
949-3502

Graffiti or Trash-strewn lot
Community Development
949-3502

Loud noise/belligerent person/underage drinking
Police Dept
949-3309

Rats or mosquitos
Community Development
949-3502

Non-functioning traffic light/traffic issues
Engineering
949-3237 or 949-3243



Street Division
949-3363 or
Engineering
949-3237

Pothole
Street Division
949-3363

Broken, buried out street light
Engineering
949-3237 or 949-3243

Abandoned/unlicensed vehicle
Community Development
949-3502

Missing manhole cover
Street Division
949-3363

Fire
911

Abandoned, dangerous building
Community Development
949-3502

Suspected arson
Fire Dept
949-3252

Injury or illness
911

Damaged mailbox
Post Office
1-800-275-8777

Dead animal
Animal Control
949-3395