

# The City of St. Charles, Missouri

## 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.stcharlescity.com/whotocall](http://www.stcharlescity.com/whotocall).

### 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

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

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

Pothole  
Street Division  
949-3363

**SCAT**  
Bus Stop  
SCAT  
Street Division  
949-3363 or  
Engineering  
949-3237

Broken, burned 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  
3502



Injury or illness  
911

Dead animal  
Animal Control  
949-3395

Suspected arson  
Fire Dept  
949-3252

Damaged mailbox  
Post Office  
1-800-275-8777

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Tree dangerous to public  
Engineering  
949-3237