



2020 WINTER NEWSLETTER

City of Missoula - Public Works

Greetings from the Public Works Director!

Greetings from the Public Works Department. As we roll into winter, we'll be deploying our new fleet of residential snowplows to provide a faster response to major storms. We are also coordinating snow operations with other City departments and the County to improve efficiency and provide better service. Please help make winter safer for everyone by keeping sidewalks and fire hydrants clear, and remember, a great way to spread some holiday cheer is to help your neighbors shovel while you're at it.

As always, we welcome your input. To share concerns or suggestions about our new snowplowing plan, please reach out to me at streetsdept@ci.missoula.mt.us.

Happy Holidays, Jeremy Keene

Storm Water

Storm Water Rates

The newly proposed Storm Water Utility rates were adopted by City Council on December 16, 2019. Single-Family Residential customers will now be charged \$4.21 per month for storm water services. Commercial customers can contact the Storm Water Utility at (406) 552-6358 to learn what classification their account will be designated. For more information, please visit <https://www.ci.missoula.mt.us/2341/Utility-Rates>.

Frequently Asked Questions

Q: What is Storm Water?

A: Storm water is runoff that occurs when rain or melting snow flows across impervious (hard) surfaces like roofs, driveways, streets, and parking lots, resulting in fewer opportunities to soak into the ground. This can cause flooding and increased pollution of our waterways.

Q: Why do we need a Storm Water Utility?

A: The City of Missoula established the Storm Water Utility in 2016 to better maintain compliance with the stringent requirements of the Clean Water Act, which is administered by the U.S. Environmental Protection Agency (EPA) and the Montana Department of Environmental Quality (MDEQ).

Q: How does the Storm Water Utility benefit the citizens?

A: Two words: water quality. Our goal is to educate citizens, the general public, school children, and businesses (including contractors and developers) on storm water pollution prevention solutions and techniques to protect our aquifer and waterways, improving the quality of our most precious resource. In addition, our storm water infrastructure protects roads and property, helping us assure access and emergency response and safeguard private investment.

Pattee Creek Outfall Sampling

Did you know the Storm Water Utility monitors and samples storm water outfalls all throughout Missoula? This picture shows Tracy Campbell, our Regulatory Compliance Specialist, calculating flow rate at the storm water outfall. Multiple water samples were taken during this rain event, which is referred to as a "first-flush" of storm water. This water contains a concentrated amount of pollution and allows the Storm Water Utility to better understand what is being introduced into our waterways and how best to address these pollutants.



Street Maintenance Division

Snowplowing Plan Information

Snow! It's that time of year, so the Street Maintenance Division wanted to share the following information on the City's snowplowing plan:

Two inches. The amount of snow that needs to accumulate on city streets before snowplowing will begin.

Residential streets. We now have pickup trucks with plows to clear snow from residential streets on a regular basis. This is a new process for us, but we will get to your street as quickly as we can.

Parking. Please park off of the streets when it snows, if possible. This allows our plows to clear streets more quickly.

Berms. There will be snow berms, especially when we have major snow events. Please clear the one in front of your driveway, but please DO NOT shovel the snow back into the plowed street—this causes safety issues and negates the work the plows just finished.

Berms on sidewalks. Streets with sidewalks adjacent to the curb may have some snow berm accumulation caused by City plows when there is no place else to put the snow. Property owners ARE NOT responsible for removing this berm, but they are responsible for clearing the rest of the sidewalk. Citizens will not be cited for a sidewalk berm created by City snowplows. If a berm covers more than 4 feet of sidewalk width, please contact us so that we can clear it.

Fire hydrants. Please do not pile snow so that it blocks access to any fire hydrants in case Fire or Water staff members need to access it.

Map. Please see the priority route map under "Snow Plowing Map" link on our webpage at <http://www.ci.missoula.mt.us/558/Snow-Removal>.

Questions or comments. Please contact us at **552-6360** or streetdept@ci.missoula.mt.us with any questions or comments on the residential plowing services. More information on snowplowing of Missoula streets can be found at <http://www.ci.missoula.mt.us/558/Snow-Removal>.



Combined Utility Billing

As of February 1, your regular monthly water bill will include a monthly storm water charge. The storm water charge will no longer be on your regular sewer bill.

City staff has been working hard to consolidate your City of Missoula utility charges onto one monthly bill. If you are a City of Missoula utility customer but do not receive all three of the utility services provided, you will only receive charges for the services you receive.

Combining the billing will reduce bill-printing costs and provide additional payment options.

The sewer charges residential customers (semiannually) and commercial customers (quarterly) would normally receive will also be combined on the monthly utility bill with water and storm water in July 2020.

If you have any questions regarding combined billing, please contact our utility billing staff at (406) 552-6700.

Cemetery

Check out our new information circle! A sign welcomes visitors and highlights some cemetery rules. A map shows the locations of six interpretive signs found within the cemetery that highlight some of Missoula's rich history. Missoula City Cemetery was pleased to partner with the Montana History Foundation on this project.



Winter season at the cemetery allows all floral or decorative items to remain on the grounds from Thanksgiving Day through the last day of February. Note: Glass is prohibited at all times. Missoula City Cemetery is not responsible for items placed on the grounds.

We welcome you to explore these sacred grounds, and we are always available to assist with your cemetery needs. For more information, please contact us at (406) 552-6070.

Garden City Compost



A great, big, thank you to our community for its continued commitment to sustainability and our Zero-By-Fifty initiative. We have diverted more material from the landfill than ever before with your help.

Christmas tree drop-off is free of charge no matter how long that tree stays up in the living room!

Our winter hours are 8 a.m. - 4 p.m. Monday-Friday through February with a spring kick-off when the Shack re-opens in March.

All the best in the New Year from your neighbors at Garden City Compost. Please contact us at (406) 552-6619 with any questions or inquiries.

Wastewater

STEP System Accessibility

If you have a City-owned STEP (Sewer Tank Effluent Pump) system, be sure to keep the green lid and STEP system control panel accessible to City staff. To maintain the system, it is critical for the City's Wastewater staff to access the lid and the STEP system control panel.



If your City-owned STEP system sounds an alarm, you can silence it by pushing the RED button on the STEP system control panel and then immediately call the Wastewater Division at the number located on your box, (406) 523-4886. We have collection staff ready to respond at any time, day or night, including weekends and holidays.



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www.facebook.com/missoulawater

Missoula Water

Protecting your Service Line

As the temperatures outside drop for long periods of time, your service line can freeze even if it is the recommended six feet deep. If you know water isn't being used regularly, please keep faucets open enough to drip, and leave cabinets open to expose your plumbing to heat. This could help prevent a costly pipe from bursting and service line from freezing underground.

Water Line Loan Program

Missoula Water offers low-interest loans to water customers who need to repair or replace their service lines or internal plumbing, install a meter and meter pit, or connect to the municipal water system. Email wllp@ci.missoula.mt.us for more information.

Keeping Hydrants Clear

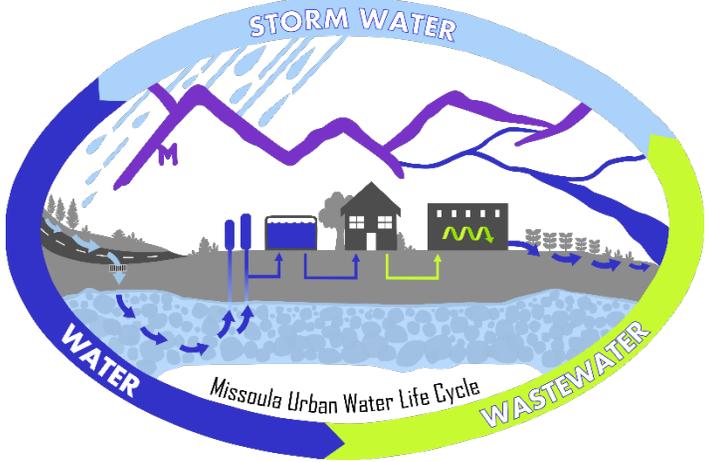
If your property includes a hydrant, it is your responsibility to keep the hydrant clear and accessible. Not doing so could result in a lowered response time by the Fire Department in an emergency.



Left Hydrant covered in snow



Right Hydrant Properly Uncovered



Contact Us

- Compost** 406.552.6619 composting@ci.missoula.mt.us
- Missoula Water** 406.552.6700 watercs@ci.missoula.mt.us
- Storm Water** 406.552.6358 stormwater@ci.missoula.mt.us
- Streets** 406.552.6360 streetsdept@ci.missoula.mt.us
- Wastewater** 406.552.6600 hendersons@ci.missoula.mt.us

City of Missoula Public Works – Working Together to Serve You.

www.ci.missoula.mt.us/publicworks