

# STATE OF CONNECTICUT

## DEPARTMENT OF PUBLIC HEALTH

Renée D. Coleman-Mitchell, MPH  
Commissioner



Ned Lamont  
Governor  
Susan Bysiewicz  
Lt. Governor

Drinking Water Section

DWS Circular Letter# 2019-15

FROM: Lori Mathieu, Public Health Section Chief  
TO: Public Water Systems  
Date: July 22, 2019  
SUBJECT: Emergency Notification Protocol

A handwritten signature in blue ink that reads "Lori Mathieu" with a circled "P" to the right.

Should an event occur requiring notification to the Department of Public Health (DPH) or consultation with the DPH pursuant to Sections 19-13-B46 and 19-13-B102 of the Regulations of Connecticut State Agencies, Public Water Systems (PWS) are to do the following:

1. Immediately call the Drinking Water Section (DWS) at 860.509.7333 during normal business hours or at 860.692.2333 or 860-509-8000 after hours.
2. Immediately call the [local health director](#) of the service area impacted.
3. Complete & submit the [required Notification Form](#) to the DWS and the Local Health Department (LHD) by the following business day. The form should also serve as guidance of when notification to the DPH is required.

We strongly encourage you to reach out to the local health directors (LHDs) of your water service area to obtain the most suitable contact phone number and to inform LHDs of your emergency calling protocol.

Please note that water service interruption to health care facilities must be promptly reported to the DWS. Also we want to remind you that emails, voice mails without discussion with a representative, faxes, written notices, etc. are not an acceptable substitute to the direct phone contact with a representative of the agency.

Cc: Deputy Commissioner Aaron  
Local Health Directors  
Certified Operators



Phone: (860) 509-7333 • Fax: (860) 509-7359  
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