DWS Circular Letter# 2019-15

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

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