



Drought Guidance *for* Water Consumers

Water crisis continue to intensify in the state of Connecticut due to prolonged periods of low precipitation (rainfall) leading to continued decrease in water supply reservoir levels. Custodians and Operators of our public water systems in CT have determined that the current conditions may lead to severe drought in CT, if we don't conserve water and / or precipitation patterns don't improve. As of first week of December 2016, Drought Watch had been declared in 6 of the 8 counties in Connecticut due to reservoir capacity being only 53 % while the remaining two counties, Windham and New London, have entered the Drought Advisory stage. Public Water supply emergencies have been declared for several cities in CT such as Danbury, Waterbury, Darien, Greenwich, New Canaan and Stamford. **These current situations are alarming, but they may be significantly addressed if we reduce our overall water usage to conserve water so that remaining days of supply can be prolonged until precipitation patterns improve and water supplies return to normal conditions.**

At this time DPH call on all water consumers and customers to assist their public water supplies in conserving water in our homes, in restaurants, hotels and all food service establishments, irrigation and landscaping businesses. **We request that our Connecticut town and municipal officials cut back on water use for non-essential operations such as street cleaning, municipal watering and vehicle washing. Routine water use for irrigation of existing lawns is not allowed at this time. Trucking of water for a commercial water service from places within the drought town / city to places outside the drought town / city is not allowed unless official written approval from the public water supplier has been obtained.** In addition, many water companies across Connecticut have recently asked their customers to voluntarily reduce water use, and in some cases have imposed water use restrictions on their residential and business customers.



Water Conservation Tips »

In order to maintain uninterrupted water service, we must all be proactive, follow a very conservative drought contingency plan as directed by our local water companies and use water wisely by following the basic water saving tips detailed below:

Consumer Impact »

What Can The Consumer Do?

Each consumer should reduce water usage by at least 15 %. By reducing water usage we save water. By saving water we extend the duration of remaining supplies. In this way we can have water to use in future months, should the dry conditions continue.

How Can I Do This?

Whether you consume water in your home, day care center, school, hospital, landscaping business, irrigation activities, hotel, restaurant, or other food service establishments, **Water Conservation is simple**. It is as easy as not letting water run while we wash or refraining from prolonged showers. Click on [dph_water_conservation_tips_and_fact_sheet_final.pdf](#) to learn about simple steps and actions that you can take to save water. We encourage you to discuss and educate everyone in your household or establishment on these water conservation practices so we can all be water efficient to preserve our water resources, and be proud for doing so!

How Will I Know When To Do This?

The customers of Connecticut's larger water companies receive conservation information annually, in the annual Consumer Confidence Report (CCR). Public service announcements and informational bulletins are also occasionally provided. When water companies need consumers to practice voluntary or mandatory water conservation, they notify customers directly through mailing and may also use newspaper, radio messages or text alerts to alert them. The DPH through its Drinking Water page, Webinars, Conference Calls and Circular Letters regularly provides updates on water issues including Current Drought Trigger Levels.

How Can I Know How Much Water I Am Consuming? »

Click on <https://www.swfwmd.state.fl.us/conservation/thepowerof10/> to calculate easily how much gallons of water you are consuming daily, weekly, monthly and yearly.



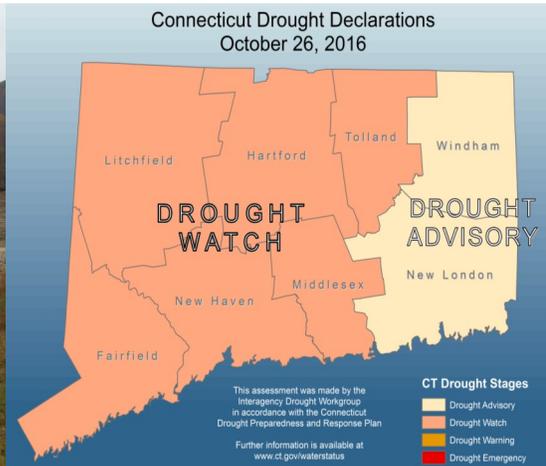
Conservation Priority

What Causes Water Companies To Require Conservation?

All large drinking water systems serving 1,000 or more people in Connecticut operate under a Water Supply Plan reviewed and approved by the Department of Public Health. One element of the Plan is the corrective steps should be taken to address water supply emergencies. The Plan considers factors such as amount of water remaining in reservoirs to require specific conservation activities.

What Is Voluntary and Mandatory Conservation?

Requests to the public for voluntary conservation are usually associated with lower level concern for water supply availability. In such a case, the consumer is asked to try to reduce water usage. Requirements for consumers to save water under a mandatory notice indicate a more serious condition of the supply.



Related Roles

What Do Water Suppliers Do?

Water suppliers implement Water Supply Plan management measures designed to decrease water usage, or increase the availability of water by adding new sources or activating unused sources. Some systems have water sharing agreements with other systems and these are activated, as necessary. All large water systems have emergency measures that can be activated, as necessary. This system of planning and cooperation has allowed Connecticut suppliers to maintain service over numerous dry periods during the past 20 years.

What Is The Role Of The Agencies?



Local health departments work closely with their public during all health related events. Although local health officials are not directly responsible for regulating public water, they are an excellent source of information on public water supply status and private well water problems during these periods of water supply concern. Local health officials can also coordinate the services of all state agencies, as necessary and are in constant communication with the State Department of Public Health.

Leadership Roles

What Is The Role Of The Connecticut Department of Public Health?

The Department of Public Health has authority over all matters related to drinking water adequacy and purity. This Agency oversees the health issues associated with drinking water. During time of low precipitation, which impacts public water supplies, the Department increases its activities in monitoring water supply adequacy statewide and provides direct contact, communication and technical assistance to water suppliers in addressing engineering and health issues. The Department also conducts webinars and conference calls, sends out circular letters and coordinates communications between water suppliers, the Commissioner, local health officials, the general public and the media. It also serves to coordinate the availability of necessary services to areas of specific concerns. It maintains a 24-hour emergency telephone number and communicates with all local health agencies through its Health Alert Network.

Who Should I Contact With Questions?

Customers of public water suppliers should know their suppliers' telephone number and contact the supplier directly (See contact information here: <http://www.ct.gov/dph/cwp/view.asp?a=3139&q=387346>) with questions or for conservation information. The public should also be aware that their local health department or district (See contact information here <http://www.ct.gov/dph/cwp/view.asp?a=3139&q=387322>), as well as the State Department of Public Health, is available for information and advice. To contact the Connecticut State Department of Public Health Drinking Water Section please call 860-509-7333 during normal business hours.



Should I Be Concerned?

Extending the availability of water during dry conditions is everyone's responsibility. Please be aware of conservation requests and follow recommendations or directives. There may be occasions where water interruptions, water restrictions or quality upsets may occur. In such cases, information will be provided as to duration and possible concerns. Generally, there should be no concern for the safety of the water being delivered.

See additional helpful EPA recommended tips [EPA's "When in Drought Use Your WaterSense"](#)

See [conservation ad.pdf](#) to learn about Water Conservation Requirement by Aquarion Water Company (awc) in Southwestern Connecticut.

See [awc water conservation press release 11-29-16.pdf](#)