

STATE OF CONNECTICUT  
DEPARTMENT OF PUBLIC HEALTH

Renée D. Coleman-Mitchell, MPH  
Commissioner



Ned Lamont  
Governor  
Susan Bysiewicz  
Lt. Governor

Environmental Health and Drinking Water Branch

**DWS Circular Letter 2020-16**

**TO:** Community Public Water Systems  
**FROM:** Lori Mathieu, Public Health Branch Chief, EHDW  
**DATE:** March 25, 2020  
**SUBJECT:** Important Information for Community PWS During the COVID-19 Crisis

Handwritten signature of Lori Mathieu in blue ink, with the year "2020" written to the right.

As the State of Connecticut continues to move forward in the midst of the COVID-19 crisis, we are reaching out to all Community Public Water Systems to provide the following guidance.

How to Contact DPH Drinking Water Section:

Please note that DPH DWS is open for business and available to help PWS during normal business hours (M-F 8-4:30). During this time, most staff are working remotely to better protect our workforce in order to serve you. Email is the preferred method of contact at this time. Please email your question or concern to [DWDcompliance@ct.gov](mailto:DWDcompliance@ct.gov) or to a specific DWS staff employee's email (typically fullfirstname.lastname@ct.gov) and we will be happy to assist you. Emergency numbers are available on the DWS main phone line (860) 509-7333 message.

Where to Find the Latest Information for PWS on COVID-19:

Please refer to the [DWS COVID-19 webpage](#) for helpful information and recommended guidance for Community PWS to consider on topics such as staffing, PWS operations, water quality monitoring requirements, operator certification and drinking water state revolving fund. Also please remember to check the DWS webpage frequently for the most recent Circular Letters as this situation rapidly evolves.

For the latest general information, resources, and guidance related to coronavirus (COVID-19), please visit the State of Connecticut <https://portal.ct.gov/Coronavirus> and CDC <https://www.cdc.gov/coronavirus> webpages.

PWS Demands and Conservation:

Please be reminded that during this time, residential water demands may be higher than normal with consumers working and schooling from home. Peak periods may shift and demand may increase in residentially heavy service zones. PWS should continue to track weekly reservoir and



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Telecommunications Relay Service 7-1-1  
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Hartford, Connecticut 06134-0308  
[www.ct.gov/dph/publicdrinkingwater](http://www.ct.gov/dph/publicdrinkingwater)

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groundwater levels, collect weekly instantaneous and totalizing meter readings from all sources of supply and implement conservation measures if warranted. Reservoir status and groundwater level measurements should continue to be reported as usual through email.

Water Quality Monitoring Requirements:

At this time, EPA has not and does not plan to suspend or lift any water quality monitoring requirements for PWS. Therefore, PWS are still required to conduct all operational and required water quality monitoring especially acute parameters such as E. Coli, nitrate and nitrite. Detailed information regarding water quality monitoring, by parameter, is available on the [DWS COVID-19 webpage](#). Any changes to sampling locations due to facility restrictions, closure or inaccessibility must be communicated to DPH using the sampling point inventory spreadsheet through the [DWDcompliance@ct.gov](mailto:DWDcompliance@ct.gov) email address. As of this date, DPH has communicated with all Environmental Laboratories and they are all still open for business. However, safety of samplers and laboratory personnel is also a top priority during this time and communicating with your laboratory of any changes in advance will help reduce the likelihood of any future monitoring and reporting issues.

Thank you to all of our Community PWS owners and operators that are working hard to protect public health of their consumers during this time.

c: Deputy Commissioner Heather Aaron, MPH, LNHA, Department of Public Health  
Certified Operators  
Local Health Departments