

# 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 2020-33

**TO:** Community Public Water Systems  
Local Health Departments

**FROM:** Lori Mathieu, Public Health Branch Chief

A handwritten signature in blue ink that reads "L. Mathieu" followed by the year "2020".

**DATE:** May 6, 2020

**SUBJECT:** Return to Service Guidance for Closed and Partially Closed Facilities served by  
Community Public Water Systems

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As the State of Connecticut begins to gradually re-open, both public water systems (PWS) and local health departments (LHDs) may receive requests for guidance from restaurants and other businesses on returning previously-closed facilities to service. In anticipation of this, the Department of Public Health (DPH) Drinking Water Section wants to make PWSs and LHDs aware of DPH's resources in the "COVID-19 Resources for Building with Low or No Flow" section of its [DWS COVID-19 webpage](#). Once this section is opened, the public, including PWSs and LHDs, will find a guidance for reopening buildings, which is entitled "[CT DPH - Building Water System Return to Service](#)". Please share this guidance and other related information with anyone who requests it and provide assistance when needed.

#### Reminder on How to Contact DPH Drinking Water Section:

Please note that DPH DWS is open for business and available to help PWSs 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 for non-emergency situations. 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. The best phone number to utilize for emergencies (both during and after hours) during this crisis period is 860-692-2333.

c: Deputy Commissioner Heather Aaron, MPH, LNHA  
Tracey Weeks, Food Service Program  
Certified Operators



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