A PUBLIC WATER SYSTEM GUIDE FOR
REPORTING A WATER SECURITY INCIDENT

Obvious evidence of intrusion (malicious or accidental) and/or vandalism to the system's physical assets. *Examples: hole in fence, barbed wire cut, locksets destroyed, vehicles in unauthorized areas, hatchway open, unfamiliar objects in tanks or reservoirs, oil slick, objects left or disposed by trespasser, etc….*

Suspicious evidence of intrusion and or vandalism to the system's physical assets. *Examples: discarded packaging, unlabeled containers, unidentified containers, bags (all kinds), unfamiliar vehicle tracks, signs of objects being dragged across a surface, unusual presence of certain water quality parameters, etc…*

Obvious or suspicious evidence of tampering to the Cyber, SCADA and/or communication assets.

Anonymous threat by an outsider, or internal threat by a disgruntled employee.

Call "911" and/or report incident to local law enforcement and/or fire safety officials (first responders).
If lines are down, radio the incident to the nearest emergency response facility, or use a messenger to relay the report.

Assess the incident with first responders and determine its credibility. If it is credible then:

1) Ensure that the incident is called in or radioed to the Connecticut State Police Dispatch @ 800-842-0200 to relay to the appropriate calling tree; and,
2) Call DPH/DWS @ 860-509-7333 (during normal business hours) or 860-509-8000 (outside business hours).

If the event is terrorism related then first responder must also call local FBI @ 203-503-5000.

See flow chart for responding to a credible security incident.