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.