

# STATE OF CONNECTICUT

## DEPARTMENT OF PUBLIC HEALTH

Jewel Mullen, M.D., M.P.H., M.P.A.  
Commissioner



Dannel P. Malloy  
Governor  
Nancy Wyman  
Lt. Governor

### DWS Circular Letter #2013-02

To: Public Water Systems

From: Lori Mathieu, Public Health Section Chief  
Drinking Water Section  
*JOM*

Date: May 29, 2013

Subject: Off-Hours Reporting and Notification to the Department of Public Health

Should an event occur requiring notification to the Department of Public Health (DPH) or consultation with the DPH, Public Water Systems (PWS) are to immediately call the Drinking Water Section (DWS) at 860.509.7333 during normal business hours or at 860.509.8000 after hours. Along with this direct phone contact you should then complete & submit the attached notification form to the DWS and the Local Health Department (LHD) by the following business day after learning of an event that requires immediate notification. The attached form should also serve as guidance of when notification to the DPH is required.

The DPH facilitates off-hours reporting and notification for all of its programs, including the Drinking Water Section (DWS), by maintaining a 24-hour answering service known as the "8000 line" (860-509-8000). It should be noted that this line provides Department-wide coverage and is not staffed by DWS staff, therefore, PWSs should be very direct and succinct in the information relayed and left with the answering service and explicitly identify whether it is an emergency situation and in need of an immediate response by DWS staff.

Emails, voice mails without discussion with a representative, faxes, written notices, etc. are not acceptable substitute to the direct phone contact with a representative of the agency. These other mechanisms will only be considered acceptable if phone service is not available. Further when consultation with the Department is required, it must be completed with direct contact and interaction with technical staff from the DWS.

Once again, the DPH – DWS can be reached at 860-509-7333 during normal business hours (8:00AM – 4:30PM) or 860-509-8000 after-hours. Please note that if the Governor closes state offices the after-hours phone number should be used.

CC: Local Health Directors, Ellen Blaschinski, John Best  
Attachment: Public Water System Notification Form



Phone: (860) 509-7333 • Fax: (860) 509-7359 • VP: (860) 899-1611  
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