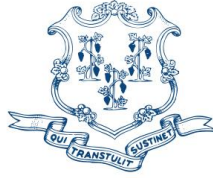


# STATE OF CONNECTICUT

## DEPARTMENT OF PUBLIC HEALTH

Raul Pino, M.D., M.P.H.  
Commissioner



Dannel P. Malloy  
Governor  
Nancy Wyman  
Lt. Governor

Drinking Water Section

### DWS Circular Letter 2018-18

**TO:** Public Water Systems

**FROM:** Lori Mathieu, Public Health Section Chief, Drinking Water Section

Handwritten signature of Lori Mathieu in blue ink.

**DATE:** June 15, 2018

**SUBJECT:** Emergency Notification Requirements

Should an event occur requiring notification to the Department of Public Health (DPH) or consultation with the DPH pursuant to Sections 19-13-B46 and 19-13-B102 of the Regulations of Connecticut State Agencies, 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 [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 an 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.

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.

**Cc:** Deputy Commissioner Addo  
Local Health Directors  
Certified Operators



Phone: (860) 509-7333 • Fax: (860) 509-7359  
Telecommunications Relay Service 7-1-1  
410 Capitol Avenue, P.O. Box 340308, MS#12DWS  
Hartford, Connecticut 06134-0308  
[www.ct.gov/dph/publicdrinkingwater](http://www.ct.gov/dph/publicdrinkingwater)

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