

STATE OF CONNECTICUT
DEPARTMENT OF PUBLIC HEALTH

Deidre S. Gifford, MD, MPH
Acting Commissioner



Ned Lamont
Governor
Susan Bysiewicz
Lt. Governor

ENVIRONMENTAL HEALTH AND DRINKING WATER BRANCH

DWS Circular Letter 2021-27

TO: Non-Community Public Water Systems
FROM: Lori Mathieu, Public Health Branch Chief *Lori J. Mathieu '21*
DATE: April 20, 2021
SUBJECT: Important Information for Non-Community PWS in Anticipation of Resuming Daily Business Operations

The Department of Public Health (DPH) Drinking Water Section (DWS) wishes to provide guidance to any Non-Community Public Water Systems (PWS) for preparing your Transient Non-Community and Non-Transient Non-Community PWS to resume operations.

Non-Community PWSs that remained operational throughout the shutdown

If your PWS maintained normal operations including the collection of routine water quality samples throughout the duration of the shutdown, no further action is necessary at this time.

Non-Community PWSs that were closed with no use during the shutdown

If your PWS was closed and did not serve water to the public for at least a month or longer, water sat stagnant in your building's plumbing system. Stagnant water can potentially lead to water quality issues for your PWS, such as changes in temperature, loss of chlorine residual (if PWS is chlorinated), biofilm/Legionella growth, biofilm disruption, and plumbing corrosion which can result in discolored water, odor, lead and/or copper release, bacteria growth and/or disinfection byproduct formation. In order to ensure the safety of the water system prior to resuming daily business operations, Non-Community PWSs should do the following:

- Conduct a full-building unidirectional flush of the water system starting at the location where the water enters the building and moving out to all extremities.
- Make sure all required water quality sampling is up to date and within acceptable levels. At a minimum, total coliform bacteria should be collected and the results should be within acceptable levels prior to opening the PWS back up.



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

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The Department of Public Health (DPH) Drinking Water Section wants to make PWSs and LHDs aware of DPH's resources and guidance for reopening buildings, which is entitled "[CT DPH - Building Water System Return to Service](#)". The DPH DWS has also created and compiled in depth water system Return to Service guidance documents, which are available on the [DWS COVID-19 Webpage](#) under the "COVID-19 Resources for Building with Low or No Flow" heading. These various guidance documents will provide further clarification on how to conduct full-building flushes, whether or not water system disinfection is warranted and water quality monitoring requirements.

Seasonal Public Water Systems:

Seasonal PWSs are a subcategory of Non-Community PWS with their own seasonal start up requirements. As seasonal PWSs begin to prepare to open, please be reminded that all seasonal PWSs must conduct the seasonal start up protocol and provide the required certification to the DPH DWS. As long as a seasonal PWS submits the seasonal startup certification to the DPH DWS **prior to serving water to the public**, the system will not receive a violation for submitting the certification after the typical startup date on file with the DPH DWS.

How to Contact DPH Drinking Water Section:

Please note that DPH DWS is open for business and available to help PWS 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 or to a specific DPH DWS staff employee's email (typically fullfirstname.lastname@ct.gov) and we will be happy to assist you. Emergency numbers are available on the DPH DWS main phone line (860) 509-7333 message.

For the latest general information, resources, and guidance related to coronavirus (COVID-19), please visit the State of Connecticut <https://portal.ct.gov/Coronavirus> and CDC <https://www.cdc.gov/coronavirus> webpages.

c: Deputy Commissioner Heather Aaron, MPH, LNHA, Department of Public Health
Local Health Directors
Certified Operators