

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

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Commissioner




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Environmental Health & Drinking Water Branch

DWS Circular Letter #2021-74

TO: Community Public Water Systems and Certified Operators

FROM: Lori Mathieu, Public Health Branch Chief, EHDW 

DATE: September 21, 2021

SUBJECT: Providing Potable Water For Service Interruptions Longer Than Twelve Hours

The Connecticut Department of Public Health (DPH) Drinking Water Section (DWS) is asking Public Water Systems (PWSs) and Certified Operators to review the following materials on the passage of the Public Act 21-121 which has been signed by the Governor on July 6, 2021.

Effective October 1st, 2021; section 82 (of Public Act 21-121) requires a water company as defined in Connecticut General Statutes (C.G.S.) Section 25-32a, to provide an alternative source of drinking water to its customers when there is a water main break, loss of system pressure or other event that may affect the quality and quantity of drinking water being served and when the event will last more than twelve hours.

While many water companies already provide alternative sources of drinking water to their customers when they experience such an extended event, not all do. Requiring water companies to provide an alternative source of drinking water, such as bottled water or a water filling station, to customers when there is an extended service interruption will help to ensure that all customers who are impacted by the event, including those customers who are homebound, have access to safe drinking water.

In addition, the water company must also update their emergency response plan pursuant to CGS 25-32d, Regulations of Connecticut State Agencies (RCSA) 25-32d-3 and/or 19-13-B102w to address how such alternative source of drinking water will be provided. Please note that DPH recently created a template for community water systems to use to demonstrate compliance with RCSA 19-13-B102w at the following link: [CWS Emergency Response Plan B102w](#)

To review the entire Public Act 21-121 please see the following link:

<https://www.cga.ct.gov/2021/ACT/PA/PDF/2021PA-00121-R00HB-06666-PA.PDF>

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



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