STATE OF CONNECTICUT
DEPARTMENT OF PUBLIC HEALTH

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Lt. Governor

Environmental Health & Drinking Water Branch

DWS Circular Letter #2021-78

TO: **Public Water Systems and Certified Operators**

FROM: Lori Mathieu, Public Health Branch Chief, EHDW   *Lori J. Mathieu '21*

DATE: November 8, 2021

SUBJECT: Revised: Tier 1 Written Notification (in most predominantly spoken languages)

The Connecticut Department of Public Health (DPH) Drinking Water Section (DWS) are asking Public Water Systems (PWS's) 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 83 (of Public Act 21-121) requires that a water company provide "tier 1" written communications to its customers in the languages predominantly spoken in its service area. Public notices are required by State and Federal regulations to communicate water quality or quantity issues or concerns with customers. This new requirement will assure health equity by ensuring that most if not all customers of the community served by the water company are adequately notified of drinking water precautions that need to be exercised by the consumer. The water company must update its emergency response plan to note in which languages such communications will be offered.

The Department is exploring internally what resources may be available to assist in the efforts in accommodating this requirement with an expected follow-up to be provided; however, this exploration does not prevent this requirement from going into effect. Public Water Systems should begin to research and develop materials to achieve the extent of section 83 of Public Act 21-121.

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
        Public Water Systems
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