

# 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 2021-26

**TO:** Community Public Water Systems  
Local Health Departments

**FROM:** Lori Mathieu, Public Health Branch Chief

A handwritten signature in blue ink that reads "Lori J. Mathieu '21".

**DATE:** April 20, 2021

**SUBJECT:** Return to Service Guidance for Closed and Partially Closed Facilities served by  
Community Public Water Systems

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As the State of Connecticut begins to re-open, both public water systems (PWS) and local health departments (LHDs) may receive requests for guidance from restaurants and other businesses on returning previously-closed facilities to service. In anticipation of this, 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](#)". Please share this guidance and other related information with anyone who requests it and provide assistance when needed. There are also additional resources provided by DPH in the "COVID-19 Resources for Building with Low or No Flow" section of its [DWS COVID-19 webpage](#).

#### Reminder on How to Contact DPH Drinking Water Section:

Please note that DPH DWS is open for business and available to help PWSs 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](mailto:DWDcompliance@ct.gov) or to a specific DWS staff employee's email (typically fullfirstname.lastname@ct.gov) and we will be happy to assist you. The best phone number to utilize for emergencies (both during and after hours) during this crisis period is 860-692-2333.

c: Deputy Commissioner Heather Aaron, MPH, LNHA  
Tracey Weeks, Food Service Program  
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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