

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

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Commissioner




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Governor
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ENVIRONMENTAL HEALTH AND DRINKING WATER BRANCH

EHDW Circular Letter 2020-26

TO: Community Public Water Systems Serving Less than 1000 People

FROM: Lori Mathieu, Public Health Branch Chief, EHDW  2020

DATE: April 21, 2020

SUBJECT: Important Information for Community PWS Serving Less Than 1000 People During the COVID-19 Crisis and Follow Up to Phone Calls made by Drinking Water Section between March 27 and April 3, 2020

Between March 27 and April 3, 2020, the Department of Public Health (DPH) Drinking Water Section staff called all small community public water systems (systems serving less than 1000 people) to assess current operational status and had an approximately 70% response rate with such calls. The DPH Drinking Water Section asked the following questions on those calls:

- Is your public water system operating normally?
- Is your public water system having any problems meeting system demands with more people working and schooling from home?
- Are there any problems with your certified water operator continuing to provide public water system operation services at this time?
- Are you experiencing any problems obtaining supplies necessary to operate your public water system such as treatment chemicals, pumps or pump parts?
- Are there any other questions you have for the DPH?

Thank you to those small community public water systems who have already responded. If you have not yet responded, you are requested to please call the DPH Drinking Water Section Staff who contacted you as soon as possible or respond via email to that individual's email address or to DWDcompliance@ct.gov. While the DPH Drinking Water Section understands that much of the day-to-day operations of your public water system are performed by your certified operator, the DPH would like to emphasize how important the role of the public water system owner/administrator is during times such as these. Please communicate often with your certified operator and consumers regarding the operation of your public water system, and reassure your consumers that the system's water test results continue to be collected according to the set schedule.



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www.ct.gov/dph/publicdrinkingwater

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The DPH Drink Water Section provides the following contact and COVID-19 information:

How to Contact DPH Drinking Water Section:

Please note that DPH Drinking Water Section is open for business and available to help public water systems during normal business hours (Monday through Friday from 8:00 AM to 4:30 PM). As most staff are currently working remotely, email is the preferred method of contact for non-emergency situations. Please email your question or concern to DWDcompliance@ct.gov or to a specific DPH Drinking Water Section staff's email address, which is typically fullfirstname.lastname@ct.gov. The DPH Drinking Water Section staff are happy to assist you.

If you have an emergency, emergency numbers are available on the DPH Drinking Water Section main phone line (860) 509-7333 message.

Where to Find the Latest Information on COVID-19:

Please refer to the DPH Drinking Water Section's [COVID-19 webpage](#) for helpful information and recommended guidance for community public water systems on topics such as staffing, public water system operations, water quality monitoring requirements, operator certification and the drinking water state revolving fund. The DPH Drinking Water Section recommends that you also check the DPH Drinking Water Section's [COVID-19 webpage](#) frequently for the most recent circular letters. The DPH Drinking Water Section will continue to issue circular letters to provide up-to-date and useful information to public water systems during the COVID-19 emergency.

For the latest information, resources and guidance regarding COVID-19, please visit the State of Connecticut's webpage at <https://portal.ct.gov/Coronavirus> and the Center for Disease Control's (CDC) webpage at <https://www.cdc.gov/coronavirus>.

c: Deputy Commissioner Heather Aaron, MPH, LNHA, DPH
Certified Operators