

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

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Commissioner



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ENVIRONMENTAL HEALTH AND DRINKING WATER BRANCH

EHDWB Circular Letter 2021-56

TO: Public Water Systems, Schools Superintendent, Local Health Directors, DECD

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

DATE: July 30, 2021

SUBJECT: Return to Service Guidance

The Department of Public Health (DPH) wishes to remind you of the existing “[return to service](#)” guidance, which is intended for building water systems that have not been fully open or active resulting in stagnation of potable water. Of concern, schools during vacation, places of business with reduced workforce, and facilities that have closed fully or partially during the pandemic. Stagnation of potable water in building plumbing may cause changes in temperature, loss of chlorine residual, biofilm/*Legionella* growth, biofilm disruption, and plumbing corrosion resulting in discolored water, odor, lead and/or copper release, and disinfection byproduct formation.

To help in alleviating any water quality concerns related to water stagnation, we urge the following:

- **Public Water Systems (PWSs)** to reach out to customers that have low flow or no flow situations and remind them of the guidance
- **School Officials** to follow the guidance in preparation for the coming school year
- **Local Health Directors** to inform places of business especially food service establishments that have not been fully active within the health district of the need to consider the guidance before fully opening
- **Department of Economic Development (DECD)** to encourage places of business throughout the State to consider the guidance as they prepare to fully reopen

The DPH has 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.



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Please reach out to me at Lori.mathieu@ct.gov if you have any questions regarding this request.

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