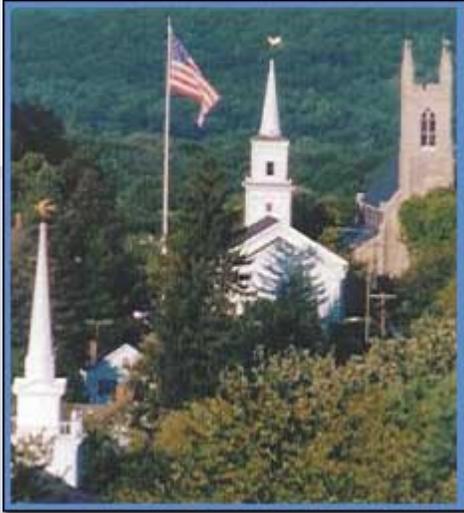


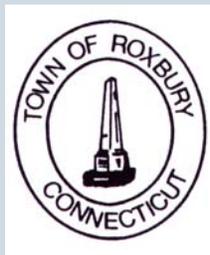
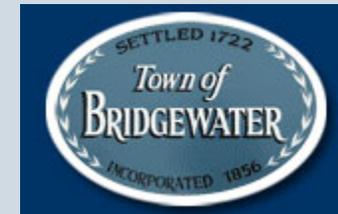
The Importance of Communication Procedures between Local Health Officials and Water Utilities

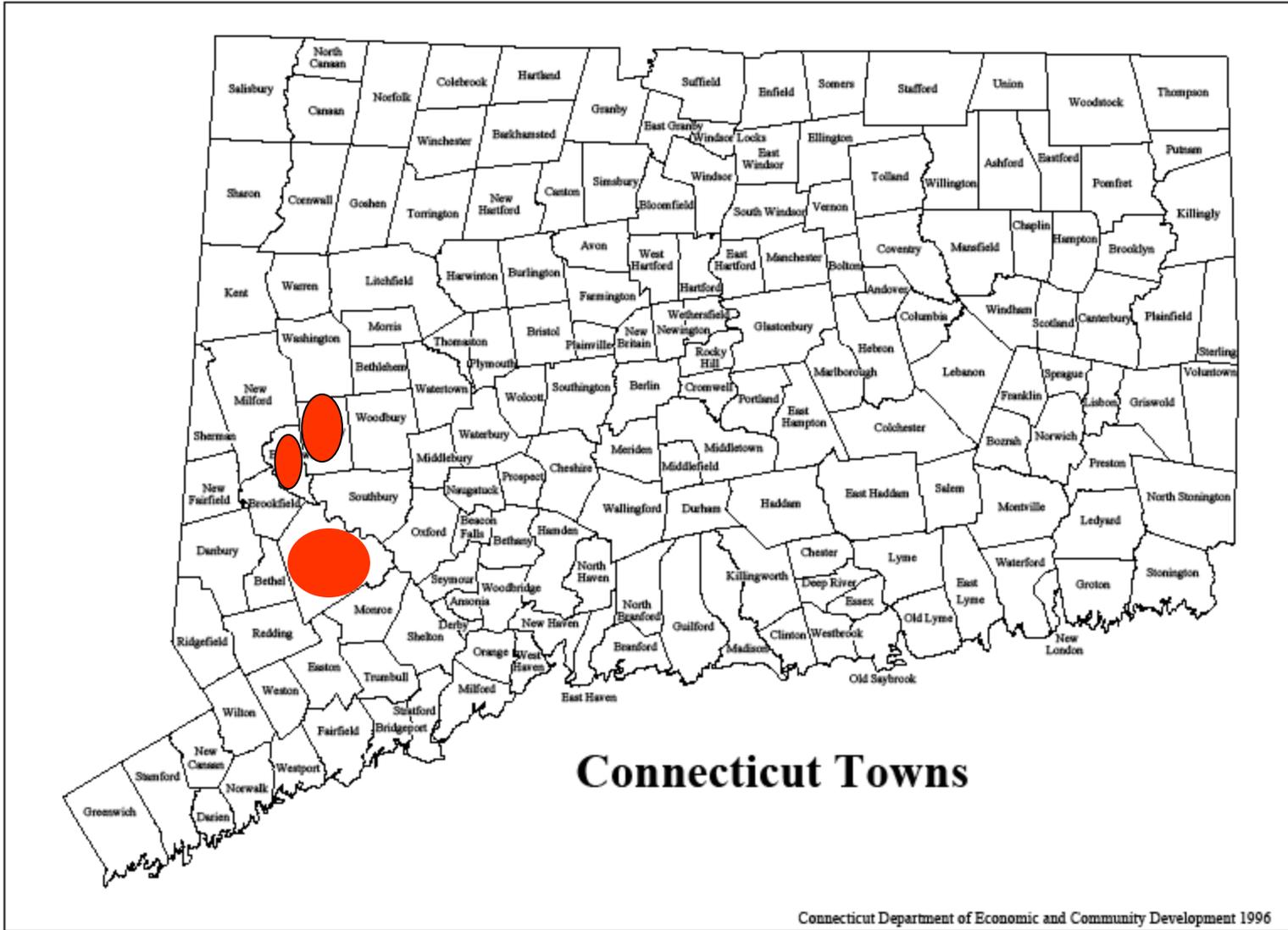
February 2011

Donna M. Culbert, MPH, PE, RS
Director of Health
Newtown Health District
Serving the towns of
Newtown, Bridgewater and Roxbury



**Serving the towns of
Newtown, Bridgewater and Roxbury**





Connecticut Towns

Connecticut Department of Economic and Community Development 1996

Local Public Health – the all-purpose product We do it all (or try to!)



Public Health essential services

- Monitor, diagnose & investigate health status and problems
- Inform, educate & empower people
- Mobilize community partnerships
- Develop policies & plans
- Enforce laws & regulations
- Assure a competent workforce

- Enforce Public Health Code
- Support Community Projects and Events
- Promote Healthy Behaviors
- Provide Exceptional Customer Service

Public Drinking Water Systems within Newtown HD Jurisdiction

<u>Town</u>	<u>Comm</u>	<u>NTNC</u>	<u>TNC</u>	<u>Total</u>
■ Newtown	8	8	33	49
■ Bridgewater	1	1	6	8
■ Roxbury	1	3	2	6

Feb 2011

Required Information

(at a minimum)

- CURRENT Water System Contact Information
- Notify CT DPH (860) 509-7333 or after hours (860) 509-8000
- Notification
 - Local Authorities (Health Dept., EMD, FS, PD)
 - Customers/consumers
 - ID the problem
 - Actions (to be) taken to fix it
 - Time frame
 - Inform and reassure

Current PWS Contact Information

PUBLIC WATER SYSTEM CONTACT UPDATE FORM

***Type of Update:**
 New Contact Contact Information Change Remove Contact – No longer affiliated

***Contact Type(s):**
 Administrative Contact Owner Legal Contact

***PWS ID:** _____ ***Water System Name:** _____

Salutation: _____ ***First Name:** _____ Middle Initial: _____
***Last Name:** _____

Organization: _____

Job Title: _____

Business E-mail: _____

***Business Phone No.:** _____ (ex. 860-555-5555) Extension: _____

Fax: _____ Emergency Phone Number: _____

***Address Line One:** _____

Address Line Two: _____

***Town/City:** _____

***State:** _____ ***Zip Code:** _____

* indicates required information

I certify this information to be correct:

_____	_____
Signature	Title
_____	_____
Print Name	Date

Return completed form to: State of Connecticut
Department of Public Health
Drinking Water Section
410 Capitol Avenue, MS #51WAT
P.O. Box 340308
Hartford, CT 06134-0308

PWS Contact Update Form

**It is critically important
that this information be
accurate and current**

**It is required that it be
submitted to CT DPH
(form available on DPH website)**

**It would be helpful to be
sure the same info is sent to
the Local Health Dept.
(especially
changes/updates)**

Notification to CT DPH

- Required by Section 19-13-B46 of the Reg.s of CT State Agencies
- Must notify CT DPH (860) 509-7333 or after hours (860) 509-8000
- Should then complete and submit Notification Form
(PWS Notification form available on DPH website)

Notification to Others

Local Authorities

- Local Health Department
- First Selectman/Mayor
- Emergency Management Director
- Police Department

Customers/consumers

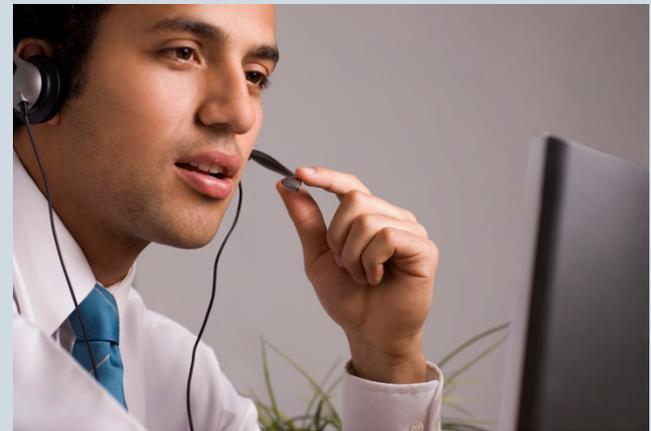
- ID the problem
- Actions (to be) taken to fix it
- Time frame
- Inform and reassure

Utilizing Available Resources

- CT DPH – they are here to help (!)
- Local Authorities – are interested in protecting and serving the public.

They may have:

- something you need
- experience
- contact info
- notification system
- to open shelter/facility



Communication Procedures

- Current and accurate information
- In writing
- Shared with co-workers or others who will be responsible to respond



Drinking Water System “Emergencies”



- Newtown – pump failure
- Newtown – insufficient supply
- Newtown – chronic quality issues
- Newtown – snow plow hits hydrant



Water Quality Problems

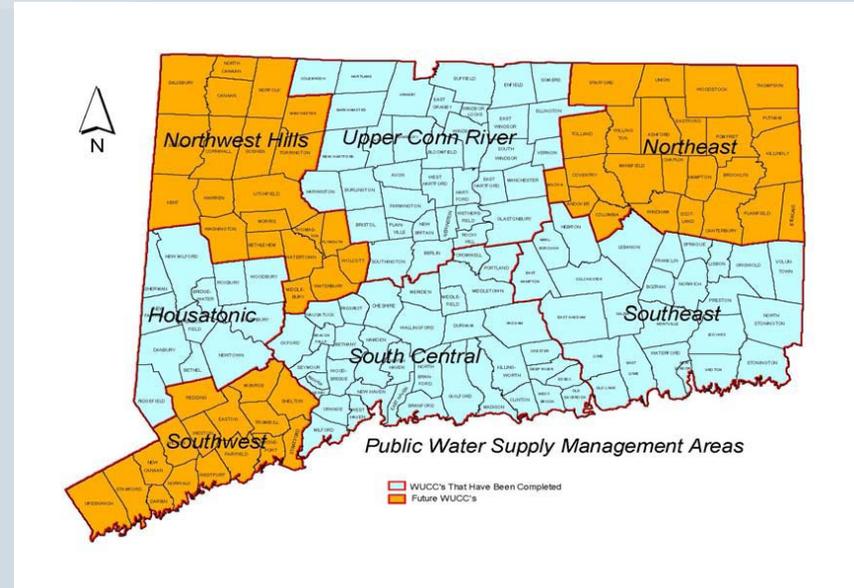
What Direction Do We Go In?

- Is it “drinkable” ? Issue an Advisory?
- Interim measures
- Close to public (e.coli)
- Public Notification
- Works in progress – not emergencies, need to communicate status

pH, radionucleides, copper, monitoring & reporting, Public notification

Water System Issues

- Expanding Exclusive Service Areas (ESA) to solve problems or meet community needs
- Be Involved in the WUCC (Water Utility Coordinating Committee) process



Collaborate with other municipal entities that also have a vested interest in water resources (Planning & Zoning, Conservation Commission, Regional Planning Organization, etc.)

Important Points

- Communication is KEY
- Have (and provide) accurate, current contact info
- Assess your system, know its strengths & weaknesses, and what “could” happen
- Have a plan (emergency response plan, also a communication plan)
- Get to know the folks you will have to work with in an emergency and/or when resolving problems and/or violations
- Keep small issues from becoming big problems

Opportunity is missed by most people because it is dressed in overalls and looks like work.

Thomas A. Edison

US inventor (1847 - 1931)

