

Department of Public Health 8000 Line

The Department of Public Health - Drinking Water Section would like to remind all stakeholders in the drinking water industry of the means to report and notify the Department in times of crisis and emergency.

The Department provides 24/7, non-business hours coverage for all public health emergencies via the 860-509-8000 line. Any public water system should use the "8000" line to satisfy regulatory reporting and notification requirements and to report security and emergency incidents that threaten or affect water supply, treatment and distribution operations.

When contacting the 8000 line, please realize that the Department contracts with an answering service to receive 8000 line calls, collect the contact information from the caller and a brief description of the reason for the call. That information is then forwarded to a DPH Duty Officer who, in covering for the entire Department, triages the call to the appropriate section within the Department.

You may not speak directly with a Drinking Water Section staff person when calling the 8000 line. The line is used to accept reports and forward to the Department for response. The 8000 line DPH Duty Officer works with the appropriate area of the Department to determine the need for any follow-up action based on reports received.

It should also be noted that during normal business hours (Monday through Friday 8:00 AM to 4:30 PM), the general office line, 860-509-7333, should be used to contact the Drinking Water Section.

The Department has relied on the 8000 line throughout our response and recovery to Tropical Storm Irene and Winter Storm Alfred with significant success and some confusion. Always err on the side of caution and report all incidents, regulatory or non-regulatory, to the Department and always leave your contact information with those answering the call when you dial 860-509-8000.💧

860-509-8000



Join CtWARN!

Before the emergency:

- Complete the Agreement to address administrative issues.

During the emergency:

- Search the database for resources needed.
- Reach out to utility members using contact information.
- Receive and utilize resources provided.

- ✓ Regulatory agencies encourage utility participation.
- ✓ Utility membership is voluntary and free.

Go to www.CtWARN.org
or
www.NationalWARN.org