



Coronavirus Update

The Department of Public Health Drinking Water Division (DPHDWD) held a webinar today to update water companies on Coronavirus issues. The webinar will be held weekly on Thursday, 1:00 p.m. - 2:00 p.m. until further notice. For more information on how to join the webinar, click [here](#).

During today's webinar, DPHDWD provided the following information:

CONTACT FOR ROUTINE ISSUES/QUESTIONS - Please email DWDCompliance@ct.gov with any routine questions or concerns. Staff will be monitoring this email. If for any reasons you don't hear from staff within a reasonable time period, please email michael.hage@ct.gov.

EMERGENCIES - If you have any critical drinking water emergencies, please call **860-692-2333**. Do NOT call this number for routine issues or questions - only acute risk issues.

WEBEOC - An event titled "Health 2020-01-07 Novel Coronavirus 2019" is now open on the state WEBEOC, which is the web-based emergency management information system used by the state's Emergency Operations Center to communicate with state and local emergency managers. DPHDWD is asking water companies to access and use WEBEOC to report the status of staffing and resources under the aforementioned Coronavirus event, weekly or more frequently, if needed. For more information about how to use WebEOC, click [here](#).

CtWARN - Now is the time to consider joining CtWARN which supports and promotes statewide emergency preparedness, disaster response, and mutual assistance matters for public and private water and wastewater utilities through 1) Mutual Aid and Assistance Agreements and 2) a Computer Internet Website which provides the resource information database that the member utility will be able to use to match its emergency need for equipment or experienced personnel with the resources available from responding members. For more information, click [here](#).

OPERATOR CERTIFICATIONS - Certifications due to expire at the end of this month will be extended. If you are trying to hire a certified operator from out-of-state, email dwdcompliance@ct.gov with your request for licensing reciprocity.

STAFFING - Water companies are taking steps to address staffing concerns, including complying with CDC guidelines, staggering shifts for essential staff, and requiring staff to work remotely, where possible.. Please note - if you believe one of your essential workers has symptoms of Coronavirus and has difficulty obtaining a test, please contact Michael.Hage@ct.gov and the will try to address.

MANDATES THAT SHOULD BE LIFTED - DPHDWD has asked whether water companies need any particular mandates or deadlines addressed due to coronavirus concerns. For example, some water companies have requested a temporary suspension of watershed inspections and cross connection inspections with the exception of utility-identified critical facilities. If you agree, please let us know. Also, are there other concerns that you have that we can try to address with DPHDWD? Please contact Betsy Gara at gara@gmlobbying.com.

PURA Issues Emergency Orders to Address Issues Arising from Coronavirus

The Public Utilities Regulatory Authority (PURA) issued the following orders in response to a petition filed by the state Department of Energy & Environmental Protection (DEEP):

1. Ordered PURA-regulated gas, electric, and water utilities to extend the Shut-off Moratorium to all non-residential customer classes and refrain from terminating utility service, except for reasons of

Coronavirus Resources

State Portal - ct.gov/Coronavirus

Governor's [FAQs](#) on State's Action to COVID-19

[Centers for Disease Control and Prevention](#)

[OSHA Guidance](#)

[Coronavirus Resources for](#)

public safety, until May 1, 2020, or until such other time as determined by the Authority.

2. Ordered PURA-regulated gas, electric, and water utilities not to require any financial security deposits or balance reduction payments required for restoration of utility service until May 1, 2020, or until such other time as determined by the Authority.
3. Ordered PURA-regulated gas, electric and water utilities to track all costs related to the implementation of these emergency measures; and
4. Created a forum to consider thoroughly the expansion of existing affordability measures to all customers, such as an increased offering of flexible payment plans and late fee waivers.

For more information, visit PURA docket number [20-03-15](#), *Emergency Petition of William Tong, Attorney General for the State of Connecticut, for a Proceeding to Establish a State of Emergency Utility Shut-Off Moratorium*.

[Businesses](#)