

WATER EMERGENCY – REGULATORY NOTIFICATION

Section 1. PURPOSE

The Virginia Department of Health (VDH) Division of Drinking Water (DDW) has established the Emergency Contact Call Number for use after normal working hours. The Bedford Regional Water Authority (“Authority”) will utilize this emergency contact phone number in the case of an emergency related to drinking water.

Section 2. POLICY

- A. The Emergency Contact Call number for VDH-DDW is **1-800-608-3212**.
- B. The Authority will contact the VDH when an emergency occurs related to drinking water; descriptions of emergency situations are shown in the following section of this policy. The call number will allow a message to be delivered to a beeper unit. A VDH staff person will return the call immediately and transmit the needs directly to the appropriate DDW Field Office employee for assistance.

Section 3. USE

- A. The Emergency Contact Call Number should be used:
 1. Only on weekends, state holidays, and after normal working hours on Monday through Friday (8:00 a.m. to 5:00 p.m.);
 2. To report natural disaster impacts;
 3. To report water outages within the system;
 4. To report terrorist/security breaches;
 5. To consult with the Commissioner within 24 hours after the owner learns of the violation of the Surface Water Treatment Rule (SWTR) or Interim Enhanced Surface Water Treatment Rule (IESWTR) treatment technique requirement resulting from a single exceedance of the maximum allowable turbidity limit of 1 NTU; or
 6. To report:
 - a. Violation of the PMCL for total coliforms when fecal coliform or E. coli are present in the distribution system;
 - b. Failure to test for fecal coliforms or E. coli when any repeat sample tests positive for coliform;
 - c. Violation of the PMCL for nitrate, nitrite, or total nitrate and nitrite;
 - d. Failure to take a confirmation sample within 24 hours of the waterworks receipt of the first sample showing an exceedance of the nitrate or nitrite PMCL;
 - e. Exceedance of the nitrate PMCL by non-community waterworks, where the Commissioner has permitted the waterworks to exceed the PMCL;
 - f. Violation of the MRDL for chlorine dioxide when one (1) or more samples taken in the distribution system the day following an exceedance of the MRDL at the entry point of the distribution system exceed the MRDL;
 - g. Failure to monitor chlorine dioxide residuals in the distribution system;
 - h. Occurrence of a waterborne disease outbreak or other waterborne emergency (such as a failure or significant interruption in key water treatment processes, a natural disaster that

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disrupts the water supply or distribution system, or a chemical spill or unexpected loading of possible pathogens into the source water that significantly increases the potential for drinking water contamination); or

- i. Other violations or situations with significant potential to have serious adverse effects on human health as a result of short-term exposure. Public notification requirements will be determined by the Commissioner.

Section 4. REVISIONS

- A. This policy was approved and adopted by the Authority's Executive Director on July 15, 2014.