

The background of the slide is a grayscale photograph of a calm lake in the foreground, with a dense forest of trees on the far shore. The hills are rounded and covered in trees, extending into the distance under a pale sky.

CONNECTICUT DEPARTMENT *of* PUBLIC HEALTH
DRINKING WATER SECTION

WebEOC

Drinking Water Status Controller Board Training

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Drinking Water Status Controller Board Basics

What is the Drinking Water Status Controller board ?

The *Drinking Water Status Controller* board allows authorized users to update the information in the *Statewide Public Water System Status* board.

The *Statewide Public Water System Status* board is an element in WebEOC that contains important information about the operational status of Public Water Systems (PWS) in the State of Connecticut.

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Drinking Water Status Controller Board Basics

Why was the board created?

The board is used by the Drinking Water Section (DWS) and the State Emergency Operations Center (SEOC) to effectively:

- Evaluate PWS status across the state
- Determine where Critical Facilities have been or may be impacted
- Coordinate assistance activities where necessary

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Drinking Water Status Controller Board Basics

Who maintains the board?

- PWS staff are primarily responsible for maintaining up-to-date information in the board.
- DWS staff can also update the board if a PWS is unable to do so.

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Where is the board located?

<https://www.webeoc.ct.gov/eoc7/>

The board is located in the Control Panel, accessible by clicking the control panel icon (☰) in the upper left corner of the screen.

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Drinking Water Status Controller Board Basics

When will the board be used?

- The board will be used during emergency situations or other situations that may negatively impact many PWS at once
- DWS will notify PWS when a situation occurs that requires wide-spread use of the board
- DWS will establish how frequently PWS must provide board updates (e.g. daily at noon and 5pm)
- DWS will notify PWS when the situation has ended and board updates are no longer required

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Drinking Water Status Controller Board Basics

How is the board updated?

Refer to instructions in the:

WebEOC

*Drinking Water Status Controller Board
User Guide for
Public Water Systems*

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Drinking Water Status Controller Board Basics

Public Water System Expectations

PWS are expected to:

- Fully understand how to use WebEOC and the Drinking Water Status Controller Board
- Identify staff (and alternates) responsible for maintaining and updating board information
- Maintain up-to-date Facility, PWS Contact and primary Operator Contact information at all times
- Provide timely operational updates at the requested frequencies or as statuses change
- Contact the DWS if the PWS is not able to access WebEOC during emergency situations

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Drinking Water Status Controller Board Basics

System Status – Facility Information

- PWS Name:** Name of the Public Water System.
- PWS ID:** Public Water System ID number. **This should not be changed.**
- Class:** Classification of the public water system;
- C: Community
 - NTNC: Non-Transient Non-Community
 - TNC: Transient Non-Community
- Region:** CT DEMHS Region. **This should not be changed.**
- Address:** Primary address for the public water system. This allow emergency response planners to create status maps depicting areas of concern across the state.
- Lat/Long:** The latitude and longitude for the Primary Address. This allows emergency response planners to create status maps depicting areas of concern across the state.
- Primary Source:** Primary water source used, listed in order of priority:
- SW:** Surface Water
 - SWP:** Surface Water Purchased
 - GW:** Ground Water
 - GWP:** Ground Water Purchased
- Population:** Total population served by the PWS

Drinking Water Status Controller Board Basics

System Status – PWS Contact Information

- Name:** Full name of primary emergency PWS contact
- Email:** Email address for primary emergency PWS contact
- Phone 1:** Primary phone number for primary emergency PWS contact
- Phone 2:** Secondary phone number for primary emergency PWS contact

System Status - Operator Contact Information

- Name:** Full name of primary operator contact for the PWS
- Email:** Email address for primary operator contact for the PWS
- Phone 1:** Primary phone number for primary operator contact for the PWS
- Phone 2:** Secondary phone number for primary operator contact for the PWS

Drinking Water Status Controller Board Basics

System Status – PWS Status Indicators

Source

Overall status of all sources of supply based on normal operations.

Normal System is able to meet demands

Impaired Some, but not all, sources have been negatively impacted. System may struggle to meet demands.

Out All sources have been impacted and no water is available

Unknown Damage to sources is suspected but sources have not yet been assessed

Comments are required whenever the status is not *Normal*.

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Drinking Water Status Controller Board Basics

System Status – PWS Status Indicators

Treatment

Overall status of all treatment facilities based on normal operations.

N/A	Not applicable, no treatment
Normal	All treatment facilities are operating normally
Limited	Some, but not all, treatment facilities or processes have been impacted
Non-Functional	All treatment facilities have been impacted and water cannot not be adequately treated
Additional:	Chemical Supply/Availability Concerns – Yes/No
	Is there a concern that treatment will be interrupted due to the availability of treatment chemicals?
	Comments are required whenever the status is not <i>Normal</i> or <i>N/A</i> .

Drinking Water Status Controller Board Basics

System Status – PWS Status Indicators

Distribution

Overall status of the distribution system. Pressure issues, main breaks, etc.

- | | |
|-----------------------|---|
| Normal | Entire distribution system is operating normally |
| Partial Outage | Portions of the distribution system are experiencing low pressure or complete water outages |
| Full Outage | Entire distribution system has lost pressure |

Comments are required whenever the status is not *Normal*.

Drinking Water Status Controller Board Basics

System Status – PWS Status Indicators

Communications

Status of communication systems at the PWS, includes landline phones, cell phones, internet, radio and other means of communication.

Normal	All communication systems are operating normally
Impaired	Some communication systems are not available
Out	Complete loss of communication

Comments are required whenever the status is not *Normal*.

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System Status – PWS Status Indicators

Power Issues

Overall status of any electrical power issues throughout the system.

Normal	All water system facilities are operating normally
Partial	Power loss at some water system facilities (No Generator)
Emergency	Some water system facilities are operating on emergency power
No Power	Complete loss of power at all system facilities
Additional:	<i>Fuel Availability concerns</i> - Yes/No If using a generator, is there a concern about obtaining additional fuel?

Comments are required whenever the status is not *Normal*.

Drinking Water Status Controller Board Basics

System Status – PWS Status Indicators

Water Advisory

Status of potential water quality concerns and the delivery of water quality advisories to notify consumers.

Not Necessary	A water quality advisory is not necessary based on current conditions
Advised by DPH	DPH advised system to provide a water quality advisory to consumers
Delivered	A water quality advisory was delivered to consumers
Additional:	Water quality advisory Start and End Dates

Comments are required whenever the status is not *Not Necessary*.

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System Status – PWS Status Indicators

Significant User Impact

Status of the delivery of drinking water to significant and priority users, as defined in the Regulations of Connecticut State Agencies (RCSA) 25-32d-3(d) and to the list of facilities reported to the DWS that are on the *Critical Water Facilities for Priority Power Restoration List*.

- | | |
|----------------|---|
| No | No significant or priority users are impacted |
| Unknown | An assessment of critical water facilities serving significant or priority users has not been completed |
| Yes | Delivery of drinking water to significant or priority users has been disrupted |

Comments are required whenever the status is not *No*.

Drinking Water Status Controller Board Basics

System Status – PWS Status Indicators

Physical Damage

Status of any physical damage to public water system facilities that may impact the delivery of drinking water.

- | | |
|----------------|--|
| None | No physical damage to any water systems facilities have been identified. |
| Unknown | An assessment of physical damage has not yet been completed at all water system facilities |
| Minor | Physical damage has been identified at water system facilities but routine operations have not been impacted |
| Major | Physical damage has been identified at water system facilities which impacts the operation of a facility and its ability to deliver drinking water |

Comments are required whenever the status is not *None*. Provide a brief description of the physical damage and its impact on water system operations.

Drinking Water Status Controller Board Basics

System Status – PWS Status Indicators

Accessibility

Status of physical access to water system facilities by PWS personnel.

Normal	All water system facilities are accessible
Limited	Some water system facilities are not accessible but there is no impact to routine operations
Unknown	Accessibility of water system facilities has not yet been determined
Severely Limited	Access to critical facilities is limited and is impacting the normal operations and the ability to deliver drinking water

Comments are required whenever the status is not *Normal*.

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System Status – PWS Status Indicators

Resource Staffing

Status of the workforce available to the PWS.

Normal	Workforce has not been impacted
Adequate	Workforce has been impacted but an adequate number of critical personnel are available to maintain routine operations
Not Adequate	Workforce has been impacted and there are not enough critical personnel available to maintain most routine operations
Emergency	Workforce has been significantly impacted and there are not enough critical personnel available to maintain critical operations

Comments are required whenever the status is not *Normal*.

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System Status – PWS Status Indicators

Drought Status

Water supply status of the public water system during drought conditions. Includes the four stages of drought response outlined in RCSA 25-32d-3(d)(10).

Normal	Water system supply has not been impacted
Advisory	The drought advisory stage has been triggered
Watch	The drought watch stage has been triggered
Warning	The drought warning stage has been triggered
Emergency	The drought emergency stage has been triggered

Comments are required whenever the status is not *Normal*.

Drinking Water Status Controller Board Basics

System Status – PWS Status Indicators

Assistance Required

Indicates that the public water system is in need of outside assistance.

None	The water system does not require outside assistance
When Available	The water system is need of outside assistance but is still able to deliver drinking water to significant users
Immediate	The water system is not able to deliver drinking water to significant users and is in need of immediate outside assistance

Comments are required whenever the status is not *None*.

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Thanks for Listening!

Connecticut Department of Public Health Website:

<http://www.portal.ct.gov/DPH/Drinking-Water/DWS/Drinking-Water-Section>

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