

## Reporting Emergencies

All water suppliers are required to post the following information in the office or most applicable place ( e.g. Treatment Plant, DPW Office, etc.) pursuant to New York State sanitary code. For water supplies that supply at least 25 people or 15 service connections, the Chenango County Health Department must be informed when an emergency occurs or before emergency action is taken (if possible).

5-1.23 Reporting emergencies. (Effective Date: March 11, 1992)

- a. The supplier of water shall not take, use, or cause to be taken for use water from any emergency source or stop or alter disinfection or other treatment processes without first having notified by telephone or telegram, and received the approval of, the State. On receipt of such notification, the State shall advise the supplier of water and interested local officials of the approved action or proposed action by the supplier of water to protect the public health during the emergency.
- b. The supplier of water must make State notification when he determines that the delivery of water is interrupted to a minimum of 25 individuals or 15 service connections, or to a minimum of one percent of the total number of individuals served or service connections, whichever is larger, for a period of four hours or more.
- c. A printed copy of this section shall be conspicuously posted in the office used by the supplier of water.

### Emergency Contact Information:

Chenango County Health Department  
Environmental Health Division  
5 Court Street  
Norwich, NY 13815

Regular Business Hours: (607) 337-1673

Nights and Weekends: (607) 337-1660

Fax: (607) 337-1720

When reporting a water emergency after hours you will be directed to an on call County Dispatcher. Do not hang up until you are sure that a person has taken the message and is taking the appropriate action.

**Do not leave a recorded message in an emergency situation; speak to a person.**