

MDH Emergency Response Guidance for Community PWSs

Intentional event

- attempted or actual break-in at a water facility;
possible or actual contamination incident.

*Call local law enforcement (insert phone
number)

*Call MDH (651-201-5386).

*Call State Duty Officer (1-800-422-0798) and
say,

‘My water system has had an attempted/actual
break-in.’ or

‘My water system has had a possible/actual
contamination incident.’

Unintentional event

- possible or actual contamination incident;
significant chemical overfeed:

*State Duty Officer (1-800-422-0798)

*Call MDH (651-201-5386) and say,

‘My water system has had a possible/actual
unintentional contamination incident.’ ‘My
water system has had a significant chemical
overfeed.’

Gas Chlorine storage leak

Leave area and evacuate nearby population as
needed.

Make ALL the following calls ASAP
(approximately 15 minutes):

*Call local HazMat response team (insert phone
number)

*Call local law enforcement (insert phone
number)

*Call State Duty Officer (1-800-422-0798)

*Call National Response Center (1-800-424-
8802)

*MDH (651-201-5386) and say,

‘My water system has had a chlorine storage
leak.’

Note: Duty Officer contacts Minnesota
Department of Agriculture

An Event that may affect or is affecting functioning of your water system

- including natural disaster or significant low-
pressure incident:

*State Duty Officer (1-800-422-0798)

*Call MDH (651-201-5386) and say,

‘My water system has had a [describe incident]’

‘My water system is requesting assistance from
MNWARN’

MDH District Engineer:

Daytime Phone Number (insert phone number)

Calls to the State Duty Officer are routed to the
appropriate agency or agencies for response.

**Do not hesitate to use this service to request
assistance!**

Examples of situations that may warrant a State
Duty Officer or MDH call

- Low pressure or no pressure on the
distribution system
- Water main break
- Chemical spill
- Chemical release
- Chemical overfeed
- Water release
- Break in
- Natural disaster
- Power loss
- Suspected or actual contamination of
drinking water