

Emergency Response Guidance for Community Public Water Systems

You must call the State Duty Officer when the following events occur, and before issuing an emergency Drinking Water Advisory. The State Duty Officer is a message relay service and will notify the appropriate organizations for response (MN Dept. of Health, MN Dept. of Agriculture, local Chemical Assessment Team, etc.).

If you are planning to issue a pre-planned, non-emergency Drinking Water Advisory: call MDH before issuing the advisory at 651-201-4700 during business hours.

Intentional event

- **Attempted or actual break-in at a water facility**
- **Possible or actual contamination incident**

As soon as possible:

- Call local law enforcement (911)
 - Call the State Duty Officer (1-800-422-0798) and say, “My drinking water system has had a [describe incident].”
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Unintentional event

- **Possible or actual contamination incident**
- **Significant treatment chemical spill, release, or overfeed**
- **Contaminant or contaminated water release that may threaten source water**
- **Natural disaster**
- **Loss of power**
- **Large-sector or system-wide low pressure, or no pressure, in the distribution system**

As soon as possible:

- Call the State Duty Officer (1-800-422-0798) and say, “My drinking water system has had a [describe incident].”
 - If you also need MNWARN, say, “My drinking water system is requesting assistance from MNWARN.”
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Gas chlorine leak

As soon as possible:

- Leave the area and evacuate the nearby population
- Make all of the following calls within 15 minutes of detecting the event:
 - Call local law enforcement (911) if you need help evacuating the area
 - Call the State Duty Officer (1-800-422-0798) and say, “My drinking water system has had a gas chlorine leak.”
 - Call the National Response Center (1-800-424-8802)

Information about the State Duty Officer

Do not hesitate to use this service to request assistance! Calls to the State Duty Officer are routed to the appropriate organizations for response.

Examples of situations that may require a State Duty Officer call:

- Large-sector or system-wide low pressure, or no pressure, in the distribution system
- Significant treatment chemical spill, release, or overfeed
- Contaminant or contaminated water release that may threaten source water
- Break-in
- Natural disaster
- Power loss
- Suspected or actual contamination of drinking water

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To obtain this information in a different format, call 651-201-4700. Printed on recycled paper.