

# DRINKING WATER AFTER-HOURS EMERGENCY HOTLINE

OFFICE OF DRINKING WATER STAFF ARE AVAILABLE AROUND THE CLOCK TO PROTECT THE HEALTH OF YOUR CUSTOMERS.

Call it Murphy's Law or whatever – emergencies don't just happen during business hours.

Imagine. . .

- *A midnight landslide damages your distribution system.*
- *You are notified on Friday evening before a three-day weekend that your repeat samples were E. Coli positive.*
- *A nearby stream floods, leaving your wellhead underwater on the day after Thanksgiving.*

**This hotline is for after-hours emergencies only**, not for problems that arise during business hours, and not for routine business.

**Here's how the system works:**

- *We evaluate after-hour calls to determine the nature of the emergency.*
- *We will return the call within 30 minutes.*
- *We will ask callers clearly seeking routine business assistance to contact our regional office during business hours.*

**This service is for water system operators, local health officials, laboratory operators, and others** who need immediate technical, engineering or public health advice

from state drinking water experts during emergencies.

**Individuals with concerns about their drinking water should call their water utility, their local health department, or 911.**



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If you need this publication in an alternative format, call 800.525.0127 (TDD/TTY call 711). This and other publications are available at [www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/PublicationsandForms](http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/PublicationsandForms).

IN CASE OF **URGENT THREATS** TO THE HEALTH OF YOUR CUSTOMERS OR THE INTEGRITY OF YOUR SYSTEM, CALL:

# 1-877-481-4901