Two-Hour Reporting Requirements - Update

Office of Drinking Water



Two-Hour Reporting Policy Overview

The two-hour reporting requirement became effective on July 1, 2025. (Va. Code § 32.1-174.5)

Creates two reporting requirements:

- Owner must report a "**critical equipment failure** or **malfunction"** or "**contaminant release**" to ODW "as soon as practicable but no more than two hours after discovery."
- Owner must include in the MOR (Monthly Operating Report) unresolved noncritical equipment failures or malfunctions that could adversely affect water quality, public health, or service continuity.

Two-Hour Reporting Update - VDEM

The Virginia Department of Emergency Management (VDEM) maintains the Commonwealth's alert and warning watch center, the Situational Awareness Unit (SAU)

Among many things, the SAU is responsible for receiving, processing and disseminating:

- State-reportable hazmat reports
- Search and rescue requests
- Medflight 1 (Virginia State Police) requests
- Wireless emergency alerts & emergency alert system
- Nuclear incident notification

Two-Hour Reporting Update

The Office of Drinking Water is transitioning from the VDH Call Center to the VDEM Situational Awareness Unit (SAU) for processing two-hour reports to provide better information flow to ODW staff.

- The preferred method of communicating 2-Hour reports is to call the SAU at 804-750-8845
- There is **no change** in the 2-hour report requirements.

Two-Hour Reporting Update

SAU analysts are trained to answer the phone with either "Virginia EOC or VEOC" and will ask "Are you reporting a two-hour water emergency?"

- Intake questions will remain the same
- Analyst may ask clarifying questions
- Internal SAU process is similar to one used by the VDH Call Center
- SAU already processes part of the two-hour reporting process

Two-Hour Reporting Update

- The SAU is staffed around the clock so you can call anytime
- Analysts are trained to answer on the first 2 rings
- The SAU contact number (804-750-8845) is on the VDH ODW website.

Questions? Please reach out:

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