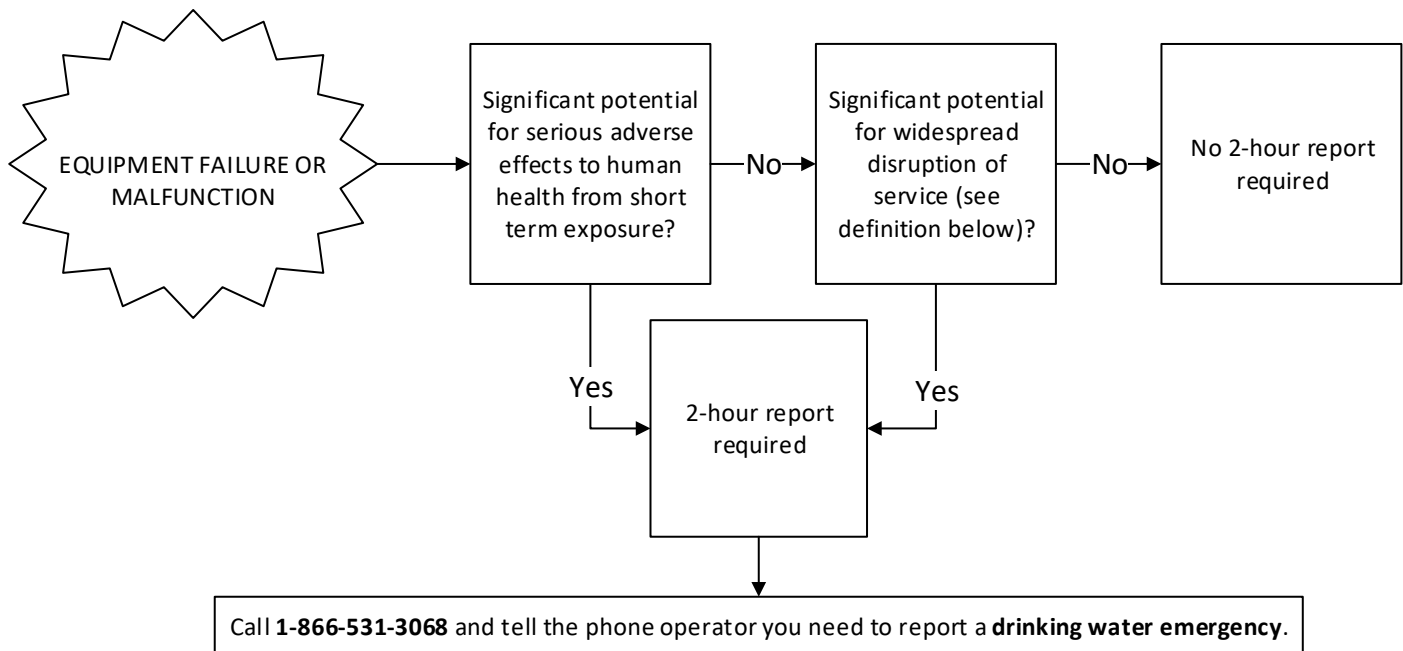# 2-Hour Reporting Flow Chart

This chart is intended to aid in the decision making process following an equipment failure or malfunction.
Any contaminant release requires a 2-hour report to ODW.

EQUIPMENT FAILURE OR MALFUNCTION

Significant potential for serious adverse effects to human health from short term exposure? —No→

Significant potential for widespread disruption of service (see definition below)? —No→

No 2-hour report required

Yes

2-hour report required

Yes

Call **1-866-531-3068** and tell the phone operator you need to report a **drinking water emergency**.

A "widespread disruption of water service" is a loss of water service to: (1) 500 or more service connections for waterworks with 5,000 or more service connections; (2) 10% or more of the waterworks' service connections for waterworks with 500 to 4,999 service connections; (3) 50 or more service connections for waterworks with fewer than 500 service connections; (4) a congregate care living facility (for example, a hospital, long-term care facility, correctional center, or prison); or (5) one or more connections provided by a wholesale waterworks unless the wholesale waterworks owner knows that the loss of water service to a consecutive waterworks will not result in a loss meeting any of the conditions established in (1) through (4). A "loss of water service" means no flow or low flow at the customer's tap caused by no or low pressure in the water distribution system. As a reminder, a water service outage due to planned removal from service, repair, or maintenance of equipment is not an equipment failure and does not need to be reported.

Except for items (4) and (5) in the above paragraph, ODW does not consider a disruption of water service to 49 or fewer connections to be a "widespread disruption of water service" requiring reporting within two hours; however, an owner would still have a duty to report a low or no pressure event within the distribution system to ODW within 24 hours pursuant to 12VAC5-590-570.B of the Waterworks Regulations.

Note: This flowchart is to be used as a tool in decision making, but it is not all encompassing of the full statute. The Owner must exercise its profesional judgement in a reasonable manner to promote coordination with and obtain needed assistance from ODW. If an event is not 2-hour reportable, there may still be 24-hour or monthly operations reporting requirements.