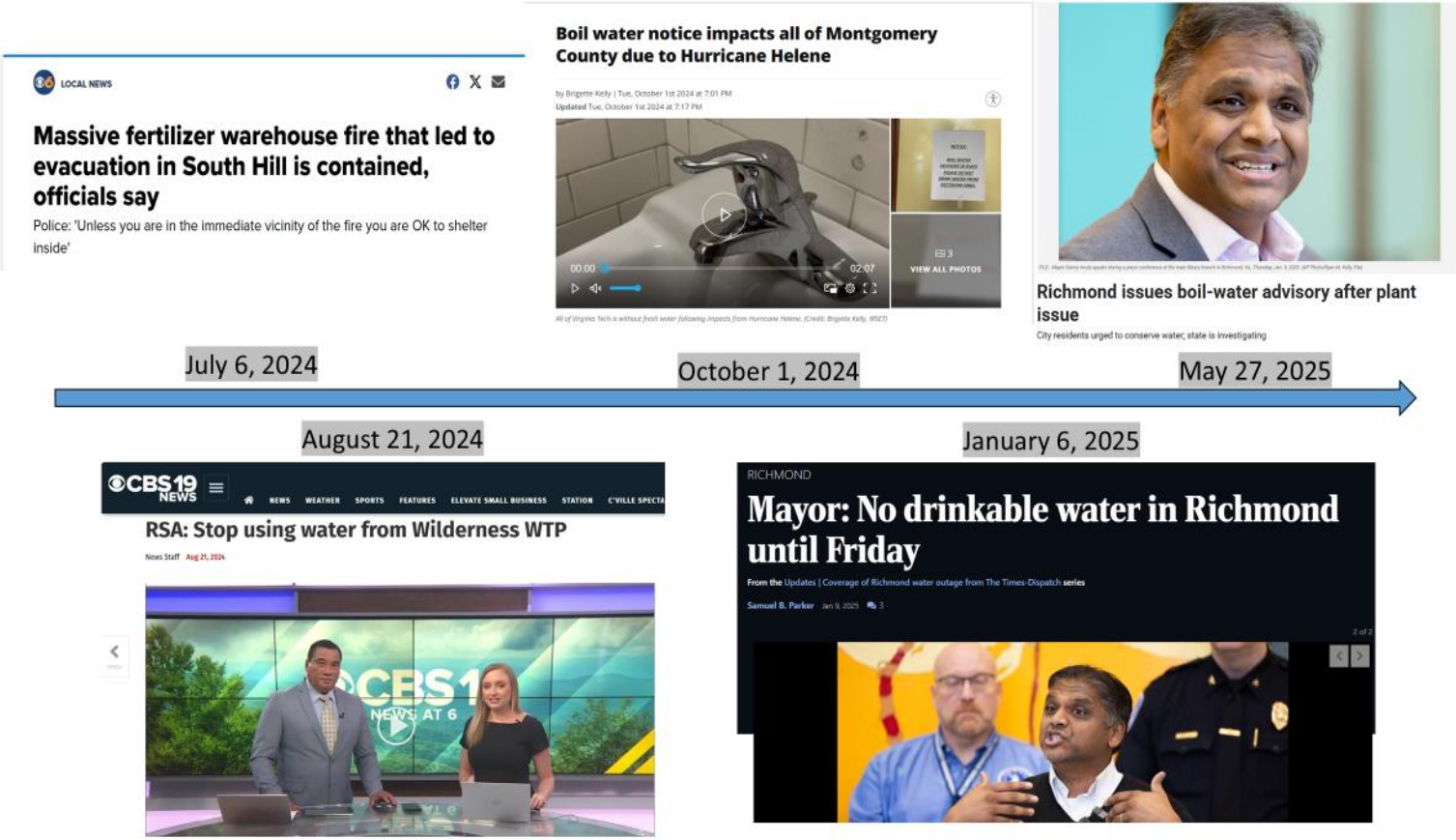


Office of Drinking Water

September 2025

Events in the Past Year



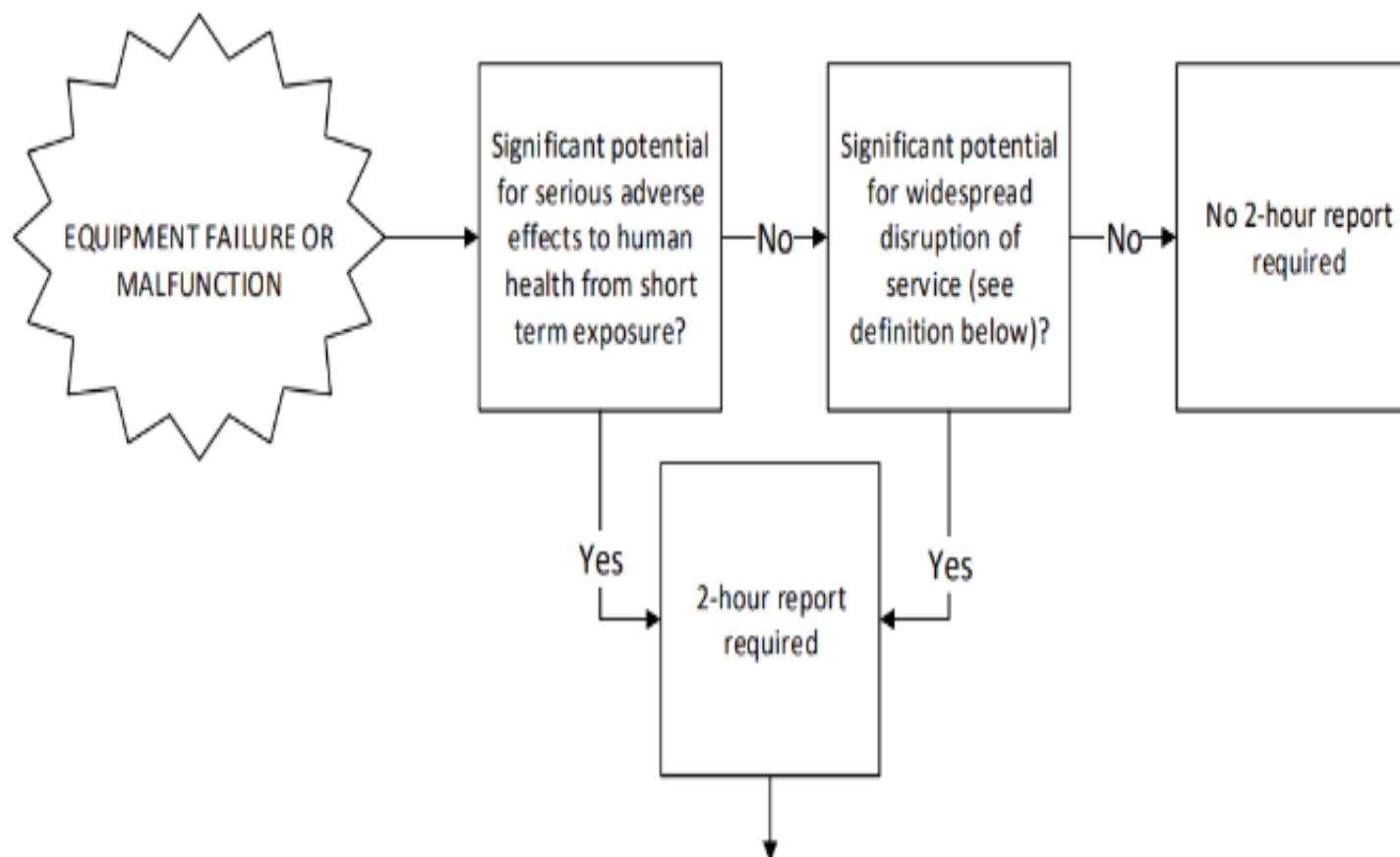
Legislation Timeline - Code of Virginia § 32.1-174.5

- 1/8/25 - HB2407 Introduced - Notification to ODW of operational anomalies within 24 hours and critical equipment failures or malfunctions within six hours.
- 1/14/25 - SB1408 introduced
- 1/17/25 - HB2749 introduced
- 2/21/25 - Amended bills passed in House and Senate unanimously
- 3/24/25 - Governor's recommendation received lowering reporting window to two hours
- 4/2/25 - Governor's recommendation adopted
- 7/1/25 - Became effective

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.



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

“Widespread Disruption”

Sliding scale depending on size of the system:

- 500 or more service connections for waterworks with 5,000 or more connections.
- 10% or more of the service connections for waterworks with 500 to 4,999 service connections.
- 50 or more service connections for waterworks with fewer than 500 service connections.
- A congregate care living facility (e.g., a hospital, long-term care facility, correctional center, or prison).
- One or more connections of a wholesale waterworks unless loss of service will not result in loss of service as described above.
- Still have to report a loss of service within 24 hours.

Notification to ODW

- Preferred approach: the waterworks calls the VDH Call Center and reports a drinking water emergency.
- This satisfies the two-hour reporting obligation.
- The VDH Call Center will collect basic information (caller's name, phone number, waterworks' name, locality and general situation).
- ODW point of contact will be notified.
- ODW will call the waterworks back as soon as possible to gather additional information.
- What is going on, who is impacted, any help needed, etc.
- A waterworks can also call ODW directly, but they must speak with someone to satisfy the reporting obligation. Leaving a voicemail or sending a text message or email to ODW staff does not satisfy the waterworks' reporting obligation.

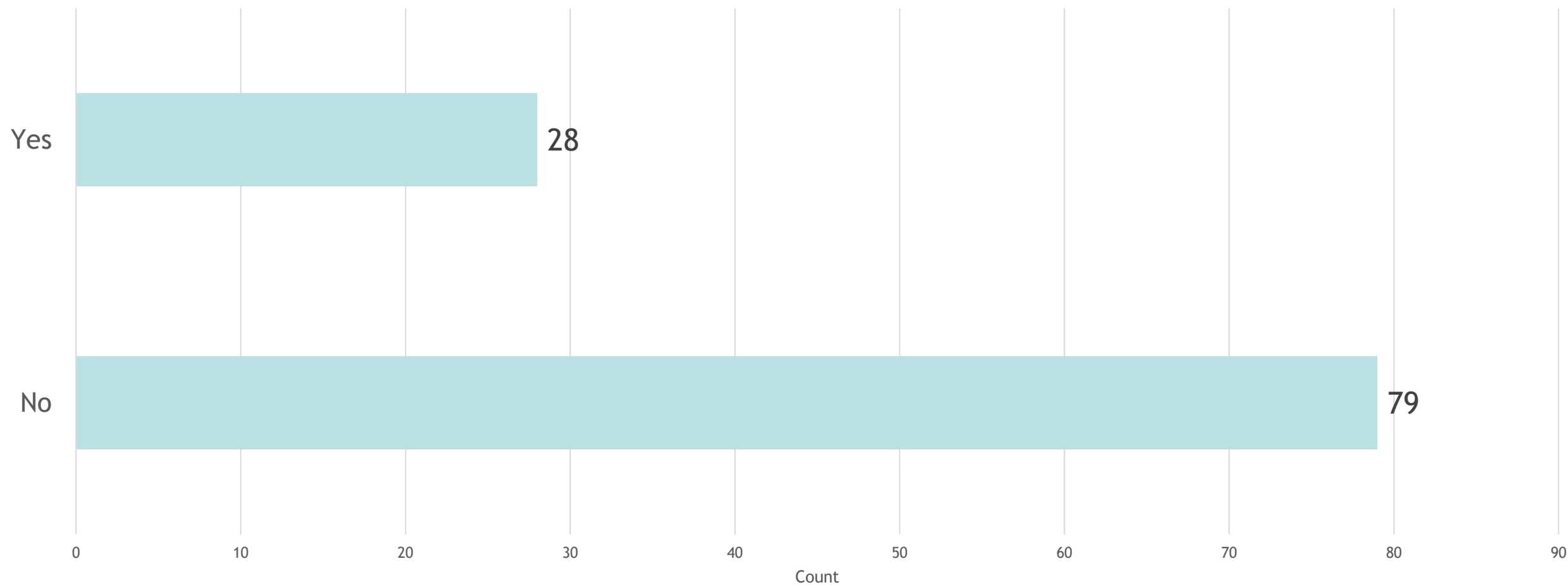
2-Hour Reporting Experiences

- ODW received 107 two-hour reports (7/1 - 8/20)
 - 79 did not need to report within two hours.
 - Few situations where waterworks wait time was too long.
 - Call Center contract calls for someone to answer within two minutes.
- Examples of unnecessary two-hour reports:
 - Small campground, loss of power, no back-up generator.
 - School/business closed with well pump failure, no back-up generator.
 - Equipment failure with back-up equipment online & operational.
 - **No expected widespread disruption of service.**

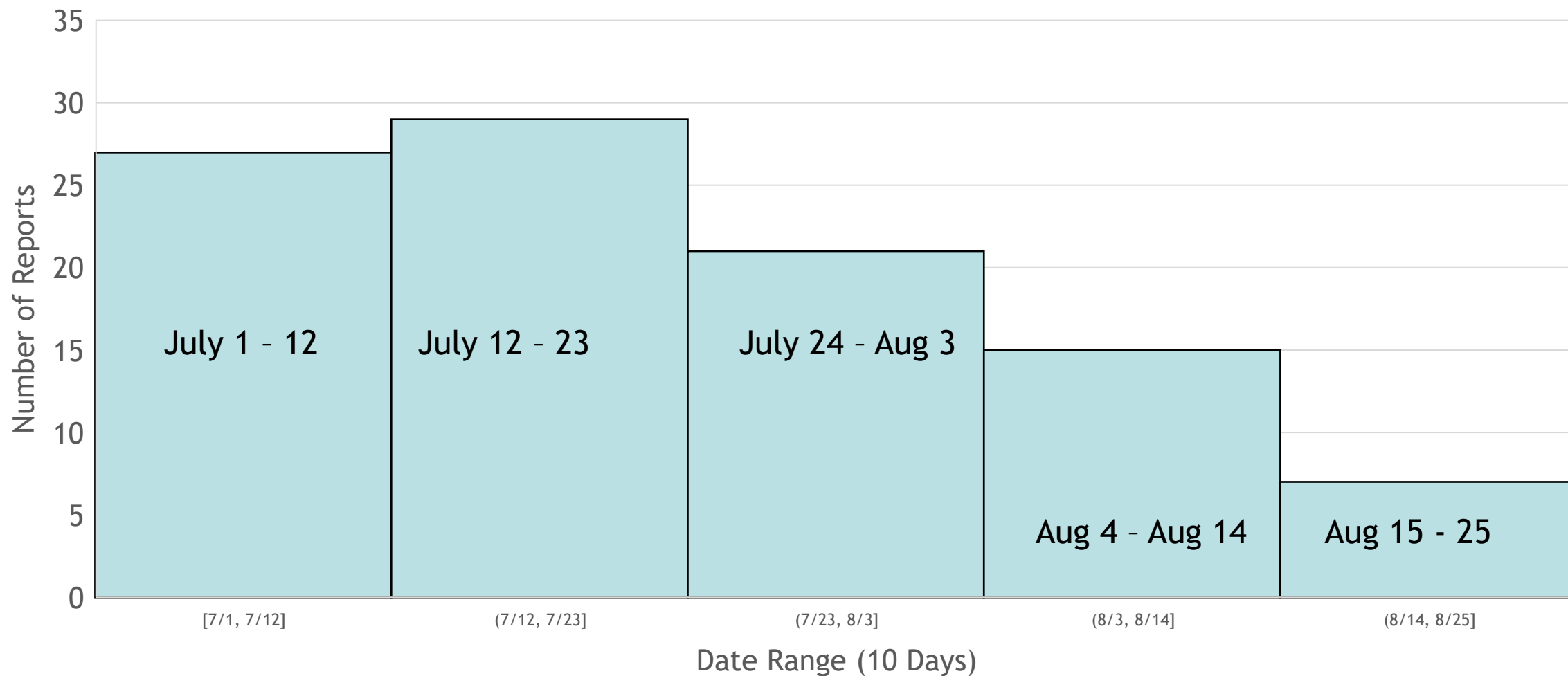
2-Hour Reporting Experiences

- 28 notifications were correctly reported within 2 hours
 - Large town had bad batch of chemical coagulant - had 12-16 hours to resolve.
 - Large water main break that caused widespread Boil Water Advisory and service disruption.
- 6 incidents that needed a 2-hour report but did not happen.
 - Power outage; loss of service to 53 connections. Email sent over the weekend, not received until Monday.
 - Testing high service pump over weekend resulted in busted mains serving 320 connections. Phone call to ODW district engineer on Saturday night, not received until Monday morning.
 - Booster pump failure, loss of service to 96 connections. Reported 4 hours later.

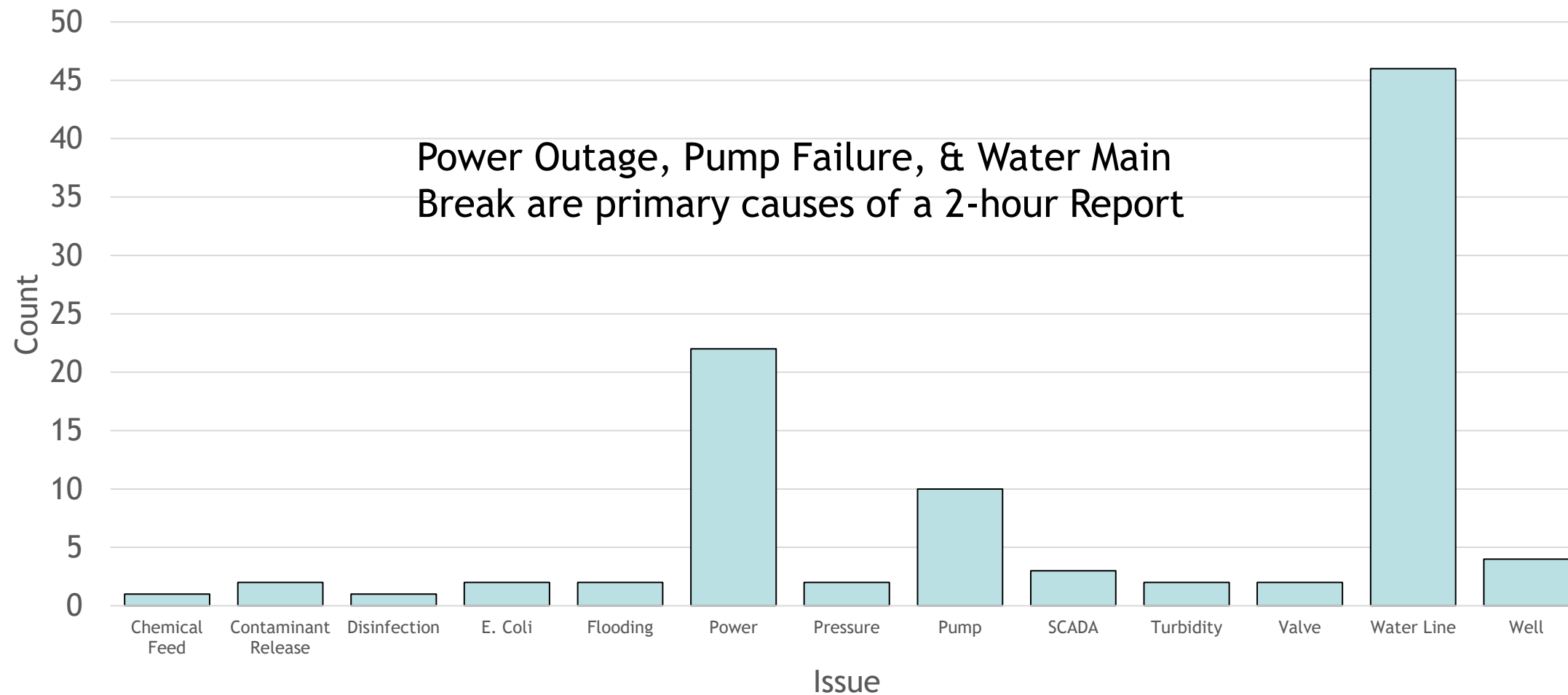
2-Hour Report Required?



2-Hour Reports Submitted Over Time



2-Hour Reporting Experiences



2-Hour Reporting Policy

- ODW is developing a two-hour reporting policy.
- ODW's two-hour reporting [webpage](#) includes:
 - Reporting flow chart for use by waterworks
 - FAQ document
 - Training webinar recording

<https://www.vdh.virginia.gov/drinking-water/2-hour-reporting-requirement/>

Contact Information

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