

# Office of Drinking Water

September 2025

# Events in the Past Year

LOCAL NEWS

**Massive fertilizer warehouse fire that led to evacuation in South Hill is contained, officials say**

Police: 'Unless you are in the immediate vicinity of the fire you are OK to shelter inside'

Boil water notice impacts all of Montgomery County due to Hurricane Helene

by Brigitte Kelly | Tue, October 1st 2024 at 7:01 PM  
Updated Tue, October 1st 2024 at 7:17 PM



All of Virginia Tech is without fresh water following impacts from Hurricane Helene. (Credit: Brigitte Kelly, WSET)

00:00 02:07

VIEW ALL PHOTOS

July 6, 2024

August 21, 2024

October 1, 2024

May 27, 2025

Richmond issues boil-water advisory after plant issue

City residents urged to conserve water; state is investigating

2 of 2

RICHMOND

**Mayor: No drinkable water in Richmond until Friday**

From the Updates | Coverage of Richmond water outage from The Times-Dispatch series

Samuel B. Parker Jan 9, 2025 3





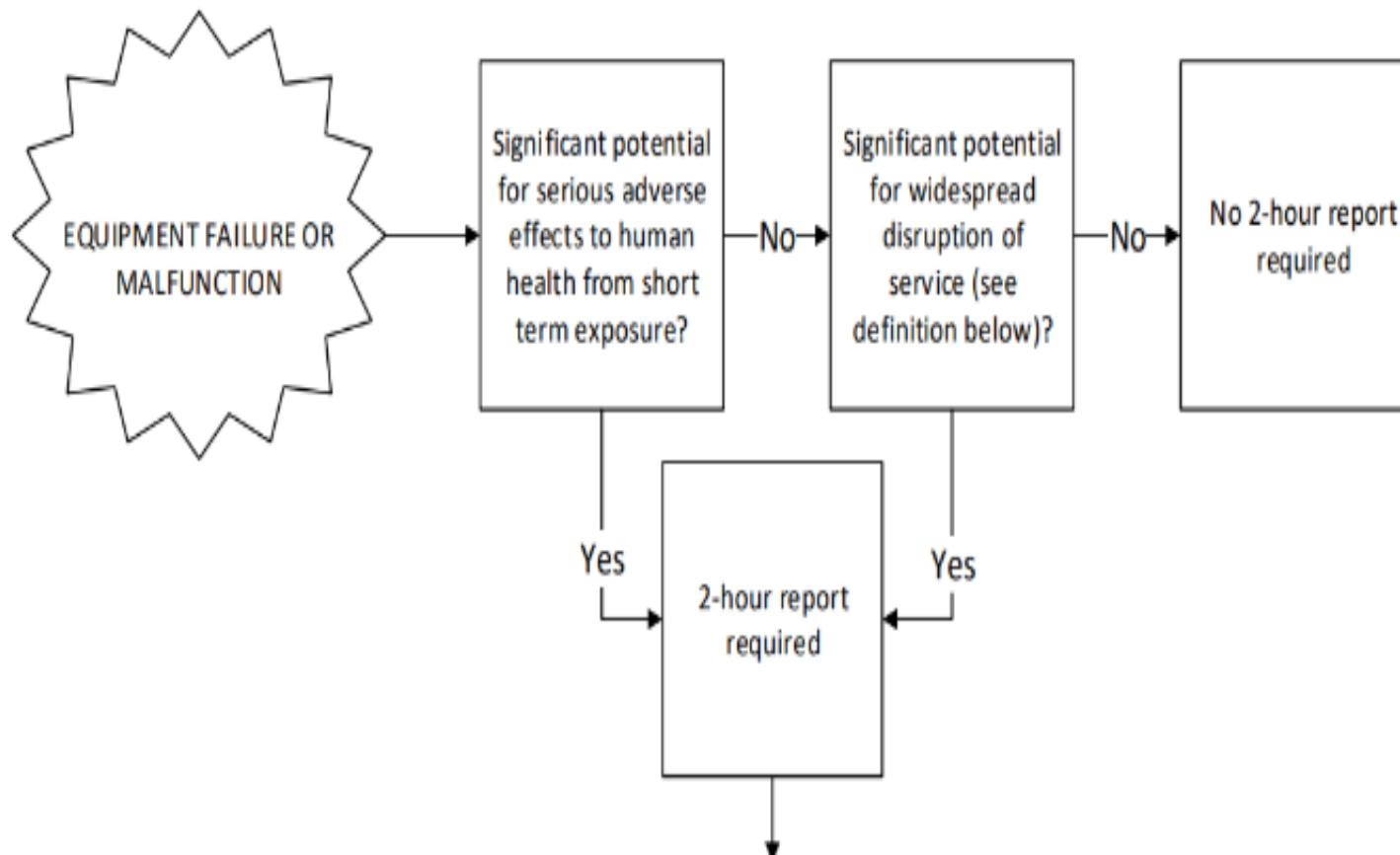
# Legislation Timeline - Code of Virginia § 32.1-174.5

- 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.

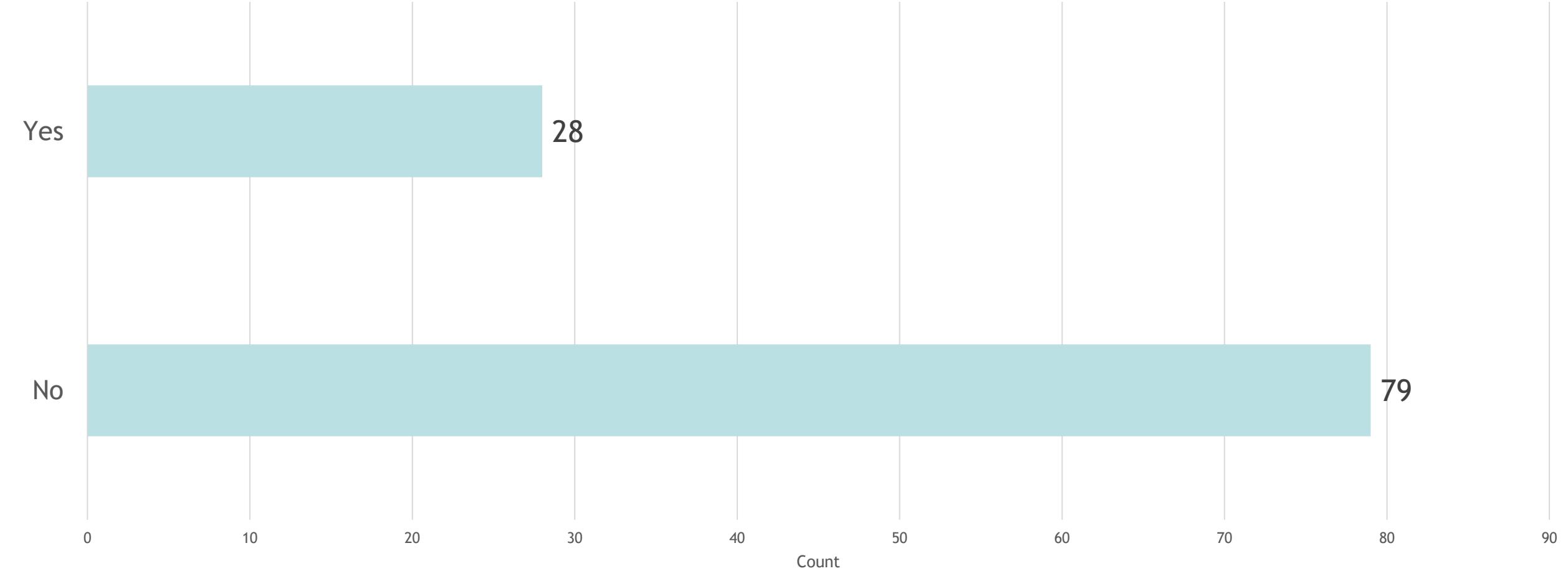
# 2-Hour Reporting Experiences

- 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.**

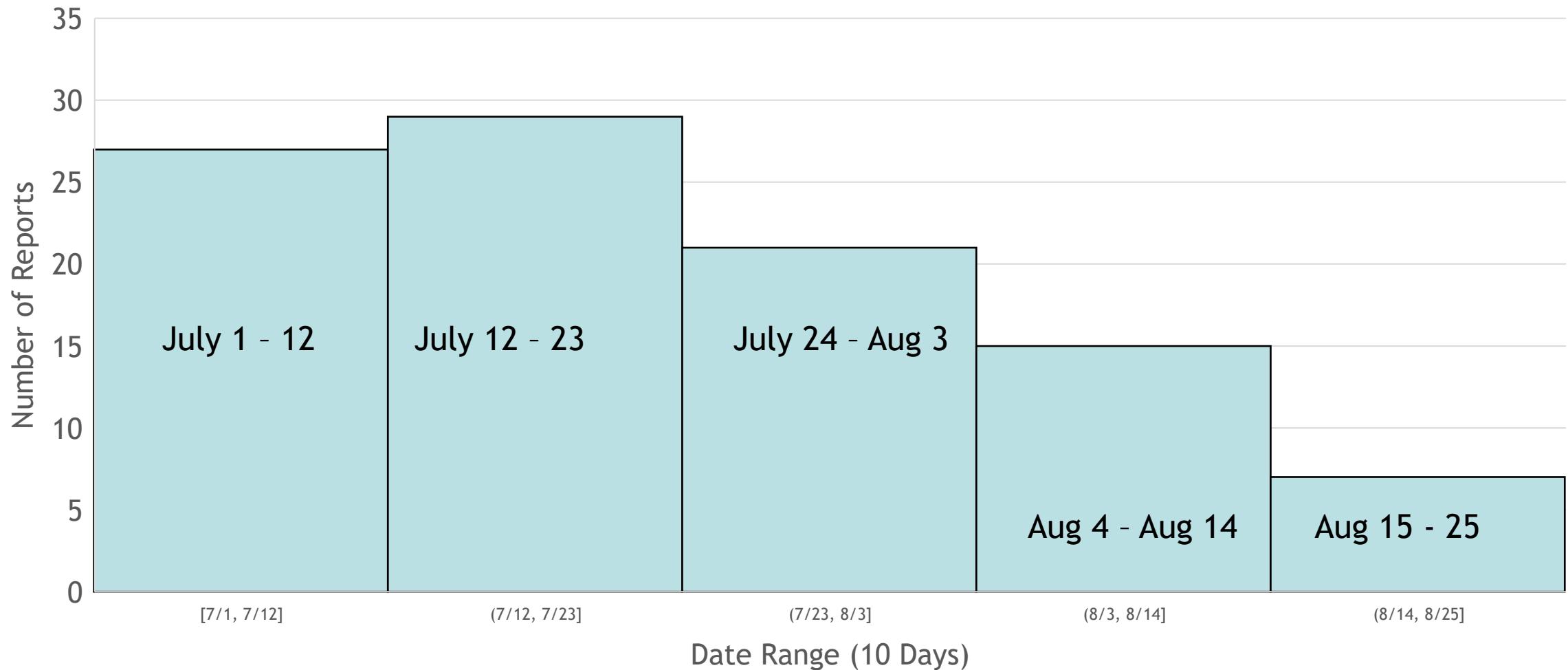
# 2-Hour Reporting Experiences

- 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.

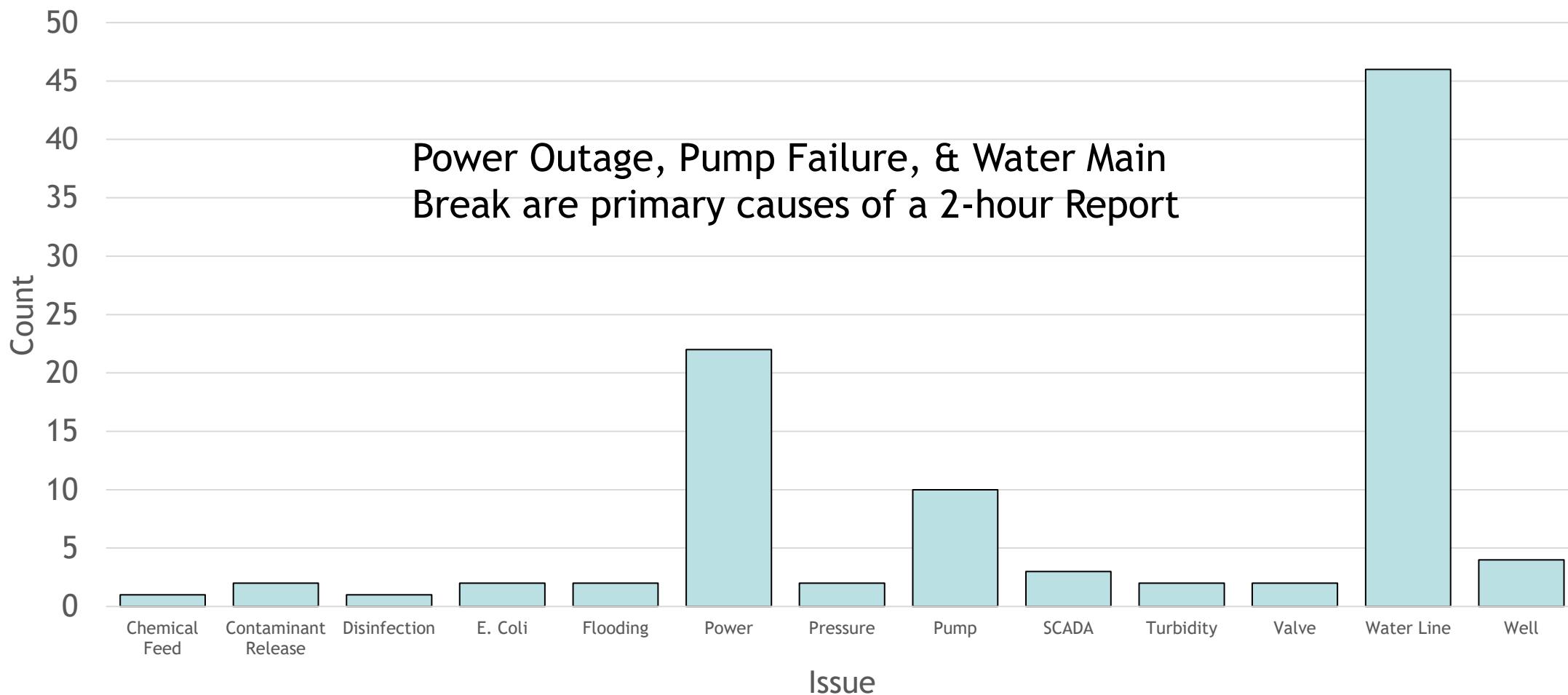
# 2-Hour Report Required?



# 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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