

# Emergency Response Guidance for Community Public Water Systems

You must call the State Duty Officer when the following events occur, and before issuing an emergency Drinking Water Advisory. The State Duty Officer is a message relay service and will notify the appropriate organizations for response.

If you are planning to issue a pre-planned, non-emergency Drinking Water Advisory: call MDH before issuing the advisory at 651-201-4700 during business hours.

## Intentional event

- **Attempted or actual break-in at a water facility**
- **Possible or actual contamination incident**
- **Potential cyber-attack event in operations**

**As soon as possible:**

- Call local law enforcement (911)
  - Call the State Duty Officer (1-800-422-0798) and say, “My drinking water system has had a [*describe incident*].”
  - If it’s a potential cyber-attack event, email the MN Fusion Center at [mn.fc@state.mn.us](mailto:mn.fc@state.mn.us)
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## Unintentional event

- **Possible or actual contamination incident**
- **Significant treatment chemical spill, release, or overfeed**
- **Contaminant or contaminated water release that may threaten source water**
- **Natural disaster**
- **Loss of power**
- **Large-sector or system-wide low pressure, or no pressure, in the distribution system**

**As soon as possible:**

- Call the State Duty Officer (1-800-422-0798) and say, “My drinking water system has had a [*describe incident*].”
    - If you also need MNWARN, say, “I’m also requesting assistance from MNWARN.”
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## Gas chlorine leak

### As soon as possible:

- Leave the area and evacuate the nearby population
- Make all of the following calls within 15 minutes of detecting the event:
- Call local law enforcement (911) if you need help evacuating the area
- Call the State Duty Officer (1-800-422-0798) and say, “My drinking water system has had a gas chlorine leak.”
- Call the National Response Center (1-800-424-8802)

Minnesota Department of Health  
Drinking Water Protection Section  
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651-201-4700  
[health.drinkingwater@state.mn.us](mailto:health.drinkingwater@state.mn.us)  
[www.health.state.mn.us](http://www.health.state.mn.us)

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*To obtain this information in a different format, call 651-201-4700.*