



93 West Main Street, Clinton, CT 06413

Connecticut Water Requests and Receives a Declaration of a Public Drinking Water Supply Emergency for Its Hebron Center Water System

The Hebron Center water system has experienced a sudden and significant decline in the supply available from its largest source of water

HEBRON, Conn. — June 15, 2018 — Connecticut Water Company announced today that, due to a sudden loss of available water supply in its Hebron Center water system, it has requested and received a declaration of a public drinking water supply emergency under CGS Section 25-32b from the commissioner of the state Department of Public Health for its Hebron Center and Country Manor water systems. Those systems serve approximately 200 customers, including the consumers of the former Mill at Stonecroft system in Hebron.

Craig Patla, vice president of service delivery, explained, “The company observed a sudden and significant decline in the supply available from our largest well serving the Hebron Center system. While we often have multiple options available to supply our systems, this particular small system is served with a single well field, so we have had to supplement the supply with bulk water deliveries to meet public health and fire protection needs. We know that is not sustainable or the level of service that is appropriate for our customers, so we are taking immediate actions.”

The company continues its investigation of the condition of the water source and the reason for the drop in yield, and is simultaneously moving forward to make a temporary interconnection to allow for the transfer of water from the nearby Country Manor system. The company plans to permanently interconnect the two systems at a later date to provide greater redundancy and operational flexibility to ensure reliable water service in both water systems.

In issuing the order, which authorizes the temporary pipeline to connect the systems, the DPH commissioner stipulated several conditions, including that Connecticut Water institute and enforce a mandatory ban on outdoor water use for consumers of those systems. Customers will receive direct communication by phone and mail asking for their cooperation during this time of mandatory conservation restrictions.

In addition, the company is required to take steps to reduce unaccounted-for water, which includes working with its highest water users to achieve water savings, as well as not adding any new consumers to the system without review and approval from DPH.

The company continues to have responsibility for water quality monitoring to ensure that the water quality in the Hebron Center system continues to meet all state and federal drinking water standards.

The drinking water supply emergency is only for the customers of the Hebron Center and Mill at Stonecroft water systems. No other Connecticut Water water systems are affected.

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About the Connecticut Water Company:

Connecticut Water Company serves more than 325,000 people in 56 towns in Connecticut. The towns are Ashford, Avon, Beacon Falls, Bethany, Bolton, Brooklyn, Burlington, Canton, Chester, Clinton, Colchester, Columbia, Coventry, Deep River, Durham, East Granby, East Haddam, East Hampton, East Windsor, Ellington, Enfield, Essex, Farmington, Griswold, Guilford, Hebron, Killingly, Killingworth, Lebanon, Madison, Manchester, Mansfield, Marlborough, Middlebury, Naugatuck, Old Lyme, Old Saybrook, Plainfield, Plymouth, Portland, Prospect, Somers, South Windsor, Stafford, Stonington, Suffield, Thomaston, Thompson, Tolland, Vernon, Voluntown, Waterbury, Westbrook, Willington, Windsor Locks and Woodstock.

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Map of affected area:

