How to Report Water Emergencies

Public Water Systems are required to report water emergencies as soon as possible, but no later than 24 hours after the occurrence.¹

Emergencies that must be reported are:

- Cross connection incidents
- Water outages to customers caused by a loss of water supply from a source, major component failure or loss of power supply
- Contamination of water in the distribution system from backflow
- Collapse of a reservoir, reservoir roof or pumphouse structure
- Break in a transmission or distribution line that results in a loss of service to customers for more than four hours
- Chemical or microbiological contamination of the water supply
- Waterborne disease outbreak

When contacting your regulating agency, please have the following information ready:

1. The issue, the cause of the issue and the current actions taken in response to the issue
2. Number of customers affected
3. Next steps outlined in the system’s Emergency Operations Plan (EOP) or Emergency Response Plan (ERP), if applicable
4. If your system has notified the Arizona Corporations Commission (ACC), if applicable
5. If a neighboring public water system can provide support
6. Information about conservation plans, if necessary, including notification process and a copy of any notice issued
7. Short-term plan and long-term plan
8. Specific assistance needs
9. Additional information or description of health and safety issues

In an effort to best serve our customers, following are your regulating agency contacts:

- For water systems regulated by Arizona Department of Environmental Quality (ADEQ), please contact your Compliance Assistance Coordinators >
- For water systems regulated by Maricopa County Environmental Service Department (MCESD) Drinking Water Program, please contact sdwquestions@maricopa.gov or 602-506-6935
- For water systems regulated by Pima County Department of Environmental Quality (PDEQ), please contact Jennifer.Lynch@pima.gov or 520-940-0675

¹In accordance with Title 18, Chapter 4, Arizona Administrative Code (A.A.C.) R18-4-211 | View >