

# Emergency/Upset Contact List

Environmental and Municipal Management Services Division (EMMSD) - Water Security Agency (WSA)

Waterworks owners are required to monitor the quality of the drinking water and subject to Section 34 of *The Waterworks and Sewage Works Regulations*. Additionally, operators must immediately report to the Water Security Agency any known or anticipated process upset, bypass conditions, operational anomalies in a waterworks, any instance where disinfection equipment fails or where the level of disinfection is not achieved or anticipated to be achieved as required by Subsection 27(6). They are also required to act on direction or advice from the WSA and the Regional Health Authority (RHA) staff to resolve problems or to prevent health hazards.

The WSA receives analytical results from laboratories. WSA reports all positive bacteriological results as well as the negative results for Repeat and Special samples to both the WSA field office and the RHA. The laboratory will immediately contact the Medical Health Office (MHO) and WSA in the event of a positive *E.coli*. or fecal coliform test.

Water suppliers should examine their own operations and identify needed improvement in security and emergency preparedness. The WSA has prepared information on [Security at Water Treatment Plants EPB 363](#).

Agency/Location	Name/Phone Number
Water Plant Supervisor/Operator	
Sewage Works Supervisor/Operator	
Water Distribution System Supervisor/Operator	
Sewage Works Collection System Supervisor/Operator	
Water Security Agency _____ Field office  (during regular business hours) Fax Field Office	
After Hours Emergency Contact (24-hour Spill Emergency Line)	1-800-667-7525 (306) 953-2980 outside of province
Local Law Enforcement (Police, RCMP)	

Agency/Location	Name/Phone Number
Local Municipal Office	
Laboratory	
_____ Regional Health Authority Fax	
Local Emergency Measures Organization	
Saskatchewan Emergency Management Organization	(306) 787-9563
WSA Communication Branch (For Media Inquiries)	(306) 694-3914 (306) 787-2892 Fax (306) 694-3105 (306) 787-0780
Other	

**Note: Upset and problems at water works and sewage works may also be reported anytime outside normal business hours by contacting the 24 Hour Water and Sewage Works Upset Reporting Line @ 1-844-536-9494.**

The WSA issues Precautionary Drinking Water Advisories (PDWAs) and Saskatchewan Ministry of Health issues Emergency Boil Water Orders (EBWOs) for all drinking water contamination circumstances. In the event of known, suspected or possible chemical contamination of a human consumptive water supply, a PDWA is issued with a clarifier, in the form of a Do Not Drink Notice or a Do Not Use Notice.

**Definitions**

- **Do Not Drink Notice:** issued by the WSA when the water contains a chemical contaminant that cannot be removed by boiling.
- **Do Not Use Notice:** issued by the WSA if there is a contaminant in the water that may be inhaled or otherwise harmful on contact.
- **Emergency Boil Water Order (EBWO):** issued by the Medical Health Officer (or designate) of the local RHA when the RHA or the WSA determine that a threat to the public health exists.
- **Human consumptive use:** water use for human consumption including drinking; cooking and food preparation; and oral hygiene.
- **Hygienic use:** water use for hygienic purposes by humans including bathing and personal hygiene, but not including swimming and showering; does not include a human consumptive use;
- **Precautionary Drinking Water Advisory (PDWA):** issued by the WSA when the WSA and HR determine drinking water quality concerns exist but immediate public health threats have not been identified.

**SaskH2O.ca** brings together water and wastewater information and services available from the Government of Saskatchewan. The Drinking Water Information Binder is a valuable tool for water and wastewater treatment plant owners and operators across the province. Pertinent and up-to-date information is available at [www.saskh2o.ca/foroperators](http://www.saskh2o.ca/foroperators) regarding drinking water.