



Emergency Response Communications for Public Water Systems

To report a drinking water emergency (wildfire, flooding, operational issues, etc.) during normal business hours (Mon-Fri 8am-4:30pm) call [Oregon Health Authority – Drinking Water Services \(OHA-DWS\)](#) at 971-673-0405, or email info.drinkingwater@odhsoha.oregon.gov.

For after-hours emergencies (evenings, weekends & holidays) contact the on-call DWS manager at 503-704-1174.

Resource requests

If a public water system (PWS) is overwhelmed and cannot respond to an emergency, contact the local or county emergency manager to request assistance with sending public notices, resource requests, or emergency prevention and mitigation.

- Local and county emergency manager contact list:
https://www.oregon.gov/oem/Documents/locals_list.pdf

A PWS can also receive mutual aid assistance from nearby water utilities by joining the [Oregon Water/Wastewater Agency Response Network \(ORWARN\)](#). Available emergency equipment (pumps, generators, chlorinators, etc.) and personnel (trained operators) are available to other member utilities during an emergency. Membership is free.

- For further questions or to join ORWARN, email info@orwarn.org.

Spills that may affect drinking water sources

OHA-DWS receives [Oregon Emergency Response System \(OERS\)](#) spill reports and evaluates the potential impact to water systems or drinking water sources. If a drinking water source is at risk, OHA-DWS will relay the information to the water system operator.

- To report a spill, contact OERS at 1-800-452-0311

Cybersecurity

The Cybersecurity and Infrastructure Security Agency (CISA) along with the Environmental Protection Agency (EPA) and FBI work with water systems to respond to and recover from cybersecurity incidents.

- To report a cybersecurity incident fill out a CISA cybersecurity incident report <https://www.cisa.gov/forms/report>, call 888-282-0870, or email report@cisa.gov.

For additional information regarding emergency response and preparedness, see the [DWS Emergency Response & Planning website](#). For questions regarding emergency response and preparedness planning, contact Chantal Wikstrom at Chantal.t.wikstrom@oha.oregon.gov or call 971-666-8512.
