

## Tips To Remember:

**After calling the local emergency number, call the appropriate local water system contact.**

### When reporting an incident:

- State the nature of the incident.
- Identify yourself and your location.
- Identify location of activity.
- Describe any vehicle involved— (color, make model, plate #).
- Describe the participants (how many, sex, race, hair color, height, weight, clothing).

### For emergencies dial 911 or other local emergency response numbers:

- State your business immediately (police, fire, ambulance).
- Give the most accurate description.
- Stay on the line until the 911 operator disconnects you.

## CONTACTS

### NAME & TELEPHONE

Local Emergency Response                      911 or others

Police:

Fire:

State Drinking Water Program Contact:  
Program Administrator, DPH Office of  
Drinking Water (302) 741-8630  
After Hours: (302) 744-4700

Drinking Water Utility:

Citizens Watch Contacts:

Others:

**Tampering with public water supplies is a serious offense. Violators will be punished to the fullest extent of the law.**

## WATER WATCHERS

*Protecting  
Your  
Local Water*



**WE'RE ALL IN THIS TOGETHER**



**Delaware Health and Social Services**  
**Division of Public Health**

Office of Drinking Water  
Edgehill Shopping Center  
43 S. duPont Highway  
Dover, DE 19901  
(302) 741-8630

## WATER SECURITY:

Water security is a shared responsibility involving water suppliers, wastewater utilities, government, law enforcement and citizens. We all play an important role in protecting our critical water resources.

## PROBLEM:

Local drinking water and wastewater systems may be targets for terrorist and other criminals wishing to disrupt and cause harm to community water supplies or wastewater facilities and their customers.

## CHALLENGES:

Water utilities are often located in isolated areas. Drinking water sources and wastewater collection systems may cover large areas that are difficult to secure and patrol.

## EXAMPLES OF SUSPICIOUS ACTIVITY MIGHT INCLUDE:

- People dumping or discharging material into a water reservoir.
- People climbing or cutting a utility fence.
- Unidentified vehicles parked or loitering near waterways or facilities for no apparent reason.
- Suspicious opening or tampering of manhole covers, building or equipment.
- People on top of water tanks.

One action step may be to form and operate a citizens watch network within your neighborhood to communicate regularly with law enforcement, your public water supplier and your wastewater operator. Communication is key to a safe community!

Another idea is to organize an open house with the utility. Operators can brief the citizens watch network about their operations, routines, personnel and vehicles. Get to know your water utility, their vehicles, routines and their personnel.

**Do not confront strangers.  
Instead, report suspicious  
activities to local authorities.**

## WHO SHOULD GET INVOLVED?

Interested and dedicated citizens are essential to increase the security eyes and ears in your community

Delawareans should report any suspicious activity, in and around local water utilities.

Any resident interested in protecting their water resources and community can join together with law enforcement, neighborhood watch groups, water suppliers, wastewater operators and other local public health officials.

As a first step, you should consider introduce yourself to the local drinking water supplier or wastewater operator. Provide them with your phone number and address, and find out how you can help them.

