

**199—21.9(476) Incident reports regarding water service.**

**21.9(1) Notification.** A water utility shall notify the commission about any incident involving:

- a. The occurrence of a waterborne illness;
- b. The issuance of a boil water advisory;
- c. A contamination event;
- d. A low-pressure event (less than 20 psi) that negatively affects the quality of water service;
- e. A flood event affecting the utility's plant or distribution system; or
- f. A cyberattack affecting the well-being of the utility, its customers, or the environment.

**21.9(2) Information required.** The utility shall notify the commission immediately, or as soon as practical, of any reportable incident by emailing the duty officer at [dutyofficer@iuc.iowa.gov](mailto:dutyofficer@iuc.iowa.gov) or, when email is not available, by calling the commission duty officer at 515.745.2332. The person sending the email will leave the telephone number of a person who can provide the following information:

- a. The name of the utility, the name and telephone number of the person making the report, and the name and telephone number of a contact person knowledgeable about the incident.
- b. The location of the incident.
- c. The time of the incident.
- d. The number of deaths or personal injuries and the extent of those injuries, if any.
- e. The number of services interrupted.
- f. A summary of the significant information available to the utility regarding the likely cause of the incident and the estimated extent of damage.

**21.9(3) Normal service restored.** The utility will notify the commission when the incident has ended and normal water service has been restored.

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