

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 or, when email is not available, by calling the commission duty officer at (515)745-2332. The person sending the email shall 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 shall notify the commission when the incident has ended and normal water service has been restored.

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