Introduction

Legislative Rule 64CSR3 requires public water systems to develop a Communication Plan that documents how public water suppliers, working in concert with state and local emergency response agencies, shall notify state and local health agencies and the public in the event of a spill or contamination event that poses a potential threat to public health and safety. The plan must indicate how the public water supplier will provide updated information, with an initial notification to the public to occur no later than thirty minutes after the supplier becomes aware that the spill, release or potential contamination of the public water system poses a potential threat to public health and safety. The public water system is responsible for communicating to the public, as well as to state and local health agencies.
The following document provides guidance to water system to assist them in developing and implementing a communication plan. A template communication plan can be accessed by visiting the WV Source Water Assessment and Protection Program webpage: http://www.wvdhhr.org/oehs/eed/swap/ or by emailing: eedsourcewaterprotection@wv.gov.

Public water systems should coordinate all emergency response activities, including the communication plan with their county Office of Emergency Services to insure that incident responses are compliant with National Incident Management System (NIMS) guidelines. The communication plan does not necessarily replace existing incident response documents or procedures. Public water systems should invite representatives from their local emergency planning commission or Office of Emergency Services to participate on their source water protection team.

**Meeting Legal Requirement**

The requirement to notify local health agencies and the public within 30 minutes of “the initial spill or contamination event . . . after the public water system becomes aware that the spill, release or potential contamination of the public water system poses a potential threat to public health and safety” represents a significant challenge for local water utilities. On one hand, there is clearly a need (and a legal requirement) to notify people that a potential problem exists. On the other hand, it’s difficult to investigate, characterize, and develop a risk analysis of a potential contamination event within 30 minutes.

Many such events may occur annually that do not result in actual threats or impacts to public health and safety. In order to fulfill the requirements of Legislative Rule 64CSR3, respond appropriately to a wide range of periodic source water threats, and communicate effectively with the public, water systems should consider adopting the Tiered Incident / Event Reporting System (TIERS).

TIERS will help to enhance public understanding of potential contamination events and impart some sense of proportionality to these events as they occur. TIERS is risk-based, and includes:

- A multi-level notification framework, which escalates the threat level commensurate with the drinking water system risks associated with a particular contamination incident or event.
- A flow chart illustrating key incident response communication functions and how they interface with overall event response / incident management actions.
- Identification of the roles and responsibilities for key people involved in risk response, public notification, news media and other communication.
• Pre-drafted public notification statements, news releases, and other information tied to each level of the risk-based tiered reporting system.
• Pre-event orientation, training, and tabletop communication exercises for water utility staff and source water protection and communication team members.

**Tiered Incident / Event Reporting System**

TIERS provides information to local health officials and the public (i.e., through the news media and other venues) when an incident or event occurs in a manner that reflects the severity/risk of the event at the time the notification is delivered. The system is based on the types of tiered risk communication approaches used by the U.S. Department of Homeland Security, the National Weather Service “warning/watch” storm notification system, and similar approaches. TIERS provides an easy-to-remember five-tiered A-B-C-D-E risk-based incident response communication format, as described below:

**A = Announcement.** The water system announces to the public, local health and emergency agencies and government that an incident or event (ex. spill) may pose a threat to public health and safety. Additional information will be provided as it becomes available. As always, if water system customers notice anything unusual about their water, they should contact the water system.

**B = Boil Water.** The water system issues a boil water advisory. Customers may use the water for showering, bathing, and other non-potable uses, but should boil water used for drinking or cooking.

**C = Cannot Drink.** The water system asks that users not drink or cook with the water at this time. Non-potable uses, such as showering, bathing, cleaning, and outdoor uses are not affected.

**D = Do Not Use.** An incident or event has occurred affecting all uses of the water. Do not use the water for drinking, cooking, showering, bathing, cleaning, or other tasks where one would come in contact with the water. Water can be used for flushing commodes and fire protection.

**E = Emergency.** Water cannot be used for any reason.

The table below lists the TIERS notification categories, the associated risk levels, and provides summary information for each category.

**TIERS categories and related risk levels associated with spills and other incidents.**
<table>
<thead>
<tr>
<th>Tier</th>
<th>Tier Category</th>
<th>Risk Level</th>
<th>Tier Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Announcement</td>
<td>Low</td>
<td>The water system announces that an incident or event may pose a threat to public health and safety. Additional information will be provided as it becomes available.</td>
</tr>
<tr>
<td>B</td>
<td>Boil Water Advisory</td>
<td>Moderate</td>
<td>Water system users are advised to boil any water to be used for drinking or cooking, due to possible microbial contamination. The system operator will notify users when the boil water advisory is lifted.</td>
</tr>
<tr>
<td>C</td>
<td>Cannot Drink</td>
<td>High</td>
<td>System users should not drink or cook with the water until further notice. The water can still be used for showering, bathing, cleaning, and other tasks.</td>
</tr>
<tr>
<td>D</td>
<td>Do Not Use</td>
<td>Very High</td>
<td>The water should only be used for flushing commodes and fire protection until further notice. More information on this notice will be provided as soon as it is available.</td>
</tr>
<tr>
<td>E</td>
<td>Emergency</td>
<td>Extremely High</td>
<td>The water should not be used for any purpose until further notice. More information on this notice will be provided as soon as it is available.</td>
</tr>
</tbody>
</table>

**Be Prepared**

In order to respond in a timely manner as required during an event, a public water system’s communication plan should be developed and practices in advance. To do so, the public water system should gather a communication team, designate a spokesperson, identify methods of disseminating information (email, social media, phone calls, radio/television), and decide on other response logistics. The communication plan should include information for all of these areas (See attached Communication Plan Template). In addition, prior to an event staff should review the materials in this guide that provide practical guidelines for communicating with public and advisory language for each TIER Category.
Communication Team

The water utility should establish a communication team to help develop and implement the communication plan. The team provides a broader level of oversight and includes individuals familiar with responding to an incident or event (e.g., spill, release) that could threaten water quality.

In the event of a spill, release, or other incident that may threaten system water quality, members of the team who are available will coordinate with the management staff of the local water supplier to:

- Collect information needed to investigate, analyze, and characterize the incident/event
- Provide information to the management staff, so they can decide how to respond
- Assist the management staff in handling event response and communication duties
- Coordinate fully and seamlessly with the management staff to ensure response effectiveness

The team will be responsible for working in concert with the management staff and state and local emergency response agencies to notify the local health agencies and the public of the initial spill or contamination event. The team will also provide updated information related to any contamination or impairment of the source water supply or the system's drinking water supply. The initial notification to the public will occur no later than thirty minutes after the public water system becomes aware that the spill, release or potential contamination of the public water system poses a potential threat to public health and safety.

As part of the group implementing the communication plan, team members are expected to be familiar with the plan, including incident/event response and communication tasks. Specifically, team members should:

- Be knowledgeable on elements of the Communication Plan
- Attend team meetings to ensure up-to-date knowledge of the system and its functions
- Participate in periodic table top exercises to practice incident response and communication tasks
- Help to educate local officials, the media, and others on source water protection
- Cooperate with water supplier efforts to coordinate incident response communication
- Be prepared to respond to requests for field investigations of reported incidents
- Not speak on behalf of the water supplier unless designated as the system’s spokesperson

Designated Spokesperson

As part of this Communication Plan, one person has been designated as the official spokesperson for the local water supplier. The designated spokesperson must be knowledgeable about the water system, including the source water protection plan and communication plan. The spokesperson will be responsible for speaking on
behalf of the water system to local agencies, the public, and the news media. The designated spokesperson may authorize and/or direct others to issue news releases or other information that has been approved by the system’s management staff.

The designated spokesperson is expected to be on call immediately when an incident or event which may threaten water quality occurs. The spokesperson, in consultation with the communication team and directed by the water system’s management staff, will perform the following tasks in the event of a spill, release, or other event that threatens water quality:

- Announce which risk level (A, B, C, D, or E) will apply to the public notifications that are issued
- Issue news releases, updates, and other information regarding the incident/event
- Use the news media, email, social media, and other appropriate information venues
- Ensure that news releases are sent to local health agencies and the public
- Respond to questions from the news media and others regarding the incident/event
- Appear at news conferences and interviews to explain incident response, etc.
- Consider the tips in the Staff Guidelines section when performing spokesperson duties

The designated spokesperson is responsible for ensuring that all communication is coordinated with the water system’s management staff, incident investigators, incident responders, and other relevant parties. The spokesperson should work with the management staff and the team to ensure that all communication is clear, accurate, timely, and consistent.

**Incident / Event Communication Procedure**

The flow chart in this section illustrates how the water system will respond when it receives a report that a spill, release, or other contamination event may have occurred. Key elements of the flow chart are described below.

Upon initial notification of the incident/event, system managers and operators will collect information and verify the need for further investigation. If further investigation is warranted, and the initial facts about the incident support it, management will issue a public advisory consistent with the threat level (see the Advisory Templates section).

The public water system is responsible for issuing the initial notification (i.e., Announcement, Boil Water, Cannot Drink, Do Not Use, or Emergency) to the public and local health agencies within 30 minutes of determining that the incident/event poses a potential risk to public health and safety.
In addition to issuing a notice, system personnel and partners will be dispatched to conduct reconnaissance, a threat assessment, and a threat characterization, if present. This work may include:

- Verification of the incident/event type (spill, release, etc.)
- Location of incident/event
- Type and quantity of material(s) involved in spill, release, etc.
- Potential of the material to move, migrate, or be transported
- Relevant time factor(s) in the risk assessment (e.g., downstream movement rate)
- Overall level of risk to water system, whether low, moderate, high, or very high
- Development of the initial risk characterization

As the flow chart indicates, several iterative cycles will occur after the initial threat assessment, including communication with local agencies and the public, further investigation of the incident, possible implementation of the system’s contingency plan, and eventual elimination of the threat and a return to normal operations. Communication activities during this period will include:

- The initial notification (i.e., Announcement, Boil Water, Cannot Drink, Do Not Use, or Emergency)
  - Sent to the public and local and state health agencies within 30 minutes of determining that the incident/event poses a potential risk to public health and safety
  - See Advisory Templates for this purpose
- Notification of the local water supplier’s source water protection and communication teams
- Periodic information updates, as incident response information is received to be sent to public and local and state health agencies.
- Updates to the applicable A-B-C-D-E advisory tier, as necessary

After the threat level is reduced and operations return to normal, the water system staff, the source water protection and communication teams, and its partners will conduct a post-event review and assessment. The purpose of the review is to examine the response to the incident, relevant communication activities, and overall outcomes. Plans and procedures should be updated, altered, or adapted based on lessons learned through this process.
TIERS Flow Chart

Public Water Supplier Becomes Aware of Incident or Event
- Conduct initial assessment to determine if the incident/event poses a risk to public health and safety

Incident Poses Potential a Risk and Requires Notification within 30 Minutes
- Public water supplier must issue notification to the public and local health agencies within 30 minutes of determining that incident poses a risk to public health and safety

Activate Incident Response
- Deploy incident assessment personnel

Threat Assessment and Characterization
- Incident/event type (spill, release, etc.)
- Location of incident/event
- Material(s) involved in spill, release, etc.
- Quantity of material
- Material movement/migration potential
- Time factor(s) in risk assessment
- Level of risk to water system
  - Low, moderate, high, very high
- Initial risk characterization
- Communicate*

Threat Level Remains or Escalates-
Communicate*

Incident Does Not Pose a Risk No Further Investigation Is Needed
- Does not require notification to the public and local health agencies in 30 minutes.
- Should notify that known incident does not pose a risk.

Implement Contingency Plan if Necessary
- Replace/augment water source
- Adapt as necessary
- Communicate*

Return to Normal Operations
- Monitor any new developments
- Continue managing operations & source water protection program
- Communicate*

Review Incident, Adapt Approach
- Incident response/investigation
- Communication activities
- Contingency operations

Communicate*
Constant communication with local agencies, public, and the media is critical throughout the entire process. The initial notification should include all pertinent information, depending on the TIERS level. Regular information updates should be provided. The A-B-C-D-E TIERS levels should be updated and explained as necessary.
Staff Guidelines for Incident / Event Communication

Incidents or events that threaten drinking water quality are viewed with great concern by the media and the public. Responding to such threats requires a calm, clear, serious, and comprehensive delivery of information about the incident or event, how it affects water quality, actions being taken to address the threat, and projection of next steps and a timeline. This is not a time for humor, or jokes.

Everyone representing the water system has a responsibility to fulfill their role when water quality risk incidents occur. For workers, that means following standard procedures for assessing the source water, the treatment system, and the final product. For managers, the response includes guiding and directing the staff in their efforts to characterize and address any identified problems. For the source water protection and communication teams, this means managing the overall response and communicating with local health agencies, the news media, and the public.

The following provides general guidelines for communicating with various audiences during an incident or event that may threaten drinking water quality. The goal for those communicating information on behalf of the water system should be to establish themselves as the primary source for prompt, accurate, and complete information about the incident or event. A water systems should support the notion that they “tell it all, tell it first, and tell the truth.”

Tips for communicating with the media and the public

Be the first to release information. If you hold back on important facts, chances are good that someone else “in the know” will pass those facts along before you do. Then they will be seen as the primary source of information about the incident/event, not you. Even if you don’t have all the details yet, announcing that something has happened, you’re gathering information, and that water quality and public health are your primary goals helps establish you as the primary source of news.

Try to predict the questions you will be asked. Given what has happened, and the interest of the media and the public in drinking water quality, you can probably predict nearly 90 percent of the questions you will be asked. Think of what they might be, and start forming your answers.
Don’t speculate on what “might” have happened, or will happen. Keep your comments focused on the facts as you know them. Speculating on endless possibilities is a never-ending game that distracts people from what the real issues are right now.

Don’t speak for anyone but yourself. The mayor, fire chief, local health director, and other people can speak for themselves. Focus on the facts, and your key points.

Don’t talk off the record. Everything you say will be viewed as “official information”, so know that when you say something, it is fair game for newspaper headlines or TV and radio broadcasts.

Provide regular information updates. The spokesperson for the water system should expect to provide frequent updates when an event or incident occurs, and continue this process until the event is over and water quality has returned to normal. Even announcements indicating that no new information is available, but you’re investigating X, Y, and Z provides reassurance to the public that the system is still working to resolve any problems.

Do not use acronyms, industry jargon, and do not say “no comment.” Some acronyms – like EPA – are well understood. But SWPP, MCLs, BPH, and so on are not. The term “no comment” is often taken by the public to be an admission that you know something, but don’t want to talk about it.

Use drawings, maps, and other graphics. Where possible, use graphics to help convey complex information. The goal should be to use whatever is necessary to help the public and the news media understand what the issues are.

Take some time to organize your thoughts before speaking to the public or the media. Predicting likely questions and rehearsing your answers, identifying a few key points you want to make, and keeping focused on your primary message does not happen by accident. A few minutes of preparation time before a news conference, radio interview, or public meeting is vital to success.

Write down your main points to make sure you remember them. There is no problem with referring to your notes during a meeting or interview. It shows that you prepared yourself, and have identified your key points. Use them for reference, but don’t read them verbatim.

Be prepared for your role in live interviews. Arrive on time, remain calm, stand up straight, look at the audience periodically while speaking, use a confident conversational voice, do not tell jokes or try to use
humor to “break the ice” if the situation is tense. Answer questions clearly and briefly. If you don’t know an answer to a question say “let me check on that” – and then actually do it. Do not lose your cool, or become emotional. You might have to allow people to vent their frustrations sometimes – that’s OK.

*Give the appearance that you are a professional.* When water supplies are threatened, people are not in the mood for Hawaiian shirts, beer logos, funny ball caps, and so on. If you’re going to be on TV, avoid wearing pronounced stripes, checks, or small patterns. Gray, brown, blue, or mixed colored clothing is best. Look at the interviewer, not the camera. Don’t shift around in your seat, or look down constantly.

*Let them know when the next update is scheduled.* People are usually more comfortable when they know more information is coming soon. You don’t have to have earth-shattering news every time you provide an update – just saying that your investigation is continuing, you’re checking out new information, and you appreciate the work of your staff – and the patience of the public – goes a long way to build good will and understanding.

**Points to make in communicating during an incident or event**

- Public health and safe water are our number one concerns.
- We appreciate the patience of our customers as we work to restore water quality.
- Water system staff are working on the issues we have identified so far, with the information we have available at this time.
- Our source water protection team and our employees are working very hard to investigate the situation and resolve any issues we find during the investigation.
- We are working with our partners at the local, regional, state, and federal level to restore water quality as quickly and as safely as we can.
- We are focused on dealing with the situation based on the facts we have at this time; we are not in a position to speculate about a variety of possible scenarios that do not exist presently.
- We welcome any information people may have on the situation we are investigating today.

**Water System Communication Resources**

The following sections provide Advisory Templates and other information to be used during the incident/event communications process. The Advisory Templates have been adapted from the standard boil water notification distributed by the WVBPH. In addition, links are provided to access standard notification forms expected to be submitted to the WVBPH to maintain communication. Lastly, a list of general emergency contact numbers are provided. Water systems should include these and additional contacts in their communication plan.
UTILITY ISSUED NOTICE – LEVEL A
PUBLIC WATER SYSTEM ANNOUNCEMENT

A WATER SYSTEM INVESTIGATION IS UNDERWAY

On _________ at ___:____ AM/PM, the __________________________ Water System began investigating an incident that may affect local water quality.

The incident involves the following situation at this location:
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

There are no restrictions on water use at this time. As always, if water system customers notice anything unusual about their water – such as abnormal odors, colors, sheen, etc. – they should contact the water system at ___________________.

At this time there is no need for concern if you have consumed or used the water.

Regular updates will be provided about this Announcement as water system staff continue their investigation. Again, there are no restrictions on water use at this time.

State Water System ID# __________________________ Date Distributed: ____________
UTILITY ISSUED NOTICE – LEVEL B
BOIL WATER ADVISORY
A BOIL WATER ADVISORY IS IN EFFECT

On _________ at ___:___ am/pm, a water problem occurred causing contamination of your water. The areas that are affected are as follows:

□ Entire Water System    or    □ Other: ____________________________________________
____________________________________________________________________

CONDITIONS INDICATE THERE IS A HIGH PROBABILITY THAT YOUR WATER IS CONTAMINATED. TESTING HAS NOT OCCURRED TO CONFIRM OR DENY THE PRESENCE OF CONTAMINATION IN YOUR WATER.

What should I do?

• DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, bathing, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.

What happened?

• The problem is related to _____________________________________________

What is being done?

• The water system is taking the following action: ________________________
____________________________________________________________________

What should a customer do if they have consumed or used the water?

• ________________________________________________________________

We will inform you when you no longer need to boil your water. We anticipate resolving the problem within _________ hours/days. For more information, please contact ________________ at ______________ or ________________ at __________.

General guidelines on ways to lessen the health risk are available from the EPA Safe Drinking Water Hotline at 1 (800) 426-4791.

Please share this information others who use this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice was distributed by ____________________________________________

State Water System ID# ________________________ Date Distributed: ____________
UTILITY ISSUED NOTICE – LEVEL C
“CANNOT DRINK” WATER NOTIFICATION
A LEVEL C WATER ADVISORY IS IN EFFECT

On _________ at ___:___ am/pm, a water problem occurred causing contamination of your water. The areas that are affected are as follows:

□ Entire Water System   or  □ Other: _______________________________________
____________________________________________________________________

CONDITIONS INDICATE THERE IS A HIGH PROBABILITY THAT YOUR WATER IS CONTAMINATED. TESTING HAS NOT OCCURRED TO CONFIRM OR DENY THE PRESENCE OF CONTAMINATION IN YOUR WATER.

What should I do?

• **DO NOT DRINK THE WATER.** You can’t drink the water, but you can use it for showering, bathing, toilet-flushing, and other non-potable purposes.

• **BOILING WILL NOT PURIFY THE WATER.** Do not drink the water, even if it is boiled. The type of contamination suspected is not removed by boiling.

What happened?

• The problem is related to _______________________________________

What is being done?

• The water system is taking the following action: ______________________
____________________________________________________________________

What should a customer do if they have consumed or used the water?

• _______________________________________

We will inform you when the water is safe to drink. We anticipate resolving the problem within ________ hours/days. For more information – or to report unusual water conditions such as abnormal odors, colors, sheen, etc. – please contact ______________ at __________ or ___________________ at __________.

*Please share this information others who use this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice was distributed by _______________________________________

State Water System ID# ________________________ Date Distributed: __________
UTILITY ISSUED NOTICE – LEVEL D
“DO NOT USE” WATER NOTIFICATION
A LEVEL D WATER ADVISORY IS IN EFFECT

On _________ at ___:___ am/pm, a water problem occurred causing contamination of your water. The areas that are affected are as follows:

□ Entire Water System or □ Other: _____________________________________
____________________________________________________________________

CONDITIONS INDICATE THERE IS A HIGH PROBABILITY THAT YOUR WATER IS CONTAMINATED. TESTING HAS NOT OCCURRED TO CONFIRM OR DENY THE PRESENCE OF CONTAMINATION IN YOUR WATER.

What should I do?

- **DO NOT DRINK THE WATER.** The water is contaminated.
- **DO NOT SHOWER OR BATHE IN THE WATER.** You can’t use the water for drinking, showering, or bathing. It can be used for toilet flushing and firefighting.
- **BOILING WILL NOT PURIFY THE WATER.** Do not use the water, even if it is boiled. The type of contamination suspected is not removed by boiling.

What happened?

- The problem is related to _________________________________

What is being done?

- The water system is taking the following action: _____________________

What should a customer do if they have consumed or used the water?

- ________________________________

We will inform you when the water is safe to drink. We anticipate resolving the problem within _________ hours/days. For more information – or to report unusual water conditions such as abnormal odors, colors, sheen, etc. – please contact _______________ at __________ or _______________ at __________.

*Please share this information others who use this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice was distributed by ________________________________

State Water System ID# _____________________ Date Distributed: ___________
UTILITY ISSUED NOTICE – LEVEL E
EMERGENCY WATER NOTIFICATION
A LEVEL E WATER ADVISORY IS IN EFFECT

On _________ at ___:___ am/pm, a water problem occurred causing contamination of your water. The areas that are affected are as follows:

☐ Entire Water System  or  ☐ Other: ____________________________________________

____________________________________________________________________

CONDITIONS INDICATE THERE IS A HIGH PROBABILITY THAT YOUR WATER IS CONTAMINATED. TESTING HAS NOT OCCURRED TO CONFIRM OR DENY THE PRESENCE OF CONTAMINATION IN YOUR WATER.

What should I do?
• **DO NOT DRINK THE WATER.** The water is contaminated.
• **DO NOT USE THE WATER FOR ANY PURPOSE!** You can’t use the water for drinking, showering, or bathing, or any other use – not even for toilet flushing.
• **BOILING WILL NOT PURIFY THE WATER.** Do not use the water, even if it is boiled. The type of contamination suspected is not removed by boiling.

What happened?
• The problem is related to _____________________________________________

What is being done?
• The water system is taking the following action: _______________________

What should a customer do if they have consumed or used the water?
• _________________________________________________________________

We will inform you when the water is safe to drink. We anticipate resolving the problem within _________ hours/days. For more information – or to report unusual water conditions such as abnormal odors, colors, sheen, etc. – please contact _______________ at _________ or _______________ at _________.

_Please share this information others who use this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail._

This notice was distributed by ____________________________________________

State Water System ID# ___________________________ Date Distributed: ____________
West Virginia Bureau of Public Health Forms
Specific forms are also available to report advisories to the WVBPH.

WVBPH Notice Forms

24-Hour Notification Form


Boil Water Notice


Emergency Contact Information

State Emergency Spill Notification
1-800-642-3074

Office of Emergency Services
http://www.wvdhsem.gov/
Charleston, WV- (304) 558-5380

WV Bureau for Public Health Office of Environmental Health Services (OEHS)
www.wvdhhr.org/oehs
Charleston, Central Office (304) 558-2981
Beckley, District 1 (304) 256-6666
St. Albans, District 2 (304) 722-0611
Kearneysville, District 4 (304) 725-9453
Wheeling, District 5 (304) 238-1145
Philippi, District 6 (304) 457-2296

National Response Center - Chemical, Oil, & Chemical/Biological Terrorism
1-800-424-8802

WV State Fire Marshal’s Office
1-800-233-3473

West Virginia State Police
1-304-746-2100

WV Watch – Report Suspicious Activity
1-866-989-2824