

Water Main Break, September 27, 2023

On September 27, 2023, Norwich Public Utilities (NPU) experienced a break in a water main adjacent to its Deep River Water Treatment Plant. This disrupted water service for approximately 160 customers for about 16 hours.

As part of our restoration efforts, and to keep water available to all of our other residential and commercial water customers, NPU activated its Emergency Operations Plan, which includes bringing water through the region's interconnection pipeline from Groton, Ledyard, Montville, and the Mohegan Tribe. We also increased the output of our Stony Brook Water Treatment Plant and drew a limited amount of water from our Norwichtown Well.

Our most recent testing of the Norwichtown Well indicated a presence of PFAS, a widely used, long-lasting chemical which breaks down slowly over time. Two of the 10 compounds tested for and regulated by the State of Connecticut's Department of Public Health were slightly above the 'action levels' set by CT DPH; these test results can be found on our website.

It is important to keep in mind that the water drawn by NPU from the Norwichtown Well was in far smaller quantities than the water provided from our regional partners and our other water treatment plant, which has no detectable levels of PFAS per our most recent testing.

We understand the public concern related to this topic and will provide further information should circumstances warrant.