

Property Owners & Residents—

You can play an important role in protecting our water supply and helping to ensure that health and water quality are maintained. Please help by proactively identifying and reporting all types of leaks or other problems while they are occurring.

Do not assume that Colorado Public Health & Environment (CDPHE) OR the Colorado Public Utility Commission (PUC) that are in charge of regulating different aspects of your water company know that issues exist. If there is a disruption in water service or other water emergency **call Dallas Creek Water** and also **please call the toll-free CDPHE hotline 1-877-518-5608 WHILE you are experiencing the issue.**

- Water outages
- Drops in pressure or pressure problems
- Strange colors
- Strange tastes
- Strange odors
- Boil water advisory received from your water supplier
- Water flowing from the ground or a pipe causing flooding, soil erosion, pavement or structure damage

You should ALSO call the Colorado PUC to register a consumer complaint at 800-456-0858.

IMPORTANT NUMBERS:

Dallas Creek Water Emergency Phone: **970-209-4358** | Administration Phone: **970-240-8123**

CDPHE Issue/Emergency hotline: **1-877-518-5608**

Colorado PUC Consumer Complaint hotline: **1-800-456-0858**

Ouray County Public Health Department: **970-325-4670**



Steps to Report Water Emergencies, Water Issues & Consumer Issues regarding Dallas Creek Water:

1. Call Dallas Creek Water Emergency Phone (**970-209-4358**) or Administrative Phone (**970-240-8123**);

-AND-

2. For water quality emergencies, outages, or issues, also call the toll-free 24-hour Colorado Department of Public Health & Environment (CDPHE) hotline (**1-877-518-5608**) **DURING THE INCIDENT OR ISSUE;**

-AND-

3. Call Consumer Affairs at the Colorado Public Utility Commission (PUC) (**1-800-456-0858**);

-AND-

3. Keep a Log of Your Calls — to help ensure that CDPHE and the PUC are putting all reports in the appropriate file.
Report Water Outages & Water Issues to Colorado Department of Public Health & Environment;

-AND-

5. Report water quality emergencies or outages to Ouray County Public Health so the County is aware of residents without water or on boil water advisories (**970-325-4670**).