



Service Department

CRITICAL WATER USER LIST

Attention Water Customer:

A top priority of the City of Springfield is to provide a continuous supply of quality drinking water to all customers in our service area. Uninterrupted water service is especially important to health care facilities providing patient care and rehabilitation services, and to residents with serious medical conditions. In the event of planned or unexpected water service interruptions, the City will attempt to notify such health care providers and residents as quickly as possible.

If you or someone in your facility or household has a serious medical condition that makes it critical to have water at all times, please complete the attached form and return it as soon as possible. You will be added to our critical water user list. If you are a private citizen/water customer, you will be required to provide written documentation from your medical provider in order to be placed on the list.

Please know that inclusion on this critical water user list is not a guarantee of notification, as some water emergencies may occur without warning. Unplanned water service disruptions can be caused by main breaks, valve failures, or loss of electrical power. Because some water service interruptions are unplanned, it is imperative that critical water users are adequately prepared for such emergencies. Please ensure that you keep a supply of water on hand to meet your needs in the event that water supplied by Springfield is temporarily unavailable.

If you have questions or need additional information, please contact the Service Department at (937) 525-5800.

Thank you,

City of Springfield, Ohio
Service Department

**CRITICAL WATER USER
CONTACT INFORMATION**

Please submit the following information to the Service Department as soon as possible.

Facility Name:
Facility Address:
Hours of Operation:
Email Address:
Facility Phone Number:
1 st Emergency Contact Name & Phone Number:
2 nd Emergency Contact Name & Phone Number:
Do you have backup water systems / water supplies? If yes, please describe.
Signature of Owner or Responsible Official:

Completed form should be sent to: Leslie McDermott
Utilities Program Coordinator
City of Springfield
2100 Lagonda Ave.
Springfield, Ohio 45503

Form may be emailed to: lmcdermott@springfieldohio.gov

Form may be faxed to: (937) 324-7733