



LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Division

Critical Water Users

The Lake County Department of Utilities (LCDU) is committed to providing safe drinking water to our customers. That being said, it is a top priority to provide our Critical Water Users in an uninterrupted supply of clean drinking water. Qualifications of Critical Water Users are, healthcare facilities and hospitals, dental offices, childcare and daycare centers, schools and learning centers, and customers with serious medical issues. In the event of a water interruption, extra steps are taken to ensure these customers are notified of any service interruptions or planned work that could impact service.

If you qualify to be on the Critical Water User list, complete the attached form and return it to the Public Service Coordinator of the Lake County Department of Utilities. Customers or persons that qualify other than the facilities mentioned previously, that have serious medical issues requiring uninterrupted water service will be required to send in written documentation from a medical provider to be placed on the list.

Inclusion on the Critical Water User list is not a guarantee that notification will be provided. The LCDU will do our best to notify these individuals and facilities but many water emergencies are unknown. Water main breaks, main line valve breaks, loss of electrical power to facilities, are all examples of unforeseen issues that can lead to a delayed or lack of notification. These disruptions in service are unplanned and should be adequately prepared for in case of such emergencies. Critical Water Users are encouraged to store at least a 24-hour supply of water in the case the LCDU service is temporarily interrupted.

The Critical Water User list is reviewed annually to ensure contacts and emergency contacts are all still valid and operational. Users that don't qualify will be removed from the list during annual review.

If you have any questions or comments pertaining to the Critical Water User list or need additional information, please contact the Public Service Coordinator for the Lake County Department of Utilities at 440-350-5766.

Revised 7/20/2023



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Lake County Department of Utilities Critical Water User Information

Please submit the following information and contacts to the LCDU.

Facility/Business or Residential Customer:
Name of Facility:
Address of Home or Facility:
Hours of Operation:
Emergency Contact Person:
Email Address:
Phone Number:
Cell Phone Number:
After Hours Phone Number:
Please describe backup water supplies if any:
Signature of Owner or Responsible Party:

Completed forms can be sent to the Public Service Coordinator:

Email: Patrick.stitts@lakecountyohio.gov

Fax: 440-350-2666

For questions or additional information please call: 440-350-5766

Revised 7/20/2023

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