



ATTENTION CRITICAL WATER USER:

The City of Lorain Utilities Department makes the protection of public health and safety a top priority. The continuous supply of quality drinking water to all residential, commercial, and industrial customers in our service area is an ongoing effort as we repair aging infrastructure. We understand that uninterrupted water service is especially important to health care facilities and residential services that serve those with serious medical conditions. In the event that a planned or unplanned water service interruption should occur, the Lorain Utilities Department will attempt to notify those on our Critical User List as quickly as possible as conditions allow.

If you are a residential water service and someone in your household has a medical conditions that makes it critical to always have water, please complete the [Critical Water User – Information Sheet](#) located on the City of Lorain website, CityofLorain.org, and submit the form to the Lorain Utilities Department. Please include any supporting documentation from your physician or medical provider that states your water needs so that you can be placed on the Critical Water User list.

Please understand that inclusion on the Critical Water User list does not guarantee of uninterrupted water service and notification, as some water emergencies occur without warning. Disruptions can be the cause of main breaks, valve failures, power loss, etc. If you need water for critical services, please ensure that you keep a supply of water on hand to meet your facility's needs in the event that water supplied to you becomes temporarily unavailable. It is recommended that a [48-72 hour supply of water](#) is kept on site for planning purposes. We strongly recommend that Critical Water Users are adequately prepared for emergencies, such as, unplanned water service interruptions.

Should you have any questions or need additional information, please contact the City of Lorain Utilities Department at 440-204-2500.

City of Lorain Utilities Department
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