



**DEP
Permit**

Guide to

**Public Water
Systems**



**COMMONWEALTH OF PENNSYLVANIA
Department of Environmental Protection**

For more information, visit DEP's website
at www.dep.state.pa.us, Keyword: "DEP Drinking Water."

DEPARTMENT OF ENVIRONMENTAL PROTECTION
Bureau of Water Supply and Wastewater Management

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AUTHORITY: Pennsylvania's Safe Drinking Water Act (35 P.S. §721.1 *et seq.*) and regulations at Title 25 Pa. Code Chapter 109.

POLICY: Department of Environmental Protection (DEP) staff will follow the guidance and procedures presented in this document to direct and support implementation of permitting activities for public water systems under the drinking water management programs.

PURPOSE: The purpose of this document is to establish a rational and reasonable basis for staff decisions which will promote quality, timely and consistent service to the public and regulated community.

APPLICABILITY: This guidance will apply to all public water systems.

DISCLAIMER: The policies and procedures outlined in this guidance are intended to supplement existing requirements. Nothing in the policies or procedures shall affect regulatory requirements.

The policies and procedures herein are not an adjudication or a regulation. There is no intent on the part of DEP to give the rules in these policies that weight or deference. This document establishes the framework within which DEP will exercise its administrative discretion in the future. DEP reserves the discretion to deviate from this policy statement if circumstances warrant.

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DEFINITIONS: See Title 25 Pa. Code Chapter 109

TABLE OF CONTENTS

	<u>Page</u>
Introduction.....	1
Public Water System Permit	1
Activities Which Require a Permit	2
Who Must Apply for a Permit	3
General Requirements for Permit Application	4
Permit Application Process.....	6
Necessary Notices - Public Input and Participation.....	11
Permit Conditions and Subsequent Inspections.....	12
Authority to Administer this Permit Program.....	13
Glossary	14
Appendix.....	15

INTRODUCTION

The Department of Environmental Protection (DEP) is entrusted with protecting Pennsylvania's air, land and water from pollution and providing for the health and safety of its citizens through a cleaner environment. One way DEP carries out its environmental protection responsibilities is through a system of authorizations -- permits, licenses, certifications and registrations.

DEP has taken a number of steps to improve the quality, efficiency and responsiveness of the authorization process for applicants. All environmental protection and land development decisions now are made in the six regional offices or six mining districts. This action brings decision making closer to the applicant and creates one-stop permitting.

In addition, DEP: encourages the scheduling of conferences to help applicants with questions or concerns regarding permit applications; corresponds with applicants at critical points in the permit review process; and has prepared a series of permit guides to provide information to applicants and the public.

This permit guide is designed to better inform the general public and potential applicants about the Public Water System Permit. It provides information about: the types of activities which may require permits; how to apply for permits; how DEP evaluates the information received; the permitting process in general; and the authority by which DEP regulates a particular activity.

By helping interested persons understand this process and making improvements to the process itself, DEP hopes to simplify the permitting process for everyone.

PUBLIC WATER SYSTEM PERMIT

More than 11 million Pennsylvanians rely on public water systems to provide them with clean, safe drinking water. Standard guidelines set forth in a permit ensure the health and safety of the citizens who rely on these systems. A public water system (PWS) is defined as a system which provides water to the public for human consumption, and that serves at least 15 service connections or at least 25 people daily for at least 60 days of the year. Pennsylvania has over 10,000 public water systems.

ACTIVITIES WHICH REQUIRE A PERMIT

Activities which require a PWS permit include the construction, operation and substantial modification of a PWS.

A construction activity is either the full construction of a new PWS, or a substantial modification to an existing PWS. Substantial modifications include both major and minor amendments. Major amendments include, but are not limited to: new sources; additions or deletions of treatment techniques or processes; pumping stations; and storage reservoirs. Minor amendments include, but are not limited to: changes in treatment chemicals; replacement of tank linings; replacement of reservoir linings; covering of reservoirs; construction of covered storage tanks or standpipes which are designed to standard specifications; transmission mains; interconnections; and transfers of ownership, incorporations and mergers.

An operation activity is the intended on-line purpose of a construction activity. Operation permits are issued subsequent to the corresponding construction permits.

Special Condition Permits

DEP may issue construction or operation permits that contain special conditions. In addition, two types of special permits are:

Emergency Permits - DEP may issue an emergency permit for the sake of keeping the public supplied with potable drinking water. The emergency permit may be for construction, operation or substantial modification activities. Emergency permits shall be limited in duration (i.e., have an expiration date). Emergency permits also may require additional monitoring, reporting and/or emergency response measures. State and federal agencies conducting emergency bulk water hauling operations are not required to have an emergency permit, provided an approved source is used and the microbiological standards are met. Water supplies that have chronic source water problems shall apply for a major amendment permit, as outlined above, for the development of additional sources.

Innovative Technology Permits - If unconventional or newly developed treatment processes are proposed for use, DEP may issue the permit as an innovative technology permit. The innovative technology permit may be for construction, operation or substantial modification activities. Before an innovative technology permit is issued, it will have to be demonstrated to DEP that the unconventional or newly developed treatment process will provide water that is in compliance with all drinking water standards. This is done primarily through pilot testing. Innovative technology permits may require limits in duration, additional monitoring, reporting and/or other requirements that DEP deems necessary.

WHO MUST APPLY FOR A PERMIT

All PWSs that propose either a construction, operation or substantial modification activity must apply for a permit. PWSs are categorized as either community or noncommunity water systems.

Community Water System - A community water system (CWS) is defined as a PWS that serves at least 15 service connections that are used by year-round residents or regularly serves at least 25 year-round residents.

Noncommunity Water System - Any PWS that is not a CWS is considered to be a noncommunity water system. Noncommunity water systems are categorized as either transient or nontransient.

Nontransient - A nontransient noncommunity water system is defined as a noncommunity water system that serves at least 25 of the same people for at least 6 months of the year. Examples of nontransient noncommunity water systems are schools, hospitals, commercial establishments and industrial parks.

Transient - If the noncommunity water system is not a nontransient system, it is considered to be a transient system. Examples of transient noncommunity water systems are restaurants, churches and campgrounds.

A noncommunity water system does not require a PWS permit if it was permitted under the Public Eating and Drinking Places Act, the Seasonal Farm Labor Act or the Public Bathing Law. Also, a noncommunity water system does not require a PWS permit if its source of supply is groundwater that requires treatment no greater than disinfection. All permit-exempt noncommunity water systems, however, must submit a brief system description to DEP that includes source quality data.

GENERAL REQUIREMENTS FOR PERMIT APPLICATION

To obtain a construction permit for either the full construction of a new PWS or for a major amendment, a permit application must be completed. A complete permit application includes:

- * DEP's General Information Form (8000-PM-IT0001) available on DEP's website at www.dep.state.pa.us;
- * the Public Water Supply Permit Application (3800-PM-WSWM0002) available on DEP's website;
- * all relevant modules of the Public Water Supply Permit Application (3800-PM-WSWM0254) available on DEP's website;
- * all appropriate signatures as specified in the instruction forms;
- * an engineer's report;
- * detailed plans;
- * specifications;
- * water quality analyses; and
- * the permit fee.

In addition to the above, the following items also may be needed:

- * business plan (for new CWSs);
- * comprehensive sanitary survey (for new sources);
- * source quantity evaluation (for new sources);
- * hydrogeologic report (for new groundwater sources);
- * additional water quality analyses (for new groundwater sources, if prescribed by the Surface Water Identification Protocol);
- * erosion and sedimentation control (E&S) plan (for earth-moving activities); and
- * special point-of-entry (POE) requirements (for POE devices).

Also, if a CWS is developing a new groundwater source, it will be subject to new source protection requirements. These requirements are to ensure that the system has control over a 100- to 400-foot radial distance from the well, as determined by the pumping rate. Control may entail the purchase of the required area.

All applications, reports, plans, specifications, surveys, evaluations, documents and analyses must be submitted in duplicate to the appropriate regional office (see the Appendix). The permit fee, made payable to the "*Commonwealth of Pennsylvania*," must be submitted with these documents. The amount of the fee may vary according to the proposed activities and can be obtained from the appropriate DEP regional office (see the Appendix).

To obtain a construction permit for a minor amendment, a written request describing the proposed change(s) in sufficient detail must be submitted to DEP. The submission must include:

- * DEP's General Information Form (8000-PM-IT0001);
- * the Public Water Supply Permit Application (3800-PM-WSWM0002);
- * all relevant modules of the Public Water Supply Permit Application (3800-PM-WSWM0254);
- * all appropriate signatures as specified in the instruction forms;
- * detailed plans; and
- * specifications.

In addition to the above, the following items also may be needed:

- * an engineer's report;
- * water quality analyses germane to the proposal; and
- * E&S plan (for earth-moving activities).

Permit fees are not required for minor permit amendments.

To obtain an operation permit, a certificate of construction showing that the construction or the substantial modification has been completed must be submitted to DEP. The certificate of construction must be signed by the professional engineer or other persons responsible for the work. The new construction or modification must then be approved by DEP. The new construction or modification must have corresponding operation and maintenance documentation on-site for system personnel. Lastly, the system personnel must be properly certified for the new construction or modification, as specified by DEP regulations (Title 25 Pa. Code Chapters 301 and 303) available on the web at www.pacode.com regarding waterworks operators.

PERMIT APPLICATION PROCESS

This section identifies and briefly describes the major steps in DEP's permit application process that apply to this permit.

Pre-application Conference

Purpose: To improve the communication between the potential applicant and DEP staff who will be reviewing any future permit application, as well as to determine if any pilot demonstrations are needed.

Although this requires an investment of time, it is DEP's goal that these conferences result in improved applications being submitted by applicants. Likewise, DEP staff is afforded the opportunity to learn additional details about the project.

Pre-application conferences are not required, but are encouraged. These meetings are particularly important when large-scale, multi-permitted facilities are involved; when the proposed treatment is relatively new or innovative; or when the applicant has no history with DEP. The applicant's consultant should be present at the conference.

It is advised that a preliminary report be prepared and presented at the conference. The preliminary report should include design data, maps, sketches and site photographs, if available. Dialogue at this conference should not be construed as DEP approval or disapproval of the project.

If a conference is not held, it is advisable to submit a preliminary report at least 30 days prior to preparation of final plans.

Permit Coordination

Purpose: To determine if other permits are needed.

When permit applications are received by DEP, notice will be sent to other regulatory programs within DEP. If other DEP permits are required, those applications will be sent to the applicant. The coordination of the permit application reviews is done by DEP's regional office.

In addition to the Public Water Supply Permit Application and all its associated modules, a DEP General Information Form will need to be completed. A Water Allocation Permit will need to be obtained for all new surface sources, as well as for expanded use of an existing surface source. Other permits that may be needed include: Earth Disturbance Permit (for earth-moving activities), Residual Waste Processing Permit (for process sludges), Disposal Facility Permit (for process sludges), Water Quality (NPDES) Permit (for discharge of backwash water to surface waterways) and Air Quality Operating Permit (for aeration treatment processes).

Administrative Completeness Reviews

Purpose: To determine whether all necessary information and forms are provided by the applicant.

The administrative completeness review consists of checking the application for proper and complete entries. Correct signatures, required corporate or municipal seals, fees, completed standard attachment forms, maps, plans, calculations and other required attachments are reviewed. The technical quality of the forms and attachments are not reviewed at this time. If the application is incomplete or missing any forms, maps, plans or other required attachments, DEP will prepare and send to the applicant a letter specifying the incomplete and/or missing permit application items. This letter will specify that the incomplete items must be corrected and resubmitted along with any missing items to DEP's regional office within 30 days from the receipt of the letter. When the application is determined to be administratively complete, it will be accepted for technical review by DEP. The applicant will be advised in writing when the application is accepted and will be provided with the name(s) and telephone number(s) of the person(s) who will conduct the technical reviews. DEP will also publish a notice in the *Pennsylvania Bulletin* requesting public comments. The comment period will last for 30 days and will run concurrently with the technical review.

If a complete application is not received within the specified time-frame, the application will be considered withdrawn and the file closed. The applicant will be advised of this action by letter. The application fee will not be returned.

A complete application package will consist of all completed standard forms, required attachments and the correct fee. Please refer to the Public Water Supply Permit Application Instructions for specific instructions on how to prepare a complete application package.

Technical Reviews

Purpose: To analyze the proposal for potential adverse health effects; to check for correctness, clarity and soundness of engineering proposals; to check for conformance with the Pennsylvania Safe Drinking Water Act and DEP's regulations in Chapter 109; and to analyze comments submitted by the public.

The items that are required for a complete permit application will be reviewed for their technical content. These items are described as follows:

Engineer's Report - The engineer's report shall be signed and sealed by a professional engineer licensed in the commonwealth of Pennsylvania and shall be a comprehensive report on the watershed, source quality, system design and area to be served. The watershed portion should include geological characteristics, land use and possible sources of contamination. The source quality portion should include all fluctuations therein. The system design portion should include all automation and control devices, distribution design, cross-connection control and waste disposal. The area served portion should mention future growth predictions. Additional information on the engineer's report can be found in Part II of the *Public Water Supply Manual*, DEP ID: 383-2125-108, available on DEP's website.

Detailed Plans - Plans shall be drawn to a scale which will permit all necessary information to be correctly shown. The plans shall include topographic maps, general layouts, plan views, elevations, section and supplementary views, which together with the specifications, provide the information for the contract and construction of the works. Each plan shall bear a suitable title showing the name of the municipality, authority, company, water district or institution served; the scale in feet; a graphic scale; the date; and the name, address and seal of the professional engineer responsible for preparing or overseeing the plans. Additional information on the detailed plans can be found in Part II of the *Public Water Supply Manual*, which can be obtained from the appropriate DEP regional office (see the Appendix).

Specifications - Specifications shall include provisions for interruption of service, laboratory facilities, chemicals to be used, chemical feed systems and materials which will come into contact with the drinking water.

Water Quality Analyses - The source quality shall be determined for design considerations. All analyses shall be performed by laboratories certified by DEP. If a new groundwater source is suspected by the surface water identification protocol to be under the direct influence of surface water, then the results of a microscopic particulate analysis will need to be submitted in addition to the required water quality analysis.

The following items may also be required for permit application:

Business Plan - A business plan must be submitted for new CWSs. New CWSs include both proposed CWSs that are to be fully constructed and existing noncommunity water systems that are re-categorized as “community” due to an increase in service population or service time. The business plan shall include a facilities plan, a management plan and a financial plan. The facilities plan shall identify the scope of the water service and is to include an alternatives analysis and any foreseeable compliance requirements. The management plan shall specify management commitments and is to include all legal documents that are necessary to ensure continued operation of the system (e.g., supply contracts, service contracts, deeds, easements, right-of-way agreements, etc.), as well as the system’s operation and maintenance plan. The financial plan shall describe the system’s cash flow (both income and expenses) for at least 5 years from the anticipated start-up of the system.

Comprehensive Sanitary Survey - A comprehensive sanitary survey must be submitted for new source development (which is considered to be a major amendment). The survey shall include watershed land use and topography for surface water sources, and a hydrogeological report for groundwater sources. The hydrogeological report shall include the aquifer geology, overlying formations, hydrogeologic boundaries, aquifer porosity estimates, water table contour or potentiometric surface maps at prepumping conditions, and any other information that may be necessary to evaluate the hydraulic characteristics of the aquifer. DEP may vary these requirements for proposed groundwater sources that will be withdrawing less than 100,000 gallons per day (gpd). The hydrogeological report shall be prepared, signed and sealed by a professional geologist registered to practice in Pennsylvania. The comprehensive sanitary survey shall also contain potential causes of contamination, for both surface water and groundwater sources.

Source Quantity Evaluation - A source quantity evaluation must be submitted for new source development. The evaluation shall include flow data for springs and streams, and pump test data for groundwater sources. The pump test data shall include drawdown and recovery data, as well as derivations of hydraulic conductivity, transmissivity and the aquifer storage coefficient. DEP may also require that the safe yield of the aquifer be determined. DEP may vary these requirements for proposed groundwater sources that will be withdrawing less than 100,000 gpd.

Erosion and Sedimentation Control (E&S) Plan - An E&S plan, pursuant to DEP regulations in Chapter 102, must be submitted if any earth-moving activities are to be involved.

Special POE Requirements - The following special requirements must be submitted if POE devices are to be used:

- 1) documentation of compliance with DEP regulations in Chapter 109 regarding POE devices;
- 2) manufacturer's design, engineering and operational information;
- 3) a detailed monitoring plan, which includes contaminants to be monitored and the frequency of monitoring;
- 4) an operation and maintenance plan;
- 5) a drawing or map showing all of the POE installations; and
- 6) proof of the right-of-access to all properties in which POE devices will be installed.

If technical deficiencies are found during the technical review of this information, a letter will be sent to the applicant detailing the incorrect, inadequate or missing information. The letter will cite the statutory or regulatory authority that applies to the incorrect or missing information. The missing and/or corrected information must be submitted to DEP's reviewing office within 30 days. If the applicant does not submit all the requested information within the specified time-frame, DEP will deny the application. If all the requested information is returned, but found to still be incorrect or inadequate upon subsequent review, DEP will issue a pre-denial letter. Upon receipt of the pre-denial letter, the applicant will have one last opportunity, usually extending 30 days, to send in the specified corrected information. If the applicant fails to make the proper corrections or submit the information within the specified time limit, the application will be denied.

After reviewing a technical deficiency or pre-denial letter, the applicant has the option of requesting that DEP makes a decision based on the information already made available. If the applicant chooses that option and the application is denied, the applicant may appeal the decision.

On-site visits by DEP staff may be necessary during the technical review. At the completion of the technical review, a decision will be rendered. If all applicable requirements are met, the permit will be issued.

Permit Issuance

After a technical review of a permit application deems that all applicable requirements are met, a permit is issued. When a permit is issued, DEP will publish a notice in the *Pennsylvania Bulletin* which identifies the system's name and permit number, as well as describes the permitted activities.

All PWS permits that DEP issues will be done so within a maximum time limit of 180 days. This time limit includes 20 days for the administrative completeness review, 80 days for the first technical review, 50 days for the second technical review (if needed), and 30 days for the permit issuance. The time limits will be consecutive calendar days, which will include weekends and holidays. These time limits will not include applicant response times for any deficiencies. If DEP does not have a permit issued to an acceptable applicant within the maximum time limit of 180 days, then DEP will refund the application fee.

Post-Issuance Conference

Purpose: To review all aspects of the permit and to give the applicant a chance to seek clarification or additional information.

In cases where more complex permits are being issued, DEP may request a post-issuance conference. This conference will include the permittee, the consultant, the operator, the permit reviewer, an operations staff representative, legal counsel and possibly, representatives of the general public (if requested). The conference should result in a firm understanding of the permit conditions by the permittee, the consultant, DEP staff and interested third parties. Should corrections or clarifications be required, permit amendments can be prepared and issued.

Appeal Process

Purpose: To provide for a process by which any person aggrieved by DEP's decision on a permit may appeal that action. The appeal process is authorized by Section 4 of the Environmental Hearing Board Act, 35 P.S. Section 7514, and the Administrative Agency Law, 2 Pa.C.S. Chapter 5A. Appeals shall be made to the Environmental Hearing Board, Second Floor, Rachel Carson State Office Building, 400 Market Street, P.O. Box 8457, Harrisburg, PA 17105-8457, (717) 787-3483. TDD users may contact the Board through the Pennsylvania Relay Service, (800) 654-5984. Notices regarding the permittee's appeal rights are included with each permit.

Appeals must be filed with the Environmental Hearing Board within 30 days of receipt of written notice of the action unless the appropriate statute provides a different time period. Copies of the appeal form and the Board's rules of practice and procedure may be obtained from the Board. The appeal form and the Board's rules of practice and procedure are also available in braille or on audiotape from the Secretary of the Board at (717) 787-3483. This paragraph does not, in and of itself, create any right of appeal beyond that permitted by applicable statutes and decisional law. Final decisions of the Environmental Hearing Board may be appealed to the Pennsylvania Commonwealth Court by the timely filing of a petition for a review.

NECESSARY NOTICES - PUBLIC INPUT AND PARTICIPATION

Comments, either solicited or unsolicited, are considered during the technical review period. Permit applications may be subject to any or all of the following:

Public Notice

Upon receipt of a complete application, DEP will publish a notice in the *Pennsylvania Bulletin* with a 30-day public comment period. After a permit has been issued, a notice of final permit action is also published in the *Bulletin*.

Public Meetings

DEP is not specifically required to conduct public meetings prior to issuing or denying a PWS permit. However, DEP will consider all reasonable requests for public meetings.

Public Hearings

DEP is authorized by statute, but is not specifically required, to conduct public hearings prior to issuing or denying a PWS permit. However, DEP will consider all reasonable requests for public hearings.

Notice to Other Federal and State Agencies

If earth-disturbance activities are planned, the applicant must notify the Pennsylvania Historical and Museum Commission of the proposed activity. The purpose of this notification is to protect archaeological sites and to preserve historical structures, both of which may be encountered by proposed earth-disturbance activities. DEP cooperates with the commission to ensure that the notification requirements are met.

PERMIT CONDITIONS AND SUBSEQUENT INSPECTIONS

By issuing a permit, DEP authorizes the specific permitted activity to commence. In doing so, DEP often requires the permittee to abide by special permit conditions which are site and/or project specific.

Special conditions for the PWS permit vary from permit to permit. A permit may have no special conditions or as many as needed. All special conditions are printed and attached to their respective permits.

DEP will issue special emergency and innovative technology permits as it deems necessary. These special permits may require the special conditions of additional monitoring, reporting, emergency procedures and/or limits in duration.

Monitoring requirements are specified in Chapter 109 of DEP's regulations. These requirements vary depending upon the size of the PWS and upon the contaminants being treated. If special conditions are needed for a permit, then the monitoring requirements will be determined by the regional office and will be site and/or project specific.

On-site surveillance is conducted on a routine basis, about once a year. These inspections target traditional problem areas and will periodically include a more comprehensive full inspection. The full inspection examines almost all aspects of the source(s), treatment plant and distribution system.

AUTHORITY TO ADMINISTER THIS PERMIT PROGRAM

The Pennsylvania Safe Drinking Water Act (SDWA), which was passed in 1984, empowered DEP to establish and maintain a permit program concerning plans and specifications for the design and construction of new or substantially modified PWSs.

Statutes

1984 Pennsylvania Safe Drinking Water Act (35 P.S. Section 721.1 - 721.17)

Regulations

Title 25 Pa. Code Chapter 109 (relating to the SDWA)

Title 25 Pa. Code Chapter 301 and 303 (relating to operator certification)

Guidances

Part II - Community System Design Standards - Public Water Supply Manual

Part IV - Noncommunity System Design Standards - Public Water Supply Manual, DEP ID:
383-2128-108

Information regarding the drinking water program is available on DEP's website or can be obtained by contacting the appropriate regional office (see the Appendix).

GLOSSARY

Backflow - The flow of water or other liquids, mixtures, or substances into the distributing pipes of a potable supply of water from any source or sources other than its intended source.

Community Water System - A public water system that serves at least 15 service connections that are used by year-round residents or regularly serves at least 25 year-round residents.

Cross-Connection - Any actual or potential connection between the public water supply and a source of contamination or pollution.

Noncommunity Water System - A public water system that is not a community water system. Noncommunity water systems are categorized as either transient or nontransient.

Nontransient Noncommunity Water System - A noncommunity water system that serves at least 25 of the same people for at least 6 months of the year. Examples of nontransient noncommunity water systems are schools, hospitals, commercial establishments and industrial parks.

Point-of-Entry - A treatment device used as an alternative to central treatment that is installed on a public water line or service connection to a public water system user.

Public Water System - A system which provides water to the public for human consumption, and that serves at least 15 service connections for at least 60 days of the year or at least 25 people daily for at least 60 days of the year.

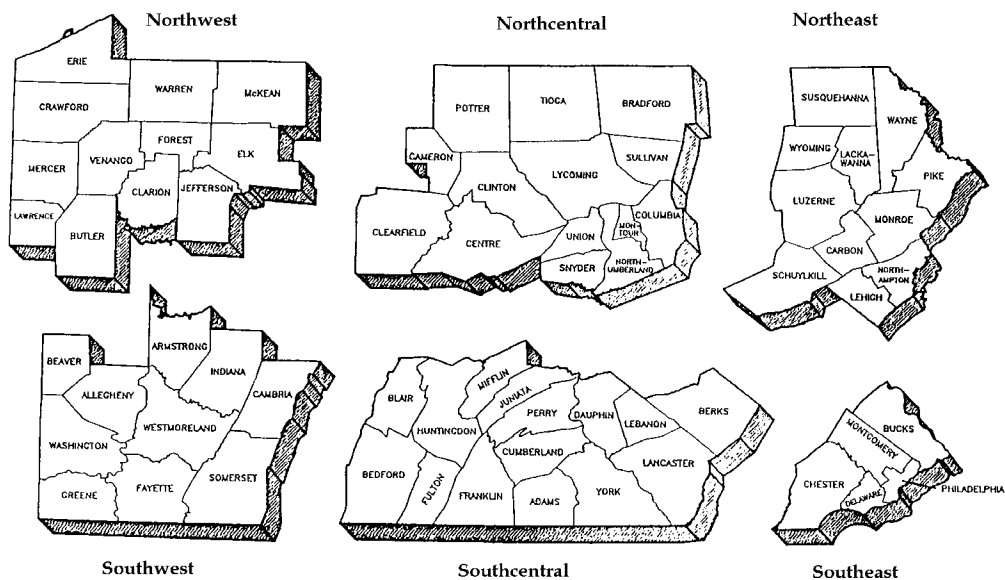
Surface Water Identification Protocol - A procedure that DEP uses to determine if a groundwater source is under the direct influence of surface water.

Transient Noncommunity Water System - A noncommunity water system that is not nontransient. Examples of transient noncommunity water systems are restaurants, churches and campgrounds.

TDD - Acronym for "Telecommunications Devices for persons with a hearing/speech Disability."

APPENDIX

FIELD OPERATIONS REGIONAL OFFICES



Southeast Region

2 E. Main St.
 Norristown, PA 19401
 Main Telephone: 484-250-5900
 24-Hour Emergency: 484-250-5900

Counties: Bucks, Chester, Delaware, Montgomery and Philadelphia

Southwest Region

400 Waterfront Drive
 Pittsburgh, PA 15222-4745
 Main Telephone: 412-442-4000
 24-Hour Emergency: 412-442-4000

Counties: Allegheny, Armstrong, Beaver, Cambria, Fayette, Greene, Indiana, Somerset, Washington and Westmoreland

Southcentral Region

909 Elmerton Ave.
 Harrisburg, PA 17110
 Main Telephone: 717-705-4700
 24-Hour Emergency: 1-877-333-1940

Counties: Adams, Bedford, Berks, Blair, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lancaster, Lebanon, Mifflin, Perry and York

Northwest Region

230 Chestnut St.
 Meadville, PA 16335-3481
 Main Telephone: 814-332-6945
 24-Hour Emergency: 1-800-373-3398

Counties: Butler, Clarion, Crawford, Elk, Erie, Forest, Jefferson, Lawrence, McKean, Mercer, Venango and Warren

Northeast Region

2 Public Square
 Wilkes-Barre, PA 18711-0790
 Main Telephone: 570-826-2511
 24-Hour Emergency: 570-826-2511

Counties: Carbon, Lackawanna, Lehigh, Luzerne, Monroe, Northampton, Pike, Schuylkill, Susquehanna, Wayne and Wyoming

Northcentral Region

208 W. Third St., Suite 101
 Williamsport, PA 17701
 Main Telephone: 570-327-3636
 24-Hour Emergency: 570-327-3636

Counties: Bradford, Cameron, Clearfield, Centre, Clinton, Columbia, Lycoming, Montour, Northumberland, Potter, Snyder, Sullivan, Tioga and Union