



Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Department of Environmental Protection

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September 24, 2021

Andrea Traviglia
Drinking Water Quality and Protection Section
USEPA- Region 1
5 Post Office Square, Suite 100
Mail Code: OEP 06-2
Boston, MA 02109-3912

Subject: Submittal of SFY 2021 –Capacity Development Annual Report (SDWA Section 1420(c)(3))

Dear Ms. Traviglia:

The Massachusetts Department of Environmental Protection (MassDEP) is the agency responsible for administering the provisions of the Safe Drinking Water Act, (the Act) Section 42 U.S.C. § 300g-9 (c)(3). The Act requires MassDEP, the State agency with primacy for the Act, to prepare an annual report showing the progress the agency has made in adopting its Capacity Development Strategy, which is designed to improve the technical, financial and managerial capacity of public water systems in the State.

The attached report fulfills the requirements of the Act by demonstrating that MassDEP has successfully implemented its Capacity Development Strategy and that this initiative has had a direct and positive impact on the quality of drinking water in Massachusetts. A few examples of the work that MassDEP has completed include:

- Registering and evaluating 8 new public water systems (see Appendix B).
- Evaluating 358 public water systems via the sanitary surveys process (see Appendix C).
- Evaluating, categorizing and providing technical assistance and outreach to address the needs of the systems with the 737 technical, financial and managerial “Scheduled Actions” identified during activities such as sanitary surveys, notices of non-compliance, and administrative consent orders (see Appendix D).

If you have any questions, please contact me at yvette.depeiza@mass.gov, Michael Maynard (michael.maynard@mass.gov), or Michael Celona (michael.celona@mass.gov).

Sincerely,

Yvette DePeiza
Director - Drinking Water Program
Massachusetts Department of Environmental Protection

cc: EPA: Andrea Traviglia, Jane Downing, Kevin Reilly, Denise Springborg; MassDEP: Michael Maynard, Michael Celona
Y:\DWP\ARCHIVE\BOSTON\EPA-Capacity-Annual Report-SFY21- Final - Report and Cover Letter

Implementation of the Capacity Development Program

Annual Review of Capacity Program Required by SDWA Section 1420

**Period
(July 1, 2020 - June 30, 2021)**

Massachusetts Department of Environmental Protection
Bureau of Water Resources
Division of Watershed Management
Drinking Water Program

September 2021

EXECUTIVE SUMMARY

The Massachusetts Department of Environmental Protection (MassDEP) is the responsible agency for administering the provisions of the Public Health Service Act (Title XIV) also called the Safe Drinking Water Act (SDWA or the Act), Section 42 U.S.C.A. § 300g-9 (c)(3).

Section 1420(c)(2) of the Act required MassDEP to develop and submit a Capacity Development Strategy to EPA by August 2000. MassDEP submitted the Capacity Development Strategy as required and EPA approved MassDEP's Capacity Strategy in December 2000.

Section 1420(c)(3) of the Act required MassDEP to submit to EPA a report annually stating the progress the agency has made in adopting its capacity development strategy. Attached is the required annual report for the period July 1, 2020- June 30, 2021.

If you have any questions concerning the report please do not hesitate to contact Michael J. Maynard at Michael.Maynard@mass.gov or Michael Celona at Michael.Celona@mass.gov.

IMPLEMENTATION OF CAPACITY DEVELOPMENT STRATEGY

MassDEP's Capacity Development Strategy focuses on improving the technical, financial, and managerial operations of public water systems in the Commonwealth. Section 1420 of the SDWA requires MassDEP to continuously implement its strategy and annually update EPA concerning progress or changes to the strategy. This report should be considered MassDEP's annual update concerning implementation of the strategy. The implementation of this strategy has contributed to a very effective drinking water program. The following list of accomplishments is indicative of the effectiveness of this program.

MassDEP has the following responses to the EPA Capacity Development reporting requirements for the period July 1, 2020-June 30, 2021:

A. New System Review for Community and Non-Transient Non-Community Systems (as required by SDWA Sec 1420 (c))

- 1. Has the State's legal authority (statutes) to implement the New Systems Program changed within the previous reporting year? **No***
- 2. Has there been any modification to the State control points? **No***
- 3. List of new Community and Non community systems during SFY 2021. See Figure 1 below for a breakdown of the total number of new PWS during SFY 2021. Review and approval of a NSBP and/or successful completion of a sanitary survey are required before a new system can become operational in Massachusetts.*

Figure 1: New Public Water Systems in SFY 2021

Type of Public Water System	Number of Systems
Community Systems	1
Non-Transient Non Community Systems	0
Transient Non Community System	7
Total	8

B. Existing System Review (as required by SDWA Sec 1420 (c))

1. During the previous year, which programs, tools, and/or activities were used, and how did each assist existing PWS in acquiring and maintaining TFM capacity?

MassDEP has improved the technical, financial and managerial ability of PWSs by continuing to integrate the components of the strategy into the daily operations of the drinking water program. Some of the program activities that are used include the following:

- a. Sanitary Surveys - MassDEP Drinking Water Program performs sanitary surveys on all public water systems. During the sanitary survey, staff identifies technical, financial and managerial deficiencies and makes recommendations as to how the systems should improve. Staff also has the option of taking enforcement action if the deficiencies have a direct impact on providing a safe and fit supply of water.

The sanitary survey selection process is based on a three-year cycle for community and non-transient non-community systems and a five-year cycle for transient non-community systems. Figure 2 provides the number of sanitary surveys that were completed at PWS during SFY 2021. A list of all of the systems is included in Appendix C.

Figure 2: Sanitary Surveys Completed in SFY 2021

Type of Public Water System	Number of Completed Surveys
Community Systems	185
Non-Transient Non-Community Systems	35
Transient Non-Community System	138
Total	358

MassDEP Regional Drinking Water Program Chiefs also have the authority to prioritize systems based on public health protection, emergency need or regional prioritization. The prioritization of systems is based on an evaluation of the technical, financial and/or managerial capability of the system.

- b. State Revolving Loan Funds (SRF) Priority Systems

As required by Section 1452(a)(3) of the SDWA, prior to receiving SRF money, systems must demonstrate that they have sufficient technical, financial and managerial capacity or they must demonstrate that the use of the SRF funds will result in the system developing technical, financial and managerial capacity. The MassDEP Drinking Water Program reviews all systems seeking

SRF funding to determine their need for technical, financial and managerial assistance and makes the required capacity recommendations regarding their participation in the SRF program.

- c. Training and Technical Assistance - MassDEP continued to offer a variety of training opportunities for operators and those interested in the field as well as technical assistance for operators. Efforts included: worked with and often provided subject experts to technical assistance providers to conduct trainings for PWS: Massachusetts Rural Water Association, RCAP Solutions, EPA Environmental Finance Center and other drinking water and public health associations.
 - i. Training and Technical Assistance Providers – Worked with and often provided subject experts to technical assistance providers to conduct trainings for PWS: Massachusetts Rural Water Association, RCAP Solutions, EPA Environmental Finance Center and other drinking water and public health associations.
 - ii. YouTube training videos - Staff continue to develop training videos on a variety of topics including Lead in Schools and Daycares and PFAS sampling. Also available are previous videos including RTCR, LCR, lead in drinking water at schools and childcare facilities, and Source Water Protection. They are posted on MassDEP’s YouTube page at <https://www.youtube.com/channel/UCswijd-Vuwa0jMR4EroSm8w>
 - iii. Operator Certification - The Operator Certification program involves activities related to the licensing and continuing education of water treatment and distribution operators. The training provided to certified operators by technical assistance providers noted above supported technical, financial and managerial operations of public water systems.
 - iv. Wellhead Protection Program – MassDEP Drinking Water Program staff provided technical assistance to water supply systems for wellhead and source protection compliance.
 - v. Planning - MassDEP continued to promote planning for public water systems. Seven hundred and thirty-seven (737) planning issues were identified.
 - vi. In addition MassDEP continued to promote and identify training opportunities and tools to support the following program elements to improve the technical, financial and managerial capacity of public water systems. Training opportunities were provided in the following areas:
 - Opening & Closing your PWS

- Lead and Copper Rule Revisions
- Cybersecurity
- Operator Certification
- PWS Financial Issues Due to Covid-19
- Rate Setting
- PFAS- Emerging Contaminants
- Lead in Drinking Water in Schools and Childcare Facilities

Specific Tools Used:

- Weekly Distribution of the Program Director emails
- Board of Health & state / local agency referrals
- Use of MassDEP DWP website to distribute program updates
- Use of MassDEP YouTube Channel to broadcast technical meetings
- Weekly/biweekly conference calls with PWS during COVID-19 emergency.
- Attendance and participation in trainings and workshops
- Outreach, training, and technical assistance to address Sanitary Survey scheduled actions
- Continued discussions and development of joint programs with agencies that can directly affect water quality, including the Department of Public Health, the Board of Certification of Plumbers, the Department of Agricultural Resources, Well Drillers, and Board of Building Regulations and Standards.
- DWP online training calendar located at:
<http://www.mass.gov/eea/agencies/massdep/water/drinking/drinking-water-training-classschedules.html> .

2. *Based on the existing system strategy, how has the State continued to identify systems in need of capacity development assistance?*

The state has continued to identify systems in need of capacity assistance via the sanitary survey process, partnerships with technical assistance providers, staff's routine review of system data (database/desk audits), and daily interaction with the public water systems.

Sanitary Surveys:

During the 2021 SFY, MassDEP Drinking Water Program used the sanitary survey process to identify systems in need of capacity development assistance. The Drinking Water Program completed three hundred and fifty-eight (358) sanitary surveys. See list in Appendix C. While conducting sanitary surveys and completing Notice of Non-Compliance and Administrative Consent Orders, MassDEP field staff identified seven hundred and thirty-seven (737) technical, financial and managerial "Scheduled Actions". PWS are required to address these deficiencies during an agreed upon time frame or face the possibility of progressive enforcement and penalties. Examples of scheduled actions are provided in Appendix D.

Enforcement Targeting Tool (ETT):

MassDEP also used the ETT to identify systems that were in need of specific capacity assistance. Systems that were noted as repeat violators with eleven (11) or more points were targeted for capacity evaluation and action if needed.

3. *Has the state performed a review of the existing system strategy during the previous year, discuss the review and how findings have been or may be addressed?* **Yes**

The MassDEP continues to review the existing system strategy and make improvements. In an effort to promote technical, financial and managerial capacity, during this past year, the drinking water staff updated sanitary survey questions, developed a list of financial and managerial “Recommended/Corrective Actions” and provided training materials to staff. The Recommended/Corrective Actions list is used by the DWP staff during sanitary survey write-up, enforcement actions or as a tool for technical assistance. See Appendix D for the List of Capacity Recommended/Corrective Actions.

4. *Did the State make any modifications to the existing system strategy?* **No**

The strategy was not modified but the MassDEP continued to assist PWS in improving the technical, financial and managerial operations by routinely updating tools and providing a list of resources and technical assistance tools on our website at <http://www.mass.gov/eea/agencies/massdep/water/drinking/water-systems-ops.html#3>

These technical assistance tools and other pertinent information are used by MassDEP, public water system staff, and consultants to promote technical, financial and managerial capacity.

CONCLUSION

MassDEP is continuing to implement its Capacity Development Strategy. Even though there is no modification to the EPA approved strategy, the strategy requires the addition of new tools in order to meet the ever-changing needs of public water systems. MassDEP continues to track and evaluate public water systems that have received technical assistance through education, training, and outreach in order to establish a historical baseline of information. By tracking and establishing a baseline, MassDEP is able to demonstrate that the Capacity Strategy continues to promote the public health and the general welfare of the consumers of public drinking water in the Commonwealth.

This report fulfills the requirements of section 1420(c)(3) of the SDWA by demonstrating that MassDEP has successfully implemented its Capacity Development Strategy and that this initiative has had a direct and positive impact on the quality and quantity of drinking water in Massachusetts. MassDEP believes that as a direct result of the technical and compliance assistance, education and outreach programs associated with the Capacity Development Strategy and provided by the MassDEP, the public water systems in Massachusetts have improved their technical, financial and managerial operations and their consumers/customers are drinking water that consistently meets all required federal and state standards. Specifically, Massachusetts exceeds the National Target GPRA Target for GPRA-Population (92%) with a score of 95.0% (see Appendix E). This indicates that 95.0 % of Massachusetts residents served by CWSs will receive drinking water that meets all applicable health based drinking water standards through approaches including effective treatment & source water protection.

The GPRA statistics are calculated each quarter using the most recent 4 quarters of health-based compliance information in SDWISFED for community systems.

APPENDIX A GLOSSARY OF TERMS AND ACRONYMS USED IN THIS REPORT

- Capacity:** Refers to the capabilities required of a public water system in order to achieve and maintain compliance with the drinking water rules. It has three elements:
- Technical:** Technical capacity or capability means that the water system meets standards of engineering and structural integrity necessary to serve customer needs. Technically capable water systems are constructed, operated, and maintained according to accepted quality standards.
- Financial:** Financial capacity or capability means that the water system can raise and properly manage the money it needs to operate efficiently over the long term.
- Managerial:** Managerial capacity or capability means that the water system's management structure is capable of providing proper stewardship of the system. Governing boards or authorities are actively involved in oversight of system operations.
- MassDEP:** The Massachusetts Department of Environmental Protection. This agency is responsible for administering the drinking water rules in our state.
- DWSRF:** The Drinking Water State Revolving Loan Fund. Congress authorized this fund in 1996. In Massachusetts, MassDEP administers the DWSRF.
- EPA:** Environmental Protection Agency. This federal agency oversees state programs, sets MCLs and provides technical assistance. EPA determines when a state's capacity development program is in compliance with the Safe Drinking Water Act.
- MCL:** Maximum Containment Level. This is the maximum allowable level for a given drinking water contaminant.
- PWS:** Public Water System as defined in the Safe Drinking Water Act.
- SDWA:** The Safe Drinking Water Act passed by the US Congress in 1974 and amended in 1986 and 1996.
- TFM:** Technical, financial, and managerial. The abbreviation is used to save space in the report and avoid frequent repetition of these terms.

APPENDIX B
SFY 2021
New Community (COM), Non-Transient Non-Community (NTNC), and
Transient Non-Community (TNC) Public Water Systems Registered

PWSID	PWS_NAME	CLASS
4131005	Linden Ponds Woodlands Crossing	COM
2286035	Phillips Heritage	NC
2125023	Carlson Orchards	NC
2241018	Kwik Stop/Town Line Garage	NC
2125024	North East Baseball	NC
1111045	Dollar General	NC
1087002	River Valley Market Easthampton	NC
4088008	Bluedrop Water @ Easton Water Division	NC

APPENDIX C
List of 358 Sanitary Survey Inspections Completed during the Reporting Period
July 1, 2020 – June 30, 2021

PWS ID	PWS NAME	PWS TYPE
1024000	BELCHERTOWN WATER DISTRICT	COM
1033000	BLANDFORD WATER DEPT	COM
1066001	GRISWOLDVILLE WATER DISTRICT	COM
1069001	CUMMINGTON WATER DEPT	COM
1069002	WEST CUMMINGTON WATER DEPT	COM
1074000	DEERFIELD FIRE DISTRICT	COM
1074005	EAGLEBROOK SCHOOL	COM
1074007	PAN AM SOUTHERN RAILROAD	COM
1087000	EASTHAMPTON WATER DEPT	COM
1091000	ERVING WATER DEPT	COM
1112000	GRANVILLE CENTRE WATER CO	COM
1113000	GREAT BARRINGTON FIRE DIST	COM
1113003	HOUSATONIC WATER WORKS	COM
1114000	GREENFIELD WATER DEPARTMENT	COM
1120023	SCANTIC VALLEY WATER DISTRICT	COM
1121004	JIMINY PEAK RESORT	COM
1124003	EAGLE HILL SCHOOL	COM
1127000	HATFIELD WATER DEPT	COM
1143000	HUNTINGTON WATER DEPT	COM
1150000	LEE WATER DEPT	COM
1150003	HIGH LAWN FARM	COM
1152000	LENOX DPW WATER DIVISION	COM
1190000	MONROE WATER DISTRICT	COM
1191000	MONSON WATER AND SEWER DEPT	COM
1192003	MONTAGUE CENTER WATER DISTRICT	COM
1209000	NORTH ADAMS WATER DEPT	COM
1217001	EAST NORTHFIELD WATER CO	COM
1223000	ORANGE WATER DEPT	COM
1227001	THORNDIKE FIRE AND WATER DISTRICT	COM
1227002	BONDSVILLE FIRE AND WATER DISTRICT	COM
1249008	VIEW DRIVE WATER ASSOCIATION	COM
1256000	RUSSELL WATER DEPT	COM
1268000	SHELBURNE FALLS FIRE DISTRICT	COM
1276000	SOUTHAMPTON WATER DEPT	COM
1283015	WHITE PINES CONDOMINIUMS	COM
1283017	HERON POND AT STOCKBRIDGE	COM

1306006	SILVER MEADOW	COM
1326000	WEST STOCKBRIDGE WATER DEPT	COM
1341004	WAUBEEKA SPRINGS	COM
1349000	WORTHINGTON FIRE DISTRICT	COM
2002010	PINE HILL CONDOMINIUM	COM
2002014	STRAWBERRY HILL APARTMENTS	COM
2021000	BARRE WATER DEPARTMENT	COM
2025000	BELLINGHAM DPW WATER SEWER DIV.	COM
2028015	WHITNEY ESTATES CONDOMINIUMS	COM
2028020	RIVERBRIDGE	COM
2034027	BOLTON COUNTRY MANOR	COM
2034030	REGENCY AT BOLTON CONDOMINIUMS	COM
2037001	CODMAN HILL CONDOMINIUM	COM
2037002	HARVARD RIDGE CONDOMINIUM	COM
2037006	CENTRE VILLAGE APARTMENTS	COM
2037009	CARRIAGE HOUSE CONDOMINIUM	COM
2045000	BROOKFIELD WATER DEPARTMENT	COM
2045001	NANATOMQUA MOBILE HOME PARK	COM
2064000	CLINTON WATER DEPT	COM
2080000	DUDLEY WATER DEPARTMENT	COM
2081000	DUNSTABLE WATER DEPARTMENT	COM
2110000	GRAFTON WATER DISTRICT	COM
2110006	LAUREL HILL CONDOMINIUMS	COM
2115000	GROTON WATER DEPARTMENT	COM
2125000	HARVARD WATER DEPARTMENT	COM
2125013	FOXGLOVE APARTMENTS	COM
2125021	AYER ROAD PROPERTIES LLC	COM
2136000	HOLLISTON WATER DEPARTMENT	COM
2139007	VILLAGE AT HIGHLAND PARK	COM
2139008	THE PRESERVE AT HOPKINTON CONDO	COM
2139010	ESTATES AT HIGHLAND RIDGE	COM
2140010	HUBBARDSTON HOUSE APARTMENTS	COM
2140011	SILVERLEAF HOLLOW CONDOMINIUMS	COM
2147000	LANCASTER WATER DEPARTMENT	COM
2153000	LEOMINSTER WATER DIVISION	COM
2158000	LITTLETON WATER DEPARTMENT	COM
2162000	LUNENBURG WATER DISTRICT	COM
2174000	MAYNARD DPW, WATER DIVISION	COM
2179000	MENDON WATER DEPARTMENT	COM
2187000	MILLIS WATER DEPT	COM
2208000	NORFOLK WATER DIVISION	COM
2208001	MCI NORFOLK/CEDAR JUNCTION/WALPOLE	COM
2226008	BUFFUMVILLE HEIGHTS ESTATES CONDOMINIUM	COM

2226011	PINEWOOD ON THE GREEN CONDOS	COM
2257000	RUTLAND WATER DEPARTMENT	COM
2270000	SHIRLEY WATER DISTRICT	COM
2270001	MCI SHIRLEY	COM
2270009	WOODLAND RIDGE	COM
2271000	SHREWSBURY WATER DEPARTMENT	COM
2286017	PLANTATION APARTMENTS	COM
2286018	PILOT GROVE APARTMENTS	COM
2286024	VILLAGES AT STOW	COM
2286026	ARBOR GLEN CONDOMINIUMS	COM
2286031	PILOT GROVE APARTMENTS II	COM
2290001	MANCHAUG WATER DISTRICT OF SUTTON	COM
2290014	WILKINSONVILLE WATER DISTRICT	COM
2294000	TEMPLETON MUNIC. LIGHT AND WATER PLANT	COM
2323002	MADDEN ESTATES	COM
3007000	AMESBURY DPW WATER DIV.	COM
3023002	HANSCOM AFB	COM
3035000	BOSTON WATER AND SEWER COMMISSION (MWRA)	COM
3038001	FOUR MILE VILLAGE	COM
3049000	CAMBRIDGE WATER DEPARTMENT	COM
3051022	GARRISON PLACE	COM
3056002	NORTH CHELMSFORD WATER DIST	COM
3078006	COLONIAL WATER COMPANY	COM
3079000	DRACUT WATER SUPPLY DISTRICT	COM
3093000	EVERETT WATER DEPT. (MWRA)	COM
3107000	GLOUCESTER PUBLIC UTILITY DIVISION	COM
3116000	GROVELAND WATER DEPARTMENT	COM
3149000	LAWRENCE WATER WORKS	COM
3155000	LEXINGTON WATER DEPT. (MWRA)	COM
3157001	HANSCOM FAMILY HOUSING (LANDINGS)	COM
3160000	LOWELL REGIONAL WATER UTILITY	COM
3163000	LYNN WATER AND SEWER COMM	COM
3164000	LYNNFIELD CENTER WATER DISTRICT	COM
3166000	MANCHESTER BY THE SEA DPW	COM
3189000	MILTON WATER DEPT. (MWRA)	COM
3198000	NATICK WATER DEPARTMENT	COM
3205001	BYFIELD WATER DISTRICT	COM
3210000	NORTH ANDOVER WATER DEPT	COM
3229000	PEABODY WATER DEPT.	COM
3246000	READING WATER DEPARTMENT	COM
3269002	WOODHAVEN ELDER HOUSING COMMITTEE	COM
3284000	STONEHAM WATER DEPT (MWRA SUPPLY)	COM
3295000	TEWKSBURY WATER DEPARTMENT	COM

3301044	THE GREENS	COM
3308000	WALTHAM WATER DEPARTMENT	COM
3317001	WELLESLEY COLLEGE	COM
3320000	WENHAM WATER DEPT.	COM
3324000	WEST NEWBURY WATER DEPARTMENT	COM
3333001	CAMPION RESIDENCE AND RENEWAL CTR	COM
3346000	WINTHROP WATER DIVISION, (MWRA)	COM
4003002	BROOKSIDE MOBILE HOME PARK	COM
4003004	ACUSHNET MANUFACTURED HOMES	COM
4020000	BARNSTABLE FIRE DISTRICT	COM
4036000	BOURNE WATER DISTRICT	COM
4036001	BUZZARDS BAY WATER DISTRICT	COM
4036015	BARNSTABLE COUNTY JAIL	COM
4040000	BRAINTREE WATER AND SEWER DEPT.	COM
4040002	TRI TOWN WATER BOARD	COM
4041000	BREWSTER WATER DEPARTMENT	COM
4042001	MCI BRIDGEWATER	COM
4050000	CANTON WATER DEPT	COM
4052001	SOUTH MEADOW VILLAGE	COM
4052072	NORTH CARVER WATER DISTRICT	COM
4052074	PINE RIDGE CONDOMINIUMS AT SAMPSONS POND	COM
4055000	CHATHAM WATER DEPARTMENT	COM
4065000	COHASSET WATER DEPT	COM
4076004	INIMA USA / AQUARIA LLC	COM
4086095	TOWN OF EASTHAM	COM
4088000	EASTON WATER DIV	COM
4094000	FAIRHAVEN WATER DEPT	COM
4096001	OTIS AIR NATIONAL GUARD BASE	COM
4109000	GOSNOLD WATER DEPT	COM
4123000	HANSON WATER DEPARTMENT	COM
4133000	HOLBROOK PUBLIC WORKS DEPT	COM
4146006	CLARK SHORES WATER CORPORATION	COM
4172033	SEA OAKS CONDOMINIUMS	COM
4173001	MATTAPOISETT RIVER VALLEY W.D.	COM
4182000	MIDDLEBOROUGH WATER SUPPLY	COM
4197001	SIASCONSET WATER DEPARTMENT	COM
4201000	CITY OF NEW BEDFORD DPI	COM
4211001	KINGS GRANT WATER CO INC	COM
4224000	ORLEANS WATER DEPARTMENT	COM
4239049	HERRING COVE CONDOMINIUMS TRUST	COM
4239055	PINEHILLS WATER COMPANY, INC.	COM
4239060	AGAWAM SPRINGS WATER COMPANY	COM
4240008	CRANBERRY KNOLL	COM

4242000	PROVINCETOWN WATER DEPARTMENT	COM
4244000	RANDOLPH WATER DEPARTMENT	COM
4244001	RANDOLPH/HOLBROOK WATER BOARD	COM
4245000	RAYNHAM CENTER WATER DISTRICT	COM
4245002	NORTH RAYNHAM WATER DISTRICT	COM
4285007	BISHOPS LANDING CONDOMINIUMS	COM
4292000	SWANSEA WATER DISTRICT	COM
4293000	TAUNTON WATER DIVISION	COM
4307000	WALPOLE WATER DEPT	COM
4310003	ONSET FIRE DISTRICT	COM
4318040	HARBORSIDE VILLAGE	COM
4318094	WELLFLEET MUNICIPAL WATER SYSTEM	COM
4322000	WEST BRIDGEWATER WATER DEPT	COM
4334088	WESTPORT SENIOR VILLAGE	COM
4334090	TOWN OF WESTPORT	COM
4334092	NOQUOCHOKO VILLAGE LLC	COM
4336007	SOUTHFIELD REDEVELOPEMENT AUTHORITY	COM
4338000	WHITMAN WATER SYSTEM	COM
4338002	ELIOT WOODS CONDOS	COM
4350000	WRENTHAM WATER DIVISION	COM
1004001	DCR MT GREYLOCK STATE RESERVATION	NC
1008006	DCR NOTCH VISITORS CENTER	NC
1013002	EDGE HILL GOLF COURSE	NC
1022004	PAPA BOBS	NC
1024006	MILL VALLEY GOLF LINKS INC	NC
1024022	PHOENIX FRUIT FARM COUNTRY STORE	NC
1053015	BERKSHIRE EAST SKI AREA	NC
1053027	CHARLEMONT 4FAMILY STORE	NC
1053028	ZOAR OUTDOOR	NC
1053034	COLD RIVER INC	NC
1060005	CHESTERFIELD GENERAL STORE	NC
1066005	PINE HILL ORCHARDS	NC
1090018	EGREMONT TOWN HALL	NC
1091007	ERVING STATION	NC
1091011	FREIGHT HOUSE ANTIQUES	NC
1108010	DCR DAR STATE FOREST	NC
1111013	STONY BROOK LODGE	NC
1111031	LITTLE ITALY	NC
1111041	GRANBY PUBLIC SAFETY COMPLEX	NC
1111043	DARCYS	NC
1120013	MERCURY SWIM INSTITUTE	NC
1120017	ROHA ENTERPRISES II LTD	NC
1120029	HAMPDEN TOWN HALL	NC

1121005	BERKSHIRE VALLEY INN	NC
1124012	HARDWICK VINEYARD AND WINERY	NC
1132014	HINSDALE TRADING COMPANY	NC
1135011	THE MAINE ATTRACTION	NC
1135012	HOLLAND MARKET	NC
1148022	RAMBLEWILD LLC	NC
1159001	PIONEER VALLEY YACHT CLUB	NC
1159002	FIELD CLUB OF LONGMEADOW	NC
1161005	CHURCH OF JESUS CHRIST OF LDS	NC
1191003	SPRINGFIELD SPORTSMANS CLUB	NC
1191008	MAGIC LANTERN	NC
1191011	ASYLUM FITNESS	NC
1200005	THE SPRINGS INN AND RESORT	NC
1203007	DCR SANDISFIELD STATE FOREST	NC
1203017	THE BUGGY WHIP FACTORY LLC	NC
1223015	PRIMO WATER @ WALMART SUPER CTR #2329	NC
1225016	CAMP BONNIE BRAE	NC
1225028	OTIS MUNICIPAL BUILDING	NC
1227013	THE BARN TAVERN	NC
1227017	BURGUNDY BROOK FARM	NC
1234011	PETERSHAM MONTESSORI SCHOOL	NC
1236011	DCR PITTSFIELD STATE FOREST	NC
1236015	BOUSQUET SPORT	NC
1237001	PEPPERMINT PARK CAMPING RESORT	NC
1249000	RICHMOND CONGREGATIONAL CHURCH	NC
1253002	ROWE TOWN HALL	NC
1253003	ROWE CAMP AND CONFERENCE CENTER	NC
1253004	ROWE COMMUNITY / AVERY FOUNTAIN	NC
1253009	PELHAM LAKE PARK	NC
1255003	TULLY LAKE CAMPGROUND	NC
1319007	WENDELL TOWN BUILDINGS	NC
1329007	R E G ENTERPRISES INC	NC
1329008	PRIMO WATER @ WALMART SUPER CTR #2174	NC
1341011	1896 HOUSE PONDSIDE	NC
1341012	1896 HOUSE BROOKSIDE	NC
1341024	1896 HOUSE RESTAURANT	NC
1345008	SANGAR GENERAL STORE	NC
2011002	CAMP SPLIT ROCK	NC
2012006	PINES CAMPGROUND	NC
2034011	CAMP RESOLUTE/E.PAUL ROBESHAM SCOUT RES	NC
2101001	CAMP HAIASTAN	NC
2140005	PEACEFUL ACRES CAMPGROUND	NC
2140014	HUBBARDSTON ONE STOP SHOP	NC

2140018	HUBBARDSTON CROSSING PLAZA	NC
2226003	CLARA BARTON DIABETES CENTER	NC
2280001	SPENCER COUNTRY INN	NC
2287009	HEMLOCK RIDGE GOLF COURSE	NC
2287010	STURBRIDGE CAMPGROUND	NC
2290016	BLACKSTONE NATIONAL GOLF CLUB	NC
2290021	DCR PURGATORY CHASM STATE RESERVATION	NC
2290027	SUTTON MEDICAL BUILDING	NC
2290031	64 WORCESTER PROVIDENCE TURNPIKE	NC
2299002	DCR WILLARD BROOK STATE FOREST	NC
2304002	MCDONALDS RESTAURANT	NC
2316001	WEBSTER FAMILY CAMPGROUND	NC
2321002	HOLY CROSS CONTEMPLATIVE CENTER	NC
3035010	ROCKY MT SPRG @ SUPREME LIQ BOSTON VND	NC
3035013	ROCKY MT SPRING @ ROSLINDALE PLAZA VND	NC
3038010	THE VILLAGE STORE BLDG.	NC
3051018	GLEASON PUBLIC LIBRARY	NC
3051020	FERNS COUNTRY STORE	NC
3056003	PRIMO WATER @ HANNAFORD	NC
3078010	PRECIOUS BEGINNINGS	NC
3079006	PRIMO WATER VEND @ DRACUT	NC
3165003	ROCKY MT. SPRING WATER CO., INC. (VND)	NC
3176002	ROCKY MT. SPRG. WTR @ KAPPYS LIQ. VND	NC
3243003	BLUE HILLS SPRING WATER	NC
3262002	THE WATER STORE OF SAUGUS (VND)	NC
3269026	SHERBORN MARKET	NC
3342001	MILLBROOK COUNTRY DAY SCH INC	NC
4052022	DCR MYLES STANDISH STATE FOREST	NC
4062002	CHILMARK TAVERN	NC
4062006	CHILMARK COMMUNITY CENTER	NC
4072006	CHINA BELLE RESTAURANT	NC
4086018	BLUE DOLPHIN INN	NC
4086020	ARNOLDS RESTAURANT	NC
4086022	OAK GROVE COTTAGES	NC
4086036	VILLAGE GREEN SHOPPING CENTER	NC
4086042	WHALE WALK INN	NC
4086043	TOWN CENTER SHOPPING PLAZA	NC
4086045	SEATOLLER	NC
4086046	CAPTAINS QUARTERS MOTEL AND CONF. CTR.	NC
4086047	GIBSON COTTAGES	NC
4086048	SEAMAN COTTAGES LLC	NC
4088004	SIMPSON SPRING CO. (SOURCE)	NC
4088005	SIMPSON SPRING (EASTON) VEND	NC

4088007	BROWN BILLONE CLUB	NC
4089003	CHAPPAQUIDDICK BEACH CLUB, INC.	NC
4095001	EAST END SPORTSMENS CLUB	NC
4095004	ROCKY MOUNTAIN SPRING WATER VENDING	NC
4095006	ROCKY MOUNTAIN SPRING WATER VENDING	NC
4095007	ROCKY MOUNTAIN SPRING WATER VENDING	NC
4096009	PRISTINE SPRING (FALMOUTH) VEND	NC
4146018	ST. MARTHA AND MARY CHURCH	NC
4146022	CHURCH OF NAZARENE	NC
4146031	ORCHID OF HAWAII	NC
4146038	FRATERNAL ORDER OF EAGLES	NC
4182013	PRISTINE SPRING (MIDDLEBORO) VEND	NC
4182016	WOODS POND CONDOMINIUMS	NC
4197005	WAUWINET HOUSE	NC
4201002	ROCKY MOUNTAIN SPRING WATER VENDING	NC
4201004	SIMPSON SPRING (NEW BEDFORD) VEND	NC
4201005	ROCKY MOUNTAIN SPRING WATER VENDING	NC
4219002	ROCKY MOUNTAIN SPRING WATER VENDING	NC
4238006	PLAINVILLE ATHLETIC LEAGUE	NC
4247014	I ALIVE RESTAURANT	NC
4247057	SMPAT LLC	NC
4247059	REHOBOTH MINI MART	NC
4285001	OLD COLONY YMCA STOUGHTON	NC
4292002	ROCKY MOUNTAIN SPRING WATER VENDING	NC
4296001	FOCUS STUDY CENTER	NC
4296016	WEST TISBURY FREE PUBLIC LIBRARY	NC
4300033	BABES BAKERY AND RESTAURANT	NC
4310011	PRIMO WATER @ WAL MART #2095	NC
4318057	PILGRIM ACRES CONDO ASSOCIATION	NC
4334028	CALVARY BIBLE CHURCH	NC
4334087	SOARES FUNCTION HALL	NC
1013001	SANDERSON ACADEMY	NTNC
1015001	ADAMS FARM SLAUGHTERHOUSE LLC	NTNC
2034001	PARAGON COMMUNICATIONS	NTNC
2037018	159 SWANSON RD SETRA SYSTEMS INC	NTNC
2037022	85 SWANSON RD LLC	NTNC
2037023	330 CODMAN HILL ROAD	NTNC
2037024	155 SWANSON RD SYNQOR	NTNC
2037034	CAMPANELLI DEVELOPMENT	NTNC
2037035	BRIGHT HORIZONS DAYCARE	NTNC
2054062	FOREIGN AUTO SERVICE	NTNC
2080004	SOUTHERN WORC. COUNTY ED. COLLABORATIVE	NTNC
2125007	THE APPLEWORKS	NTNC

2139002	NEW ENGLAND LABORERS TRAINING ACADEMY	NTNC
2139003	HOPKINTON COUNTRY CLUB	NTNC
2147005	UNIFIED 2 PACKAGING GROUP	NTNC
2147011	OUT WATER LLC	NTNC
2179011	SOUTHWICKS ZOO	NTNC
2179016	IMPERIAL AUTO	NTNC
2202001	MASSACHUSETTS STATE POLICE ACADEMY	NTNC
2286003	STOW SHOPPING CENTER	NTNC
2286005	HALE MIDDLE SCHOOL	NTNC
2286022	STOW MUNICIPAL BUILDINGS	NTNC
2286023	KIDS A LOT (DAYCARE)	NTNC
3051004	CARLISLE PUBLIC SCHOOL	NTNC
3051019	WEE FOREST FOLK	NTNC
3301043	PLAZA @ PONDVIEW PLACE LLC	NTNC
3330023	JVB REALTY (45 POWER RD)	NTNC
3330025	SUMMER VILLAGE	NTNC
3330026	IDEAL CONCRETE BLOCK COMPANY	NTNC
4052049	LANDMARK TRUST	NTNC
4102015	STILLWATER FASTENERS	NTNC
4146029	MULLEIN HILL CHRISTIAN ACADEMY	NTNC
4334083	PRIMA CARE (KLRC REALTY TRUST)	NTNC

APPENDIX D
Capacity Issues Identified as Scheduled Actions

Number and Type of Capacity Issues Identified as Scheduled Actions SFY 2017 – 2021					
Capacity Issues	SFY 2017	SFY 2018	SFY 2019	SFY 2020	SFY 2021
Documentation Submittal	439	640	779	280	239
Public Notification	8	0	3	4	3
Planning	180	284	328	70	46
Collect Samples	43	23	62	2	5
Installation	126	156	133	62	26
Well/Source Issue	118	180	243	58	33
Emergency/ERP	57	62	98	39	64
Treatment/ Distribution	38	71	124	32	132
Meter	23	49	50	12	14
Staffing Plan	42	32	38	21	26
Maintenance Plan/ Program	23	38	35	3	62
Distribution Maps	35	33	20	21	12
Storage/Tanks	46	229	72	24	75
Totals Scheduled Actions	1,366	1,885	1,985	628	737

Examples of Planning Scheduled Actions	
DEVELOP SOLIDS HANDLING PLAN	DEVELOP PLAN TO EXERCISE DISTRIBUTION VALVES
REVIEW TOTAL COLIFORM PLAN	UPDATE O&M PLAN
PREPARE WS34 PERMIT	SOP FOR NON CRITICAL CHEM ALARM TESTING
PREPARE AND SUBMIT ACCESS PLAN FOR CEMENT WELL ENCLOSURES	DEVELOP SOP TO ACCEPT BULK WATER
DETERMINE IF DRYWELLS HAVE BEEN REGISTERED	DEVELOP AND IMPLEMENT VALVE EXERCISE PROGRAM
SUBMIT PLAN TO KEEP PUMPED FLOW BELOW 2000 GPM	DEVELOP WRITTEN POLICY FOR THE USE OF EXTENSION CORD
DEVELOP PLAN TO IMPLEMENT VALVE EXERCISE PROGRAM	PREPARE MAINTENANCE LOG TO KEEP ON SITE
DETERMINE BLADDER TANK CAPACITY AND SUBMIT DOCUMENTATION	PREPARE ALARM TESTING SOP
DEVELOP CHEMICAL DELIVERY SOP	PROVIDE PLAN FOR INSTALLING VALVES ON BULK FEED FILL
DEVELOP AND SUBMIT DISTRIBUTION/TC MAP WITH SAMPLE LOCATIONS	PROVIDE PLAN TO RE-INSTALL PRESSURE RELIEF VALVE
DEVELOP AND IMPLEMENT FLUSHING PROGRAM	RE-EVALUATE PH CONTROL AND SUBMIT PLAN FOR APPROVAL

Examples of Installation Scheduled Actions	
INSTALL SMOOTH-NOSE TAPS AT EACH SOURCE	INSTALL HBVBS ON THREATED TAPS
INSTALL BACKFLOW PROTECT ON CAR WASH STATION	INSTALL CIP AFTER CHECK VALVE
INSTALL CAP WITH VENT	INSTALL SMOOTH NOSE TAP ON RAW AND FINISHED WATER
INSTALL CHLORINE INJECTION PORT AT WELLS 1 AND 2	INSTALL A TIMER OR SPRING LOADED SWITCH ON OUTLET
INSTALL AND SUBMIT DOC OF BACKWASH AIRGAP OR CHECKS	INSTALL SMOOTH-NOSES TAP @ COLIFORM SITES
INSTALL TIME OUT MANUAL MODE SWITCH FOR CL GAS FOLLETTE	INSTALL CIP FOR SUMMER AND WINTER CONFIGURATIONS
INSTALL FLUSHING PORT NORTH END LOOP OF DISTRIBUTION SYSTEM	INSTALL CAPS ON OPEN ENDS OF PIPES
INSTALL SCREENS ON VENTS	INTERLOCK PRE HYPO WITH HARDWIRED PLUG
INSTALL RAW WATER TAPS	INSTALL SAMPLE TAPS ON EACH TANK INLET/OUTLET LINE

Examples of Well/Source Scheduled Actions	
REPLACE WELL CAP SCREW	EVALUATE PIT AROUND WELL 2 FOR WATER INTRUSION
CLEAR AREA TO AND AROUND WELL HEADS	RELABEL WELL NUMBERS IN WOODS
INSPECT CONDUIT AT WELL	REGISTER DRY WELL IN ZONE 1
CONDUCT SPRING MPA TEST OF WELL	CONDUCT FALL AND SPRING MAP TESTING OF WELLS
CLEAR BRUSH AROUND WELL	INSPECT CLEAR WELLS FOR WTP
MAINTAIN WELL HOUSE	INSTALL FLOW METER ON WELL 3 IRRIGATION
REPLACE WELL 4 SPLIT CAP	CLEAN TREATMENT ROOM FOR WELL 5
CLEAN TREATMENT ROOM FOR WELL 1 AND 2	REPAIR FALLING DOWN CEILING AT WELL 4
SEAL CLEARWELL PENETRATIONS	REDIRECT GUTTER WATER FROM WELL
INSTALL VENT ON WELL	SUBMIT PUMPING DATA FOR WELLS
LEVEL GRADE AT ENTRANCE OF ORIGINAL WELL HOUSE	SUBMIT PHOTO OF CLEAN WELL SCREEN

Examples of Treatment/Distribution Scheduled Actions

ADJUST LOW CL ALARM	STOP TRAINING ACTIVITY IN ZONE 1
PERFORM CROSS CONNECTION SURVEY	SUBMIT UPDATED MAP OF TOTAL COLIFORM SAMPLE LOCATIONS
DETERMINE TRAVEL TIME TO FIRST CUSTOMER AND ADJUST ALARM DELAY	LABEL WATER PIPES
DETERMINE DISCHARGE POINT OF FLOOR DRAINS	MEASURE CHEMICAL USE AND FLOW AT SAME TIME
REDIRECT BACKWASH FROM STORM DRAIN TO APPROVED UIC	CONDUCT CROSS CONNECTION SURVEY FOR TOWN
USE KOH DRUMS OR INSTALL CONTAINMENT	HAVE ALL IRRIGATION SYSTEM BACKFLOW DEVICES TESTED
INVESTIGATE AIR GAPS IN RAW WATER AND TREATED WATER DISCHARGE LINES	COVER/LABEL EYEWASH STATION OR START TESTING TO BE USED
CLEAN AERATION TOWER	CLEAN AND INSPECT BACKWASH TANK
TEST ALL CROSS CONNECTION DEVICES NOT TESTED IN 2020	FIX SUMP DISCHARGE AT WELL 05G
UPDATE AND SUBMIT TOTAL COLIFORM MAP WITH ALL TREATMENT TANKS	DETERMINE IF OVERFLOWS ARE SCREENED
REPLACE CHLORINE ANALYZER	ADDRESS STANDING WATER IN METER PIT
GRADE AREA AROUND WELL	CALIBRATE RAW WATER FLOW TO IDENTIFY CAUSE OF WRONG READING
NOTIFY MASSDEP WHEN REPLACEMENT WELL WORKING	CALIBRATE ALL FLOW METERS NOTED ON ASR

Examples of Sample Collection Scheduled Actions	
COLLECT BACTERIA SAMPLES AFTER TANKS	CONDUCT LT2 SAMPLE AT BABSON WTP
STANDALONE SAMPLING STATION	COLLECT DAILY PH GRAB SAMPLE AT ALL WTPS
COLLECT RADON SAMPLES FROM WELLS	

Examples of Emergency/ERP Scheduled Actions	
UPDATE EMERGENCY CONTACT LIST, POST AND SUBMIT TO DEP	DEVELOP ALARM TESTING PROTOCOL
SUBMIT PLAN FOR BACKUP POWER	UPDATE ERP WITH RESIDENCE AND YEAR ROUND OPERATION
UPDATE ERP	CONTINUE QUARTERLY TESTING OF ALARMS
UPDATE ERP WITH NEW ACID NEUTRALIZER	UPDATE ERP WITH PFAS TREATMENT
UPDATE ERP AND SUBMIT CHECKLIST TO DEP	INSTALL PLUG FOR GENERATOR
UPDATE CONTACTS IN ERP	TEST ALL DCVA AND RPZ DEVICES
TEST NON CRITICAL CHEMICAL ALARMS QUARTERLY	ESTABLISH WRITTEN ALARM TESTING PROTOCOLS

Examples of Meter Scheduled Actions	
INSTALL METERS ON ALL SOURCES	INSTALL METER AT GUEST HUOSE
REPAIR DIGITAL DISPLAY ON RAW METERS	INSTALL METER ON WELL 2
SUBMIT PLAN TO REPAIR FLOW METER	INSTALL NEW FLOW METER
CALIBRATE MASTER METERS	REPORT USAGE FROM ALL METERS ON 2021 ASR
SUBMIT METER READINGS FROM 2015-2021	INSTALL FINISH WATER METER AFTER STORAGE TANKS
INSTALL METERS AT CART BARN AND WHERE NECESSARY	REPLACE CORRODED WATER METER

Examples of Staffing Plan Scheduled Actions	
PROVIDE UPDATED STAFFING PLAN	SUBMIT CURRENT STAFFING PLAN
SUBMIT STAFFING PLAN WITH T2 OPERATOR	SUBMIT COMPREHENSIVE STAFFING PLAN
SUBMIT NEW STAFF PLAN	INCREASE FLUSHING BY HIRE OUTSIDE FIRM OR MORE STAFF
HIRE PRIMARY AND SECONDARY OPERATOR	CONTRACT CERTIFIED OPERATOR
CERTIFIED OPERATOR NEEDED	DESIGNATED PRIMARY OPERATOR
APPOINT A PRIMARY TREATMENT OPERATOR WITH PROPER LICENSE	SUBMIT ACCURATE STAFFING PLAN
OBTAIN A T1 LICENSE OR HIRE A T1 OPERATOR	

Example of Maintenance/Maintenance Plan Scheduled Actions	
CLEAN PUMP HOUSE OF APARTMENT ITEMS	DEVELOP HYDRANT MAINTENANCE PROGRAM
REPAIR BOOSTER PANEL LIGHT	LABEL SODIUM HYPOCHLORITE TANK
FILL EYE WASH STATIONS WITH WATER	UPDATE WRITTEN MAINTENANCE PLAN
REPLACE CORRODED PIPING IN WATER ROOM	POST SIGN AND INSTALL LOCK ON TREATMENT ROOM DOOR
REMOVE PILES IN ZONE 1	PROVIDE NEW EYE WASH SOLUTION
INSPECT EYE WASH STATION	INSPECT PIT
CLEAN AND MAINTAIN BRINE TANKS	ESTABLISH WRITTEN PREVENTATIVE MAINTENANCE PLAN
ESTABLISH AND IMPLEMENT DISTRIBUTION MAINTENANCE PLAN	SERVICE ANION EXCHANGE UNIT
REPAIR BROKEN PRESSURE GAUGES	CONDUCT LEAK DETECTION SURVEY

Examples of Distribution Map Scheduled Actions	
SUBMIT REVISED DISTRIBUTION MAP WITH SEASON VS YEAR ROUND	UPDATE DISTRIBUTION MAP
SUBMIT REVISED DISTRIBUTION MAP	PROVIDE SYSTEM MAP
DEVELOP AND SUBMIT UPDATED DISTRIBUTION MAP	UPDATE AND SUBMIT DETAILED DISTRIBUTION MAP
PREPARE AND SUBMIT UPDATED DISTRIBUTION MAP	

Examples of Storage Tank Scheduled Actions	
HAVE PROFESSIONAL STORAGE TANK INSPECTION	EVALUATE VENT ON TOP OF EACH STORAGE TANK
POWERWASH AND ADDRESS TANK INSPECTION REPORT DEFICIENCIES	CONDUCT INSPECTIONS OF TOP OF STORAGE TANKS YEARLY
BEGIN YEARLY TOP OF TANK INSPECTIONS	INSPECT 15K STORAGE TANK
MAKE TANK COVER WATER TIGHT	BEGIN PERFORMING MONTHLY TANK INSPECTIONS
CLEAN AND INSPECT STORAGE TANKS	INSTALL SCREEN ON 1.5 MG TANK OVERFLOW
PROVIDE ELECTRICITY TO 3 MG TANK LEVEL SENSOR	LOCK FILL PORT TO TANK
REMOVE OVERGROWTH ON AND AROUND TANKS	INTERIOR TANK REHAB

APPENDIX E

Government Performance and Results Act (GPRA)
2nd Quarter Results - FY 2021
Massachusetts Drinking Water Systems & Population in
Compliance with health-based standards

The Government Performance and Results Act (GPRA) statistics are calculated each quarter using the most recent 4 quarters of health-based compliance information in SDWISFED for community systems.

	GPRA-COMMUNITY SYSTEMS	GPRA-POPULATION
‘18 National Target	87%	92%
‘21 Actual Region I	95.5%	96.4%
‘21 MA	95.1%	95.0%

The primary goal of the Drinking Water Program is to ensure that the water delivered to customers meets all health-based standards, which are defined by compliance with Maximum Contaminant Levels (MCLs), Maximum Residual Disinfectant Levels (MRDLs) and Treatment Techniques (TTs).

The GPRA statistics indicates that Massachusetts exceeds the National GPRA Target for GPRA-Population (92%) with a score of 95.0%. This indicates that 95.0% of Massachusetts population served by CWSs will receive drinking water that meets all applicable health based drinking water standards through approaches including effective treatment & source water protection.