



Safe Drinking Water Act Assessment Program
Annual Report to the Massachusetts Legislature
January – December 2015

22nd Year of the Assessment Program



Easthampton's Drinking Water Named Best in the Nation!

Forty-one Other Massachusetts Public Water Systems Received Awards in 2015

Congratulations to the Town of Easthampton Water Department for being selected as having the best tasting drinking water in the nation in a competition sponsored by the National Rural Water Association. The Massachusetts Department of Environmental Protection (MassDEP) also has an annual awards program. Awards were presented to 41 public water systems (PWSs) on Drinking Water Day in May 2015. A list of the MassDEP award winners is attached.

The 1,734 PWSs in Massachusetts have challenging jobs – providing clean and safe drinking water to residents, businesses, schools, tourists and others 24 hours a day, seven days a week. Massachusetts regulates and licenses operators of these facilities to ensure that the highest safety standards are adhered to in the protection, treatment and distribution of drinking water. PWSs must pass a stringent licensing exam, provide proof of meeting requirements for education and experience, and then maintain their licenses through continuing education.

Safe Drinking Water Act Assessment Program - Support for Public Water Suppliers

The Safe Drinking Water Act Assessment is paid each year by the 6.3 million consumers of public water in Massachusetts through their public water systems. The Assessment provides funds to MassDEP's Drinking Water Program to maintain primacy for the federal Safe Drinking Water Act. Primacy means that the Safe Drinking Water Act is implemented by MassDEP, including all enforcement responsibilities, instead of by the federal government. By maintaining primacy, MassDEP ensures the safe production of drinking water while implementing state specific programs that save PWSs and their customers millions of dollars. Just one SDWA Program administered by the Drinking Water Program, the Monitoring Waiver Program, saved PWSs and their customers \$5,567,872 in water quality monitoring costs between 2014 and 2016. The Assessment is also used as a state match for federal funds for the Drinking Water State Revolving Fund Set Aside Program, which provides significant technical assistance and grants to PWSs.

The current Assessment rate is \$8.50 per million gallons of water used. The minimum bill issued to a PWS is \$20.00. Approximately half of the 1,734 PWSs in Massachusetts pay the minimum \$20 bill. Assessment revenue for fiscal year 2015 was \$1,971,642. The legislature appropriated \$1,504,682 (76%) of this revenue to MassDEP. A summary of work completed at MassDEP in 2015 with Assessment funds is included at the end of this report.

Preparing for the Revised Total Coliform Rule

By the end of 2015, the Drinking Water Program had promulgated draft state regulations and a training program for the implementation of the federal Revised Total Coliform Rule (RTCR) on April 1, 2016. The RTCR requirements further reduce the potential risk of public health impacts from waterborne pathogens.

More Training, Compliance Assistance and Communication

In 2015 the Drinking Water Program identified ways to increase face to face training and compliance assistance for PWSs. For example, new partnerships were formed with the UMass Amherst Small Systems Center and the Massachusetts Rural Water Association. In 2015 no cost trainings for PWSs were conducted by the Drinking Water Program and partners at 31 locations. Topics included Updates to the Federal Revised Total Coliform Rule; Water Efficiency; Asset Management; and Sustainability. There were 900 attendees. Free training contact hours for operator licensing requirements were awarded that are valued at \$98,000.

In addition, staff created new on-line training videos at <https://www.youtube.com/channel/UCXbNwZ4HNb6FSCyduq1-NA> and are using more electronic communication with PWSs. Bi-weekly emails from the Program Director deliver updates on regulations and new trainings, reminders about reporting and emergency alerts. MassDEP also created a new online application that syncs training schedules to PWS cell phones and other devices.

The Safe Drinking Water Act Assessment Advisory Committee

In 1993, as part of the Assessment Program, the legislature formed a Safe Drinking Water Act Assessment Advisory Committee to: 1) recommend Assessment rates; 2) monitor and audit the Assessment Program; 3) produce an annual report for the legislature; and 4) conduct public meetings. For more information about the Assessment Program or the Committee's work, contact MassDEP's Drinking Water Program at 617-292-5770 or program.director-dwp@state.ma.us.

The Committee would like to thank former member Konstantin (Dino) Eliadi who retired in 2015 after serving on the Committee for ten years representing the Massachusetts Water Works Association. Dino provided leadership to the Committee, serving as Chair since 2008.

Members of the Committee

Name, Organization Represented, Affiliation, and Year of Appointment

Neal Merritt, Chair, *Rural Water Systems*, Plymouth County Water Works Association, 2008

Elizabeth Ainsley Campbell, Vice Chair, *Environmental Agency*, Nashua River Watershed Association, 2002

Wayne Southworth, *MassDEP Designee*, 1993

Thomas Newton, *Regional Water Works Association*, Western Mass. Water Works Assoc., 2001

David Condrey, *Non-profit Association Representing Investor-owned Water Companies*, National Association of Water Companies, 2011

Thomas Philbin, *Massachusetts Municipal Association*, 2013

Thomas Holder, *New England Regional Water Works Association*, New England Water Works Association, 2013

David Masciarelli, *Environmental Agency*, Canoe River Aquifer Advisory Committee, 2013

Paul McGovern, *An Organization Representing Non-Community Water Suppliers*, Small System Contract Operator, 2014

Blake Lukis, *A Massachusetts Statewide Water Works Non-Profit Association*, Massachusetts Water Works Association, 2015

Sean Osborne, *An Organization Representing Industry*, OSD LLC, 2015

Massachusetts Department of Environmental Protection
ACCOMPLISHMENTS DIRECTLY SUPPORTED BY THE
SAFE DRINKING WATER ACT ASSESSMENT
January 1 through December 31, 2015

The Assessment enables the Massachusetts Drinking Water Program to implement state programs that save Massachusetts public water suppliers (PWSs) and their customers millions of dollars. These programs are described below.



Protect Public Health through Compliance Reviews

- Reviewed 402 water quality monitoring waiver applications and issued 280 volatile organic compound waivers, 671 synthetic organic compound waivers; 572 inorganic compound waivers; and 730 perchlorate waivers. This program saved PWSs \$5,567,872 in water quality monitoring costs during the 2014-2016 waiver period.
- Approved watershed protection programs for 29 reservoirs with disinfection log credit.
- Approved watershed protection programs for nine reservoirs with filtration waivers.
- Maintained an incentive program for developing local watershed protection plans & bylaws.
- Reviewed and approved wellhead protection land use controls for 26 wells in seven municipalities.
- Registered one existing PWS that was previously unregulated.
- Reviewed and approved 20 new large capacity public water sources.
- Performed eight Cross Connection Control Program (CCCP) audits across MassDEP regions.
- Reviewed and approved CCCP Plans for 11 non-community PWSs.
- Sent 288 Cross Connection Certification reminder letters.
- Issued 275 Cross Connection Surveyors/Testers Certificates.
- Approved one new water treatment technology for vending machines.
- Reviewed and approved 13 new technologies for use with drinking water.
- Entered 333 permit applications into the permit management system.
- Conducted 338 sanitary surveys which included technical and compliance assistance.



Save Money for PWSs and Rate Payers with Compliance Assistance

- Continued to implement the Wellhead Protection Program to provide compliance and technical assistance. Assisted 37 municipalities or PWSs with wellhead protection issues.
- Field verified five watershed and tributary delineations for reservoirs and updated Geographic Information System (GIS) maps.
- Continued technical support of the bulk upload tool for laboratories to submit drinking water quality sampling results on-line.
- Continued with compliance assistance for Statistical Reporting, Ground Water under the Influence, Consumer Confidence, Cross Connection, Certified Operator and Source Water Protection programs.
- Captured sixth year of electronic Annual Statistical Reporting (eASR) within eDEP.
- Continued improving the eASR within eDEP for the next reporting year.

- Provided 450 instances of Source Water Protection technical assistance at reservoirs and river sources.
- Maintained electronic publishing and access for the *In the Main* newsletter. Articles included: Source Water Flooding, Manganese Initiative, Awards Day 2015, Calibrating Reagentless On-line Chlorine Analyzers, Federal Funding for Watershed Protection, Preparing Your 2015 Consumer Confidence Report (CCR), MassDEP Continues to Go Electronic, Q & A Dogs near Reservoirs, Worcester Polytechnic Institute Students and Drinking Water, Safe Drinking Water Act Turns 40, Extreme Weather Vulnerabilities, EPA Responds to Flood Concerns, MassDEP Staffer Receives Fletcher Award, New Section 70 Member Appointed, What's New on the MassDEP Web Pages, Public Notice and CCR iWriters, Well-drillers Registration Fees, Climate Resiliency, Revised Total Coliform Rule Preparations, Hydropneumatic Storage Tanks, Home Water Treatment Devices, Public Notice and Your System, The Value of Drinking Water, Sample Collection Know-How, Pesticides and Reservoirs, New Technical Assistance Program, and Q & A Zone II.
- Continued biweekly Program Director emails to notify PWSs of new educational materials, regulatory rules, trainings, etc.
- Maintained on-line template for PWSs to use for CCR compliance, updated support materials and mailed out CCR reminder e-postcards.
- Created an electronic document search for transient non-community CCRs.
- Posted sample schedules and Certificates of Registration for all PWSs.
- Notified new community water systems of CCR requirements for 2015.
- Reviewed 523 CCRs, provided Technical Assistance Reports and tracked CCR compliance.
- Provided CCCP technical assistance to 143 individuals and municipalities.
- Provided technical assistance to 3,200 K-12 schools, 3,000 early education and care facilities, Boards of Health, Plumbing Inspectors and PWSs on lead and copper in drinking water.
- Provided compliance assistance to eight PWSs for the Unregulated Contaminant Monitoring Rule 3 Program.



Support Public Water Suppliers with Technical Assistance and Training

- Distributed fact sheets, guidance documents, and other technical assistance materials.
- Continued to improve web pages for access by PWSs, town officials, the public, and others.
- Provided materials for statewide Board of Health workshops as requested.
- Sent annual mailing to all Boards of Health to support their role in protecting drinking water and to update them on drinking water issues.
- Worked with the Office of the State Geologist and United States Geological Survey.
- Presented 41 awards to PWSs during Drinking Water Day in May 2015.
- The Board of Certification of Operators of Drinking Water Supply Facilities approved 49 training courses.
- Provided instructors for 11 New England Water Works Association (NEWWA) Backflow Tester and Cross Connection Survey classes.
- Created new online training videos for PWSs at <https://www.youtube.com/channel/UCXbNwZ4HNb6FSCyduq1-NA>.

Massachusetts Department of Environmental Protection
ACCOMPLISHMENTS PARTLY/INDIRECTLY SUPPORTED BY THE
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Protect Public Health through Compliance Reviews

- Conducted inspections at six public surface water systems that have waivers from filtration.
- Conducted regular meetings with the Massachusetts Water Resources Authority including compliance reviews of monthly reports.
- Conduct regular meetings of the Drinking Water Filtration/Treatment Committee.
- Conducted 19 Capacity Reviews for Drinking Water State Revolving Fund applicants.
- Reviewed three Water Supply Business Plans during New Source Approval Process.



Save Money for PWSs and Rate Payers with Compliance Assistance

- Continued to offer free training programs for small system operators through an EPA grant.
- Continued the implementation of the Capacity Development Program which provides financial, managerial, and technical assistance to small water suppliers.
- Reviewed the technical, financial, and managerial operations of 253 community and non-transient non-community and 195 transient non-community PWSs.
- Reviewed Underground Injection Control (UIC) registration applications for 14 PWSs.
- Responded to requests from PWSs regarding the Unregulated Contaminant Monitoring Rule 3 (UCMR3) Program and the Inorganics Program.
- Helped PWSs write watershed protection plans & local water supply bylaws.
- Submitted the Annual Operator Certification Report to EPA.
- Presented to a Board of Health regional meeting in Northampton on welldriller topics.
- Gave seven Boards of Health one-on-one assistance with well drilling requirements.
- Continued to refine private well locations for inclusion in MassGIS data layer.
- Continued implementation work for 90 PWS under the Long Term 2 (LT2) Enhanced Surface Water Treatment Rule. Prepared LT2 PWSs for second round of source water monitoring.
- Identified 1,001 technical, financial, and managerial deficiencies during sanitary surveys.



Support PWSs with Technical Assistance and Training

- Provided comments on MassDEP Bureau of Waste Site Cleanup, Title 5, Stormwater Policy and Groundwater Discharge Program regulations & policy development for consistency with the Drinking Water Program.
- Provided technical expertise to the United States Geological Survey (USGS) on their Climate Response Network.
- Collaborated with the USGS to help measure monthly water level readings throughout the State.
- Provided speakers on water supply topics for local and regional events and for operator training courses through NEWWA.

- Continue to collaborate with the Mass. Department of Public Health (DPH) on the Lead Contamination Control Act and fluoridation.
- Provided classroom training on fluoride to PWSs.
- Revised MassDEP Private Well Guidelines with the assistance of technical committee consisting of Board of Health agents and well drillers.
- Provided help with writing capital improvement plans to 280 PWSs during sanitary surveys.
- Updated 3,000 entries in the Well Driller database.
- Provided technical assistance and instructors to the New England Interstate Water Pollution Control Commission's Soil Evaluator Course.
- Provided technical assistance to the National Science Foundation Drinking Water Technology Review Section.



Participate on Committees that Bring Massachusetts Interests to the National Level

- Association of State Drinking Water Administrators; State Vegetation Management Panel; State Pesticide Board; Office of the State Geologist State Map Advisory Committee; NEWWA Source Water Advisory Group, Groundwater Advisory Committee, Groundwater Resource Initiative, Drinking Water Operators Certification Committee, and Board of Certification of Backflow Prevention & Cross Connection Control, Management & Finance; Multi-Agency Task Force on Schools; National Drinking Water Advisory Council Small Systems Implementation Work Group; MassDEP Laboratory Advisory Committee; Mass. Water Works Association (MWWA) Technical Advisory Committee; New England Interstate Water Pollution Control Commission Source Water Protection Work Group; Ground Water Protection Council's Source Water Protection Work Group; Well Driller Certification Program Technical Advisory Committee; AWWA Fluoride Standards Committee. Participated on EPA work groups for Emergency Preparedness, Data Sharing, Lead and Copper Rule, Perchlorate, and the Ground Water Rule.

MassDEP Drinking Water Awards Recipients for 2015

Non Transient Non Community

Bright Horizons Daycare - Boxborough
Cosgrove Realty - Boxborough
Hopkinton Country Club
Kids a Lot Daycare - Stow
Wee Forest Folk – Carlisle

Small Community

Applewood Condominium Corporation - Boxborough
Island Terrace Nursing Home - Lakeville
Regency at Bolton Condominiums

Consecutive

Belmont Water Department (MWRA)
Beverly Water Department
Boston Water and Sewer Commission (MWRA)
Brookline Water and Sewer Division (MWRA)
Quincy Water Department (MWRA)
Weston Water Department

Medium and Large Community

Aquarion Water Company - Hingham/Hull
Dedham Westwood Water District
Dennis Water District
Devens Mass Development
Easton Water Division
Harwich Water Department
Lynn Water and Sewer Commission
Massachusetts Water Resources Authority
Orleans Water Department
Randolph/Holbrook Water Board
Salem Beverly Water Supply Board
Southbridge Water Department
Sturbridge Water Department
Worcester DPW, Water Supply Division

Source Water Protection

Blackstone Water Department
Concord Water Department
Northampton Water Department
Siasconset Water Department

Energy Conservation

Grafton Water District

Water Conservation

Northampton Water Department
Spencer Water Department
Wilmington Water Department

Regional Recognition

Gloucester DPW Water Department
Fall River Water Department
Monson Water and Sewer Department
Milford Water Company

Special Recognition

Easthampton Water Department

The Easthampton Water Department won the gold medal for best-tasting water in the United States at the 2015 Great American Water Taste Test in Washington, DC. The taste test is conducted by a panel of judges who evaluate water from 50 states for qualities of clarity, bouquet and taste. Buhl, Idaho won second place and Whittier, Alaska won third place. This is the third time a Massachusetts water system has won this national taste test.