



Commonwealth of Massachusetts  
Executive Office of Energy & Environmental Affairs

# Department of Environmental Protection

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June 30<sup>th</sup> 2023

Dear Board of Health and Health Agent:

The Massachusetts Department of Environmental Protection (MassDEP) Drinking Water Program annually provides local Boards of Health (BOHs) with information of interest, reminders of annual form submissions and an inventory of public water systems in the Commonwealth for review. This letter addresses topics where we continue to receive consumer questions or have important updates for BOHs.

We are continuing our commitment to reduce paper use and use email to provide you with copies of routine enforcement correspondence sent to your local public water suppliers. To ensure you receive copies of our enforcement correspondence please update the *Official Email Address & Emergency Contacts List*.

## **How this mailing is organized**

This mailing is organized by topic. Items requiring your action are in Part I: Action Items. The forms for responding to these items are on MassDEP's website in the links provided. For your convenience you may create a PDF of your response and send an electronic copy to us at [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov) with the name of the form in the subject line. If you are unable to return any of the forms by email or access or print the attached forms or need additional information you can contact us at the email above or at 617-292-5770.

If you are looking for information on a topic that you do not see in this year's letter, please refer to the list of Drinking Water Program resource links at the end of the letter. The Drinking Water Program implements transparency, diversity, and environmental justice in its programs.

Please remember, if you have a public drinking water emergency that occurs outside of normal working hours (nights and weekends) please contact MassDEP at 1-888-304-1133 (24 hour toll-free). Thank you for continuing to work together with us to protect public health.

Sincerely,

Yvette DePeiza, Program Director MassDEP/Drinking Water Program

Attachments; A. Official Email & Emergency Contacts; B. Recreational Camp Form;  
C. Public or Private System Flow Chart; D. PWS Definitions

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## PART I: ACTION ITEMS

### **Official Email and Emergency Contacts**

**It is important for Boards of Health to provide MassDEP Drinking Water Program with updated contact information.** Please submit the *Board of Health Official Email Address & Emergency Contacts List* to MassDEP's email address below. This form is provided in Attachment A and is also available at: <https://www.mass.gov/doc/boh>.

Your official email address should be the email where you wish to receive official MassDEP /Drinking Water Program information e.g., copies of public water system enforcement documents, sanitary surveys etc. Emergency contacts should be prioritized in the order that you want to be notified by MassDEP staff in case of an emergency. Contact #1 should be the contact information of the BOH person that you want to have contacted first in an emergency. If Contact #1 cannot be reached, we will reach out to the person identified as Contact #2 and so on. Submit your *Board of Health Official Email Address & Emergency Contacts List* to [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: BOH Emergency Contacts. You may also submit your response to MassDEP Drinking Water Program, 100 Cambridge St, Suite 900 Boston, MA 02114, Attn.: BOH Emergency Contacts. To ensure our timely access to your responses we encourage you to respond by email.

### **BOH Public Water System (PWS) Inventory Review**

**It is important for BOHs to know who the PWSs are in their community.** An electronic list of active PWSs is available on MassDEP's website at: <https://www.mass.gov/lists/drinking-water-health-safety#4>. The public water systems listed here are systems registered with MassDEP. To locate your community's list, scroll to "Additional Resources" and click on "PWS Active Sources and Contacts Spreadsheet." Please review your list for discrepancies that should be reported to MassDEP, including:

- **Add facilities that meet the definition of a PWS.** These are systems that have at least 15 service connections **or** serve an average of at least 25 people per day at least 60 days per year (see Attachment D). Be aware of property or facility conversions that create a PWS, such as a residence operating a child day care facility or gas station adding a coffee shop. See Part IV in this notice for more information on proposed PWS conversions.
- **Update PWSs** that have changed their address or ownership - cross out the incorrect information and provide the new facility information.
- **Delete PWSs** that no longer have their own source of water -cross out these systems.
- **Please make any necessary changes and updates and return the list** to MassDEP - Drinking Water Program, 100 Cambridge St. Suite 900, Boston MA 02114 Attn.: BOH Update, or by email attachment to [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: BOH Update. To request a hardcopy of your list, or for questions email MassDEP at [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: PWS Inventory. To ensure our timely access to your responses we encourage you to respond by email.

## **BOH Regulation Filing Requirements**

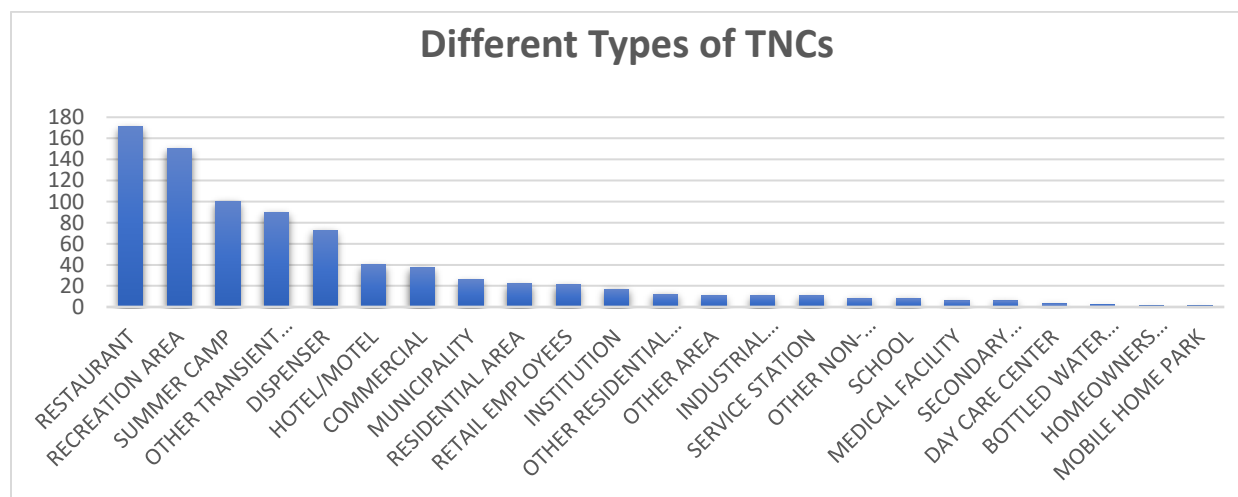
**It is important for BOHs to share up to date copies of attested BOH regulations and amendments with MassDEP's Drinking Water Program.** Massachusetts General Law Section 31 of Chapter 111 and Section 8 of Chapter 21A require BOHs to file attested copies of BOH regulations and amendments with the *Central Register* located at MassDEP in Boston. Copies of regulations should be submitted to: MassDEP, Central Register, 100 Cambridge St. Suite 900, Boston MA 02114. For more information contact [Linda.Barba@mass.gov](mailto:Linda.Barba@mass.gov). Also please note that regulations for private wells, well drillers, floor drains, and public water supplies must also be submitted to MassDEP at: [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: BOH Regulations.

## **Transient Non-Community Public Water Systems**

PWSs that meet the definition of Transient Non-Community (TNC) are primarily businesses with a private well that provide water to the public. For many of these TNCs, BOHs may share regulatory oversight with MassDEP. As defined in Massachusetts *Drinking Water Regulations* 310 CMR 22.00, a TNC system serves at least 25 different people for at least 60 days of the year. Small businesses such as gas stations, farm stands, motels, campgrounds convenient stores, with their own source of drinking water are typical TNC water systems. For example, a car dealership with its own water supply well providing complimentary coffee in their waiting room, may meet the definition of a TNC system. The chart below shows the many types and numbers of TNC PWSs that health officials likely interact with during their day-to-day work.

To ensure consumers are provided safe drinking water, MassDEP conducts sanitary surveys (inspections) of all PWS. **BOHs can play a role in this effort by informing MassDEP if they believe a particular system might benefit from additional one-on-one technical assistance.**

To request assistance contact MassDEP at [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov) Subject: TNC Technical Assistance. For more information about small public water systems, visit [Public Drinking Water System Operations | Mass.gov](#). For the quarterly TNC newsletter visit: <https://www.mass.gov/TNCnewsletter>.



## **Certified Operators and Compliance with the Annual Statistical Report Requirements**

report (ASR) of their water system operations. The ASR provides MassDEP with the facility's water production and operating information for the previous year. Of particular concern to public health is verification that a PWS is operated by a Certified Operator as defined in 310 CMR 22.11B.

If MassDEP determines a PWS is operating without a Certified Operator, both the PWS and the BOH are notified. Facilities operating without a Certified Operator pose a potential health risk to consumers and are in violation of 310 CMR 22.11B. Such facilities may be subject to MassDEP enforcement and penalties. MassDEP is reaching out to BOH for their assistance.

### **BOHs can assist MassDEP by following up with the PWS.**

- ✓ BOHs may assist MassDEP by informing facilities operating without a certified operator that; Until the PWS has engaged a certified operator, MassDEP may revoke their *Certificate of Registration* and that their facility could be closed by the BOH.
- ✓ BOHs may also assist by notifying MassDEP when a facility, previously providing water to the public, closes permanently or temporarily. This assistance will enable MassDEP to adequately determine the compliance status of a PWS.

We appreciate BOHs in partnering with MassDEP to ensure all public water suppliers continue to provide clean drinking water to consumers. To notify MassDEP email [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: PWS certified operator/facility closed.

## **Certificates of Registration and Water Quality Reports**

MassDEP issues a *Certificate of Registration* to every PWS registered with MassDEP. The *Certificate of Registration* is useful for many parties. A PWS should produce their certificate when applying for a seasonal operation permit, a facility audit, or a BOH or building inspection. If a facility providing water to the public does not have their *Certificate of Registration* the BOH should report this facility to MassDEP. Facilities providing water to the public that do not have a *Certificate of Registration* should be identified in the 'BOH Inventory Review.'

MassDEP issues *Water Quality Reports* to non-community systems. The *Water Quality Report* provides consumers with their drinking water quality information. PWS are required to print out their *Water Quality Report*, have it signed by both the operator and owner and post it in a location for accessible customer viewing. BOHs should look for the facility's *Water Quality Report* when issuing local permits or conducting inspections. Facilities providing water to the public that do not have a *Water Quality Report* should be also identified in the 'BOH Inventory Review'.

Both the *Certificates of Registration* and *Water Quality Reports* are available on MassDEP's webpage; <https://www.mass.gov/service-details/public-water-supplier-document-search>. BOHs can locate them under "Public Water System Document Search" and select "PWS ID#" or "PWS Name" and then select

“Retrieve Documents”. To report a facility or if a BOH cannot locate a report or registration for a particular PWS, please contact [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: Certificate of Registration/Water Quality Report.

### **Annual Recreational Camp Requirement**

**BOHs have the responsibility for licensing local recreational camps.** Licenses are issued in accordance with 105 CMR 430.632, which stipulates, “Upon the issuance of a license, the local BOH shall notify MassDEP and the Massachusetts Department of Public Health. Said notification shall include the name and address of the camp, the name of the owner, the number of campers and staff, and the number of days per year that the camp will be in operation.” The form in Attachment B can be used for BOHs to submit this information to MassDEP. For newly licensed camps, this form must be submitted by March 31st each year, see Attachment B for details.

Campgrounds that meet the definition of a PWS can successfully meet MassDEP requirements by:

- ✓ conducting water quality testing;
- ✓ using a certified water operator for their system; and
- ✓ submitting the required paperwork to MassDEP.

For more information see; <https://www.mass.gov/service-details/safe-drinking-water-and-your-campground>

### **Underground Injection Control (UIC) - Title 5 Systems**

The purpose of the UIC Regulations is to protect underground sources of drinking water from subsurface discharge activities. It is estimated that there are more than 190,000 public and private potable water supply wells in Massachusetts that are protected by the UIC program. MassDEP has primacy for the administration of the UIC Program which regulates subsurface discharges (including wastewater) that meet the definition of a UIC. Title 5 soil absorption systems on non-residential properties and systems used for two or more residential units are considered UIC Class V wells per the federal UIC regulations. MassDEP is required to provide annual inventory reporting to the Environmental Protection Agency on these Title 5 systems.

For BOHs that do not have a database to maintain their Title 5 system records, MassDEP provides an Excel spreadsheet available at: <https://www.mass.gov/doc/request-for-title-5-inventory-information>. This is an Excel document with two worksheets. The first tab is labeled “DATA” and is for entering information. The second tab is labeled “Instructions” and provides the drop-down menu of items that are in the DATA worksheet along with instructions.

**BOHs can support MassDEP’s efforts in protecting ground water sources in the Commonwealth by providing MassDEP with a list of their Title 5 systems, or by entering the information in the spreadsheet.** We would also appreciate the following information on any Title 5 system that is also a UIC Class V Well (as described above):

- (1) Facility name and location;

- (2) Ownership of the facility;
- (3) Name and address of owner's legal contact; and
- (4) Operating status of Title 5 systems.

If you submitted your inventory in previous years, we only request that you update the information. Please include any new systems and note if any of the systems reported in prior years have been decommissioned or have had other changes in operating status. For questions about the UIC Program, please contact the Drinking Water Program at 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov) Subject: UIC.

### **Source Water Protection**

- **Take our new Source Water Protection self-guided training for 0.5 TCH**  
<https://wateroperator.thinkific.com/courses/source-water-protection-in-massachusetts>.
- **Drinking Water Supply Protection (DWSP) Grant Program:** The Massachusetts DWSP Grant Program awards funds to PWS to purchase land or conservation restrictions for water supply protection. The Drinking Water Program encourages PWS to partner with local, regional or state-wide land trusts to apply for funds and oversee properties. Information about the grant program is posted at; [https://www.mass.gov/DWSP Grants](https://www.mass.gov/DWSP%20Grants).
- **Pesticide Reminders:** Pesticide reminders for PWS can be downloaded here;  
<https://www.mass.gov/doc/applying-pesticides-to-reservoirs-checklist-0/download>.
- **Vegetation Management Plans:** Information about the protection of public and private drinking water supplies during herbicide applications on rights-of-way is posted at  
<https://www.mass.gov/VegManagement>.
- **Mosquito Aerial Spraying From Planes:** A fact sheet about aerial spraying for mosquitoes for eastern equine encephalitis (EEE) and how public water supplies are protected is posted at  
<https://www.mass.gov/service-details/mosquito-control-and-spraying>.

For questions on any of these source protection topics, please contact the DWP at 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov) Subject: Source Protection.

## **PART II: NOTIFICATION**

### **Emergency Response Notification Requirements**

Massachusetts Drinking Water Regulations, 310 CMR 22.00, include specific notification requirements for reporting emergencies to MassDEP and the local BOH. These regulations identify the specific incidents or emergencies that require notification within 2 hours or 24 hours. Section 310 CMR 22.15(9) requires PWS to notify MassDEP **and** the local BOH after an incident or emergency resulting in consumers receiving water that does not meet the required or routine water quantity or water quality conditions:



1. Emergencies or incidents requiring notification **within 2 hours**:
  - (a). Loss of water or drop in pressure to less than 20 psi (pounds per square inch), affecting 50 percent or more of consumers for a system serving less than 10,000 persons.
  - (b). Loss of water or drop in pressure to less than 20 psi, affecting 5,000 or more of consumers for a system serving 10,000 or more persons.
  - (c). Chemical or microbiological contamination of the water supply in exceedance of limits specified by MassDEP's Office of Research and Standards as set forth in the '*Standards and Guidelines for Contaminants in Massachusetts Drinking Waters*.' This document is available at: <https://www.mass.gov/service-details/dwps-use-of-mcls-office-of-research-and-standards-drink-ing-water-guidelines-for>.
  - (d). Discovery of malicious intent or acts of vandalism that may impact a system component.
  - (e). Any consumer complaint in which the water may have caused physical injury.
  - (f). A pattern of unusual customer complaints about the water quality such as taste, odor, etc.
  - (g). Any other emergency as determined by MassDEP in writing. This includes cybersecurity emergencies.
2. Emergencies or incidents requiring notification **within 24 hours**:
  - (a). Loss of water supply from a source.
  - (b). Loss of water supply due to major component failure.
  - (c). Damage to power supply equipment or loss of power.
  - (d). Contamination of water in the distribution system from backflow or cross connection incident.
  - (e). Collapse of a reservoir, reservoir roof or pump house structure.
  - (f). Break in a transmission or distribution line which results in a loss of service to 100 consumers for more than four hours.
  - (g). Chemical or microbiological contamination of the water supply by contaminants not specified above in 1.c. which may include overfeed of drinking water treatment chemicals or exceedance of EPA Health Advisories, such as cyanotoxins.
  - (h). Any other failure of part, or all, of the water supply system due to equipment failure, human acts (deliberate or accidental), or natural or human made disasters.

To report an emergency situation outside of normal business hours (evenings and weekends) you can contact MassDEP at **1-888-304-1133** (toll-free, 24 hours). For more information about the Emergency Response Regulations see: <https://www.mass.gov/lists/emergency-response-for-public-water-systems>. If you have any questions, please contact the DWP at 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov). Subject: Emergency Response Regulations.

### **Water Supply Emergency Declarations**

BOHs should be aware of the provisions in the *Water Management Act* for water supply emergencies MGL c21G s.15-17. <https://mgl/Chapter21G/Section17>. A *Declaration of Water Supply Emergency* requires the PWS to submit a plan to remedy the emergency. Plans can include measures to purchase water from other suppliers, use emergency sources, implement aggressive conservation measures, and provide a mechanism to restrict outdoor water use for those PWS that do not have the legal authority to implement such measures.

MassDEP provides technical assistance to communities on the management and the use of



emergency connections and emergency water supplies. Any PWS having difficulty meeting demands, drought related or not, may request a *Declaration of Water Supply Emergency* from MassDEP. The provisions for declaring a water supply emergency are outlined in the Massachusetts *Water Resources Management Program Regulations*, 310 CMR 36.40; <https://MassDEPWMARegs>. For more information visit <https://www.mass.gov/guides/drought-planning-guidance> or contact [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: Drought.

### **Boil Orders and Other MassDEP Public Health Orders**

MassDEP issues 3 types of public health orders. During any of these orders, bottled water or water from an approved MassDEP source may be used.

- (1). **Boil Orders** are issued by when a PWS exceeds, or has the potential to exceed, the standard for *E.coli* or detects a fecal indicator. This order requires the PWS to notify consumers to boil the water or use water from another approved source. Boiling is appropriate if there is no other identified public health risk due to inhalation, skin irritation, or flammability.
- (2). **Do Not Drink Orders** are by MassDEP when there is a suspected or known synthetic organic chemical (SOC), inorganic chemical (IOC), volatile organic compound (VOC) or radiological contamination in the drinking water. Continued drinking or other human consumptive uses of the water would or could pose an immediate threat to health. Non-consumptive use is still permitted if there is no identified public health risk due to inhalation, skin irritation or flammability.
- (3). **Do Not Use Orders** are issued when there is or may be an unknown chemical, VOC, radiological or other unknown contaminant and there may be a risk from inhalation, skin irritation or flammability. A *Do Not Use Order* may also be issued for a known chemical or radiological contamination that exceeds an immediate health and safety risk, e.g., gasoline in the water.

### **FREQUENTLY ASKED QUESTIONS**

1. What Happens When Sample Results or a Situation Indicates the Need for a Public Health Order?
  - (a). The PWS informs MassDEP and their local BOH within **2 hours** of learning of the problem.
  - (b). MassDEP consults with the PWS and determines the appropriate course of action in accordance with federal and state drinking water regulations. The local BOH is made aware of the situation and may participate in these discussions.
  - (c). MassDEP verbally notifies the PWS of the situation and issues a written order to the PWS within 24 hours or as soon as possible. **The order identifies the actions consumers should take along with steps the PWS must take to protect the public health, monitor the situation, and correct the problem.**
  - (d). MassDEP keeps the Mass Department of Public Health (MDPH) and the EPA informed throughout the situation.
  - (e). MassDEP lists all public health orders on its website. If an order is issued on a normal business day, it is posted on the website within 2 hours. If the order is issued on a weekend or a holiday the information is on the webpage within 24 hours of the first business day following the issuance of the order. This information is located at: [https://eeonline.eea.state.ma.us/DEP/Boil\\_Order](https://eeonline.eea.state.ma.us/DEP/Boil_Order).

2. How are Consumers Notified of a MassDEP Public Health Order or Advisory?

The PWS is required to issue a MassDEP approved notice within 2 hours of receiving the MassDEP notification of the situation or receipt of the written order, whichever occurs first. To expedite the consumer notification process MassDEP has pre-approved template notices available for use. PWSs should use the following means:

- Broadcast media (radio, television, newspaper);
- Posting the notice;
- Hand delivery; and
- Other methods approved in writing by MassDEP *i.e.*, e-mail, text message, social media.

3. What Instructions Must Food Establishments Follow During a Drinking Water Public Health Order?

The MDPH has specific guidance outlined in the *MDPH Guidance for Emergency Action Planning for Retail Food Establishments*: <https://www.mass.gov/lists/retail-food>. Questions on food establishment requirements should be referred to the MDPH Food Protection Program at 617-983-6700: <https://www.mass.gov/food-safety>.

4. How Can MassDEP, PWSs and BOHs Assist Each Other with Drinking Water Public Health Orders?

BOHs and health officials should be familiar with the MassDEP required *Emergency Response Plan* (ERP) for each of the PWSs in their community. At a minimum, all parties should share up-to-date contact information. This will ensure that everyone is kept informed when an emergency occurs, or a public health order is necessary. Here are a few steps that will go a long way to help PWSs and BOHs address emergencies and public health orders:

- (a). **Before** a public health order is issued or an emergency occurs, the PWS and BOH should work and train together on the ERP. PWS should follow all applicable MassDEP regulations, policies and guidance to maintain a fully compliant system.
- (b). **During** a public health order, the PWS and BOH should follow the ERP and the MassDEP public health order.
- (c). **After** a public health order, the PWS and BOH should evaluate the situation and the ERP as needed. The PWS and BOH should continue working and training together on the ERP.

5. Where Can I Get More Information About MassDEP Boil Orders and Other Public Health Orders?

- Visit: <https://www.mass.gov/guides/drinking-water-boil-orders-and-public-health-orders>. If you have any questions contact DWP at 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: Public Health Orders.
- MassDEP DWP Regional Contact Numbers: Central Region 508-792-7650. Northeast Region 978-694-3200; Western Region 413-755-1100, Southeast Region 508-946-2700  
Outside regular business hours call MassDEP at 888-304-1133

## Unregulated Contaminant Monitoring Rule

The Environmental Protection Agency (EPA) uses the Unregulated Contaminant Monitoring Rule (UCMR) Program to collect data for contaminants suspected to be in drinking water, but do not have health-based standards set under the Safe Drinking Water Act (SDWA). The fifth round (UCMR5) conducted under EPA oversight was published in the Federal Register on December 27, 2021; see <https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule>.

### Who is Required to Monitor Under UCMR5

- PWSs serving more than 10,000 persons.
- PWSs serving 3,300 to 10,000 persons will monitor subject to Congressional appropriations.
- A national representative set of 800 PWSs serving a population of 3,300 or fewer will monitor during the years 2023 to 2025.

### Which Contaminants are Monitored

UCMR5 requires monitoring for 30 unregulated contaminants, including 29 PFAS and lithium. Beginning in 2023, UCMR5 requires selected EPA contracted laboratories to analyze and report results exceeding EPA's minimum reporting levels for each contaminant. The EPA is responsible for the development, review, and distribution of all UCMR5 sample results, as well as the analysis of samples from a national set of PWS serving 3,300 persons or less. In March 2023, EPA published its established minimum reporting levels (MRLs) and interim reference concentrations for several of the unregulated chemicals: [UCMR5-HBRV.pdf](#). Published health advisory guidelines for UCMR5 contaminants are available in MassDEP's *Standards & Guidelines for Contaminants*: [DEP Drinking Water Standard Guidelines](#).

- EPA provided UCMR5 occurrence data to PWS (approximately quarterly beginning mid 2023) via EPA's UCMR webpage and NCOD. MassDEP will post the statewide data once it becomes available.
- EPA and MassDEP require PWSs that detect UCMR5 contaminants to report the detection in their Consumer Confidence Report (CCR) for the applicable year in the unregulated contaminants table.
- MassDEP/DWP notifies all PWS with results above the EPA MRLs of MassDEP's requirements for UCMR.
- In addition, all PWSs must notify customers with a Tier 3 Public Notice (PN) about the availability of UCMR5 results no later than 12 months after the results are known. This is required whether there are any detects or not.

If you have questions please contact DWP at 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov),  
Subject: UCMR

### Consumer Notification Requirements

- Public Notification (PN) In addition to requiring notification of violations, the PN rule requires PWSs to provide special notices for certain situations, including the availability of unregulated contaminant monitoring data. PN of unregulated contaminant monitoring data are different

from other PN because they do not have to contain all the elements required of other types of PN. Instead, PWSs need only report that the results are available and provide a phone number or contact where the results can be obtained. All PWSs must issue special notice within 12 months of receiving monitoring results and must submit the PN certification form and copy of the notice within 10 days of issuing PN.

- Consumer Confidence Reports (CCR) CCRs must be prepared and distributed to customers of Community PWSs. Non-Community PWSs are required to post their *Water Quality Report* issued to the PWS. MassDEP issues this report after ensuring the requirements of 310 CMR 22.16A have been met. Per EPA guidance, CCRs must be distributed to customers by July 1st of each year and must include any UCMR detections received by the PWS during the previous calendar year.
- Public Education (PE) is required for the *Lead and Copper Rule* and the ‘per- and polyfluoroalkyl substances’ (PFAS) regulations. These regulations require specific information to be shared with consumers when certain trigger levels are exceeded.

For information on the PN, PE and CCR requirements see: <https://www.mass.gov/info-details/consumer-confidence-reports#unregulated-contaminants-monitoring-rule-and-public-notification-in-ccrs->. If you have questions contact DWP at 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: PN/CCR.

### **PART III: EMERGING ISSUES**

#### **PFAS**

PFAS are a family of chemicals widely used since the 1950s. Because PFAS are water soluble, over time PFAS from some firefighting foam, manufacturing sites, landfills, spills, air deposition from factories and other releases can seep into surface soils. PFAS can leach into groundwater or surface water and can contaminate drinking water. PFAS have also been found in rivers, lakes, fish, and wildlife. PFAS have also been linked to a variety of health risks, particularly in immunocompromised individuals, women who are pregnant or nursing, and in infants. This drinking water standard is set to be protective against adverse health effects for all people consuming the water.

On October 2, 2020, MassDEP established a drinking water standard, or a Maximum Contaminant Level (MCL) of 20 ppt (parts per trillion) for the sum of six per- and polyfluoroalkyl substances (PFAS6). The six PFAS compounds are: PFOS, PFOA, PFHxS, PFNA, PFHpA, PFDA.

There are 1,417 non-consecutive PWSs in Massachusetts (have their own water source). All of them have tested for PFAS with 12% detecting PFAS6 above the MCL at one or more of their sources. Many of them were able to turn off a well or use water from a connection to an adjacent PWS, but a significant number will need to add treatment. Thirty-seven new water treatment facilities, or additions to existing WTFs, have been constructed by PWSs to remove PFAS (both temporary and permanent).

The MassDEP Bureau of Waste site Cleanup is very busy investigating the sources of PFAS contamination in groundwater and identifying Potentially Responsible Parties when possible. The good news is that 96% of Massachusetts consumers are drinking water that meets the PFAS6 MCL.

#### Proposed Federal Maximum Contaminant Levels (MCLs)

On March 29, 2023, EPA published a [proposed a National Primary Drinking Water Rule](https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas) that would introduce MCLs for six PFAS. PFOA and PFOS would be limited to 4.0 ppt, individually, and HFPO-DA (GenX), PFBS, PFHxS and PFNA would be considered collectively using a Hazard Index MCL that compares the concentration of each to an individual Health Based Water Concentration and limits the sum of all four ratios to 1.0 (unitless). EPA is accepting comments on this proposal until May 30, 2023. See <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>.

PFAS	Maximum Contaminant Level Goal	Maximum Contaminant Level
PFOA	0	4.0 ppt
PFOS	0	4.0 ppt
PFBS	1.0 (unitless) Hazard Index	1.0 (unitless) Hazard Index
PFNA		
GenX (HFPO-DA)		
PFHxS		

For more information about PFAS, where it has been found at public water supply sources and what MassDEP is doing see: [Per- and Polyfluoroalkyl Substances \(PFAS\) | Mass.gov](#) and the MassDEP Fact Sheet Q & A for Consumers at [pfas-in-dw-fs.pdf | Mass.gov](#). Information for Public Health Professionals from the CDC <https://www.atsdr.cdc.gov/pfas/index.html>. If you have any questions, contact the DWP at [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: PFAS

#### **PFAS in Private Wells**

Under the Baker-Polito administration, the legislature supported testing for PFAS in public water supplies and selected private wells to assist in characterizing PFAS levels in the Commonwealth. The MassDEP *Free PFAS Analyses Program for Private Wells* provides the opportunity for homeowners to obtain, at no charge, laboratory analyses of samples from selected private wells. The program concluded June 30, 2022. Each participant received their individual results and MassDEP also provided copies of all private well results to the town's BOH. A summary of these results for all participant towns is available on the *PFAS Private Well Sampling Program Web Map*; <https://www.mass.gov/info-details/pfas-in-private-well-drinking-water-supplies-faq>.

MassDEP partnered with UMass to undertake this program to characterize PFAS levels in municipalities that are not predominantly served by PWSs. MassDEP identified 85 towns where more than 60% of the population is served by private wells. MassDEP worked with its UMass contractor, local BOHs, and other local partners to identify private wells and solicit private well owner participation in each town. Well locations were selected based on geographic distribution within the town and/or proximity to potential sources of PFAS. The program provided free PFAS analysis to 1,668 private well owners from 84 of the

85 towns. In doing so MassDEP was able to provide financial and technical assistance to participants and collect vital data on PFAS in Massachusetts drinking water sources.

For information about whether a homeowner should test their private well for PFAS; how to test; and home drinking water treatment devices to remove PFAS, visit our webpage for private well owners: <https://www.mass.gov/info-details/per-and-polyfluoroalkyl-substances-pfas-in-private-well-drinking-water-supplies-faq>.

## **Cybersecurity**

Massachusetts Department of Environmental Protection 's Drinking Water Program (DWP) considers cybersecurity to be part of Emergency response plans (ERPs) in accordance with 310 CMR 22.04(13). Due to increasing number of cyber-attacks on the water sector, MassDEP/DWP is actively working WITH public water suppliers to improve cybersecurity and resilience of PWSs in the Commonwealth.

Here are some of the steps taken by MassDEP/DWP

- Promoting cybersecurity topics, resources and advisories in the bi-weekly Drinking Water Director's "**In The Main**" electronic newsletter to all public water suppliers.
- Providing PWSs with **tip sheets** on important cybersecurity topics such as passwords, phishing, patching, incident reporting, incident response and general fundamental advice. The tip sheets and other resources can be found here: <https://www.mass.gov/info-details/public-drinking-water-system-operations#cybersecurity->
- Hiring a part-time **cybersecurity subject matter expert** to provide one-on-one assistance as needed.
- Updating and including cyber security questions in each sanitary survey to assist water suppliers, evaluate risks and identify supporting tools.
- Hosting **webinars** on basic cybersecurity, ransomware, and incident response.
- Encouraging PWSs to join **WaterISAC, MassISAC, MassWARN, and local municipal cybersecurity compacts, if available**, for additional information and to take advantage of free services such as the **EPA and CISA** cybersecurity assessment.
- Development of a **self-paced cybersecurity class** with the University of Illinois.
- **Exercising care** to not collect sensitive PWS cybersecurity information that could be taken and used by adversaries against the very systems we are trying to protect.
- MassDEP/DWP **updated its ERP Checklist** to align with the America's Water Infrastructure Act (AWIA) which required community PWS serving more than 3,300 people to conduct a risk and resilience assessment (RRA) and develop and maintain an ERP. Significant and new AWIA priority areas include cybersecurity, and all updated ERPs must include the new priority areas.
- Issuing a **Cybersecurity Incident Response Template**. It provides guidance, seeks to maintain ease of use, and enables PWSs to build up their response posture over time. It is available at <https://www.mass.gov/doc/cybersecurity-incident-response-template/download>.
- Holding a **tabletop exercise** led by CISA. This gives the water supplier an opportunity to practice their cybersecurity incident response.

## **Recent EPA Cybersecurity Requirements for PWSs and MassDEP DWP Response**

On March 3, 2023, US EPA released an important [memorandum](#) on cybersecurity to State Drinking Water Administrators. The memorandum included the following directives to states: Cybersecurity assessments of public water systems (PWS) should be part of sanitary surveys or other approved state programs and PWS must correct identified cybersecurity deficiencies.



In response to the US EPA March 3, 2023, memorandum, MassDEP/DWP supported the flexibility provided by USEPA and determined that PWS could evaluate the cybersecurity of their water system using any of the following three options: EPA provided [free cybersecurity assessment](#), PWS self-assessment or A third-party assessment using approved EPA alternatives. **A free assessment from CISA is included in this option.**

**MassDEP will continue to routinely evaluate all PWSs for emergency response planning including cybersecurity.** MassDEP will also continue to include cybersecurity assessment questions in each sanitary survey and provide cybersecurity technical assistance and training to all PWSs on a biweekly basis.

For additional resources visit our [website](#), as well as MassDEP's YouTube channel for recordings of prior trainings. Cybersecurity Trainings now on YouTube:

- Basic Cybersecurity Measures for Water Utilities: <https://youtu.be/78v3eAyf1yE>
- Ransomware Experiences, Defense, and Response: <https://youtu.be/eisIsdOnXqE>
- Recognizing and Reporting Phishing <https://www.youtube.com/watch?v=zH0PcqB0GZs>

If you have any questions about this information contact the DWP at 617-292-5770 or email [Program-Director-DWP@mass.gov](mailto:Program-Director-DWP@mass.gov) Subject: Cybersecurity.

### **Supply Chain Issues**

MassDEP's Drinking Water Program (DWP) considers supply chain issues to be part of Emergency Response Plans (ERP) in accordance with 310 CMR 22.04(13). Recent events have led to increased supply chain delay issues. MassDEP's DWP encourages all PWSs to include planning for supply chain shortages in their emergency response plans. If a PWS experiences any supply chain issue including the receipt of a *Force Majeure* letter from a chemical supplier, the DWP encourages the PWS to report the supply chain issues to their DWP contact in their MassDEP regional office and to complete the MassDEP supply chain survey at <https://www.mass.gov/supply-chain-notice>. Completing the survey will help the DWP compile and review the information so that we can assist PWSs with these issues.

The DWP has also developed a poster on supply chain issues planning and response with steps to prepare PWSs for supply chain disruptions; <https://www.mass.gov/doc/steps-to-prepare-your-public-water-system-for-supply-chain-disruptions/download>. Another useful resource is the EPA *Chemical Supplier and Manufacturer Locator Tool* which allows water and wastewater utilities to search for suppliers and manufacturers across the U.S. that may be able to fulfill their chemical supply needs and increase resilience to supply chain disruptions. This tool is located at <https://www.epa.gov/locator-tool> and can also be useful for finding alternative chemical suppliers in the case of supply chain shortages.

The DWP encourages interested PWSs to join MassWARN; <http://www.mawarn.org/>; this organization enables PWSs to receive rapid mutual aid and assistance from other PWSs in Massachusetts to restore services damaged by natural or man-made incidents.

If you have any questions contact the DWP at 617-292-5770 or email [Program-Director-DWP@mass.gov](mailto:Program-Director-DWP@mass.gov) Subject: Supply Chain Issues.



## **Controlling *Legionella*: Healthcare Facilities, Large Buildings and Non-Registered PWSs**

- SECONDARY DISINFECTION IN HEALTHCARE FACILITIES

In the last several years there has been an increasing number of healthcare facilities (e.g., hospitals and nursing homes) and hotels in the U.S. that are providing secondary disinfection to their water to prevent the proliferation of several pathogens (primarily *Legionella pneumophila*) known to grow in the biofilms of the plumbing of large buildings. These pathogens grow best where the water temperature in the pipes is above 68° F, and have been found in cooling towers, hot tubs and hot water tanks. Healthcare facilities are particularly concerned about *Legionella* because older people and those with weakened immune systems are especially vulnerable.

More information on *Legionella* can be found on the Center for Disease Control's website at: <http://www.cdc.gov/legionella/index.html>.

A facility serving 25 or more persons for 60 or more days a year that intends to install and operate a permanent disinfection treatment system **is** considered a PWS and requires MassDEP prior approval.

A facility serving 25 or more persons for 60 or more days a year that performs disinfection on a temporary basis not exceeding 60 days, may not be regulated as a PWS by MassDEP if such system notifies MassDEP, their local water authority, MDPH and their BOH or health department. In addition, the facility should ensure the temporary disinfection procedure is overseen by a consultant or engineer who must develop a disinfection plan and have experience or certification as a drinking water operator. The plan must include an emergency response plan and notification protocol to address over-feeds and potential exceedances of any SDWA contaminant.

For more information see <http://www.mass.gov/eea/agencies/massdep/water/drinking/water-systems-ops.html#17> and [Protocol for chlorine-dioxide shock treatment at healthcare facilities on a public water system | Mass.gov](#)

In addition to MassDEP approval, Veteran Administration Hospitals installing permanent disinfection to control *Legionella*, must refer to the U.S. Department of Veteran Affairs Directive 1061 *Prevention of Healthcare-Associated Legionella Disease and Scald Injury from Potable Water Distribution Systems*, August 2014. For details see: [https://www.va.gov/VHApublications/ViewPublication.asp?pub\\_ID=9181](https://www.va.gov/VHApublications/ViewPublication.asp?pub_ID=9181).

- POLICY TO INHIBIT MICROBIAL GROWTH

The Department of Health and Human Services, Centers for Medicare & Medicaid Services issued a policy in 2018 to require Hospitals, Critical Access Hospitals and Long-Term Care facilities to develop policies and procedures that inhibit microbial growth in building water systems. The purpose of the directive is to reduce the risk of growth and spread of *Legionella* and other pathogens in water.

For more information; <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Policy-and-Memos-to-States-and-Regions-Items/Survey-And-Cert-Letter-17-30-.html>.

- USING CHLORINE DIOXIDE

Recently, companies have inquired about the process for installing disinfection treatment at local hospitals and other facilities that are not registered PWSs but serve 25 or more persons, 60 or more days per year. Some hospitals may want to add chlorine dioxide or chloramine as a secondary disinfectant to their water supply to help to control pathogens such as *Legionella pneumophila*, *Stenotrophomonas maltophilia* and *Mycobacterium avium* complex.

**Chlorine dioxide has a maximum residual disinfectant level drinking water standard of 0.8 milli-grams/ liter and is regulated by MassDEP due to the potential health risks associated with its use.**

A hospital or a facility, serving 25 or more people 60 or more days a year, that is not a MassDEP registered PWS and treats the water entering the building with a secondary disinfectant (such as chlorine dioxide) is a consecutive PWS. These systems are regulated by MassDEP and are subject to federal and state drinking water standards.

For more information see: <https://www.mass.gov/info-details/public-drinking-water-system-operations#consecutive-water-systems->.

A hospital or facility, serving 25 or more people 60 or more days a year, that receives water from a MassDEP registered PWS but is planning to temporarily use chlorine dioxide for shock treatment, should contact MassDEP and review the information at: <https://www.mass.gov/service-details/protocol-for-chlorine-dioxide-shock-treatment-at-healthcare-facilities-on-a-public->.

For questions or more information on *Legionella*, contact the DWP at 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: *Legionella*.

If you are aware of any facility that has introduced a disinfectant as a secondary treatment, or have any questions contact the DWP 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: Chlorine Dioxide.

### **Cyanobacteria & Cyanotoxins**

Cyanobacteria are photosynthetic bacteria that share similar characteristics of algae and are normally present in all types of waterbodies throughout Massachusetts, including PWS surface water sources. Like algae, cyanobacteria can multiply quickly in response to conditions that are favorable for their growth, resulting in “blooms.” Harmful algal blooms composed of cyanobacteria, called CyanoHABs, can contribute to taste and odor issues for PWSs; but they also have the potential to produce cyanotoxins that can be harmful to people and animals.

Cyanobacteria, and the cyanotoxins they have the potential to produce, currently have no federal or Massachusetts regulations; however, on June 17, 2015, the US EPA released 10-day drinking water health advisory (HA) levels for two cyanotoxins: microcystins and cylindrospermopsin. HA levels are non-regulatory concentrations, at which adverse health effects are not anticipated to occur by oral ingestion of drinking water over specific exposure durations. EPA set lower HA levels for infants and children under

the age of six due to sensitivity with consumption of water relative to body weight. The following table shows the drinking water HA levels:

US EPA DW Health Advisories		
US EPA 10-day H		
Cyanotoxin	Bottle fed infants and pre-school children	School age children and adults
Microcystins	0.3 µg/L	1.6 µg/L
Cylindrospermopsin	0.7 µg/L	3 µg/L

In compliance with US EPA's fourth round of the Unregulated Contaminant Monitoring Rule (UCMR4), PWSs nationwide conducted assessment monitoring for ten cyanotoxins from 2018 through 2020. Data from the UCMR serves as a primary source of research information, which US EPA utilizes to develop regulatory decisions. As of April 2021, 2,936 cyanotoxin results have been submitted from a total of 113 Massachusetts PWSs, and all results have indicated no detections. For further information on US EPA's UCMR4 please visit: <https://www.epa.gov/cyanohabs/epa-drinking-water-health-advisories-cyanotoxins>.

It is also important to note that in December 2016, the EPA released draft criteria for cyanotoxins for the protection of recreational activities in freshwater systems, which recommended that values for primary contact recreation exposure should not exceed 4 parts per billion (ppb) for microcystins and 8 ppb for cylindrospermopsin. In September 2018, EPA continued stakeholder engagement by revising the draft recreational cyanotoxin criteria/swimming advisories in response to public comments and newly available data. In May 2019, EPA issued the final Recommended Recreational Ambient Water Quality Criteria or Swimming Advisories (AWQC/SA) for microcystins and cylindrospermopsin.

The recommended limit for the two cyanotoxins is in the below table, while duration and frequency are dependent on their application as a AWQC or a SA.

Ambient Water Quality Criteria (AWQC) or Swimming Advisories (SA)	
Microcystins	Cylindrospermopsin
8 µg/L	15 µg/L

For further information on EPA's recreational criteria, visit: <https://www.epa.gov/wqc/recreational-water-quality-criteria-and-methods#rec3>. MassDEP and other state agencies including the Massachusetts Department of Public Health (MDPH), the Department of Conservation and Recreation, and the Massachusetts Water Resources Authority recognize that this emerging contaminant warrants attention and coordination. As such, MassDEP is working closely with MDPH to establish communication and response protocols for reports of potential CyanoHABs in drinking water sources regulated by MassDEP, and recreational waterbodies under the jurisdiction of MDPH.

PWSs should contact MassDEP to report any potential CyanoHAB issues in drinking water sources, while local BOHs receiving reports of potential CyanoHABs should contact MDPH for assistance:

<https://www.mass.gov/orgs/bureau-of-environmental-health>. For further information on the state's

response to cyanobacteria and cyanotoxins see: <https://www.mass.gov/guides/cyanobacterial-harmful-algal-blooms-cyanohabs-water>. If you have any questions on this information, please contact DWP at 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: Cyanobacteria.

## **PART IV: RECENT TOPICAL ISSUES**

### **Well Completion Reports**

Under 310 CMR 46.03(3) of the *Well Driller Regulations*, well drillers must file a *Well Completion Report* (WCR) within 30 days of completing a job and must provide a copy to the BOH. In addition to private drinking water wells, other types of wells (such as irrigation wells, geothermal wells, and monitoring wells) are also subject to the *Well Driller Regulations*. The installation of all well type, unless otherwise identified in 310 CMR 46.02(1), must be performed by a certified well driller and have a WCR.

The submittal of the WCR is integral to the well drilling process. In most communities, well drilling activity requires a local permit. This mechanism helps in ensuring that a WCR is filed for every well and that municipal officials are kept informed of all well drilling activity in their community. For instance, if a drilling permit was issued and the BOH did not receive the WCR by the required due date, the BOH may conduct a site visit to determine if the well had been installed. Likewise, local officials can follow up on reports that a well is being drilled without the required local permit. All communities with existing or potential well drilling activity should consider establishing a local permitting process.

**BOHs can play an important role** to assist the *Well Driller Program*. If it appears a well has been installed without a WCR being filed, BOHs should notify MassDEP's *Well Driller Program*. With continued assistance from local BOHs, compliance and enforcement of well drillers certifications and proper drilling protocols throughout the Commonwealth can be maintained.

If a BOH does not receive a WCR within the required 30 days, or receives a WCR with incorrect or missing information pertaining to the lat/long coordinates, address, well construction, well yield and driller information or other important data; MassDEP requests BOHs take one of the following actions:

- Issue Enforcement. BOHs may be able to issue enforcement through their regulations. Please send MassDEP a copy of the enforcement action to the email addresses below; or
- Notify the MassDEP Well Driller Program. If a BOH does not issue enforcement, please contact the DWP by to describe the issue along with the supporting facts.

For questions about well drilling, WCRs, or to notify MassDEP of unauthorized well drilling, please email [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: Well Driller Program.

### **Statewide Well Location Project**

MassDEP is the primary water use data provider for Massachusetts and currently houses the *Well Driller Program* within the Drinking Water Program (DWP). The *Well Driller Program* oversees the proper and safe drilling of wells and maintains a database of information provided by well drillers. As described above, for each well drilled in the Commonwealth, a *Well Completion Report* (WCR) must be submitted

to the DWP along with the local BOH.

Each WCR contains information pertaining to the well, including location, depth, lithology, static water levels, yield, and more., for a variety of well types, including private domestic wells, public water supply wells, monitoring wells, irrigations wells, and geothermal wells. Massachusetts currently has approximately 206,000 WCRs on file submitted by MA Certified Well Drillers, dating back to 1963. Currently, MassDEP receives 2,500 - 3,000 new WCRs annually. All of these reports are stored electronically in MassDEP's *Well Driller Database* and are publicly available on the [EEA Online Data Portal](https://eeaonline.eea.state.ma.us/portal#!/search/welldrilling) at: <https://eeaonline.eea.state.ma.us/portal#!/search/welldrilling>.

Until recently, approximately 50% of the wells in the *Well Driller Database* were assumed accurately located to statewide parcel data. The remaining 50% of these wells were generally located to either a town, street, intersection, or have no location information associated with them. The DWP received a grant from the USGS in 2020 to properly locate as many wells as possible. The main objectives of this ongoing project are to match as many of these unlocated wells to statewide parcel data and tie this information to their associated WCR. Another primary objective was to create an online map viewer to the *Well Driller Database* that associates well data points with WCRs through point and click technology.

The DWP has recently published this online map, known as the MassDEP GIS *Well Location Viewer*. To date, it depicts the location of 127,011 verified WCRs (about 62% of DWP's total database) on an interactive map. Clicking on any plotted WCR point brings up basic information from that report and a link to a full PDF copy of the WCR on the [EEA Online Data Portal](https://eeaonline.eea.state.ma.us/portal#!/search/welldrilling). Users can filter and select WCRs by town, well type, well depth, and other factors. They may also use this map to generate and download well data directly to CSV and PDF file formats. Please see our MassDEP GIS *Well Location Viewer Guide* for more information.

Locations of the wells in these WCRs were reviewed and verified by MassDEP DWP in partnership with staff and students from the Department of Civil and Environmental Engineering at UMass Amherst. Funding was provided by both a USGS WUDR Grant and MassDEP Safe Drinking Water Act (SDWA) Drinking Water SRF set asides. The creation and maintenance of this tool is part of an ongoing effort to ensure accurate WCR location information and to make the contents of WCRs more transparent and accessible to the public. Future updates of this web application will see more WCRs verified to accurate locations along with additional base-maps and analytical tools.

If you have any questions about this web application or the MA Well Driller Database, please contact: [alex.gamble@mass.gov](mailto:alex.gamble@mass.gov), [julie.butler@mass.gov](mailto:julie.butler@mass.gov), or [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov).

[MassDEP Well Driller Program Website](#)

[MassDEP GIS Well Location Viewer Web Application](#)

[MassDEP GIS Well Viewer Guide](#)

## **Well Driller Requirements**

Under 310 CMR 46.02 of the *Well Driller Regulations*, persons engaged in the business of well drilling must be certified by MassDEP. If a non-certified well driller is performing the work, a certified well driller must be on site to observe critical aspects of the drilling process. To ensure that only authorized well drillers perform the drilling or are on site for observation, the BOH can require that a copy of their

*Massachusetts Well Drillers Certificate* be shown prior to drilling. The BOH can check the list of certified drillers on MassDEP's website at: <https://www.mass.gov/service-details/well-driller-certification>. For more information on well driller certification requirements see: <https://www.mass.gov/doc/brp-ws-38a-instructions-for-initial-well-driller-certification/download>.

### **Cross Connections**

Cross connections are situations in the water distribution system that creates an actual or potential connection between a potable water supply and a system or fixture that carries non-potable substances (liquids, gases or solids). Cross connections are a concern when low pressure in the public water system can result in a reverse flow of non-potable substances back into the potable water system. This reverse of flow is caused by a back siphonage or backpressure:

- Back siphonage is backflow caused by a negative pressure (vacuum or partial vacuum) in the public water supply line or consumer's potable water lines (domestic lines).
- Backpressure is the reversal of normal flow in a system due to an increase in the downstream pressure above that of the supply pressure.

In accordance with 310 CMR 22.22(3): Public Water System Responsibilities "Every public water system shall be responsible for (a) Controlling cross connections to the last free flowing outlet of the consumer and for the safety of the public water system under its jurisdiction; (b) Having a cross connection control distribution system protection program plan (the "cross connection program plan") approved by the Department as specified at 310 CMR 22.22(3)(b) ..."

All PWSs are required to have an approved cross connection control program plan and to fully implement the approved plan, including conducting cross connection surveys of all non-residential facilities within its service area. If a cross connection is found it must be eliminated through the re-piping or properly protected with the installation of a backflow preventer device or assembly. PWSs are recommended to use other municipal departments and officials, such as plumbing inspectors, BOHs, building inspectors and fire departments, to assist in the implementation of an effective cross connection control plan.

Cross connections can exist in commercial, industrial and residential buildings. Even though 310 CMR 22.22 does not require residential surveys, local cross connection bylaws (or ordinances) may require some level of surveying or reporting cross connections. Typical residential cross connections include irrigation systems and fire suppression systems. Two classes of backflow preventers are used to prevent backflow, testable and non-testable.

MassDEP recommends that only non-testable backflow preventers be installed in residential facilities, (unless the threat requires a testable device). All testable backflow preventers must be tested in accordance with the 310 CMR 22.22 frequency and in accordance with the water system's schedule. If a testable device is not needed it may be removed; if it remains it must be tested (see 310 CMR 22.22(3)(h)). This requirement applies to all installations of such devices or assemblies even if it was done without the proper approval from the local water authority. For more information contact [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov) Subject: Cross Connections.



## **Home Burials and Green Burials**

A ‘home burial’ means to bury a person on privately owned residential property that is not an approved cemetery. Home burials are not prohibited by state law, but the decedent’s family must first obtain written approval from the local BOH and the local governing body.

A ‘green burial’ or natural burial is a method of final disposition of a body with fewer environmental impacts than traditional burial. Generally, a green burial means that the body is not embalmed, no metal or hard wood are used to make the casket, no gravel liner or vault are used, and a low-profile grave marker is used or no marker at all.

The potential for bacteria, viruses, and other microorganisms from human remains to reach groundwater and infect other people appears to be the greatest source of public health concern associated with green burials. Research indicates though microorganisms can remain viable and transportable for many years following a burial, they are eventually attenuated by soils and lose viability. However, the fact that these organisms can remain viable for some time highlights the importance of siting burials in hydro-geologically appropriate areas.

For more information: <https://www.mass.gov/info-details/information-for-local-boards-of-health-on-home-burials-and-green-burials> or contact [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: Green Burials

## **Property Conversions that Create Public Water Systems**

If a facility currently served by a private well proposes a change in the use of their establishment, it is important for the BOH to know if the proposed change will cause the facility to be classified as a PWS. Some common examples of these conversions include:

- A change in the type of permitted occupancy

For example, a residential home proposing to operate a daycare or doctor’s office, or a gas station proposing to operate a coffee shop. If the proposed changes result in the facility providing water to 25 or more persons per day for at least 60 days a year, then the facility meets the definition of a PWS.

- A change in the number of the permitted occupants

For example, a daycare facility proposing to increase the number of children or staff to 25 or more persons per day for at least 60 days a year, meets the definition of a PWS. If a BOH is aware of a daycare facility that is not currently on their *PWS Inventory List* (see Part I), the facility should be added to this list. If you have any questions, contact DWP at 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: Daycares. You may also contact the MA Department of Early Education and Care at <https://www.mass.gov/orgs/department-of-early-education-and-care>.

Ensuring that property owners contact MassDEP prior to beginning a property conversion, will benefit the property owner and ensure all applicable MassDEP requirements for safe drinking water are met. If a property owner creates and operates a facility as a PWS prior to



obtaining MassDEP approvals; both the owner and operator may be subject to enforcement action, including monetary penalties. For a BOH concern about a particular existing or proposed facility in your community, contact DWP at 617-292-5770 or [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: PWS Property Conversion

## **PART V: MassDEP DRINKING WATER PROGRAM INITIATIVES**

### **Lead and Copper Rule Funding Opportunity for PWSs**

Under the current Lead and Copper Rule Revisions, PWSs must create and submit an inventory of all lead service lines (LSLs) in their distribution systems by October 2024. To help PWSs with this and related lead abatement work, MassDEP is working with the Massachusetts Clean Water Trust (CWT) on a grant program through the Drinking Water State Revolving Fund (DWSRF) to assist PWSs with the development of their LSL inventories. These inventories will serve as the basis for their LSL Replacement Programs. The grant programs are the following;

#### **Free Service Line Inventory and Replacement Planning Technical Assistance Available**

- The new MassDEP free *Service Line Inventory and Lead Line Service Replacement Plan Technical Assistance Program for Small Public Water Systems* provides technical assistance to small COM and NTNC PWSs serving less than 10,000 individuals. The program assists with Service Line Inventory (SLI) and Lead Service Line Replacement Plan (LSLRP) development ahead of the EPA LCRR requirements.

Eligible small COM and NTNC PWS must notify MassDEP of their interest in this technical assistance and provide an update on how they are preparing for the LCRR requirements by submitting the survey form located at <https://mass.gov/forms/massdep-service-line-inventory-and-lead-service-line-replacement-plan-technicalassistance-survey>.

#### **WHAT ASSISTANCE WILL BE PROVIDED?**

1. Service Line Inventory Assistance Small PWS will be provided with assistance in completing a SLI that will meet both federal and state LCRR requirements. Assistance will consist of help with:
  - ✓ compiling and validating service line records,
  - ✓ developing a public outreach strategy encouraging customers to report their service line materials and providing general information about lead health effects and lead service lines,
  - ✓ combining and digitizing inventory records for appropriate submittal to MassDEP, and
  - ✓ making the inventory publicly available online.
2. Lead Service Line Replacement Plan Assistance Small PWS will be provided with assistance in establishing a proactive and comprehensive LSLRP. The replacement plan will include but not be limited to:
  - a plan to identify the composition of service lines of unknown material
  - a procedure for conducting lead service line replacement,

- a customer outreach strategy,
- risk management policies,
- a prioritization strategy for service line replacement, and
- a funding strategy to accommodate customers unable to replace their portion of the line.

For more information on preparing for the LCRR, see: <https://www.mass.gov/info-details/lead-and-copper-rulerevisions>. If you have further questions about the Assistance Program, please contact MassDEP's Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) (Subject: Lead Service Line Assistance Program) or 617-292-5770.

### **Lead Service Lines Inventory and Replacement Plan Grant Program**

MassDEP is accepting *Lead Service Lines* planning grant applications, on a rolling basis, while funding it available. Please find additional information at; [Lead Service Line Planning Program | Mass.gov](#) Eligible activities for these planning programs include: Use of the MassDEP-provided tools will ensure the submission of a lead service line inventory and lead service line replacement program summary in a digital form acceptable to MassDEP.

Lead Service Line Inventory – Completing a comprehensive *Lead Service Line Inventory* for both public and private portions that will be made publicly available. This comprehensive inventory project could include activities such as inspecting physical service lines, compiling paper records, initiating a consumer lead service line identification program, but must include submitting the complete inventory to MassDEP in a digital format specified by MassDEP or in an alternate format approved by MassDEP that can be readily compiled into the MassDEP data system.

Lead Service Line Replacement Program - Preparing a Lead Service Line replacement program for the PWS that complies with the LCRR. PWS' lead service line replacement plans need to incorporate the MassDEP public health protection goal by planning to replace all lead service lines in 5 years or as soon as possible.

Use of the MassDEP-provided tools will ensure the submission of a lead service line inventory and lead service line replacement program summary in a digital form acceptable to MassDEP.

- Eligible Lead Abatement Projects

Eligible lead abatement projects may include planning and construction projects such as lead service lines (LSL) inventories, materials surveys, mapping, full LSL replacements, lead removal, corrosion control, capital improvements, and water main rehabilitation. Projects to be financed are selected using a priority ranking system based upon protection of public health, improved compliance, and affordability.

### **MassDEP Assistance Program for Lead in School Drinking Water**

From 2016-2018 school the Commonwealth undertook this voluntary initiative to help public schools and EECFs across the state test for *lead and copper* in drinking water, using \$2.75M in financial support from the Massachusetts Clean Water Trust. Samples were taken from water

bubblers and other fixtures used for drinking, food preparation, and medical care; and when lead or copper were found, technical assistance and recommendations for repairing, replacing, or removing the outlets were provided.

Nearly 1,000 public schools and EECFs were tested under the Assistance Program; see sample results here: <http://eeaonline.eea.state.ma.us/por-tal#!/home>. For more information see <https://www.mass.gov/assistance-program-for-lead-in-school-drinking-water>.

In a continuing effort to ensure safe drinking water for children across the Commonwealth, the MassDEP *Expanded Assistance Program for Free Sampling and Analysis at Schools and EECFs* was launched in 2020 to continue and expand the Commonwealth's nation-leading program offering free lead testing and technical assistance to now all eligible public and private schools and EECFs. This program funded through EPA grants and the Clean Water Trust, focuses entirely on lead and helps eligible facilities implement effective testing programs, educate them about how to address elevated lead levels, and provide water quality information to the school or EECF community. In addition, facilities that complete the program are eligible to apply for grants from the Clean Water Trust for the purchase and installation filtered water-bottle filling stations. See: [www.mass.gov/swig](http://www.mass.gov/swig)

MassDEP encourages BOH to provide information to schools and EECFs about these important resources.

### **MassDEP Lead Contamination Control Act - Schools and EECF Program**

The *Lead Contamination Control Act* (LCCA) is a USEPA voluntary program for schools and EECFs to identify and address lead in drinking water in schools and childcare facilities. MassDEP is committed to continued support for schools and early education and care programs to ensure safe drinking water.

In light of EPA's Revised 3Ts Manual released on October 25, 2018, MassDEP's DWP issued new guidance to school and childcare facilities on lead in drinking water, to align with updated federal EPA guidance. The guidance sets a goal that water from taps and fixtures used for drinking, food preparation, and medical uses contain no measurable levels of lead, replacing the existing action level for lead in school drinking water of 15 parts per billion. The action level for copper is 1.3 mg/L.

MassDEP and its LCCA partners inform and educate school and childcare officials on how to identify, evaluate, and reduce or eliminate the sources of lead contamination affecting their facility's drinking water. MassDEP recommends that a school's or EECF's voluntary program should do the following:

1. Update the list/map of all taps/fixtures used for drinking water, to prepare food and/or beverages, and in nurses' offices. All other non-human consumption taps should be posted with "For hand washing only".
2. Use the MassDEP *LCCA Program Management Tool* (see Additional Resources below) to maintain and track the status of all identified sites. This tool was developed for schools to use

to manage their sampling sites, analytical data and remediation actions.

3. Develop and implement a *Sampling Plan* to sample the identified taps/fixtures at least once every three years after an initial baseline sampling of all identified fixtures. To balance cost and ensure that staff maintain their training on the sampling process, MassDEP recommends that 1/3 of the fixtures are sampled every year.
4. Use a Massachusetts' certified laboratory to analyze all samples and require the laboratory to provide all results to the school AND to the MassDEP via MassDEP's electronic reporting system, eDEP.
5. Remove all fixtures/taps that exceed the MassDEP copper action level. Remediate and retest all taps/fixtures to ascertain that they do not exceed the action level before returning them to service.
6. If lead sample results are above the detection limit of 1 ppb; schools/EECFs should implement or continue remediation actions to reduce levels to the lowest possible concentration by prioritizing actions based on the level of sample results and the vulnerability of the impacted populations.
7. Taps/fixtures should not be put back into service until lead sample results are consistently below 15 ppb. Remediation actions to achieve the lowest possible concentration should continue, taking into account the priority of the tap.
8. Develop and implement a transparent user-friendly communication plan that provides timely notice to all student, staff, and parents about results and actions taken.
9. Add all remediation and other actions to the MassDEP LCCA *Program Management Tool*.

BOHs are encouraged to work with their schools and EECFs to help evaluate and provide technical assistance to correct lead in drinking water problems. Lead and copper results submitted through MassDEP's electronic data reporting system, eDEP, are available on the Energy and Environmental Affairs Data Portal at: <https://eeaonline.eea.state.ma.us/Portal/#!/home>. To *Set Up an LCCA Program at Your School* see: <https://www.mass.gov/as-sistance-program-for-lead-in-school-drinking-water>. For more information see the LCCA Frequently Asked Questions at: <https://www.mass.gov/files/docu-ments/2017/01/sj/lccaqa.pdf> or contact [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: LCCA.

## **PART VI: DRINKING WATER INFORMATION AND RESOURCES**

- (a). Previous BOH Notices: <https://www.mass.gov/lists/drinking-water-information-for-boards-of-health>
- (b). 'Managing Your TNC System' guide: <https://www.mass.gov/info-details/public-drinking-water-sys-tem-operations#small-water-systems->

- (c). Training Videos on MassDEP's YouTube page. Drinking water topics include Manganese, Lead & Copper Rule, Lead in School Drinking Water, Chlorate Mitigation Control, Source Water Protection, Seasonal PWS Start Up, Revised Total Coliform Rule and more, see: [https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF\\_o\\_249m](https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m)
- (d). Power Point presentation entitled *Checking in On Your Source Water Protection Program*. The presentation includes detailed notes to assist PWSs in updating their local source protection programs or plans. Visit; <https://www.mass.gov/lists/drinking-water-supply-source-protection>.
- (e). Boil orders and other public health orders [Drinking water boil orders and public-health orders | Mass.gov](#)
- (f). Certified Labs: <https://www.mass.gov/certified-laboratories>
- (g). Certified Well Drillers: <https://www.mass.gov/well-driller-program>
- (h). Cross Connections: 'Cross Connection Control Program Manual' <https://www.mass.gov/files/documents/2016/08/nl/cccpman.pdf>
- (i). Massachusetts Drinking Water Regulations, 310 CMR 22.00: <https://www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations>.
- (j). Lead and copper in school drinking water: <https://www.mass.gov/service-details/lead-and-copper-in-school-drinking-water-sampling-results>
- (k). Certified Operators: <https://www.mass.gov/service-details/certified-operator-directory>
- (l). Lead and Copper Rule (LCR), Lead Lines: <https://www.mass.gov/service-details/public-water-systems-90th-percentile-lead-sampling-results> and; <https://www.mass.gov/guides/is-there-lead-in-my-tap-water>
- (m). PWS contact information: <https://www.mass.gov/water-supplier-operations>
- (n). TNC Business Owner's Guide: <https://www.mass.gov/files/documents/2016/08/qp/tncguide.pdf>
- (o). UIC: <https://www.mass.gov/underground-injection-control-uic#5>
- (p). Applying Aquatic Herbicides (Pesticides) to Drinking Water Reservoirs: <https://search.mass.gov/?q=applying%2520aquatic%2520herbacides%2520to%2520reser-voirs&page=1> and <https://www.mass.gov/how-to/wm-04-herbicide-application>
- (q). Applying Copper Sulfate to Reservoirs: <https://www.regulations.gov/document?D=EPA-HQ-OW-2015-0499-0102>.
- (r). Cyanobacteria and Public Drinking Water Supplies: [https://www.mass.gov/doc/public-water-system-fact-sheet-cyanobacteria-and-public-drinking-water-supplies-in/download?\\_ga=2.174018720.281482040.1594723861-228910841.1593002529](https://www.mass.gov/doc/public-water-system-fact-sheet-cyanobacteria-and-public-drinking-water-supplies-in/download?_ga=2.174018720.281482040.1594723861-228910841.1593002529)
- (s). The Value of Drinking Water: <https://www.mass.gov/files/documents/2016/08/tc/water-valuesm.pdf> or contact [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), also refer to the 2019 Annual BOH Notice.
- (t). Wind and Solar Energy Projects on Public Water Supply Lands: <https://www.mass.gov/service-de-tails/drinking-water-policies-and-guidance>

- (u). Drinking Water at Local Fairs: [Drinking Water Information for Boards of Health | Mass.gov](#)
- (v). Private Wells: *Private Well Guidelines* (rev. 2023): <https://www.mass.gov/private-wells>. and Private Well Template Forms for Use by Local Boards of Health: <https://www.mass.gov/lists/private-well-form-templates-for-use-by-local-boards-of-health>; *Required Disclosure of Water Test Results*: <https://www.mass.gov/files/docu-ments/2016/08/qo/reqdiscl.pdf>; Radionuclides Sampling: <https://www.mass.gov/service-details/faqs-radionuclides>. *Standards and Guidelines for Contaminants in Massachusetts Drinking Waters*: <https://www.mass.gov/guides/drinking-water-standards-and-guidelines>.  
MassDEP Model BOH Private Well Regulation: <https://www.mass.gov/lists/drinking-water-information-for-boards-of-health>; List of MA Certified Drillers: <https://www.mass.gov/service-details/well-driller-certification>.

### **MassDEP Offices**

- Central Region: 508-792-7650  
8 New Bond St. Worcester, MA 01606  
<https://www.mass.gov/service-details/massdep-central-regional-office>
- Northeast Region: 978-694-3200  
150 Presidential Way, Woburn, MA 01801  
<https://www.mass.gov/service-details/massdep-northeast-regional-office>
- Western Region: 413-784-1100  
436 Dwight St, Statehouse West 5<sup>th</sup> fl, Springfield, MA 01103 <https://www.mass.gov/service-details/massdep-western-regional-office>
- Southeast Region: 508-946-2700  
20 Riverside Drive, Lakeville, MA 02347  
<https://www.mass.gov/service-details/massdep-southeast-regional-office>
- Boston Office: 617-292-5770  
100 Cambridge St., Suite 900, 02114  
<https://www.mass.gov/topics/drinking-water>
- To contact MassDEP outside of regular business hours call 888-304-1133; To locate your MassDEP Office: <https://www.mass.gov/service-details/massdep-regional-offices-by-community>

**I. Instructions**

You may use the form below to submit your **Official Email Address & Emergency Contact List**; . This form is also available at: <https://www.mass.gov/doc/boh>. Your official email should be the address where you wish to receive official MassDEP/DWP information. Emergency contacts should be prioritized in the order you wish to be notified by MassDEP. **Contact #1** should contain the name and contact information of the BOH person that you want to have contacted first in an emergency; if **Contact #1** cannot be reached we will reach out to the next person identified. Mail this form to MassDEP Drinking Water Program; 100 Cambridge St. Suite 900 Boston, MA 02114; Attn: BOH Emergency Contact OR electronically to [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: BOH Official Email Address & Emergency Contact

<b>II. BOH Health Information</b>	
City/Town/Zip	
Address	
<b>III. Official BOH Email Address for Copies of Drinking Water Program Correspondence</b>	
Email address:	
Email address:	
<b>IV. BOH Emergency Contacts</b>	
<b>1-Name</b>	<b>Title</b>
<b>Work Phone</b>	<b>Home Phone</b>
<b>Work Email</b>	<b>Evening email</b>
<b>2-Name</b>	<b>Title</b>
<b>Work Phone</b>	<b>Home Phone</b>
<b>Work Email</b>	<b>Evening email</b>
<b>3-Name</b>	<b>Title</b>
<b>Work Phone</b>	<b>Home Phone</b>
<b>Work Email</b>	<b>Evening email</b>
<b>4 -Name</b>	<b>Title</b>
<b>Work Phone</b>	<b>Home Phone</b>
<b>Work email</b>	<b>Evening email</b>



**Attachment B**

**MassDEP Drinking Water Program Recreational  
Camps Licensed by Local Boards of Health\***

**Determine if the camps in your municipality fit B or C and complete the information. Please print in black ink. Complete and return to MassDEP at the address below. For additional forms either copy this one or use the link below**

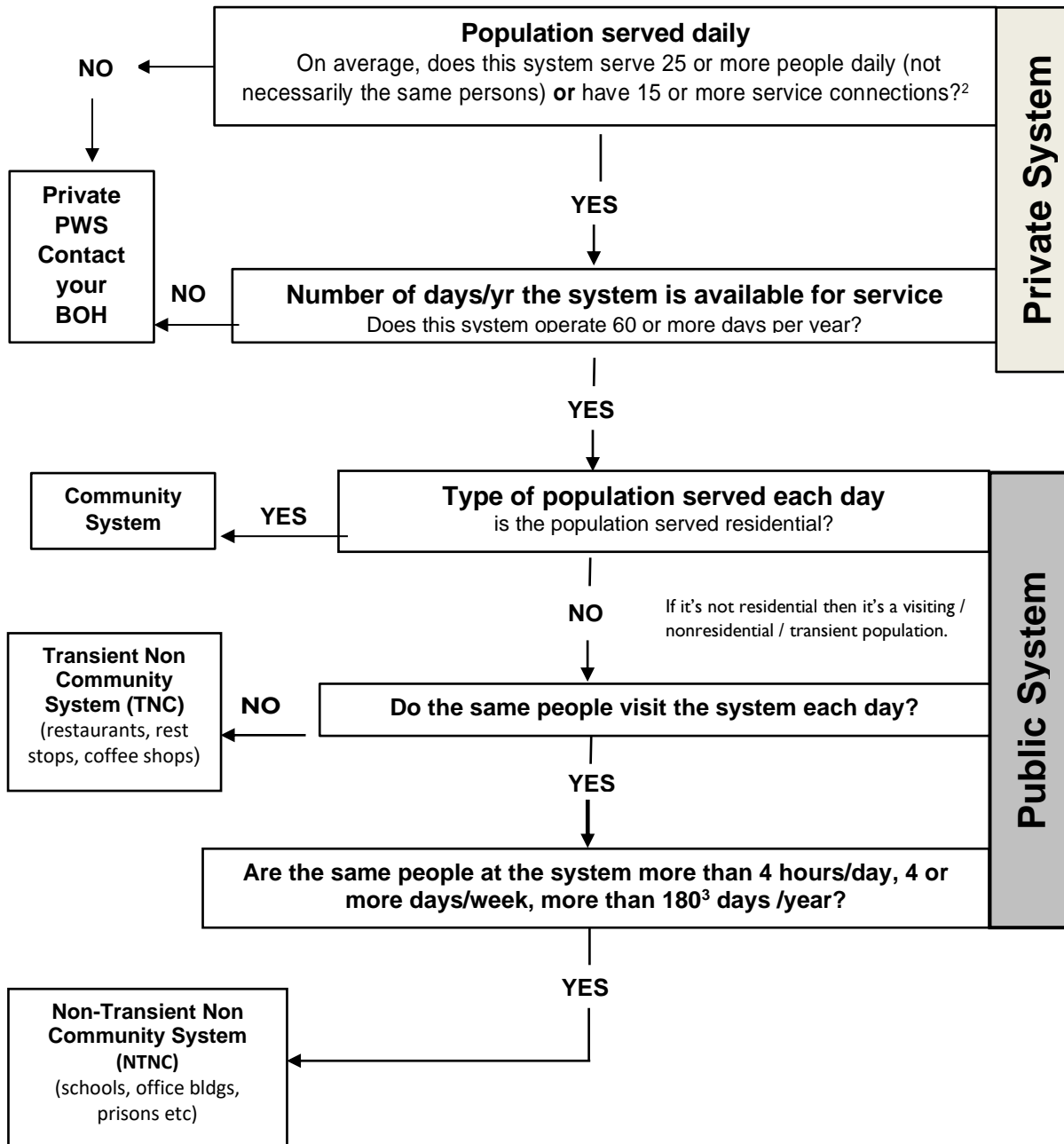
<b>A</b>	Municipality	
	BOH Contact	
	Address	
	<b>Camps served by a MassDEP registered public water system</b>	
<b>B</b>	PWS Name/PWS ID	
	PWS Name/PWS ID	
	PWS Name/PWS ID	
	PWS Name/PWS ID	
	<b>Camps with their own source of water supply</b>	
<b>C</b>	Camp#	camp phone
	Camp Name	
	Camp Address	contact person phone
	Owner's Name	
	Camp Owner address	
	Max # campers	
	Number of Staff	
	# days open	From:                      To:
	# days pre-open training or stat up time:	
	# days post camp closing time:	
	Comments	

Upon issuance of a license the BOH shall notify MassDEP Drinking Water Program and MA Dept of Public Health. Notification shall include: the name and address of the camp, name of the owner, number of campers and staff, and the number of days per year that the camp will be in operation". 105 CMR 430.000 **This form is also available at:** <https://www.mass.gov/doc/recreational-camps-licensed-by-local-boards-of-health-0/download>. Return this (or the electronic version) form to: to [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov), Subject: WQA/Campgrounds  
Forms may also be mailed to **MassDEP - Drinking Water Program, 100 Cambridge St, Suite 900 Boston, MA 02114**

## Attachment C

### DETERMINING PRIVATE OR PUBLIC WATER SYSTEMS

Follow this Flow-Chart to determine your type of drinking water system



<sup>1</sup> As defined by the MA Drinking Water Regulations 310 CMR 22.00 and the Federal Safe Drinking Water Act. For this purpose private/public refer to those who use the system and not who owns the system.

<sup>2</sup> If the system employs less than 25 people, uses a private well water for human consumption, and bathrooms are not accessible to the general public, the system is not a pws and is regulated by the local Board of Health.

<sup>3</sup> 180 days/yr of the same person service generally means workers, students, inmates, etc. See <http://www.mass.gov/dep/water/lawsrule.htm> to view regs, policies, and guidelines.

## MassDEP Drinking Water Program

( MA Drinking Water Regulations, 310 CMR 22.02)

### Definitions of Public Water Systems

**Public Water System** means a system for the provision to the public of water for human consumption, through pipes or other constructed conveyances, if such system has at least 15 service connections or regularly serves an average of at least 25 individuals daily at least 60 days of the year. Public Water System includes any collection, treatment, storage, and distribution facilities under control of the operator of such a system and used primarily in connection with such system, and any collection or pretreatment storage facilities not under such control, which are used primarily in connection with such system. The Department may presume that a system is a Public Water System as defined in 310 CMR 22.00 based on the average number of persons using a facility served by the system or on the number of bedrooms in a residential home or facility. The Department reserves the right to evaluate and determine whether two or more wells located on commonly owned property, that individually may serve less than 25 people, but collectively serve more than 25 people for more than 60 days of the year should not be regulated as a Public Water System, taking into account the risk to public health. A Public Water System includes a "Community Water System" or a "Non-Community Water System."

- (a) Community Water System means a Public Water System that serves at least **15** service connections used by year-round residents or regularly serves at least **25** year-round residents.
- (b) Non-Community Water System means a Public Water System that is not a Community Water System:
  - 1. **Non-Transient Non-Community Water System** or NTNC means a Public Water System that is not a Community Water System and has at least 15 service connections or regularly serves at least 25 of the same individuals or more approximately four or more hours per day, four or more days per week, more than six months or 180 days per year; such as a workplace providing water to its employees.
  - 2. **Transient Non-Community Water System** or TNC means a Public Water System that is not a Community Water System or a Non-transient Non-community Water System but is a Public Water System which has at least 15 service connections or serves water to 25 different persons at least 60 days of the year. Some examples of these types of systems are: restaurants, motels, camp grounds, parks, golf courses, ski areas, and community centers.