



Maura T. Healey
Governor

Kimberley Driscoll
Lieutenant Governor

Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Department of Environmental Protection

100 Cambridge Street Suite 900 Boston, MA 02114 • 617-292-5500

Rebecca L. Tepper
Secretary

Bonnie Heiple
Commissioner

September 22, 2023

Andrea Traviglia
USEPA – Region 1
5 Post Office Square, Suite 100
Mail Code: OEP 06-2
Boston, MA 02109-3912

Subject: Submittal of SFY 2023 – Capacity Development Annual Report (SDWA Section 1420(c)(3))

Dear Ms. Traviglia:

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

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

- Registering and evaluating 17 new public water systems (see Appendix B).
- Evaluating 474 public water systems via the sanitary surveys process (see Appendix C).
- Evaluating, categorizing and providing technical assistance and outreach to address the needs of the systems with the 1,435 technical, financial and managerial “Scheduled Actions” identified during activities such as sanitary surveys, notices of non-compliance, and administrative consent orders (see Appendix D).

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

Sincerely,

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

cc: EPA: Jane Downing, Kevin Reilly, Denise Springborg; MassDEP: Michael Celona
Y:DWPARCHIVE\BOSTON\EPA-Capacity-Annual Report-SFY23- Final - Report and Cover Letter

Implementation of the Capacity Development Program

Annual Review of Capacity Program Required by SDWA Section 1420

**Period
(July 1, 2022 – June 30, 2023)**

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

September 2023

EXECUTIVE SUMMARY

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

Section 2012 of the America's Water Infrastructure Act (AWIA) requires MassDEP to develop and submit an updated Capacity Development Strategy to EPA by December 31, 2021. MassDEP submitted the updated Capacity Development Strategy as required and EPA approved MassDEP's new Capacity Strategy in February 2022.

Section 1420(c)(3) of the SDWA required MassDEP to submit to EPA a report annually stating the progress the agency has made in adopting its capacity development strategy. Attached is the required annual report for the period July 1, 2022 – June 30, 2023.

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

IMPLEMENTATION OF CAPACITY DEVELOPMENT STRATEGY

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

MassDEP has the following responses to the EPA Capacity Development reporting requirements for the period July 1, 2022 – June 30, 2023:

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

1. Has the State's legal authority (statutes) to implement the New Systems Program changed within the previous reporting year? **No**
2. Has there been any modification to the State control points? **No**
3. List of new Community and Non-Community systems during SFY 2023.

See Table 1 below for a breakdown of the total number of new PWS during SFY 2023. See Appendix B for a full list of new community and non-community systems added during SFY 2023. Review and approval of a New System Business Plan and/or successful completion of a sanitary survey are required before a new system can become operational in Massachusetts.

Table 1: New Public Water Systems in SFY 2023

Type of Public Water System	Number of Systems
Community Systems	5
Non-Transient Non-Community Systems	4
Transient Non-Community System	8
Total	17

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

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

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

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

The sanitary survey selection process is based on a three-year cycle for community and non-transient non-community systems and a five-year cycle for transient non-community systems. Table 2 provides the number of sanitary surveys that were completed during SFY 2023. A list of all systems with sanitary surveys performed during SFY 2023 is included in Appendix C.

Table 2: Sanitary Surveys Completed in SFY 2023

Type of Public Water System	Number of Completed Surveys
Community Systems	191
Non-Transient Non-Community Systems	80
Transient Non-Community System	203
Total	474

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

- b. State Revolving Loan Funds (SRF) Priority Systems – As required by Section 1452(a)(3) of the SDWA, prior to receiving SRF money, systems must demonstrate that they have sufficient technical, financial and managerial capacity or they must demonstrate that the use of the SRF funds will result in the system developing technical, financial and managerial capacity. The MassDEP Drinking Water Program reviews all systems seeking SRF funding to determine their need for technical, financial and managerial assistance and makes the required capacity recommendations regarding their participation in the SRF program.

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

Specific Tools Used:

- Weekly Distribution of the Program Director emails
- Bi-weekly distribution of the *In the Main* e-newsletter
- Centralized email hub for PWS to contact the program: program.director-dwp@mass.gov
- Board of Health & state / local agency referrals
- Use of MassDEP DWP website to distribute program updates
- Use of MassDEP YouTube Channel to broadcast technical meetings
- Attendance and participation in trainings and workshops
- Outreach, training, and technical assistance to address Sanitary Survey scheduled actions
- Continued discussions and development of joint programs with agencies that can directly affect water quality, including the Department of Public Health, the Board of Certification of Operators of Water Supply Facilities, the Plumbing Board, the Department of Agricultural Resources, and Board of Building Regulations and Standards
- DWP online training calendars located at: <https://www.mass.gov/service-details/trainings-for-public-water-system-operators>

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

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

Sanitary Surveys:

During the 2023 SFY, MassDEP Drinking Water Program used the sanitary survey process to identify systems in need of capacity development assistance. The Drinking Water Program completed 474 sanitary surveys. See the full list in Appendix C. While conducting sanitary surveys and completing Notice of Non-Compliance and Administrative Consent Orders, MassDEP field staff identified 1,435 technical, financial and managerial "Scheduled Actions". PWS are required to address these deficiencies during an agreed upon time frame or face the possibility of progressive enforcement and penalties. Examples of scheduled actions are provided in Appendix D.

Enforcement Targeting Tool (ETT):

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

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

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

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

CONCLUSION

MassDEP is continuing to implement its Capacity Development Strategy. Continuing under the newly revised strategy, MassDEP continues to track and evaluate public water systems that have received technical assistance through education, training, and outreach in order to establish a historical baseline of information. By tracking and establishing a baseline, MassDEP is able to demonstrate that the Capacity Strategy continues to promote the public health and the general welfare of the consumers of public drinking water in the Commonwealth.

This report fulfills the requirements of section 1420(c)(3) of the SDWA by demonstrating that MassDEP has successfully implemented its Capacity Development Strategy and that this initiative has had a direct and positive impact on the quality and quantity of drinking water in Massachusetts. MassDEP believes that as a direct result of the technical and compliance assistance, education and outreach programs associated with the Capacity Development Strategy and provided by the MassDEP, the public water systems in Massachusetts have improved their technical, financial and managerial operations and their consumers/customers are drinking water that consistently meets all required federal and state standards. Specifically, Massachusetts exceeds the National GPRA Target for GPRA-Community Systems (87%) and is slightly below the National GPRA Target for GPRA-Population Population (92%) (see Appendix E). The statistics indicate that 96.5% of GRPA-community systems provide, and 91.0% of Massachusetts population served by CWSs receive, drinking water that meets all applicable health-based drinking water standards through approaches including effective treatment & source water protection.

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

APPENDIX A
Glossary of Terms and Acronyms Used in This Report

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

APPENDIX B
SFY 2023

**New Community (COM), Non-Transient Non-Community (NTNC), and
Transient Non-Community (TNC) Public Water Systems Registered**

PWSID	PWS NAME	CLASS
1341030	SWEET FARM HOMEOWNERS ASSOCIATION	COM
2115012	THE VILLAGE AT SHEPLEY HILL	COM
2303005	COBBLERS CREEK	COM
3051023	WOODWARD VILLAGE	COM
4296018	KUEHNS WAY LLC	COM
1024023	CUTCHINS PROGRAM FOR CHILDREN FAMILIES	NTNC
2304018	BLACKSTONE VALLEY CANNABIS	NTNC
2304019	UNILOCK NEW YORK INC. BOSTON DIVISION	NTNC
3038027	MERROHAWKE NATURE SCHOOL	NTNC
1223017	CAMP SELAH	NC
4042004	BLUEDROP WATER @ BRIDGEWATER DPW	NC
4072009	ROUND THE BEND FARM	NC
4240009	PLYMPTON MUNICIPAL BUILDINGS	NC
4244004	BLUEDROP WATER @ ST BERNADETTE CHURCH	NC
4247063	FIVE BRIDGE INN	NC
4334095	THE WESTPORTER	NC
4334096	SILVERBACK CROSSING	NC

APPENDIX C
List of 474 Sanitary Survey Inspections Completed during the Reporting Period
July 1, 2022 – June 30, 2023

PWSID	PWS NAME	PWS CLASS
1015000	ATHOL DPW WATER DIVISION	COM
1024001	SPORTS HAVEN MOBILE HOME PARK	COM
1029000	BERNARDSTON FIRE WATER DIST	COM
1053030	WOODLAND MHP LLC	COM
1061000	CHICOPEE WATER DEPT (MWRA)	COM
1063003	BRIGGSVILLE WATER DISTRICT	COM
1066007	FOUNDRY BROOK ASSOCIATION	COM
1090000	EGREMONT WATER DEPT	COM
1106000	RIVERSIDE WATER DISTRICT	COM
1108009	WILDWOOD CONDOMINIUM	COM
1111025	CRESCENT VALLEY CONDOS	COM
1111039	HILLSIDE HEIGHTS OF GRANBY	COM
1117002	HADLEY DPW WATER DIVISION	COM
1120015	WHITE BIRCH GARDEN APARTMENTS	COM
1124000	HARDWICK CENTER WATER DISTRICT	COM
1124001	GILBERTVILLE WATER DISTRICT	COM
1124002	WHEELWRIGHT WATER DISTRICT	COM
1132002	SOUTH ASHMERE WATER ASSOCIATION INC	COM
1137000	HOLYOKE WATER WORKS	COM
1143000	HUNTINGTON WATER DEPT	COM
1191000	MONSON WATER AND SEWER DEPT	COM
1192000	TURNERS FALLS WATER DEPT	COM
1214001	LINDA MANOR NURSING HOME	COM
1217000	NORTHFIELD WATER DISTRICT	COM
1227000	PALMER WATER DISTRICT NO.1	COM
1227003	THREE RIVERS FIRE DISTRICT	COM
1227015	BRETON ESTATES	COM
1249008	VIEW DRIVE WATER ASSOCIATION	COM
1255000	SOUTH ROYALSTON IMPROVEMENT CORP	COM
1267000	AQUARION WATER COMPANY	COM
1267001	BERKSHIRE SCHOOL	COM
1268011	DRAGON HILL CONDOMINIUMS	COM
1281000	SPRINGFIELD WATER AND SEWER COMMISSION	COM
1283019	ORONOQUE CONDOMINIUM TRUST	COM

PWSID	PWS NAME	PWS CLASS
1289000	SUNDERLAND WATER DISTRICT	COM
1309000	WARE WATER DEPT	COM
1311002	HERITAGE ASSOCIATION, INC.	COM
1329000	WESTFIELD DPWWATER DIVISION	COM
1329009	LIBERTY MANOR INC	COM
2017000	AUBURN WATER DISTRICT	COM
2017001	ELM HILL WATER DISTRICT	COM
2021001	BARRE MHP/WATERWHEEL VILLAGE	COM
2025000	BELLINGHAM DPW WATER SEWER DIV.	COM
2028007	NORTHBROOK VILLAGE I / BERLIN RET.	COM
2028018	NORTHBROOK VILLAGE II	COM
2034030	REGENCY AT BOLTON CONDOMINIUMS	COM
2037036	PADDOCK ESTATES	COM
2039000	BOYLSTON WATER DISTRICT	COM
2045000	BROOKFIELD WATER DEPARTMENT	COM
2045001	NANATOMQUA MOBILE HOME PARK	COM
2054050	CADY BROOK CROSSING CONDOMINIUMS	COM
2097000	FITCHBURG DPW DIVISION OF WATER SUPPLY	COM
2110001	SOUTH GRAFTON WATER DISTRICT	COM
2115000	GROTON WATER DEPARTMENT	COM
2136000	HOLLISTON WATER DEPARTMENT	COM
2139006	DEERFIELD ESTATES	COM
2139007	VILLAGE AT HIGHLAND PARK	COM
2139008	THE PRESERVE AT HOPKINTON CONDO	COM
2139011	MAILLET WOODS CONDOMINIUMS	COM
2147000	LANCASTER WATER DEPARTMENT	COM
2151001	CHERRY VALLEY/ ROCHDALE WATER DISTRICT	COM
2151009	STAFFORDSHIRE COUNTRY ESTATES	COM
2175000	MEDFIELD WATER DEPT.	COM
2179001	MENDON HOUSING AUTHORITY	COM
2185000	MILFORD WATER DEPARTMENT	COM
2186000	AQUARION WATER COMPANY, MILLBURY	COM
2186001	MILLBURY IND. PARK/ PARK HILL VILLAGE	COM
2208000	NORFOLK WATER DIVISION	COM
2216000	WHITINSVILLE WATER COMPANY	COM
2216006	NORTHBRIDGE WATER DIVISION	COM
2226007	TORIA HEIGHTS CONDOMINIUM	COM
2226008	BUFFUMVILLE HEIGHTS ESTATES CONDOMINIUM	COM
2226009	MAPLEBROOK APARTMENTS	COM
2270009	WOODLAND RIDGE	COM

PWSID	PWS NAME	PWS CLASS
2271000	SHREWSBURY WATER DEPARTMENT	COM
2280000	SPENCER WATER DEPARTMENT	COM
2286018	PILOT GROVE APARTMENTS	COM
2286026	ARBOR GLEN CONDOMINIUMS	COM
2286031	PILOT GROVE APARTMENTS II	COM
2299000	TOWNSEND WATER DEPARTMENT	COM
2304000	UXBRIDGE DPW, WATER DIVISION	COM
2321000	WEST BOYLSTON WATER DISTRICT	COM
2323002	MADDEN ESTATES	COM
2328000	WESTBOROUGH WATER DEPARTMENT	COM
2332005	LEINO PARK WATER DISTRICT	COM
2348000	WORCESTER DPWP, WATER SUPPLY DIVISION	COM
3009000	ANDOVER WATER DEPT	COM
3023000	BEDFORD WATER DEPT.	COM
3030000	BEVERLY WATER DEPT	COM
3031000	BILLERICA WATER WORKS	COM
3035000	BOSTON WATER AND SEWER COMMISSION (MWRA)	COM
3046000	BROOKLINE WATER AND SEWER DIVISION	COM
3048000	BURLINGTON WATER DEPT	COM
3049000	CAMBRIDGE WATER DEPARTMENT	COM
3051021	BENFIELD FARMS	COM
3056001	EAST CHELMSFORD WATER DISTRICT	COM
3056002	NORTH CHELMSFORD WATER DIST	COM
3073000	DEDHAM WESTWOOD WATER DIST.	COM
3078001	OLD FARM ROAD WATER TRUST	COM
3078005	MEADOWBROOK WATER TRUST	COM
3105000	GEORGETOWN WATER DEPARTMENT	COM
3128000	HAVERHILL WATER DEPT	COM
3178000	MELROSE WATER DIVISION (MWRA)	COM
3181000	METHUEN WATER DEPT	COM
3259000	SALISBURY WATER DIVISION	COM
3262000	SAUGUS WATER DEPT. (MWRA)	COM
3269028	LELAND FARMS	COM
3269032	FIELDS AT SHERBORN CONDO TRUST	COM
3274000	SOMERVILLE WATER DEPT. (MWRA)	COM
3288000	SUDBURY WATER DISTRICT	COM
3291000	SWAMPSCOTT WATER DEPT. (MWRA)	COM
3298000	TOPSFIELD WATER DEPARTMENT	COM
3301002	RIVER CROSSING CONDOMINIUM	COM
3301008	BENCHMARK CONDOMINIUMS	COM

PWSID	PWS NAME	PWS CLASS
3301027	400 DUNSTABLE ROAD (PINE KNOLL)	COM
3305000	WAKEFIELD WATER DEPT	COM
3314000	WATERTOWN WATER DEPT. (MWRA)	COM
3317000	WELLESLEY WATER DIVISION	COM
3330000	WESTFORD WATER DEPARTMENT	COM
3330019	HAYSTACK ESTATES	COM
3342000	WILMINGTON WATER DEPT	COM
3347000	WOBURN WATER DEPT.	COM
4003004	ACUSHNET MANUFACTURED HOMES	COM
4018000	TOWN OF AVON	COM
4020002	CENTERVILLE OSTERVILLE MARSTONS MILLS WD	COM
4036000	BOURNE WATER DISTRICT	COM
4036001	BUZZARDS BAY WATER DISTRICT	COM
4036011	SCHOONER PASS TRUSTEES CONDOMINIUMS	COM
4036015	BARNSTABLE COUNTY JAIL	COM
4040000	BRAINTREE WATER AND SEWER DEPT.	COM
4041000	BREWSTER WATER DEPARTMENT	COM
4042000	BRIDGEWATER WATER DEPARTMENT	COM
4042001	MCI BRIDGEWATER	COM
4044000	BROCKTON WATER DEPARTMENT	COM
4050000	CANTON WATER DEPT	COM
4052067	TOWN OF CARVER	COM
4052070	TOWNHOUSES @ COPPER LANTERN	COM
4055000	CHATHAM WATER DEPARTMENT	COM
4076004	INIMA USA / AQUARIA LLC	COM
4088000	EASTON WATER DIV	COM
4094000	FAIRHAVEN WATER DEPT	COM
4095000	FALL RIVER WATER DEPARTMENT	COM
4096000	FALMOUTH WATER DEPT	COM
4096001	OTIS AIR NATIONAL GUARD BASE	COM
4109000	GOSNOLD WATER DEPT	COM
4118000	HALIFAX WATER DEPARTMENT	COM
4123000	HANSON WATER DEPARTMENT	COM
4126000	HARWICH WATER DEPARTMENT	COM
4133000	HOLBROOK PUBLIC WORKS DEPT	COM
4145000	KINGSTON WATER DEPARTMENT	COM
4167000	MANSFIELD WATER DIVISION	COM
4171000	MARSHFIELD WATER DEPARTMENT	COM
4172035	BEECHWOOD POINT CONDOS	COM
4172039	MASHPEE WATER DISTRICT	COM

PWSID	PWS NAME	PWS CLASS
4173000	MATTAPOISETT WATER DEPARTMENT	COM
4173001	MATTAPOISETT RIVER VALLEY W.D.	COM
4182000	MIDDLEBOROUGH WATER SUPPLY	COM
4197000	WANNACOMET WATER COMPANY	COM
4197001	SIASCONSET WATER DEPARTMENT	COM
4201000	CITY OF NEW BEDFORD DPI	COM
4211001	KINGS GRANT WATER CO INC	COM
4218000	NORTON WATER DEPARTMENT	COM
4224000	ORLEANS WATER DEPARTMENT	COM
4239049	HERRING COVE CONDOMINIUMS TRUST	COM
4239051	LONG POND REALTY TRUST	COM
4242000	PROVINCETOWN WATER DEPARTMENT	COM
4244001	RANDOLPH/HOLBROOK WATER BOARD	COM
4245000	RAYNHAM CENTER WATER DISTRICT	COM
4245002	NORTH RAYNHAM WATER DISTRICT	COM
4261000	SANDWICH WATER DISTRICT	COM
4264000	SCITUATE WATER DIVISION	COM
4265000	SEEKONK WATER DISTRICT	COM
4266000	SHARON WATER DEPT	COM
4285000	STOUGHTON WATER DEPARTMENT	COM
4292000	SWANSEA WATER DISTRICT	COM
4293000	TAUNTON WATER DIVISION	COM
4296000	TISBURY WATER WORKS	COM
4300040	STONES THROW CONDOS	COM
4307000	WALPOLE WATER DEPT	COM
4310003	ONSET FIRE DISTRICT WATER DEPT.	COM
4318040	HARBORSIDE VILLAGE	COM
4318056	MASSASOIT HILLS TRAILER PARK	COM
4334088	WESTPORT SENIOR VILLAGE	COM
4334090	TOWN OF WESTPORT	COM
4334092	NOQUOCHOKE VILLAGE LLC	COM
4338000	WHITMAN WATER SYSTEM	COM
4338002	ELIOT WOODS CONDOS	COM
4350000	WRENTHAM WATER DIVISION	COM
4350003	MOUNT ST MARYS ABBEY	COM
4351000	YARMOUTH WATER DEPARTMENT	COM
6000000	MWRA	COM
1047000	MOHAWK TRAIL REGIONAL HIGH SCHOOL	NTNC
1053007	HAWLEMONT REGIONAL SCHOOL	NTNC
1059012	CHESTER / MIDDLEFIELD ELEM SCHOOL	NTNC

PWSID	PWS NAME	PWS CLASS
1068006	CONWAY GRAMMAR SCHOOL	NTNC
1069003	SWIFT RIVER	NTNC
1098004	GABRIEL ABBOTT MEMORIAL SCHOOL	NTNC
1111006	GRANBY JR SR HIGH AND EAST MEADOW SCHOOL	NTNC
1111037	ALPHABET SOUP CHILD CARE CENTER	NTNC
1111038	CHILDREN FIRST ENTERPRISES INC	NTNC
1120006	THORNTON BURGESS MIDDLE SCHOOL	NTNC
1120011	GREEN MEADOWS SCHOOL	NTNC
1135003	HOLLAND ELEMENTARY SCHOOL	NTNC
1154001	LEVERETT ELEMENTARY SCHOOL	NTNC
1204001	SWIFT RIVER SCHOOL	NTNC
1217002	PIONEER VALLEY REGIONAL SCHOOL	NTNC
1225040	FARMINGTON RIVER REG ELEM SCHOOL	NTNC
1234001	HARVARD FOREST	NTNC
1234006	PETERSHAM CENTER SCHOOL	NTNC
1255004	ROYALSTON COMMUNITY SCHOOL	NTNC
1268003	CLARKS CORVAIR PARTS	NTNC
1272002	SHUTESBURY ELEMENTARY SCHOOL	NTNC
1306004	WALES ELEMENTARY SCHOOL	NTNC
1329004	WHITE OAK SCHOOL	NTNC
1331007	WESTHAMPTON ELEMENTARY SCHOOL	NTNC
2012007	THE CHILDRENS GARDEN NURSERY SCHOOL	NTNC
2012008	SPRING HILL WELLNESS	NTNC
2028009	BERLIN MEMORIAL SCHOOL	NTNC
2034001	PARAGON COMMUNICATIONS	NTNC
2034004	THE INTERNATIONAL	NTNC
2034006	BOLTON CORNERS	NTNC
2034010	NASHOBA REGIONAL HIGH SCHOOL	NTNC
2034019	BOLTON OFFICE PARK	NTNC
2034022	BROOMFIELD LABORATORIES	NTNC
2034024	FLORENCE SAWYER SCHOOL	NTNC
2037028	UNITED CHURCH OF CHRIST/DAYCARE	NTNC
2054051	KARL STORZ ENDOVISION, INC.	NTNC
2054053	PRINDLE POND CONFERENCE CENTER	NTNC
2054072	GROWING FOOTPRINTS EDUCATION CENTER	NTNC
2080006	SOUTHBRIDGE TOOL AND MANUFACTURING	NTNC
2110002	SILVER SPRUCE MONTESSORI SCHOOL	NTNC
2179002	28 HASTINGS ST CORP	NTNC
2179004	MISCOE HILL MIDDLE SCHOOL	NTNC
2179009	10 THRU 16 HASTINGS STREET	NTNC

PWSID	PWS NAME	PWS CLASS
2179027	MENDON TOWN HALL CAMPUS	NTNC
2202001	MASSACHUSETTS STATE POLICE ACADEMY	NTNC
2202004	NEW BRAINTREE GRADE SCHOOL	NTNC
2241002	WACHUSETT MOUNTAIN SKI AREA	NTNC
2241003	THOMAS PRINCE SCHOOL	NTNC
2282006	STERLING NURSERY SCHOOL	NTNC
2286005	HALE MIDDLE SCHOOL	NTNC
2286006	STOW FIRE AND COMMUNITY CENTER	NTNC
2286007	STOW CENTER SCHOOL	NTNC
2286020	CPI RADANT TECHNOLOGIES, INC	NTNC
2304014	BANGMAS FARM STORE AND DAIRY BAR	NTNC
3038008	SPOFFORD POND SCHOOL	NTNC
3038009	HARRY LEE COLE SCHOOL	NTNC
3038011	FIRST CHURCH CONGREGATIONAL	NTNC
3038026	BOXFORD POLICE STATION	NTNC
3051011	ASSURANCE TECHNOLOGY CORP.	NTNC
3067020	EMERSON HOSPITAL	NTNC
3144008	MICRO MECH	NTNC
3301038	TYNGSBORO BUSINESS PARK LOT 1	NTNC
4052045	90 MAIN STREET LLC	NTNC
4102008	FREETOWN ELEMENTARY SCHOOL	NTNC
4239017	PLYMOUTH SO.ELEM.SCH.	NTNC
4239046	PLYMOUTH SOUTH HIGH SCHOOL	NTNC
4240001	LITECONTROL CORPORATION	NTNC
4240005	SYSCO BOSTON, LLC	NTNC
4247004	PINECROFT SCHOOL	NTNC
4247028	CEDAR BROOK SCHOOL	NTNC
4250003	OLD COLONY REG.VOC.TECH. HIGH SCH.	NTNC
4296015	ISLAND CHILDRENS SCHOOL	NTNC
4318010	DRUMMER BOY CONDOMINIUMS	NTNC
4318047	CCNS MARCONI AREA	NTNC
4334008	LEES SUPERMARKET	NTNC
4334012	WESTPORT SCHOOL ADMINISTRATION	NTNC
4334065	BITTERSWEET FARM INC	NTNC
4334073	WESTPORT COUNTRY DAY SCHOOL	NTNC
4334075	WESTPORT LEGION LLC	NTNC
4334091	COAKSETT COMMONS	NTNC
1022009	CAMP LENOX	NC
1022015	CAMP GREYLOCK	NC
1022019	YMCA CAMP BECKET	NC

PWSID	PWS NAME	PWS CLASS
1022029	LANE FARM	NC
1022031	WATER TEN	NC
1022032	MOUNTAIN GROVE ASSOCIATION	NC
1022033	BECKET ARTS CENTER	NC
1022034	BECKET ATHENAEUM INC	NC
1022035	THE SPENCER HOUSE LLC	NC
1043015	FRANCESCOS ITALIAN RESTAURANT	NC
1043017	VILLA SOFIA	NC
1043018	HARRINGTON PHYSICIAN SERVICES	NC
1043027	MK FUEL INC	NC
1053004	DCR MOHAWK TRAIL STATE FOREST	NC
1053014	90 MAIN EATERY	NC
1053031	WELLS PROVISIONS	NC
1059004	WALKER ISLAND CAMPGROUND	NC
1060008	CHESTERFIELD CONGREGATIONAL CHURCH	NC
1061004	PRIMO WATER @ WAL MART SUPER CTR #5278	NC
1068003	BAKERS COUNTRY STORE	NC
1090012	JOHN ANDREWS RESTAURANT	NC
1091004	ERVING TOWN OFFICES	NC
1091014	CHARLES F ZILINSKI MEMORIAL FIELD	NC
1098005	BLUE VISTA MOTOR LODGE	NC
1106006	BARTON COVE CAMPGROUND	NC
1106009	F M KUZMESKUS INC	NC
1108004	SPRUCE CORNER RESTAURANT	NC
1108007	CAMP HOLY CROSS	NC
1111015	GRANBY MOTEL	NC
1112003	PROSPECT MOUNTAIN CAMPGROUND	NC
1113001	MADDEN OPEN HEART CLUB	NC
1113027	THORNEWOOD INN	NC
1113033	BERKSHIRE COOP MARKET	NC
1130003	MOHAWK ESTATES	NC
1132013	FERNWOOD FOREST CAMPGROUND INC	NC
1135001	PJS TAVERN	NC
1137003	DCR MT TOM STATE RESERVATION	NC
1148019	VILLAGE AT GREYLOCK	NC
1154003	MT TOBY MEETINGHOUSE	NC
1161004	WESTOVER GOLF COURSE	NC
1193011	CAMP KIMAMA HALFMOON	NC
1193015	DCR BEARTOWN STATE FOREST	NC
1193023	LSGPO ASSOCIATION	NC

PWSID	PWS NAME	PWS CLASS
1195004	DCR MT WASHINGTON STATE FOREST	NC
1203018	CANTINA 229	NC
1214004	NATIONAL WATER SERVICES	NC
1214005	MINERAL HILLS WINERY/GODARD RED HEN FARM	NC
1217005	RIVERVIEW PICNIC AREA	NC
1217007	THE BREWERY AT FOUR STAR FARMS	NC
1223012	THE FARM SCHOOL	NC
1225043	LION HILL ROAD ASSOCIATION	NC
1227020	PALMER MOTORSPORTS PARK	NC
1249012	CAMP RUSSELL	NC
1256003	BREAD BASKET	NC
1263005	DCR SAVOY STATE FOREST	NC
1268016	ARROWHEAD SHOPS	NC
1283012	WHEATLEIGH INN	NC
1283016	MAH KEE NAC WATER COMPANY	NC
1349002	LISTONS BAR RESTAURANT	NC
2002017	ACTON INDOOR TENNIS / NASHOBA SPORTMANS	NC
2012005	CROSSROADS FOR KIDS/CAMP LAPHAM	NC
2012012	ASHBY LEGION/GRANGE/CHURCH	NC
2012013	ASHBY MARKET	NC
2012014	873 MAIN STREET	NC
2028004	FIRST PARISH CHURCH OF BERLIN	NC
2028019	BERLIN PUBLIC LIBRARY	NC
2034002	BOLTON SPRING FARM	NC
2034003	BOLTON ORCHARDS	NC
2034007	CLASSIC PIZZA III	NC
2034016	COLONIAL CANDIES	NC
2034017	MURPHYS INSURANCE/ 737 MAIN ST	NC
2034023	NASHOBA VALLEY WINERY	NC
2034026	GREAT BROOK FARM, INC.	NC
2034032	FIRST PARISH OF BOLTON	NC
2037012	NASHOBA VALLEY OLYMPIA INC.	NC
2037026	BOXBORO GREEN	NC
2037030	MASS. AVE. GULF	NC
2037031	BOXBOROUGH COMMONS (629 MASS AVE)	NC
2054007	YANKEE DINER	NC
2054052	BUFFUMVILLE PARK	NC
2054055	CHARLTON BEAGLE CLUB	NC
2054071	THE ASSEMBLY OF GOD SOUTHERN N.E. DIST.	NC
2125003	SCHOOL HOUSE 1870 TRUST	NC

PWSID	PWS NAME	PWS CLASS
2125015	FRUITLANDS MUSEUM	NC
2139004	CARBONES RESTAURANT INC.	NC
2147010	KIMBALL FARM AT OAKRIDGE	NC
2147012	DUNKIN DONUTS LANCASTER	NC
2147013	MOBIL GAS LANCASTER	NC
2162008	STILLMAN DAIRY	NC
2179003	COUNTRY PLAZA LLC	NC
2179028	MENDON SENIOR CENTER	NC
2179029	MENDON MEMORIAL FIELD	NC
2179031	TAFT PUBLIC LIBRARY	NC
2188006	GEORGES VARIETY	NC
2241006	FIRST CONGREGATION CHURCH OF PRINCETON	NC
2280011	ZUKAS HILLTOP BARN	NC
2286011	MINUTEMAN AIRFIELD	NC
2287031	HAMILTON ROD AND GUN CLUB	NC
2290006	RED ROOF INN	NC
2290028	EXTRA MART SUTTON	NC
2290031	64 WORCESTER PROVIDENCE TURNPIKE	NC
2294001	TEMPLETON FISH AND GAME	NC
2304005	QUAKER TAVERN	NC
2304007	GIA RESTAURANT	NC
2304015	FAITH FELLOWSHIP	NC
2304017	GREEN ROOM BILLIARD CLUB	NC
3009004	CAMP EVERGREEN	NC
3038025	SECOND CONGREGATIONAL CHURCH	NC
3164003	SAGAMORE SPRING GOLF CLUB, INC.	NC
3181004	JIMMYS II RESTAURANT	NC
3184011	CANDLELITE MOTOR INN	NC
3184015	FARMER BROWNS	NC
3205006	OLD TOWN COUNTRY CLUB	NC
3205007	OULD NEWBURY GOLF CLUB	NC
3269024	HERITAGE OF SHERBORN	NC
3269027	FISKE PROPERTY	NC
3298009	IPSWICH RIVER WILDLIFE REFUGE	NC
3301045	TWINCO REALTY DBA MAXS COUNTRY GOLF	NC
3333002	THE RIVERS SCHOOL	NC
4020013	SANDY TERRACES ASSOCIATES	NC
4042004	BLUEDROP WATER @ BRIDGEWATER DPW	NC
4052008	ERICKSONS ICE CREAM CAFE INC	NC
4052019	GEORGIOS PIZZA	NC

PWSID	PWS NAME	PWS CLASS
4052068	CARVER DUNKIN DONUTS	NC
4086041	CCNS DOANE ROCK PICNIC AREA	NC
4239029	CAMP BOURNE DALE	NC
4239041	SANDY POND CAMPGROUND	NC
4239047	PINEWOODS CAMP INC.	NC
4239053	WAVERLY OAKS GOLF CLUB, INC.	NC
4245006	PRISTINE SPRING (RAYNHAM) VEND	NC
4247003	K P GRILLE	NC
4247021	PLAZA 118	NC
4247047	REHOBOTH PUBLIC SAFETY BUILDING	NC
4247050	ANAWAN JUNCTION	NC
4247054	INDIAN HILLS PLAZA	NC
4250004	ST. ROSE OF LIMA CHURCH	NC
4250005	MHC GATEWAY TO CAPE COD, LLC	NC
4250009	ROCHESTER GOLF CLUB	NC
4261002	PETERS POND PARK	NC
4261009	AMARI BAR AND RISTORANTE	NC
4261012	HOLLY RIDGE GOLF CLUB	NC
4261023	DUNROAMIN CAMPGROUND AND COTTAGE COLONY	NC
4293004	ROYAL PENNY	NC
4296001	FOCUS STUDY CENTER	NC
4296002	STATE ROAD RESTAURANT	NC
4296003	AMERICAN YOUTH HOSTEL	NC
4296006	LAMBERTS COVE INN AND RESTAURANT	NC
4296009	7A FOODS	NC
4296012	POLLY HILL ARBORETUM, INC.	NC
4300001	ADVENTURE BOUND CAMPING, CC @ HORTONS	NC
4300003	NORTH OF HIGHLAND CAMPING AREA, LLC	NC
4300017	ADVENTURE BOUND CAMPING, CAPE COD	NC
4300027	CORN HILL CONDOMINIUMS	NC
4300029	BLACKFISH RESTAURANT	NC
4300030	MONTANOS RESTAURANT	NC
4300031	SALT AIR COTTAGES	NC
4300035	SLADEVILLE COTTAGES INC.	NC
4300036	CCNS TRURO NEED AMER.YOUTH HOSTEL	NC
4300039	ROSEVILLE CONDOMINIUMS	NC
4300041	TRURO TOWN HALL	NC
4300044	THE TRURO CENTER CONDOMINIUM	NC
4318002	BROWNIES CABINS	NC
4318008	SURF SIDE CONDOMINIUM TRUST	NC

PWSID	PWS NAME	PWS CLASS
4318019	CHEQUESSETT VILLAGE COTTAGES	NC
4318030	FLYING FISH CAFE AND DELI	NC
4318031	ENDLESS COAST HOTEL	NC
4318033	SOUTHFLEET MOTOR INN	NC
4318035	WELLFLEET MOTEL	NC
4318038	SPRING BROOK CENTER, INC.	NC
4318050	HOG ISLAND SURF LODGE AND BEER YARD	NC
4318052	WICKED OYSTER RESTAURANT	NC
4318055	BLOCK AND TACKLE	NC
4318067	EVENTIDE MOTEL AND COTTAGES	NC
4318073	THE COPPER SWAN	NC
4318074	DRUMMER COVE COTTAGES	NC
4318075	THE BOX LUNCH	NC
4318076	CSHORE	NC
4318077	P.B. BOULANGERIE BISTRO	NC
4318084	CCNS COAST GUARD STATION	NC
4318088	CCNS NAUSET LIGHT BEACH	NC
4318092	WELLFLEET LODGE	NC
4318093	SALTBOX COTTAGES CONDOMINIUM	NC
4318096	BLACKFISH VARIETY	NC
4318097	VAN RENSSELAERS	NC
4318098	CAPE COMMERCE NOMINEE TRUST	NC
4318109	WELLFLEET MARKET PLACE	NC
4318110	NEWCOMB HOLLOW BEACH	NC
4318111	WHITE CREST BEACH	NC
4318112	MAGUIRE LANDING BEACH	NC
4318113	GULL POND BEACH	NC
4318118	HIAWATHA CONDOMINIUMS	NC
4318121	OUR LADY OF LOURDES CHURCH	NC
4334000	ACOAXET WATER COMPANY INC.	NC
4334009	ADMINISTRATION BLDG TOWN HALL ANNEX	NC
4334014	TOWN OF WESTPORT SELECTMENS OFFICE	NC
4334027	BAYSIDE RESTAURANT	NC
4334030	LEXI LUS PLACE	NC
4334066	PERRYS BAKERY	NC
4334076	WESTPORT YACHT CLUB INC.	NC
4334079	WESTPORT SENIOR CENTER	NC
4334082	CENTRAL VILLAGE CONDO C/O BRADSHAW INS.	NC
4334084	F.L. TRIPP AND SONS, INC.	NC
4334093	WEATHERLOW FARMS	NC

APPENDIX D
Capacity Issues Identified as Scheduled Actions

Number and Type of Capacity Issues Identified as Scheduled Actions SFY 2018 – 2023						
Capacity Issues	SFY 2018	SFY 2019	SFY 2020	SFY 2021	SFY 2022	SFY 2023
Documentation Submittal	640	779	280	239	215	589
Public Notification	0	3	4	3	7	13
Planning	284	328	70	46	67	55
Collect Samples	23	62	2	5	8	22
Installation	156	133	62	26	39	104
Well/Source Issue	180	243	58	33	23	92
Emergency/ERP	62	98	39	64	38	40
Treatment/ Distribution	71	124	32	132	26	217
Meter	49	50	12	14	3	31
Staffing Plan	32	38	21	26	9	17
Maintenance Plan/ Program	38	35	3	62	60	156
Distribution Maps	33	20	21	12	4	7
Storage/Tanks	229	72	24	75	40	92
Total Scheduled Actions	1,885	1,985	628	737	540	1,435

Examples of Documentation Submittal Scheduled Actions	
SUBMIT NEW COCN AND SYSTEM STAFF PLAN	SUBMIT TANK INSPECTION REPORTS
PROVIDE WATER CONSERVATION PROPOSAL	SUBMIT SIGNED COLIFORM PLAN
UPDATE STORAGE TANK INFORMATION IN ASRS	SUBMIT UAW PLAN WITH > 10%
PROVIDE SUFFICIENT EVALUATION/PLAN FOR MN MEDIA	SUBMIT CIP
SUBMIT RESULTS OF CCC SURVEY	SUBMIT REVISED LCR SAMPLING PLAN

Examples of Installation Scheduled Actions	
INSTALL SMOOTH NOSE SAMPLE TAP	INSTALL CHECK VALVE AFTER RAW WATER TAP, BEFORE STORAGE TANK
INSTALL TURBIDITY METER	LOCATE OR INSTALL SYSTEM PRV
INSTALL SUMP WITH ALARM IN BELOW GRADE VAULT (SD-16)	INSTALL HOSE BIBS EXT
INSTALL DATA LOGGING SYSTEM	INSTALL SPLASH PLATE FOR STORAGE TANK OVERFLOW
INSTALL TIMER ON CHEM TRANSFER PUMP	INSTALL GASKETS ON TANK HATCHES

Examples of Well/Source Scheduled Actions	
REPAIR WELL CONDUIT	TAG AND ID EACH WELLHEAD
EXTEND WELL CASING 1.5-FT ABOVE GRADE	REPLACE WELL CAP
FOLLOW NEW WITHDRAWAL ALLOWANCE	REPPLACE WELLHEAD GASKETS
CEASE ZONE 1 FERTILIZER USE	INSTALL VENT ON WELL
REPLACE MISSING BOLTS IN WELL CAP	INSTALL SCREEN ON WELL

Examples of Treatment/Distribution Scheduled Actions	
CHLORINE STORAGE NEEDS SECONDARY CONTAINMENT	FILTER CARTRIDGE REPLACEMENT PROCEDURE
RELOCATE RAW WATER TAP	LABEL CHEM FEED LINES
PERFORM CROSS CONNECTION SURVEY	REPAIR LEAKING BOOSTER PUMPS
REPLACE BUFFER SOLN	COMPELTE SCADA CHANGES TO AUTO CALC AVG DAY PH IN OPERATION
PROVIDE NEW EYEWASH STATION	DETERMINE DISCHARGE LOCATION OF FLOOR DRAIN

Examples of Sample Collection Scheduled Actions	
COLLECT REPLACEMENT PFAS SAMPLE	SAMPLE STORAGE TANK MONTHLY
COLLECT ALL POE SAMPLES RE OF DIST SYSTEM	COLLECT MPA TESTING AND SUBMIT RESULTS
IMPLEMENT NEW TC PLAN	COLLECT PROPER REPEATS AFTER TC DETECTION

Examples of Emergency/ERP Scheduled Actions	
COMPLETE EPA CYBERSECURITY REQUIREMENTS	UPDATE ERP CHECKLIST
ANNUAL ERP TRAINING	UPDATE EMERGENCY CONTACT LIST
COMPLETE EPA CYBERSECURITY EVAL	POST EMERGENCY CONTACT LIST ON SITE
REWORK ERP FOR CYBERSECURITY/MANUAL OPERATIONS	DEVELOP PLAN FOR ANNUAL ER TRAINING

Examples of Meter Scheduled Actions	
CALIBRATE WATER METER	REPLACE WATER METER
INSTALL METERS ON EACH WELL	LOCATE METER PIT AND FOLLOW UP INSPECTION

Examples of Staffing Plan Scheduled Actions	
PROPERLY LICENSED OPERATOR, STAFFING PLAN	UPDATE STAFFING PLAN
HIRE PRIMARY DISTRIBUTION OPERATOR AND SUBMIT COCN	CERTIFIED OPERATOR COMPLIANCE

Examples of Public Notification Scheduled Actions	
CONDUCT T3 PN & CERT FOR REPORTING	PERFORM TIER 2 PN FOR GWR TT
PERFORM X-CONNECTION EDUCATION FOR RESIDENTIAL CUSTOMERS	SUBMIT PN CERTIFICATION FORM

Examples of Planning Scheduled Actions	
LEAD AND COPPER PLAN	CREATE A MASTER PLAN
PROPSOAL TO REDUCE PER CAPITA USE	WRITTEN PROCEDCURES TO PREVENT FUTURE SWTR VIOLATIONS
IMPROVE CHEMICAL SOP	DEVELOP A RESIDUALS MANAGEMENT PLAN
CREATE AND SUBMIT ASSET MANAGEMENT PLAN	COLIFORM SAMPLING PLAN
CROSS CONNECTION PLAN	PLAN TO INVESTIGATE CAUSE AND RESPONSE TO HIGH UAW

Example of Maintenance/Maintenance Plan Scheduled Actions	
ONGOING CARE OF WELLHEAD WHEN MOWING	FENCE OR BOLLARD AROUND THE WELL
DEVELOP AND IMPLEMENT A VALVE MAINTENANCE PLAN	UPDATE THE CONTRACT OPERATOR MONTHLY INSPECTION FORMS
RECORD ALL MAINTENANCE ACTIVITIES IN A LOG BOOK	TRACK SALT USAGE IN LOGBOOK
DEVELOP AND IMPLEMENT HYDRANT MAINT PROGRAM	MAINTENANCE LOG
ESTABLISH FORMAL WRITTEN MAINTENANCE SCHEDULE	CREATE A WRITTEN OPERATION AND MAINTENANCE MANUAL

Examples of Distribution Map Scheduled Actions	
UPDATE DISTRIBUTION MAP	DEVELOP AND SUBMIT DISTRIBUTION MAP WITH COLIFORM SAMP. LOCAT
COLIFORM SAMPLING MAP	CSP UPDATE MAP

Examples of Storage Tank Scheduled Actions	
INSPECT STORAGE TANKS	ADDRESS TANK DEFICIENCY BASED ON TANK INSPECTION
COVER THE TANK OVERFLOW SCREEN WITH 24 MESH SCREEN	COMPLETE ANNUAL ROOFTOP INSP OF WATER TANK
THIRD PARTY TANK INSPECTION AND CLEANING	INSTALL PROPER OVERFLOW ON TANK
REMOVE AND DEMOLISH OLD FIBERGLASS TANK	EXTEND MANWAY STORAGE TANK 24 INCHES ABOVE GRADE
HIGH-LOW LEVEL ALARMS FOR TANK	CLEAN DEBRIS FROM TANK OVERFLOW SCREEN

APPENDIX E
Government Performance and Results Act (GPRA)
2nd Quarter Results - FY 2023
Massachusetts Drinking Water Systems & Population in
Compliance with health-based standards

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

	GPRA-COMMUNITY SYSTEMS	GPRA-POPULATION
‘18 National Target	87%	92%
‘23 Actual Region I	95.0%	93.3%
‘22 MA	96.5%	91.0%

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

The GPRA statistics indicate that Massachusetts exceeds the National GPRA Target for GPRA-Community Systems (87%) and is slightly below the National GPRA Target for GPRA-Population (92%). The statistics indicate that 96.5% of GPRA-community systems provide, and 91.0% of Massachusetts population served by CWSs receive, drinking water that meets all applicable health-based drinking water standards through approaches including effective treatment & source water protection.