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Executive Office of Energy & Environmental Affairs

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September 13, 2024

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Subject: Submittal of SFY 2024 – 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 11 new public water systems (see Appendix B).
- Evaluating 357 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 1,448 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: Kevin Reilly, Denise Springborg; MassDEP: Michael Celona, Grace Ronca
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Implementation of the Capacity Development Program

Annual Review of Capacity Program Required by SDWA Section 1420

**Period
(July 1, 2023 – June 30, 2024)**

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

September 2024

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, 2023 – June 30, 2024.

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, 2023 – June 30, 2024:

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 2024.*

See Table 1 below for a breakdown of the total number of new PWS during SFY 2024. See Appendix B for a full list of new community and non-community systems added during SFY 2024. 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 2024

Type of Public Water System	Number of Systems
Community Systems	2
Non-Transient Non-Community Systems	0
Transient Non-Community System	9
Total	11

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 systems and a five-year cycle for non-community systems. Table 2 provides the number of sanitary surveys that were completed during SFY 2024. A list of all systems with sanitary surveys performed during SFY 2024 is included in Appendix C.

Table 2: Sanitary Surveys Completed in SFY 2024

Type of Public Water System	Number of Completed Surveys
Community Systems	152
Non-Transient Non-Community Systems	50
Transient Non-Community System	155
Total	357

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. Developed a hub for Technical Assistance resources on the MassDEP webpage at <https://www.mass.gov/info-details/public-water-system-capacity-development#technical-assistance->.
 - ii. YouTube training videos – Staff continue to develop training videos on a variety of topics including Lead Service Line Inventory guidance, regulatory updates, grant programs, and fluoridation. 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, including asset management 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
 - Emergency Preparedness
 - 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 2024 SFY, MassDEP Drinking Water Program used the sanitary survey process to identify systems in need of capacity development assistance. The Drinking Water Program completed 357 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 1,148 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 96.4% of GRPA-community systems provide, and 90.9% 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 2024

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

PWSID	PWS NAME	CLASS
3038028	WILLOWS AT BOXFORD	COM
1015006	APPLEWOOD HOME FOR ELDER	COM
1191014	ECHO HILL ORCHARDS AND WINERY	NC
4300045	WHITMAN HOUSE CONDOMINIUM ASSOCIATION	NC
4307003	GREAT SPRINGS VENDING UNIT @ STOP SHOP	NC
1043030	BRIMFIELD WINERY AND CIDERY	NC
4072010	430 POTOMSKA ROAD	NC
4265003	GREAT SPRINGS VENDING UNIT STOP SHOP	NC
4264001	GREAT SPRINGS VENDING UNIT MBTA	NC
4247064	DOLLAR GENERAL	NC
2304020	BERTS BREAKFAST AND LUNCH	NC

APPENDIX C
List of 357 Sanitary Survey Inspections Completed during the Reporting Period
July 1, 2023 – June 30, 2024

PWSID	PWS NAME	PWS CLASS
1024000	BELCHERTOWN WATER DISTRICT	COM
1024015	WASHINGTON ACRES	COM
1033000	BLANDFORD WATER DEPT	COM
1069001	CUMMINGTON WATER DEPT	COM
1069002	WEST CUMMINGTON WATER DEPT	COM
1074005	EAGLEBROOK SCHOOL	COM
1087000	EASTHAMPTON WATER DEPT	COM
1113003	HOUSATONIC WATER WORKS	COM
1113017	BARD COLLEGE AT SIMONS ROCK	COM
1121004	JIMINY PEAK RESORT	COM
1124003	EAGLE HILL SCHOOL	COM
1127000	HATFIELD WATER DEPT	COM
1132000	HINSDALE WATER DEPT	COM
1148000	LANESBOROUGH FIRE AND WATER DISTRICT	COM
1192003	MONTAGUE CENTER WATER DISTRICT	COM
1209000	NORTH ADAMS WATER DEPT	COM
1217001	EAST NORTHFIELD WATER CO	COM
1227001	THORNDIKE FIRE AND WATER DISTRICT	COM
1227002	BONDSVILLE FIRE AND WATER DISTRICT	COM
1268000	SHELBURNE FALLS FIRE DISTRICT	COM
1276000	SOUTHAMPTON WATER DEPT	COM
1279000	SOUTHWICK WATER DEPT	COM
1283003	STOCKBRIDGE WATER DEPT	COM
1283015	WHITE PINES CONDOMINIUMS	COM
1283017	HERON POND AT STOCKBRIDGE	COM
1326000	WEST STOCKBRIDGE WATER DEPT	COM
1341004	WAUBEEKA SPRINGS	COM
1349000	WORTHINGTON FIRE DISTRICT	COM
2002010	PINE HILL CONDOMINIUM	COM
2019000	AYER DPW WATER DIVISION	COM
2021000	BARRE WATER DEPARTMENT	COM

PWSID	PWS NAME	PWS CLASS
2028015	WHITNEY ESTATES CONDOMINIUMS	COM
2028020	RIVERBRIDGE	COM
2034027	BOLTON COUNTRY MANOR	COM
2034028	SUNSET RIDGE CONDOMINIUMS	COM
2034031	CENTURY MILL ESTATES	COM
2037001	CODMAN HILL CONDOMINIUM	COM
2037002	HARVARD RIDGE CONDOMINIUM	COM
2037006	CENTRE VILLAGE APARTMENTS	COM
2037007	BROOK VILLAGE CONDOMINIUM	COM
2037009	CARRIAGE HOUSE CONDOMINIUM	COM
2054005	CHARLTON MANOR REST HOME	COM
2080000	DUDLEY WATER DEPARTMENT	COM
2081000	DUNSTABLE WATER DEPARTMENT	COM
2110000	GRAFTON WATER DISTRICT	COM
2110004	COUNTRYSIDE CONDOMINIUM	COM
2110006	LAUREL HILL CONDOMINIUMS	COM
2115009	STILL MEADOW VILLAGE CONDOMINIUMS	COM
2125000	HARVARD WATER DEPARTMENT	COM
2125025	PINE HILL VILLAGE CONDOMINIUMS	COM
2139000	HOPKINTON WATER DEPARTMENT	COM
2139008	THE PRESERVE AT HOPKINTON CONDO	COM
2139010	ESTATES AT HIGHLAND RIDGE	COM
2140010	HUBBARDSTON HOUSE APARTMENTS	COM
2140011	SILVERLEAF HOLLOW CONDOMINIUMS	COM
2140013	BRIARWOOD TOWNHOMES	COM
2147008	LANCASTER WOODS CONDOMINIUMS	COM
2151002	HILLCREST WATER DISTRICT	COM
2153000	LEOMINSTER WATER DIVISION	COM
2158000	LITTLETON WATER DEPARTMENT	COM
2162000	LUNENBURG WATER DISTRICT	COM
2179000	MENDON WATER DEPARTMENT	COM
2187000	MILLIS WATER DEPT	COM
2208001	MCI NORFOLK/CEDAR JUNCTION/WALPOLE	COM
2212000	NORTH BROOKFIELD WATER DEPARTMENT	COM
2215000	NORTHBOROUGH WATER DEPARTMENT (MWRA)	COM

PWSID	PWS NAME	PWS CLASS
2226000	AQUARION WATER COMPANY OXFORD	COM
2257000	RUTLAND WATER DEPARTMENT	COM
2270000	SHIRLEY WATER DISTRICT	COM
2270001	MCI SHIRLEY	COM
2286012	THE MEETING HOUSE @ STOW CONDO	COM
2286017	ELIZABETH BROOK APARTMENTS	COM
2286024	VILLAGES AT STOW	COM
2287025	STURBRIDGE CROSSING CONDOMINIUM	COM
2290001	MANCHAUG WATER DISTRICT OF SUTTON	COM
2290014	WILKINSONVILLE WATER DISTRICT	COM
2294000	TEMPLETON MUNIC. LIGHT AND WATER PLANT	COM
2303004	ROCKWOOD MEADOWS	COM
3007000	AMESBURY DPW WATER DIV.	COM
3010000	ARLINGTON WATER DEPT. (MWRA)	COM
3023001	BEDFORD VA HOSPITAL (ROGERS MEM. HOSP.)	COM
3026000	BELMONT WATER DEPT. (MWRA)	COM
3030001	SALEM AND BEVERLY WATER SUPPLY BOARD	COM
3038001	FOUR MILE VILLAGE	COM
3038028	WILLOWS AT BOXFORD	COM
3051022	GARRISON PLACE	COM
3057000	CHELSEA WATER DEPT. (MWRA)	COM
3078006	AQUARION WATER COMPANY (DOVER)	COM
3078008	AQUARION WATER CO. (SPRINGDALE FARMS)	COM
3092000	ESSEX WATER DEPT.	COM
3093000	EVERETT WATER DEPT. (MWRA)	COM
3100000	FRAMINGHAM WATER DEPT. (MWRA)	COM
3107000	GLOUCESTER PUBLIC UTILITY DIVISION	COM
3116000	GROVELAND WATER DEPARTMENT	COM
3149000	LAWRENCE WATER WORKS	COM
3155000	LEXINGTON WATER DEPT. (MWRA)	COM
3157001	HANSCOM FAMILY HOUSING (LANDINGS)	COM
3160000	LOWELL REGIONAL WATER UTILITY	COM
3164000	LYNNFIELD CENTER WATER DISTRICT	COM
3164001	LYNNFIELD WATER DIST. (MWRA)	COM
3165000	MALDEN WATER DIVISION (MWRA)	COM
3166000	MANCHESTER BY THE SEA DPW	COM

PWSID	PWS NAME	PWS CLASS
3168000	MARBLEHEAD WATER DEPT. (MWRA)	COM
3176000	MEDFORD WATER DEPT. (MWRA)	COM
3189000	MILTON WATER DEPT. (MWRA)	COM
3196000	NAHANT WATER DEPT. (MWRA)	COM
3198000	NATICK WATER DEPARTMENT	COM
3205001	BYFIELD WATER DISTRICT	COM
3206000	NEWBURYPORT WATER DEPARTMENT	COM
3210000	NORTH ANDOVER WATER DEPT	COM
3229000	PEABODY WATER DEPT.	COM
3243000	QUINCY WATER DEPT. (MWRA)	COM
3246000	READING WATER DEPARTMENT (MWRA)	COM
3269002	WOODHAVEN ELDER HOUSING COMMITTEE	COM
3295000	TEWKSBURY WATER DEPARTMENT	COM
3295001	TEWKSBURY HOSPITAL	COM
3301035	CURTIS HILL CONDOMINIUM	COM
3301044	THE GREENS	COM
3317001	WELLESLEY COLLEGE	COM
3320000	WENHAM WATER DEPT.	COM
3324000	WEST NEWBURY WATER DEPARTMENT	COM
3333000	WESTON WATER DEPT.	COM
3346000	WINTHROP WATER DIVISION, (MWRA)	COM
4001000	ABINGTON/ROCKLAND JOINT WTR. WORKS	COM
4003000	ACUSHNET WATER DEPARTMENT	COM
4003002	BROOKSIDE MOBILE HOME PARK	COM
4016000	ATTLEBORO WATER DEPT	COM
4020000	BARNSTABLE FIRE DISTRICT	COM
4020004	HYANNIS WATER SYSTEM, TOWN OF BARNSTABLE	COM
4036002	NORTH SAGAMORE WATER DISTRICT	COM
4040002	TRI TOWN WATER BOARD	COM
4052001	SOUTH MEADOW VILLAGE	COM
4052054	MEADOW WOODS MOBILE HOME PARK	COM
4052072	NORTH CARVER WATER DISTRICT	COM
4052074	PINE RIDGE CONDOMINIUMS AT SAMPSONS POND	COM
4065000	COHASSET WATER DEPT	COM

PWSID	PWS NAME	PWS CLASS
4082000	DUXBURY WATER DEPARTMENT	COM
4086095	TOWN OF EASTHAM	COM
4089000	EDGARTOWN WATER DEPARTMENT	COM
4099000	FOXBORO WATER DEPARTMENT	COM
4122000	HANOVER WATER DEPT	COM
4146006	CLARK SHORES WATER CORPORATION	COM
4169000	MARION WATER DIVISION	COM
4172033	SEA OAKS CONDOMINIUMS	COM
4182015	NEMASKET HEALTH CARE CENTER	COM
4219000	NORWELL WATER DEPARTMENT	COM
4220000	NORWOOD WATER DEPT. (MWRA)	COM
4239055	AQUARION WATER COMPANY, PINEHILLS	COM
4244000	RANDOLPH WATER DEPARTMENT	COM
4285007	BISHOPS LANDING CONDOMINIUMS	COM
4322000	WEST BRIDGEWATER WATER DEPT	COM
4336007	SOUTHFIELD REDEVELOPEMENT AUTHORITY	COM
1005001	ST ANNE COUNTRY CLUB INC	NC
1022010	SHERWOOD SHOPPE	NC
1022013	BERKSHIRE BERRIES	NC
1022020	BECKET MOTEL	NC
1022030	BECKET TOWN HALL	NC
1043019	QUINEBAUG COVE CAMPSITE	NC
1043028	COLLINS APPLE BARN	NC
1053011	COUNTRY AIRE CAMPGROUND	NC
1053023	CRAB APPLE WHITEWATER	NC
1053029	WARFIELD HOUSE INN	NC
1058009	CHESHIRE GREEN	NC
1063005	GOLDEN EAGLE RESTAURANT	NC
1066008	CATAMOUNT SPORTSMENS CLUB	NC
1069009	SHIRE VILLAGE CAMP	NC
1087002	RIVER VALLEY MARKET EASTHAMPTON	NC
1098009	MANICE EDUCATION CENTER	NC
1111009	THE EARLEE MUG	NC
1111020	CINDYS DRIVE IN	NC
1111032	CHATEAU HARMONY	NC
1111033	CUMBERLAND FARMS #2403	NC

PWSID	PWS NAME	PWS CLASS
1111040	GRANBY COUNCIL OF AGING	NC
1113006	BUTTERNUT BASIN INC	NC
1120004	LA CUCINA DE HAMPDEN	NC
1120024	HAMPDEN SENIOR CENTER	NC
1121015	IOKA VALLEY FARM	NC
1130004	HEATH TOWN HALL AND SENIOR CENTER	NC
1135007	LAKE SIOG PARK	NC
1143008	YMCA CAMP NORWICH	NC
1148014	VS DOG HOUSE	NC
1161002	VILLA ROSE RESTAURANT	NC
1161006	LUPA ZOO	NC
1192006	MONTAGUE RETREAT CENTER	NC
1203014	GEDNEY FARM	NC
1203015	OLD INN ON THE GREEN	NC
1209003	PRIMO WATER @ WAL MART SUPER CTR #1984	NC
1223017	CAMP SELAH	NC
1225009	CAMP OVERFLOW	NC
1225036	FARMINGTON RIVER DINER	NC
1225041	KATIES COUNTRY STORE	NC
1225044	PAPAS HEALTHY FOOD AND FUEL	NC
1227013	THE BARN TAVERN	NC
1227014	STEAMING TENDER	NC
1249011	BARTLETTS ORCHARD LLC	NC
1268010	VIPASSANA MEDITATION CENTER	NC
1272005	SHUTESBURY ATHLETIC CLUB	NC
1283022	THE STOCKBRIDGE SPORTSMAN CLUB INC	NC
1297008	WILDWOOD PROPERTY OWNERS	NC
1306002	WALES IRISH PUB	NC
1309008	PRIMO WATER @ WAL MART SUPER CTR #2386	NC
1319006	WENDELL COUNTRY STORE	NC
1331004	NORTHAMPTON / SPRINGFIELD KOA HOLIDAY	NC
1340001	SNOW FARM	NC
1341011	1896 HOUSE PONDSIDE	NC
1341012	1896 HOUSE BROOKSIDE	NC
1341016	MEZZE INC	NC
1341024	1896 HOUSE RESTAURANT	NC

PWSID	PWS NAME	PWS CLASS
1345007	FRIENDLY FREDS	NC
2002002	PLANET GYMNASTICS/ALL SEASONS TENNIS	NC
2021007	CARTER STEVENS FARM/STONE COW BREWERY	NC
2028006	BERLIN COUNTRY CLUB	NC
2028011	BERLIN GENERAL STORE	NC
2028013	BERLIN FARMS	NC
2034029	BOLTON LIBRARY AND SAFETY FACILITY	NC
2103004	PRIMO WATER @ WAL MART #2155 (GARDNER)	NC
2125001	FRIENDLY CROSSWAYS	NC
2140014	HUBBARDSTON ONE STOP SHOP	NC
2140016	STAMATIAS PLAZA	NC
2147006	U.S. ARMY DEVENS (SOUTH POST)	NC
2151007	PRIMO WATER @ WAL MART #3409 (LEICESTER)	NC
2153003	PRIMO WATER @WAL MART #2964 (LEOMINSTER)	NC
2162001	PRIMO WATER @ HANNAFORD #8388	NC
2188007	POT BELLY PUB	NC
2188008	POLISH AMERICAN CITIZENS CLUB	NC
2215005	PRIMO WATER @ WALMART #2158 (NORTHBORO)	NC
2216007	WEST END CREAMERY, INC.	NC
2280005	CAMP LAURELWOOD	NC
2286009	STOW ACRES COUNTRY CLUB	NC
2286021	BUTTERNUT FARM GOLF CLUB	NC
2286034	COLLINGS FOUNDATION AHM	NC
2290025	BRICKSTONE KITCHEN	NC
2304002	MCDONALDS RESTAURANT	NC
2304010	BLISSFUL MEADOWS GOLF CLUB	NC
3031003	OLD INDIAN SPRING @ WHIFFLE TREE (VND)	NC
3038013	BOXFORD COMMUNITY STORE INC	NC
3038021	BOXFORD MEETING PLACE	NC
3051006	CARLISLE CONGREGATIONAL CHURCH	NC
3051013	SAINT IRENES CHURCH	NC
3078011	POWISSET FARM	NC
3100003	NATIVE PLANT TRUST INC.	NC
3160007	PRIMO WATER @ HANNAFORD FOOD	NC

PWSID	PWS NAME	PWS CLASS
3262006	PRIMO WATER @ WAL MART #3114 (SAUGUS)	NC
3269003	UNITARIAN UNIVERSALIST AREA CHURCH	NC
3269017	ANEMOTIA REALTY	NC
3269025	SHERBORN PLAZA	NC
3269030	PILGRIM CHURCH	NC
3269031	SHERBORN CROSSING	NC
3335008	HALE EDUCATION, INC.	NC
3342003	THE WATER STORE OF WILMINGTON (VND)	NC
4001005	ROCKY MOUNTAIN SPRING WATER VENDING	NC
4018003	PRIMO WATER @ WAL MART #2122	NC
4020016	OLD VILLAGE STORE	NC
4020021	FIRST LUTHERAN CHURCH	NC
4020023	SANDY NECK BEACH	NC
4020024	BARNSTABLE COMMUNITY BUILDING	NC
4041004	SWEETWATER FOREST INC	NC
4041006	CAMP FAVORITE	NC
4044008	ROCKY MOUNTAIN SPRING WATER VENDING	NC
4044010	ROCKY MOUNTAIN SPRING WATER VENDING	NC
4052021	EDAVILLE RAILROAD	NC
4052030	DANDY CAFE	NC
4052058	CARVER COUNCIL ON AGING	NC
4052073	THE BERRY GUYS	NC
4086001	4100 HOLDINGS LLC	NC
4095009	PRIMO WATER @ WAL MART #3560	NC
4197018	SANKATY HEAD GOLF CLUB INC.	NC
4240009	PLYMPTON MUNICIPAL BUILDINGS	NC
4245005	RAYNHAM ATHLETIC CLUB	NC
4245008	PRIMO WATER @ WAL MART #5448	NC
4247009	REHOBOTH SENIOR CENTER	NC
4247014	I ALIVE RESTAURANT	NC
4247015	CRESTWOOD COUNTRY CLUB	NC
4247017	HILLSIDE COUNTRY CLUB	NC
4264001	GREAT SPRINGS VENDING UNIT MBTA	NC
4292003	PRIMO WATER @ WAL MART #2953	NC
4296008	WEST TISBURY TOWN HALL	NC
4300004	CAPE VIEW MOTEL	NC

PWSID	PWS NAME	PWS CLASS
4300019	WHITMAN HOUSE RESTAURANT	NC
4300023	DUNE CREST HOTEL INC	NC
4300028	LITTLE PAMET CONDOMINIUM	NC
4307002	PRIMO WATER @ WAL MART #2103	NC
4307003	GREAT SPRINGS VENDING UNIT @ STOP SHOP	NC
4318003	DECK II CONDOS	NC
4318048	DCR WELLFLEET HOLLOW CAMPGROUND	NC
4318049	WELLFLEET BAY WILDLIFE SANCTUARY	NC
4318051	WINSLOW TAVERN	NC
4318063	MAURICES CAMPGROUND INC	NC
4318065	BOBS SUB AND CONE	NC
4318070	THE LOBSTER AND CHOWDER HOUSE	NC
4318071	CHEQUESSETT YACHT COUNTRY CLUB	NC
4318080	MOBY DICKS RESTAURANT	NC
4318081	THE WELLFLEET BEACHCOMBER	NC
4318082	CCNS TRURO PILGRIM HEIGHTS	NC
4318089	CCNS HIGHLAND AREA (TRURO)	NC
4318090	CCNS HEAD OF MEADOW BEACH	NC
4318095	BAGEL HOUND INC	NC
4318103	OUTER CAPE HEALTH SERVICES INC.	NC
4322004	SIMPSON SPRING (WEST BRIDGEWATER) VEND	NC
4334031	DCR HORSENECK BEACH STATE RESERVATION	NC
4334032	DCR HORSENECK BEACH CAMPGROUND	NC
4334035	OUR LADY OF GRACE CHURCH	NC
4334040	V F W POST 8502	NC
4334052	HANDY HILL CREAMERY	NC
4334053	ACOAXET CLUB	NC
4334086	THE BACK EDDY	NC
4336003	ROCKY MT.SPRG.WTR @ CURTIS LIQ. VND	NC
1024011	DCR QUABBIN ADMINISTRATION BUILDING	NTNC
1024013	COLD SPRING COUNTRY CLUB	NTNC
1043025	VIAANT AS AND O HOLDING LLC	NTNC
1061003	WESTOVER ARB	NTNC
1225017	KLONDIKE CAMPGROUND	NTNC
1279003	THE RANCH GOLF CLUB	NTNC
2012002	ASHBY ELEMENTARY SCHOOL	NTNC

PWSID	PWS NAME	PWS CLASS
2034025	NASHOBA PARK	NTNC
2037017	1414 MASS AVE BOXBOROUGH	NTNC
2037019	BOXBOROUGH EXECUTIVE OFFICE CENTER	NTNC
2037033	NATIONAL TECHNICAL SYSTEMS	NTNC
2037037	THE TAYLOR SCHOOL	NTNC
2054070	VERIZON BUSINESS NETWORK SERVICES, INC.	NTNC
2115010	GROTON DUNSTABLE REG. H.S.	NTNC
2125005	VILLAGE NURSERY SCHOOL	NTNC
2125011	IMMACULATE HEART OF MARY SCHOOL	NTNC
2125012	LANCASTER COUNTY ROAD LLC	NTNC
2125020	SHAKER PLACE OFFICES	NTNC
2140004	HUBBARDSTON CENTER SCHOOL	NTNC
2140015	BREEZY HILL PLAZA	NTNC
2147007	DAMBROSIO EYE CARE, INC.	NTNC
2179005	HENRY P. CLOUGH SCHOOL	NTNC
2222001	OAKHAM ELEMENTARY SCHOOL	NTNC
2235002	PHILLIPSTON MEMORIAL BUILDING	NTNC
2241015	POST OFFICE PLACE	NTNC
2257010	LILAC HEDGE FARM	NTNC
2286016	BOSE CORPORATION	NTNC
2286019	STOW INDUSTRIAL (FLB INCORPORATED)	NTNC
2287012	GREEN ACRES DAYCARE CENTER, INC.	NTNC
2290024	JOHN ROAD INDUSTRIAL PARK	NTNC
2290029	COUNTRY MONTESSORI PRESCHOOL	NTNC
2304013	BJS WHOLESALE DISTRIBUTION CENTER	NTNC
2316002	LKQ RT. 16 USED AUTO PARTS, INC.	NTNC
3035001	DEER ISLAND (MWRA)	NTNC
3051016	CARLISLE EXTENDED DAY PROGRAM, INC.	NTNC
3078000	DOVER WATER DEPT	NTNC
3269011	PINE HILL ELEMENTARY SCHOOL	NTNC
3301019	PICONICS	NTNC
3301023	MIT HAYSTACK OBSERVATORY	NTNC
3301034	MIT MILLSTONE LABORATORY	NTNC
4020020	WEST PARISH OF BARNSTABLE	NTNC
4036008	CAPE COD SPACE FORCE STATION	NTNC
4145003	SACRED HEART ELEMENTARY SCHOOL	NTNC

PWSID	PWS NAME	PWS CLASS
4146016	FREETOWN/LAKEVILLE REGIONAL SCHOOL DIST.	NTNC
4247002	DOROTHY L BECKWITH MIDDLE SCHOOL	NTNC
4247052	OLDCASTLE APG	NTNC
4247056	TWIN OAKS FARM LEARNING CENTER INC	NTNC
4296005	WEST TISBURY ELEMENTARY SCHOOL	NTNC
4334004	ALICE A MACOMBER PRIMARY SCHOOL	NTNC
4334015	WESTPORT VILLAGE COMMONS	NTNC

APPENDIX D
Capacity Issues Identified as Scheduled Actions

Number and Type of Capacity Issues Identified as Scheduled Actions
SFY 2019 – 2024

Capacity Issues	SFY 2019	SFY 2020	SFY 2021	SFY 2022	SFY 2023	SFY 2024
Documentation Submittal	779	280	239	215	589	617
Public Notification	3	4	3	7	13	3
Planning	328	70	46	67	55	57
Collect Samples	62	2	5	8	22	32
Installation	133	62	26	39	104	63
Well/Source Issue	243	58	33	23	92	55
Emergency/ERP	98	39	64	38	40	136
Treatment/ Distribution	124	32	132	26	217	158
Meter	50	12	14	3	31	22
Staffing Plan	38	21	26	9	17	49
Maintenance Plan/ Program	35	3	62	60	156	153
Distribution Maps	20	21	12	4	7	15
Storage/Tanks	72	24	75	40	92	88
Total Scheduled Actions	1,985	628	737	540	1,435	1,448

Examples of Documentation Submittal Scheduled Actions	
SUBMIT METER CALIBRATION REPORTS	SUBMIT NEW CCCP PLAN
SIGN AND RETURN COLIFORM PLAN	SUBMIT ERP CHECKLIST
PROVIDE SCHEDULE OF MAINTENANCE FOR WATER SOFTENER	PROVIDE MASSDEP WITH TANK INSPECTION REPORT
CERTIFY O&M RECORDS MAINTAINED ONSITE	SUBMIT WATER CONSERVATION PLAN
SUBMIT GWUDI EXEMPTION APP FOR REVIEW	SUBMIT ALARM & INTERLOCK TESTING LOG

Examples of Installation Scheduled Actions	
INSTALL SMOOTH NOSE RAW WATER SAMPLING TAP	INSTALL PRESSURE RELIEF VALVE ON STORAGE TANK
INSTALL AIRGAP ON RELIEF VALVE DISCHARGE LINE	COMPLETE INSTALLATION OF POST AERATION DISINFECTION
INSTALL UV ALARMS	INSTALL HOSE BIB VACUUM BREAKERS
INSTALL DAY TANK FOR ALL CHEM FEEDS	INSTALL PROTECTIVE BARRIER AROUND WELL HEAD
INSTALL SECONDARY CONTAINMENT	INSTALL STANDBY CHEMICAL METERING PUMP

Examples of Well/Source Scheduled Actions	
BEGIN ACTION THAT WILL REDUCE WITHDRAWAL FROM WELL	MISSING VENT SCREEN ON WELL CAP
SCREEN OPENING ON BOOSTER PUMP SHAFT	MAKE WELL PIT WATER TIGHT
REPLACE WELL CAP	INSTALL VENT ON WELL
DECOMMISSION THE NON-POTABLE WELL	PAINT WELL CASING, REPAIR CONCRETE WELL PAD
REPAIR LOOSE CONDUIT AT WELL	REPAIR STRUCTURE COVERING WELL

Examples of Treatment/Distribution Scheduled Actions	
CROSS CONNECTION SURVEY	LABEL ALL RAW POE TAPS
RELOCATE TANK SAMPLE TAP	NAOH GAUGE REPLACEMENT
LABEL ALL BULK FILLING STATIONS W CHEM NAMES, CHEM FORMULA	REPLACE THREADED RW SAMPLE TAP WITH SMOOTH NOSED TAP
REPLACE GAUGE/VALVE HANDLE/RAW WATER TAP	REPLACE CORRODED COPPER LINE NEAR CHEM INJ PORT
REPAIR LEAKING FILTER	BACKFLOW PREVENTION ON YARD HYDRANT

Examples of Sample Collection Scheduled Actions	
SIGN, RETURN AND IMPLEMENT REVISED TC PLAN	TEST FOR TOTAL PO4; INCLUDE IN C-ADD
COLLECT RAW AND FINISHED SAMPLES FOR SODIUM ANALYSIS	UPDATE COLIFORM SAMPLING PLAN
COMPLETE FALL/SPRING MPA TESTING	MANGANESE RESAMPLE

Examples of Emergency/ERP Scheduled Actions	
CONDUCT STAFF TRAINING ON ERP	CYBERSECURITY ASSESSMENT
QUARTERLY ALARM TESTING	UPDATE ERP WITH INTERCONNECTION PROCEDURES
ADD EYEWASH SOLUTION STATION AND PROPER PPE TO PLANT	BEGIN TESTING ALL INTERLOCKS AND SUBMIT SOP
UPDATE ERP, SUBMIT NEW ERP CHECKLIST	ESTABLISH WRITTEN ALARM PROTOCOLS

Examples of Meter Scheduled Actions	
CALIBRATE WATER METER	MASTER METER REPLACEMENT
REPAIR OR REPLACE WATER METER	SOLVE THE WATER METER ACCESS ISSUE AND REPORT CONSUMPTION

Examples of Staffing Plan Scheduled Actions	
SUBMIT SYSTEM STAFFING PLAN	SUBMIT CURRENT COCN W/ COD & STAFFING/OPS PLAN
SUBMIT STAFFING PLANS SHOWING 3RD PARTY DUTIES	OBTAIN CERTIFIED BACK-UP OPERATOR

Examples of Public Notification Scheduled Actions	
SODIUM NOTIFICATION	COMPLETE PUBLIC NOTICE FOR PERMANGANATE SYSTEM
PERFORM X-CONNECTION EDUCATION FOR RESIDENTIAL CUSTOMERS	SUBMIT PN CERTIFICATION FORM

Examples of Planning Scheduled Actions	
CONDUCT RATE STUDY AND PROVIDE COPY TO DEP	PREPARE AMP AND CIP AND SUBMIT COPY
COMPLETE SAFE YIELD STUDY FOR RESERVOIR	PREPARE LONG-TERM CAP IMPROV PLAN & MASTER PLAN SUBMIT COPY
CSP UPDATE (PT, MAP, DESCRIPTION)	DEVELOP A CIP PLAN, ANNUAL BUDGET & RATE STUDY
DEVELOPE A PREVENTATIVE MAINTENACE PLAN	DEVELOP PRIMARY DISINFECTION PLAN

Example of Maintenance/Maintenance Plan Scheduled Actions	
CONDUCT MONTHLY CLEARWELL INSPECTIONS	GRADE AREA AROUND WELLS
LOG SHEET FOR MAINTENANCE AT LOCATION	REVISE FLUSHING SOP TO ADEQUATE & DIRECTIONALLY FLUSH DS
KEEP INVENTORY OF BACKFLOW DEVICES/RELATED INFO ON SITE	UPDATE O&M MANUAL
PERFORM YEARLY ROOFTOP INSPECTIONS	DEVELOP+IMPLEMENT VALVE EXERCISE PROGRAM
DEVELOP CHEMICAL FILL PROCEDURES	PLAN TO ADDRESS POISIN IVY. NOTIFY WHEN ALL IS REMOVED

Examples of Distribution Map Scheduled Actions	
UPDATE DISTRIBUTION MAP	UPDATED TCR MAP
DISTRIBUTION MAP AND COLIFORM SAMPLE LOCATIONS	DEVELOP AND SUBMIT CURRENT DISTRIBUTION MAP

Examples of Storage Tank Scheduled Actions	
COMPLETE TANK INSPECTION AND SUBMIT REPORT	PROVIDE LADDER TO ROOF OF STORAGE TANK
SCREENED OVERFLOWS ON STORAGE TANK	CORRECT ALL DEFICIENCIES FROM TANK REPORTS
BEGIN PERFORMING TANK INSPECTIONS AND SUBMIT MADEP FORM	INSTALL SEPERATE TANK OVERFLOW
START ANNUAL TANK INSPECTIONS	REPLACE EXISTING SCREEN WITH 24 MESH CAT ROCK
RELOCATE OVERFLOW	TIMELINE TO ADDRESS RECOMMENDATIONS IN STORAGE TANKS

APPENDIX E
Government Performance and Results Act (GPRA)
2nd Quarter Results - FY 2024
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%
‘24 Actual Region I	94.5%	93.6%
‘24 MA	96.4%	90.9%

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 Population (92%). The statistics indicate that 96.4% of GRPA-community systems provide, and 90.9% 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.