



Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Department of Environmental Protection

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

Maura T. Healey
Governor

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Rebecca L. Tepper
Secretary

Bonnie Heiple
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September 22, 2025

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

Subject: Submittal of SFY 2025 – 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 9 new public water systems (see Appendix B).
- Evaluating 232 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 1,452 technical, financial and managerial “Scheduled Actions” identified during activities such as sanitary surveys, notices of non-compliance, and administrative consent orders (see Appendix D).
- Performing 31 capacity determinations for Drinking Water State Revolving Fund (DWSRF) loan applicants.

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: Denise Springborg; MassDEP: Michael Celona, Grace Ronca

Y:DWPARCHIVE\BOSTON\EPA-Capacity-Annual Report-SFY25 - Final - Report and Cover Letter

**Implementation of the Capacity Development
Program
Annual Review of Capacity Program Required
by SDWA Section 1420**

**Period
(July 1, 2024 – June 30, 2025)**

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

September 2025

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) required 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, 2024 – June 30, 2025.

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, 2024 – June 30, 2025:

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 2025.*

See Table 1 below for a breakdown of the total number of new PWS during SFY 2025. See Appendix B for a full list of new community and non-community systems added during SFY 2025. 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 2025

Type of Public Water System	Number of Systems
Community Systems	2
Non-Transient Non-Community Systems	4
Transient Non-Community System	3
Total	9

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 2025. A list of all systems with sanitary surveys performed during SFY 2025 is included in Appendix C.

Table 2: Sanitary Surveys Completed in SFY 2025

Type of Public Water System	Number of Completed Surveys
Community Systems	104
Non-Transient Non-Community Systems	29
Transient Non-Community System	99
Total	232

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. This capacity determination also includes a review of the

system's cybersecurity planning. In SFY 2025, MassDEP performed 31 capacity reviews for SRF loan applications.

- c. Grants – MassDEP has managed both federal and state funded grant programs to support PWS. These include:
 - i. Small, Underserved, and Disadvantaged Community Grant Program, which is funded by EPA with a state match and supports several PWS address health-based water quality violations.
 - ii. Emerging Contaminant- Small and Disadvantaged Community Grant Program, which is funded by EPA and supports many PWS address emerging contaminants like PFAS.
 - iii. Cybersecurity Improvements Grant Program, which is funded by the MA Clean Water Trust and supports many PWS make cybersecurity improvements
 - iv. Service Line Inventory and Replacement Plan Grant Program, which was funded by the MA Clean Water Trust and supported small PWS complete their inventory and plan prior to the October 2024 EPA deadline.

- d. 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, MA Clean Water Trust, MA Department of Public Health, UMass Amherst, and other drinking water and public health associations. Manage a hub for Technical Assistance resources on the MassDEP webpage at [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](#).
 - iii. Mapping and StoryMaps – MassDEP Drinking Water Program staff develop maps and StoryMaps using ArcGIS to display information about grant programs, water quality, and more. Some of the information added to maps by MassDEP staff include Service Line Inventory information; PFAS sampling, contamination and treatment projects; Emerging Contaminants in Small and Disadvantaged Communities (EC-SDC) grant projects; and Lead in Schools and Childcare Facilities pilot programs.

These maps allow PWS to learn about important drinking water topics and opportunities provided by MassDEP.

These maps can be viewed at the [MassDEP Online Mapping](#) directory.

- iv. Operator Certification and Training – 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.

MassDEP and UMass Amherst worked with the Massachusetts Rural Water Association (MassRWA) to fund two free trainings that prepare operators for the drinking water operator examinations:

- VSS/D1/T1 – Mashpee, MA – 15 attendees
- VSS/D1/T1 – Athol, MA – 33 attendees

Funding also supported MassRWA to conduct a topic-specific training:

- Drinking Water Emergency Response/Disaster Recovery Tabletop Exercise – Hadley, MA – 16 attendees

MassDEP and UMass Amherst have worked with the University of Illinois (Wateroperator.org) to develop free self-paced trainings for operators. Two courses – one on Source Water Protection and one on Cybersecurity – are currently available for operators to take.

MassDEP relaunched the Water Professional Partnership Internship Program to provide training to individuals new to the water industry. Working with UMass Amherst, the internships paired these individuals with Public Water Systems throughout the state in operations, laboratory, and GIS roles. In Summer 2025, three interns participated in the program, and one intern obtained a full-time operator position at the water system where they were placed.

- v. Wellhead Protection Program – MassDEP Drinking Water Program staff provided technical assistance to water supply systems for wellhead and source protection compliance. Staff recently created a Well Location Viewer map to provide information to the public about well locations in the state. The map can be viewed at the [MassDEP Well Location Viewer](#).
- vi. Planning – MassDEP continued to promote planning, including asset management planning, for public water systems.
- vii. 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
- Emerging Contaminants in Small and Disadvantaged Communities Grant Program
- Lead in Drinking Water in Schools and Childcare Facilities

Specific Tools Used:

- 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 and trainings
- Attendance and participation in trainings and workshops
- Outreach, training, and technical assistance to address Sanitary Survey scheduled actions
- Continued discussion 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 Drinking Water Supply Facilities, the Plumbing Board, the Department of Agricultural Resources, and Board of Building Regulations and Standards
- DWP online training calendars located at the [Trainings for Public Water System Operators](#) webpage.

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 public water systems.

Sanitary Surveys:

During SFY 2025, MassDEP Drinking Water Program used the sanitary survey process to identify systems in need of capacity development assistance. The

Drinking Water Program completed 232 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 1,452 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 more recent update, 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 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 97.0% of GRPA-community systems provide, and 91.3% 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 2025

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

PWSID	PWS NAME	CLASS
3258001	PEQUOT HIGHLANDS	COM
4182018	JAKES PATH PWS	COM
3163002	ROCKY MOUNTAIN SPRING WATER VENDING	TNC
4239061	NEW HOPE CHAPEL	TNC
4027008	PADEFORD BERKLEY LLC	TNC
4095010	CORRIGAN MENTAL HEALTH CENTER	NTNC
4027007	ANCHOR ACADEMY BERKLEY	NTNC
4003010	WEE FOLK FARM DAYCARE	NTNC
2226016	CHASE CORPORATION	NTNC

APPENDIX C
List of 232 Sanitary Survey Inspections Completed during the Reporting Period
July 1, 2024 – June 30, 2025

PWSID	PWS NAME	PWS CLASS
1004000	ADAMS FIRE DISTRICT	COM
1008000	AMHERST DPW WATER DIVISION	COM
1013000	ASHFIELD WATER DISTRICT	COM
1015006	APPLEWOOD HOME FOR ELDER	COM
1058000	CHESHIRE WATER DEPT	COM
1058001	HUTCHINSON WATER LLC	COM
1058002	BERKSHIRE ESTATES	COM
1059000	CHESTER WATER DEPT	COM
1070000	DALTON FIRE DISTRICT	COM
1111000	BACHELOR KNOLLS	COM
1111001	THE MACDUFFIE SCHOOL	COM
1111002	GRANBY HOUSING AUTHORITY	COM
1111003	GRANBY HEIGHTS CONDOMINIUMS	COM
1112000	GRANVILLE CENTRE WATER CO	COM
1132009	BISSEVILLE ESTATE	COM
1148008	GREYLOCK ESTATES HOMEOWNERS ASSOCIATION	COM
1159000	LONGMEADOW WATER DEPT	COM
1203002	SOUTHFIELD WATER COMPANY	COM
1217000	NORTHFIELD WATER DISTRICT	COM
1267001	BERKSHIRE SCHOOL	COM
1283019	ORONOQUE CONDOMINIUM TRUST	COM
1289001	CLIFFSIDE APARTMENTS	COM
1289002	POND RIDGE CONDO ASSN	COM
1309001	QUABBIN SUNRISE COOPERATIVE INC	COM
1311000	WARREN WATER DISTRICT	COM
1311001	WEST WARREN WATER DISTRICT	COM
1311002	HERITAGE ASSOCIATION	COM
1339000	WILBRAHAM WATER DEPT (MWRA)	COM
1341030	SWEET FARM HOMEOWNERS ASSOCIATION	COM
2002000	ACTON WATER SUPPLY DISTRICT	COM
2011000	ASHBURNHAM WATER DEPARTMENT	COM
2011004	ASH/WIN JOINT WATER AUTHORITY	COM
2017000	AUBURN WATER DISTRICT	COM
2037014	LIBERTY HOUSE CONDOMINIUM	COM
2037038	ENCLAVE AT BOXBOROUGH	COM
2045004	WAGON WHEEL COMMUNITY, INC.	COM

PWSID	PWS NAME	PWS CLASS
2054050	CADY BROOK CROSSING CONDOMINIUMS	COM
2103000	GARDNER WATER DEPARTMENT	COM
2110001	SOUTH GRAFTON WATER DISTRICT	COM
2125013	FOXGLOVE APARTMENTS	COM
2125021	AYER ROAD PROPERTIES LLC	COM
2125026	CRAFTSMAN VILLAGE CONDOMINIUMS	COM
2139006	DEERFIELD ESTATES	COM
2141000	HUDSON WATER SUPPLY	COM
2170000	MARLBOROUGH DPW WATER DIV. (MWRA)	COM
2174000	MAYNARD DPW, WATER DIVISION	COM
2177000	MEDWAY WATER DEPARTMENT	COM
2226011	PINEWOOD ON THE GREEN CONDOS	COM
2277000	SOUTHBOROUGH DPW WATER DIVISION (MWRA)	COM
2278000	SOUTHBRIDGE WATER DEPARTMENT	COM
2280002	SAINT JOSEPHS ABBEY	COM
2286033	REGENCY AT STOW CONDOMINIUMS	COM
2287000	STURBRIDGE WATER DEPARTMENT	COM
2343000	WINCHENDON WATER DEPARTMENT	COM
3014000	ASHLAND WATER AND SEWER DEPT.	COM
3023000	BEDFORD WATER DEPT.	COM
3023002	HANSCOM AFB	COM
3051023	WOODWARD VILLAGE	COM
3067000	CONCORD WATER DEPT	COM
3073000	DEDHAM WESTWOOD WATER DIST.	COM
3078001	OLD FARM ROAD WATER TRUST	COM
3078002	GLEN RIDGE RESIDENTS TRUST	COM
3079000	DRACUT WATER SUPPLY DISTRICT	COM
3079001	KENWOOD WATER DISTRICT	COM
3119000	HAMILTON WATER DEPT	COM
3144000	IPSWICH DPU WATER DEPT	COM
3157000	LINCOLN WATER DEPT	COM
3180000	MERRIMAC WATER DEPARTMENT	COM
3207000	NEWTON WATER DEPT. (MWRA)	COM
3252000	ROCKPORT WATER DEPT	COM
3258000	SALEM WATER DEPARTMENT	COM
3284000	STONEHAM WATER DEPT (MWRA SUPPLY)	COM
3301000	TYNGSBOROUGH WATER DISTRICT	COM
3344000	WINCHESTER WATER DEPT	COM
4018000	TOWN OF AVON	COM
4020002	CENTERVILLE OSTERVILLE MARSTONS MILLS WD	COM
4044000	BROCKTON WATER DEPARTMENT	COM

PWSID	PWS NAME	PWS CLASS
4052025	PINETREE VILLAGE	COM
4052026	CRANBERRY VILLAGE RESIDENTS ASSOCIATION	COM
4052061	CARVER MUNICIPAL BUILDINGS	COM
4076000	DIGHTON WATER DISTRICT	COM
4096001	OTIS AIR NATIONAL GUARD BASE	COM
4126000	HARWICH WATER DEPARTMENT	COM
4131005	LINDEN PONDS	COM
4145000	KINGSTON WATER DEPARTMENT	COM
4146004	LAKE POINT VILLAGE	COM
4167000	MANSFIELD WATER DIVISION	COM
4197000	WANNACOMET WATER COMPANY	COM
4197001	SIASCONSET WATER DEPARTMENT	COM
4221000	OAK BLUFFS WATER DISTRICT	COM
4231000	PEMBROKE WATER DIVISION DPW	COM
4239045	AQUARION WATER COMPANY	COM
4239051	LONG POND REALTY TRUST	COM
4261000	SANDWICH WATER DISTRICT	COM
4264000	SCITUATE WATER DIVISION	COM
4273000	SOMERSET WATER DEPARTMENT	COM
4296000	TISBURY WATER WORKS	COM
4296017	SCOTTS GROVE LLC	COM
4296018	KUEHNS WAY LLC	COM
4318091	PLEASANT WATER	COM
4318094	WELLFLEET MUNICIPAL WATER SYSTEM	COM
4350001	WRENTHAM DEVELOPMENTAL CENTER	COM
4350003	MOUNT ST MARYS ABBEY	COM
4351000	YARMOUTH WATER DEPARTMENT	COM
1008006	DCR NOTCH VISITORS CENTER	TNC
1024006	MILL VALLEY GOLF LINKS INC	TNC
1043029	SOPHIES COFFEEHOUSE	TNC
1047002	BUCKLAND RECREATION FACILITY	TNC
1053034	COLD RIVER INC	TNC
1058011	WHITNEYS FARM MARKET AND COUNTRY GARDEN	TNC
1068005	CONWAY INN	TNC
1069010	OLD CREAMERY COOPERATIVE INC	TNC
1090014	NORTH EGREMONT COUNTRY STORE INC	TNC
1090015	SHES SMILING LLC	TNC
1090018	EGREMONT TOWN HALL	TNC
1091012	BAGELS N MORE	TNC
1106011	THE GILL TAVERN	TNC
1111010	KRUISIN CAFE HAPPY DAYS MINI GOLF	TNC

PWSID	PWS NAME	PWS CLASS
1111027	HALON PLAZA	TNC
1111028	AMERICAN LEGION POST #266	TNC
1111029	PIZZA PALACE	TNC
1111042	NEW GRANBY PUBLIC LIBRARY	TNC
1113030	FIDDLEHEAD GRILL	TNC
1120020	HAMPDEN VILLAGE FOOD MART	TNC
1120021	OCONNELL CONVENIENCE PLUS STORE #13	TNC
1120030	MT VIEW DRIVE IN	TNC
1121008	BLUEBIRD AND CO	TNC
1121013	LIBERTY PLAZA	TNC
1124011	OLD FURNACE GENERAL STORE	TNC
1129003	DCR DUBUQUE STATE FOREST	TNC
1130002	JACOBS ROAD MUNICIPAL CENTER	TNC
1143006	THE RETREAT AT NORWICH LAKE	TNC
1148018	PONDEROSA CAMPGROUND	TNC
1183002	AZUREGREEN	TNC
1191007	WESTVIEW FARM	TNC
1191014	ECHO HILL ORCHARDS AND WINERY	TNC
1194001	MONTGOMERY MARKET PLACE	TNC
1200005	SPRINGS MOTEL	TNC
1200006	BONDU LLC	TNC
1203012	CMC BERKSHIRE	TNC
1204003	NEW SALEM GENERAL STORE	TNC
1209002	WIGWAM WESTERN SUMMIT LLC	TNC
1223006	DANIEL SHAYS PACKAGE STORE	TNC
1223011	KDMK LLC	TNC
1225006	KNOX TRAIL INN	TNC
1225046	MAPLEWOOD 1850 HOUSE	TNC
1234011	PETERSHAM MONTESSORI SCHOOL	TNC
1234012	PETERSHAM COUNTRY STORE	TNC
1237003	EARTHDANCE	TNC
1249010	BRANCH FARM CONDO ASSN	TNC
1268001	SHELBURNE SPRINGS	TNC
1268014	SHELBURNE FALLS COFFEE ROASTERS	TNC
1268018	APEX ORCHARD FARM STORE	TNC
1272004	SIRIUS COMMUNITY CENTER	TNC
1306005	LAKE GEORGE TAVERN	TNC
1329006	KOSINSKI FARM	TNC
1331009	OUTLOOK FARM	TNC
1337012	SMITH BECHTEL ENVIRONMENTAL CLASSROOM	TNC
1341028	WILLIAMS COLLEGE CENTER FOR ENV STUDIES	TNC

PWSID	PWS NAME	PWS CLASS
1345008	SANGAR GENERAL STORE	TNC
2011001	CAMP WELLVILLE INC	TNC
2011005	CAMP WINNEKEAG	TNC
2028005	BERLIN MUNICIPAL CENTER	TNC
2054020	HERITAGE COUNTRY CLUB	TNC
2080005	YUMMY ASIAN FUSION CUISINE	TNC
2125002	SAINT BENEDICT ABBEY	TNC
2125006	CAMP GREEN EYRIE GIRL SCOUT CAMP	TNC
2147002	YMCA CAMP LOWE	TNC
2151013	YWCA CAMP WIND IN THE PINES	TNC
2162005	CHERRY HILL ICE CREAM	TNC
2179014	GRAND VIEW	TNC
2215004	TOUGAS FARM (BALL HILL REALTY)	TNC
2222002	PINE ACRES FAMILY CAMPING RESORT	TNC
2241011	HARRINGTON FARM	TNC
2241017	PRINCETON TOWN CAMPUS	TNC
2241018	KWIK STOP/TOWN LINE GARAGE	TNC
2257007	STILL FOUR CORNERS RESTAURANT	TNC
2257008	COLONIAL CONVENIENCE STORE	TNC
2280008	DCR SPENCER STATE FOREST	TNC
2286004	STOW LOWER VILLAGE/ BEEF AND ALE	TNC
2286014	STOW BROOK GULF	TNC
2286027	10.0 ACADEMY / GYMNASTICS	TNC
2343008	NOURIA ENERGY CORP	TNC
3038022	INGALDSBY BAKERY AND FARM STAND	TNC
3051005	FIRST RELIGIOUS SOCIETY	TNC
3051009	KIMBALL BATES FARM	TNC
3051017	DCR GREAT BROOK FARM STATE PARK	TNC
3056003	PRIMO WATER @ HANNAFORD	TNC
3079006	PRIMO WATER VEND @ DRACUT	TNC
3164005	POCAHONTAS SPRING WATER (VND)	TNC
3295002	DEEP ROCK SPRING (VENDING)	TNC
3301011	AMERICAN LEGION POST #247, INC.	TNC
3330024	BUTTER BROOK CROSSING GOLF CLUB	TNC
4052060	PINE VIEW PLAZA / 73 MAIN ST CONDO TRUST	TNC
4052065	MAIN STREET COURT CONDOMINIUM TRUST	TNC
4062002	CHILMARK TAVERN	TNC
4062004	BEACH PLUM INN	TNC
4089003	CHAPPAQUIDDICK BEACH CLUB, INC.	TNC
4238013	WENTWORTH HILLS GOLF CLUB	TNC
4247063	FIVE BRIDGE INN	TNC

PWSID	PWS NAME	PWS CLASS
4296016	WEST TISBURY FREE PUBLIC LIBRARY	TNC
4334018	WESTPORT PLAZA	TNC
4334095	THE WESTPORTER	TNC
1013001	SANDERSON ACADEMY	NTNC
1022026	JACOBS PILLOW DANCE FESTIVAL	NTNC
1024012	QUABBIN ADULT MEDICINE	NTNC
1024023	CUTCHINS PROGRAM FOR CHILDREN FAMILIES	NTNC
1060004	NEW HINGHAM REGIONAL ELEMENTARY SCHOOL	NTNC
1060006	HILLTOWN COMMUNITY DEVELOPMENT CORP	NTNC
1063008	CLARKSBURG ELEMENTARY SCHOOL	NTNC
1112006	GRANVILLE VILLAGE SCHOOL	NTNC
1113013	BERKSHIRE WALDORF SCHOOL	NTNC
1120035	NEW ENGLAND EQUITIES LLC	NTNC
1121009	HANCOCK ELEMENTARY SCHOOL	NTNC
1143003	GATEWAY REGIONAL SCHOOL	NTNC
1154004	HAMPSHIRE FRANKLIN CHILDRENS DAY CARE	NTNC
1249004	RICHMOND CONSOLIDATED SCHOOL	NTNC
1255005	VILLAGE SCHOOL	NTNC
1283013	BERKSHIRE COUNTRY DAY SCHOOL	NTNC
2037010	BOXBOROUGH MUNICIPAL BUILDINGS	NTNC
2037023	330 CODMAN HILL ROAD	NTNC
2147009	KOCH RT2 TOYOTA / MYSA	NTNC
2179022	IMPERIAL PLAZA	NTNC
2271003	MEMORIAL DR. IND. PARK SITE 1 (RIGR)	NTNC
2271004	MEMORIAL DR. IND. PARK SITE 2 (RIFL)	NTNC
2332003	RANOR INCORPORATED	NTNC
3038027	MERROHAWKE NATURE SCHOOL	NTNC
3051019	WEE FOREST FOLK	NTNC
3269019	SHERBORN TOWN OFFICES; POLICE; LIBRARY	NTNC
4296011	M.V. PUBLIC CHARTER SCHOOL	NTNC
4334083	PRIMA CARE (KLRC REALY TRUST)	NTNC
4334094	WESTPORT SCHOOLS COMPLEX	NTNC

APPENDIX D
Capacity Issues Identified as Scheduled Actions

Number and Type of Capacity Issues Identified as Scheduled Actions
SFY 2020 – 2025

Capacity Issues	SFY 2020	SFY 2021	SFY 2022	SFY 2023	SFY 2024	SFY 2025
Documentation Submittal	280	239	215	589	617	485
Public Notification	4	3	7	13	3	10
Planning	70	46	67	55	57	156
Collect Samples	2	5	8	22	32	39
Installation	62	26	39	104	63	86
Well/Source Issue	58	33	23	92	55	40
Emergency/ERP	39	64	38	40	136	111
Treatment/ Distribution	32	132	26	217	158	205
Meter	12	14	3	31	22	62
Staffing Plan	21	26	9	17	49	71
Maintenance Plan/ Program	3	62	60	156	153	102
Distribution Maps	21	12	4	7	15	28
Storage/Tanks	24	75	40	92	88	57
Total Scheduled Actions	628	737	540	1,435	1,448	1,452

Examples of Documentation Submittal Scheduled Actions

SUBMIT CROSS CONNECTION CONTROL PLAN	SIGN AND RETURN COLIFORM SAMPLING PLAN
PROVIDE CORRECT PUMP INFO IN ASR	CERTIFY COORDINATED REVIEW PROCESS IN PLACE FOR CROSS CONNECTION APPROVALS
SUBMIT MONTHLY INSPECTION FOR ARTESIAN FLOW	CORRECT ASR ERROR
CONFIRM LOCATION OF FILTER & SOFTENER BACKWASH DISCHARGE	DEMONSTRATE CLEARWELL HAS VENT & OVERFLOW
DOCUMENT THAT ALL THREADED TAPS ARE PROTECTED	RETURN SS COMPLIANCE FORM

Examples of Installation Scheduled Actions

INSTALL 24 MESH SCREENS ON CLEARWELL VENTS	INSTALL SMOOTH NOSED SAMPLE TAP
INSTALL CC SURVEY DEVICES	INSTALL CHLORINE ANALYZER WITH ALARMS
INSTALL PRESSURE GAUGE ON HYDRO TANK	INSTALL SAFETY SHOWER

Examples of Well/Source Scheduled Actions

PERFORM WELL UPGRADES	TIGHTEN WELL CAP
INSPECT WELL MONTHLY FOR ARTESIAN FLOW	AREA AROUND WELL NOT PROPERLY GRADED AWAY
UNPROTECTED OPENING IN WELL CASING	GROUNDWATER SOURCE HAS NOT BEEN EVALUATED FOR GWUDI

Examples of Storage Tank Scheduled Actions

ANNUAL ROOFTOP TANK INSPECTION	COMPLETE ALL TANK REPAIRS
ENSURE OVERFLOW SCREEN IS SECURE AND IN GOOD CONDITION	MODIFY TANK VENTS
RESEAL PERIMETER FLOOR PLATE	TANK VENT OVERFLOW TO 24 MESH SCREENING
PAINT TANK AND SUBMIT DOCUMENTATION WHEN COMPLETE	MODIFY OVERFLOW PIPE ELEVATION AND INSTALL SPLASH PAD

Examples of Treatment/Distribution Scheduled Actions

ADD LABELS & DIRECTIONAL ARROWS TO PIPING	ALL THREADED TAPS MUST BE PROTECTED
COMPLETE CROSS CONNECTION SURVEY	COMPLY WITH CRITICAL CHEMICAL CONTROL REQUIREMENTS
DETERMINE DISCHARGE POINT OF FLOOR DRAINS	EVALUATE PUMP SHUTDOWNS ON LOW CHLORINE ALARM
INSPECT, CLEAN OR REPLACE MEDIA	MOVE RAW SAMPLE TAP BEFORE CHECK VALVE
RELOCATE CHEMICAL STORAGE OR PUT ALL CHEMICALS IN CONTAINMENT	REPAIR OR REPLACE AIR RELIEF VALVE

Examples of Sample Collection Scheduled Actions

COLLECT ASBESTOS SAMPLES	PWS DOES NOT HAVE A SIGNED COLIFORM PLAN
SAMPLE FOR SECONDARY CONTAMINANTS	UPDATE COLIFORM SAMPLING MAP AND PLAN
UPDATE TCR MAP AFTER MOVING RAW WATER TAP	START SOC TESTING IF FERTILIZER USED IN ZONE 1

Examples of Emergency/ERP Scheduled Actions

ADD TO ERP STEPS TO NOTIFY CONSECUTIVE SYSTEMS OF EMERGENCIES	ANNUAL TRAINING FOR ERP
COMPLETE CYBERSECURITY ASSESSMENT	DEVELOP WRITTEN PROCEDURES FOR INTERCONNECTION USE
SUBMIT EMERGENCY RESPONSE PLAN CHECKLIST	PROGRAM ALARMS FOR MANUAL ONSITE RESET

Examples of Meter Scheduled Actions

CALIBRATE MASTER METER	INSTALL METER ON WELL
RELOCATE METER TO ACCOUNT FOR ALL WATER	REPLACE RAW WATER METER

Examples of Staffing Plan Scheduled Actions

SUBMIT AN UPDATED STAFFING PLAN	RETAIN DISTRIBUTION OPERATOR
OBTAIN SECONDARY OPERATOR	SUBMIT TEMPORARY EMERGENCY CERTIFICATE APPLICATION TO DRINKING WATER BOARD

Examples of Public Notification Scheduled Actions

DRAFT TIER 1 PUBLIC NOTIFICATION FOR LEAD	TIER 2 PUBLIC NOTICE FOR FAILURE TO CORRECT PREVIOUS SIGNIFICANT DEFICIENCY
PREPARE PUBLIC NOTICE WITH LCRR INFORMATION	SUBMIT DRAFT TIER 1 LEAD ACTION LEVEL NOTICE

Examples of Planning Scheduled Actions

COMPLETE CROSS CONNECTION CONTROL PLAN	CIP UNDER DEVELOPMENT
CREATE ASSET MANAGEMENT PLAN	CREATE INVENTORY OF SYSTEM COMPONENTS WITH USEFUL LIFE/COSTS
CREATE SYSTEM SCHEMATIC	DEVELOP RESIDUALS MANAGEMENT PLAN

Examples of Maintenance/Maintenance Plan Scheduled Actions

BEGIN LOGGING ALL REPAIRS AND MAINTENANCE BY VENDOR/INSTALLER	CLEAR AREA AROUND WELL HEAD AND GRADE TO DIVERT RUNOFF
CREATE A PREVENTATIVE MAINTENANCE PLAN	DEVELOP A HYDRANT MAINTENANCE PLAN
DEVELOP OPERATION AND MAINTENANCE MANUAL	MAINTAIN LOGS, PH ANALYZER CALIBRATION, MAINTENANCE ALARM TESTING
LACK OF WRITTEN VALVE EXERCISING PROGRAM	TEST ALL CROSS CONNECTION DEVICES
REPAIR FENCING	TEST GENERATOR UNDER LOAD

Examples of Distribution Map Scheduled Actions

CREATE DISTRIBUTION MAP	SUBMIT UPDATED DISTRIBUTION MAP
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APPENDIX E
Government Performance and Results Act (GPRA)
2nd Quarter Results - FY 2025
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%
‘25 Actual Region I	95.4%	94.2%
‘25 MA	97.0%	91.3%

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 97.0% of GRPA-community systems provide, and 91.3% 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.