



MassDEP

Drinking Water Program

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This TNC In The Main Newsletter can be found on-line at:

mass.gov/lists/communication-to-public-water-suppliers

or at the Statehouse Archives at:

<https://archives.lib.state.ma.us/handle/2452/826119> where there is a searchable database.



In The Main – TNC Issue

2021-04-01

Newsletter for Transient Non-community Public Water Systems

This newsletter has these topics of interest:

1. Free PFAS Sampling until June 30th
2. Seasonal Start-Ups Tip and Procedures
3. Top Three Questions/Answers about the SDWA Assessment Program
4. Top Ten Tips to Protect your Well
5. Contact the MassRWA for Water Supply Protection Signs
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If you do not know if your public water system (PWS) is a transient non-community (TNC) system, check if your system is listed as a TNC in the class column in the *Public Water Suppliers Contact Spreadsheet* at <https://www.mass.gov/info-details/water-resources-contacts#drinking-water->.

Free PFAS Sampling until June 30th

The new Drinking Water Regulations establishing an MCL for PFAS require TNCs to collect, analyze, and report sampling results by September 30, 2022. Because of lab capacity (we are asking TNCs to sample as soon as possible to be ahead of the expected wave of last minute sampling in the month of September, 2022); MassDEP will be spreading out the requirement for sampling by TNCs over several quarters and sending out revised Water Quality Monitoring Schedules.



Remember! Free testing is only available until June 30, 2021. If you sign up, you can save approximately \$300 per sample. Visit <https://www.mass.gov/forms/pfas-free-sampling-initiative-notice-of-interest-form-for-public-water-systems> to sign up for the Free PFAS Lab Analyses Program, or send a request with the information described in the survey (e.g., PWS name, PWS ID#, number of sources to be tested, and system population) to program.director-dwp@mass.gov, Subject: "Free PFAS Lab Analyses Program."

Seasonal Start-Ups Tips and Procedures

For many of you, it is that time of year for seasonal start-up procedures. While this can be a stressful time for you and your staff, especially during COVID-19, seasonal start up time provides an opportune time to conduct a thorough examination of your system's physical components. Any repairs needed can be addressed and taken care of before they begin to effect water quality in the regular season. Properly maintained TNCs experience fewer water quality issues and less extra regulatory oversight.



It is also important to remember that any issues regarding the sanitary condition of distribution system piping and other components of the system often directly result from and accurately reflect the effectiveness of last season's shut down procedures. While "shut down plans" are not officially part of seasonal start-up procedures, it is strongly encouraged to leave your system's physical components in the most sanitary conditions possible at the end of the season.

Seasonal systems are required to start-up following state approved procedures before making water available to the public. Approved seasonal start-up procedures consist of the following:

1. System inspection
2. Integrity check
3. Thorough system flushing
4. Coliform bacteria water testing
5. Disinfection processes are not required but are highly recommended

1. System Inspection - Required

Look for any damage or evidence of contamination that may have occurred during the off-season. Inspect the wellhead(s) and verify that the well casing is structurally sound, the well cap is tightly attached, vents are downturned with intact screens, and electrical conduit is securely in place. Water treatment equipment and storage tanks need to be assessed. Do a walk-through of the water distribution and plumbing systems. Look at pipes, valves, and backflow prevention devices. Ensure that valves are exercised (turned off and on). Repair/replace as needed.

2. Integrity Check - Required

Leaks in the system, especially in buried piping, provide potential conduits for contaminants to enter when the system is drained or when system pressure is lost. To help gain a better understanding of leakage within the distribution system(s), conduct an integrity check once the system is re-pressurized. After filling with water and with all the taps turned off, switch off the power supply to the well pump. Read the system's pressure gauge and write down the initial system pressure. After one hour, read the pressure gauge again and document the system pressure. Pressure loss over this one-hour time span indicates leaks. Some system leakage is expected, however, locating and repairing leaks is strongly recommended. Ensure that repaired/replaced distribution system components are properly disinfected (see system disinfection below). Having the ability to isolate and then retest portions of the system (rather than the entire distribution system) can assist in locating leaks. Comparing pressure loss data from year to year can provide insight into the relative degree of leakage within the distribution systems. If a functional pressure gauge is lacking, a distribution integrity check can be accomplished by documenting the number of well pump on/off cycles that occur over a one

hour period when no water is being used - a cycling well pump indicates leaks. Systems with pressure tank working volumes that exceed the volume of leaking water will not experience pump cycling.

3. Flushing – Required

Flushing is essential maintenance; it removes contaminants and debris from the system. Flush all wells and water mains for a minimum of 30 minutes. Waste this water to the ground surface rather than into a sewage treatment system. Be aware that adequate flow is necessary to effectively flush lines, therefore open sufficient taps to obtain maximum flow rate. If possible, flushing should progress from taps closest to the well and end at taps furthest from the well to ensure that clean water is used during flushing. Flush all service lines and building plumbing for a minimum of five minutes and the water runs clear. Prior to flushing, all faucet strainers and shower heads should be removed and cleaned. Large distribution systems may need to be flushed in sections one at a time to achieve adequate flow rates for effective flushing.

4. Water System Testing - Required

Water samples will be collected every month for total coliform bacteria testing during the operating season. It is required that all PWS collect and test their drinking water prior to opening for the season. This can help identify any water quality problems before opening and serving the public. If the water system was disinfected assure that all the chlorine is flushed from the system prior to collecting the sample to be analyzed. A chlorine test kit or test strips should be used to assure there is no chlorine residual in the water system. A list of laboratories certified to perform total coliform bacteria analyses on drinking water is located at: [MassDEP Certified Laboratories](#).

5. System Disinfection - Recommended

Water system disinfection is strongly encouraged by MassDEP and is an optional step in the start-up procedure. Many seasonal public water suppliers annually disinfect their water systems. Disinfection kills microorganisms that can be introduced during shut down or the off-season when the system is depressurized. Frequently, water system disinfection can be accomplished by introducing a chlorine/water disinfecting solution directly into the well, running it throughout the system, and allowing adequate contact time before flushing it out.

For more information about seasonal start-up procedures, see <https://www.mass.gov/service-details/seasonal-start-up-information-certification-and-checklist-for-non-community-systems>.

Top Three Questions/Answers About the SDWA Assessment (Section 70) Program

The Safe Drinking Water Act Assessment (Section 70) Program was put in place by legislation in 1993. The Assessment, paid annually by all consumers of public water, is collected by the PWS and sent to MassDEP. The Assessment helps support MassDEP's implementation of over 50 federal Safe Drinking Water Act programs and allows MassDEP's Drinking Water Program to provide no-cost technical and compliance assistance and training to PWS. No-cost Training Contact Hours (TCHs) to maintain state drinking water operator licenses are provided. Typical cost for a TCH of training is \$300 or more. The majority of PWS pay the minimum Assessment bill of \$50.



The legislation also established a SDWA Assessment (Section 70) Advisory Committee which oversees the Assessment Program. The Committee submits an Annual Report to the Massachusetts Legislature that includes a summary of work conducted by MassDEP with Assessment funding. The Annual Report for 2019, as well as information about the Committee, is available at: <http://www.mass.gov/eea/agencies/massdep/news/advisory-committees/safe-drinking-water-act-assessment-advisory-committee.html>.

Here are the top three questions that PWSs ask about the Assessment Program.

1. I am a small PWS that was closed in 2020. Do I still need to pay the Assessment bill that I received?

Yes, you do need to pay the bill that you received in December 2020 if you reported water use for 2018. Each year we bill for water use reported for two years prior. For example, the bills for water use reported by PWS on the Annual Statistical Report for calendar year (January through December) 2018 were mailed in December 2020. Bills for water used in 2019 will be mailed in December 2021 and so on. The billing schedule reflects the fact that the Assessment Program needs a full year of water use data to generate bills. Also, when the Assessment Program started in 1993, MassDEP gave PWS extra time to factor the first bills into their budgets. The rate letter that is sent to all PWS in November, as well as the bills sent in December, state which year of water use is being billed.

2. I need to change my mailing address or other PWS contact information. How do I do that?

You can make these changes on the back of the bill when you send in your payment. If you want these changes to be made for all correspondence to you from MassDEP, also include the changes on your Annual Statistical Report.

3. I am a seasonal PWS and am not at my mailing address in December. How do I make sure that I receive my Assessment bill?

Please provide a seasonal mailing address on your Annual Statistical Report. For the December 2020 bill, you may contact program.director-dwp@mass.gov (subject: Assessment) and request that a copy of the bill be mailed to you at your off-season address.

Please contact us at program.director-dwp@mass.gov (subject: Assessment) with questions.

Top Ten Tips to Protect Your Well

Here are 10 recommendations from MassDEP to protect your well.

- Restrict access to the well by posting water supply protection signs (see the next article) or fencing the Zone I.
- Educate employees about the importance of protecting the well.
- Prevent vehicles from parking near the well.
- Do not create new paved surfaces in the Zone I.
- Slope existing paved parking areas and concrete storage pads away from the well.
- Seal floor drains which discharge directly to the groundwater.
- Store hazardous materials and equipment outside the Zone I in a secure building with adequate spill containment.
- Be sure that town officials, especially fire officials, know that you operate a public water system in case of spills or other emergencies.
- When possible, remove underground storage tanks and septic systems from the Zone I.
- Keep non water supply activities out of the Zone I.



More information about protecting your well is available on MassDEP's web site at <https://www.mass.gov/service-details/wellhead-protection-tips-for-small-public-water-systems> or by contacting program.director-dwp@mass.gov, subject line Wellhead Protection.

Contact the MassRWA for Water Supply Protection Signs

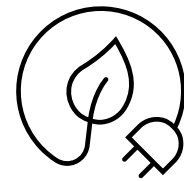
Low cost water supply protection signs are available to PWSs from the Massachusetts Rural Water Association (MassRWA). Contact info@massrwa.org.



MassRWA has multiple options to choose from in different sizes:

- No Trespassing | Drinking Water Supply Facility
- Drinking Water Supply Area | Please Protect it
- Warning! Tampering with this Facility is a Federal Offense

Rural Energy for America Program (REAP): Renewable Energy and Energy Efficiency



Have you been looking for a safe and reliable way to make your business and system more sustainable without breaking the bank? The United States Department of Agriculture (USDA)'s Rural Energy for America Program (REAP) may have funding for your TNC PWS.

The USDA's REAP provides guaranteed loan financing and grant funding to agricultural producers and rural small businesses for renewable energy systems or to make energy efficiency improvements. Agricultural producers are also welcome to apply for new and improved energy efficient equipment and new system loans for production and processing.

Eligible borrowers that qualify for REAP include agricultural producers with at least 50 percent of their gross income coming from agricultural operations and small businesses in eligible rural areas. The map provided [here](#) offers details about eligibility.

Funds may be used for a wide scope of renewable energy systems as well as for the purchase, installation, and construction of energy efficiency improvements such as:

- High efficiency heating, ventilation, and air conditioning systems (HVAC)
- Insulation
- Lighting
- Cooling or refrigeration
- Doors and windows
- Electric, solar, or gravity pumps for sprinkler pivots

- Switching from a diesel to electric irrigation motor
- Replacement of energy-inefficient equipment

Agricultural producers are also eligible for these funds in relation to their agricultural production and processing procedures. REAP allows guarantees on loans up to 75% of total eligible project costs, grants for up to 25% of total eligible project costs, with combined grant and loan guarantee funding up to 75% of total eligible project costs.

The application process deadline is March 31st. Applications for REAP are accepted year-round at the Massachusetts Rural Development USDA office. You can visit their website <https://www.rd.usda.gov/ma> or call via phone at 413-253-4300 for more information about submitting your application. If you have any further questions, please contact our state's Energy Coordinator, Jonathan Burns, at jonathan.burns@usda.gov or via phone 774-678-7238.

More information about REAP is available at https://www.rd.usda.gov/sites/default/files/fact-sheet/508_RD_FS_RBS_REAP_RE.pdf.

Certified Operator Directory

Is your TNC looking for a certified operator? MassDEP has compiled a list of certified operators who work on a contract basis for small public water systems. You can find the directory list on MassDEP's website here: <https://www.mass.gov/info-details/certified-operator-directory>.

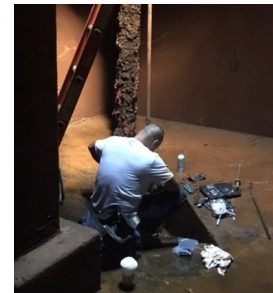
Daily operations of public water systems must be conducted under the supervision of a person who has certification from the Massachusetts Board of Certification of Operators of Drinking Water Supply Facilities.

More information about the Board is posted at

<https://www.mass.gov/orgs/board-of-certification-of-operators-of-drinking-water-supply-facilities>.

Along with the certified operator list, MassDEP's site also offers other resources for small system owners and operators, including copies of forms and compliance notices, drinking water regulations, water resource policies, as well as a list of recently expired operator licenses. It is important to check the status of an operator's license before finalizing any contracts.

Please contact the Drinking Water Program at program.director-dwp@mass.gov with any questions.



Middleborough Water Supply

MassDEP COVID-19 Information

For all information go to <https://www.mass.gov/info-details/covid-19-state-of-emergency>.

Sign-up for the state messaging tool called “AlertsMA” which sends real-time notifications of COVID-19 alerts. To subscribe to these real-time notifications text the keyword **COVIDMA** to **888-777**. After signing up, you will receive short messages and links to information on your cell phone or other mobile device.

Masks and Face Coverings: On May 1, Governor Baker issued an order requiring the use of masks or face coverings in public situations when appropriate social distancing measures are not possible. [Order](#) | [Guidance](#)

Phase IV, Step 1 (as of March 1, 2021) for low-risk communities - Re-opening Massachusetts

Until a treatment or vaccine for COVID-19 is available, life will not return to normal. We each have a collective responsibility to ensure that reopening proceeds smoothly and safely. Everyone must follow public health directives and use common sense to protect yourself, your family, your neighbors, and vulnerable populations across the Commonwealth.

<https://www.mass.gov/info-details/reopening-massachusetts>

MassDEP Covid-19 Public Water Supply Information

MassDEP is coordinating with the water supply industries, agencies, and organizations to provide information about the impacts of COVID-19 in Massachusetts.

- Recorded meetings with Commissioner Suuberg: [Water Suppliers Meetings on COVID-19](#)
- Questions from drinking water operators answered by MassDEP [Water Supplier FAQs](#)
- [Bacteria sampling at outside taps/spigots/hose bibs](#) (PDF 97 KB)
- [Bacteria sampling at hydrants using hydrant sampler](#) (PDF 87 KB)
- [Mitigating lead and copper levels in facilities after school closure due to COVID-19](#) (PDF 115 KB)
- Emergency Certification for Public Water System Temporary Closure (Non-Operational Status) For Non-Community (TNC/NTNC) public water suppliers ([Word 40KB](#)) ([PDF 149 KB](#))
- Drinking Water Operator License Extension Guidance during the public health emergency <https://www.mass.gov/info-details/guidance-regarding-the-orders-by-the-governor-extending-certain-occupational-and>

- MassDEP Building Flushing Information <https://www.mass.gov/doc/massdep-building-flushing-information>
- Form to document non-compliance related to COVID-19 <https://www.mass.gov/doc/documentation-for-failure-to-comply-with-a-requirement-as-a-result-of-the-covid-19-emergency>
- Information on training for public water suppliers <https://www.mass.gov/info-details/drinking-water-training>

Reminder: Please note that during the COVID-19 pandemic that MassDEP staff are generally working remotely. MassDEP-DWP cannot guarantee that posted hardcopy submittals will be delivered or received as expected. Therefore, we strongly encourage you to use eDEP, if available, for water quality monitoring reporting or if you mail in reports to also submit a PDF copy of the report by email to: Program.Director-DWP@mass.gov. The subject line should include the PWSID, City/Town and type of report (e.g., 3035000 Boston Bacteria Report). Continue to mail the official hardcopy to the appropriate MassDEP Regional office but indicate on the cover letter or similar enclosure that the report(s) was sent in via email and include the date of the email.

MassDEP COVID-19 Conference Calls

MassDEP's Commissioner Suuberg holds monthly Zoom conference calls with all operators and interested parties. Here is a link to MassDEP's webpage, where recordings of Commissioner Suuberg's calls with the operators as well as FAQs for both water supply and wastewater are published: <https://www.mass.gov/lists/covid-19-information-for-drinking-water-and-wastewater-operators>. MassDEP will continue to populate this webpage with other relevant information related to the COVID-19 crisis.

Training

When you need training please look at the training calendar located at:

<http://www.mass.gov/eea/agencies/massdep/water/drinking/drinking-water-training-class-schedules.html> for upcoming trainings.

If you need a refresher on recently given trainings, you can review several training videos located at: https://www.youtube.com/playlist?list=PLn2AKOcYr7lutGJB-UfDKtQPF_o_249m

or click here:  YouTube

Spam Statement

Please be reminded that official emails from MassDEP will never come from a Hotmail or any other personal account. If you receive an email of this nature, the email is most probably spam. Do not click on any of the links and delete the email immediately. To safeguard yourself only open emails from MassDEP that have `firstname.lastname@mass.gov`.

MassDEP is sending this important drinking water information to all PWS responsible persons who are listed on the state database. If you are no longer the correct responsible person for the PWS please reply with the correct contact information. MassDEP needs one responsible contact person from each PWS.

Operators, consultants, and others who are interested in Drinking Water Program updates are encouraged to request to be subscribed to this email list. You may also request to be unsubscribed by replying to this email.

This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in Massachusetts and is collected by public water systems. For more information about the Assessment Program, go to <http://www.mass.gov/eea/agencies/massdep/news/advisory-committees/safe-drinking-water-act-assessment-advisory-committee.html>.
