



MassDEP
Drinking Water Program
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Program.Director-DWP@mass.gov or 617-292-5770

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.



<https://pxhere.com/en/photo/1410911>

In The Main: TNC Newsletter

May 2024

Newsletter for Transient Non-community Public Water Systems

This *TNC In the Main* has these topics of interest:

1. ASRs Were Due April 8th
2. Seasonal Start-up Tips and Procedures for TNCs
3. New Cybersecurity Grant Program for Small and Disadvantaged Communities
4. Cybersecurity, Emergency Preparedness, and You!
5. Resources for Water Systems Regarding Storm Preparedness and Emergency Response
6. Capacity Development 101
7. Safe Drinking Water Act Assessment (Section 70) Advisory Committee
8. MassDEP Training Calendar
9. Spam Statement

Annual Statistical Report was Due on Monday, April 8th

Please be aware that your 2023 Annual Statistical Report (ASR) was due by Monday, April 8, 2024. So far, 94.5% of TNCs across our Commonwealth have submitted a 2023 ASR, great work!

Failure to submit the ASR by April 8th, 2024, via eDEP (<https://edep.dep.mass.gov/eDEP/>) **is a violation of 310 CMR 22.15, may result in enforcement and you will still have to submit the required ASR.** If you have not already started work on your ASR, do so now by following the instructions below.

To access your ASR:

Log in using your existing username and password at <https://edep.dep.mass.gov>

- Verify your email by going to *My Profile > Update My Information*. You need a current and accurate email address to receive an official eASR receipt.
- Open a new ASR each year. From your eDEP homepage go to *Forms > Drinking Water > 2023 Public Water System Annual Statistical Report*.
- **Your 2023 ASR was due Monday, April 8th, 2024.**

Instructions:

For instructions to fill out your ASR: <https://www.mass.gov/how-to/public-water-supply-annual-statistical-reporting-via-edep>.

Online/Remote Assistance: MassDEP staff are available during normal office hours to assist PWSs completing their ASRs. Contacts for eDEP, ASR, and Water Management Act Form assistance are listed at the bottom of this article.

Step-by-Step Tutorial: Watch the MassDEP and Massachusetts Water Works Association training session on how to complete and submit your ASR correctly at [Tips for Completing the Annual Statistical Report \(ASR\)](#).

Important Reminders:

On the *Staffing and Contact Information form* make sure the start date of your current primary distribution operator's record is **correct and that the end date is blank**. An example of a current primary distribution operator record can be seen below. *Note that the End Date is blank for the current primary distribution operator.* **If you do not have a current primary distribution operator, please contact your MassDEP regional office at:** <https://www.mass.gov/info-details/massdep-regional-offices-by-community>.

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Grade	2T/3D	License #	788101982
Phone	508-517-4368	Email	edep@chamberswater.com
Role Assignments			
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Assistance:

For assistance with eDEP (logging in, resetting passwords, etc.), contact:

- eDEP Support Desk at edep-support@mass.gov

For assistance with filling out the Annual Statistical Report, please contact:

- Sage Grace at Sage.Grace@mass.gov OR
- Andrew Durham at Andrew.Durham@mass.gov

Please CC Program.director-dwp@mass.gov for all MassDEP help requests.

For assistance with filling out the Water Management Act Forms of the Annual Statistical Report, contact:

- Jen D'Urso at jen.durso@mass.gov

You may also contact the Drinking water Program at program.director-dwp@mass.gov, Subject: ASR, or 617-292-5770.

Seasonal Start-up Tips and Procedures for TNCs

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 customers in the regular season. Properly maintained TNCs experience fewer water quality issues.

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

- System inspection
- Integrity check
- Thorough system flushing
- Coliform bacteria water testing
- Disinfection processes are also not required but are highly recommended.

More information on starting up your TNC PWS for the season is available at: <https://www.mass.gov/service-details/seasonal-start-up-information-certification-and-checklist-for-non-community-systems#:~:text=Seasonal%20systems%20are%20required%20to,that%20this%20has%20been%20completed> or by contacting the Drinking Water Program at program.director-dwp@mass.gov.

New Cybersecurity Grant Program for Small and Disadvantaged Communities

On March 22, 2024, MassDEP's Drinking Water Program announced a new grant program for public water systems to improve their cybersecurity. MassDEP/DWP has been actively working to improve the cybersecurity and resilience of public water systems (PWS) for several years. MassDEP/DWP prioritizes PWS and public health protection by requiring PWS to address cybersecurity in their Emergency Response Plans (ERPs) per 310 CMR 22.04(13), inspecting/reviewing PWS cybersecurity assessments, programs, and plans during sanitary surveys, and providing helpful resources through training opportunities and the biweekly electronic newsletter called "In the Main".

To continue protecting PWS and public health, MassDEP/DWP is increasing its efforts to address cybersecurity issues. The MassDEP /DWP has created the new [Cybersecurity Improvements Grant Program](#) in collaboration with the Massachusetts Clean Water Trust. This program offers PWSs the opportunity to be granted as much as \$50,000 per system, to improve their cybersecurity defense, mitigate the risks of cyber-attacks, and enhance overall resiliency and compliance.

Eligible Applicants:

The Cybersecurity Improvements Grant Program is available for all PWS that are **small** (serving a population under 10,000) or systems serving more than 10,000 people that meet the **disadvantaged** community criteria, defined by the Clean Water Trust (<https://www.mass.gov/info-details/the-disadvantaged-community-program>).

If you have any questions on this information or need help filling out the application, contact MassDEP Drinking Water Program at program.director-dwp@mass.gov, Subject: Cybersecurity Improvements Grant, PWS ID#, or 617-292-5770.

Cybersecurity, Emergency Preparedness, and You!

MassDEP Drinking Water Program launched a cybersecurity resource hub (StoryMap): <https://storymaps.arcgis.com/stories/35e7dc3a317445d09feb3f8c6a3d1aeb>. The purpose of this hub is to provide resources for public water systems (PWS) to improve cybersecurity defenses, mitigate cyber-attack risks, and enhance overall resiliency and compliance.

[View Article](#)

Resources for Water Systems Regarding Storm Preparedness and Emergency Response. Are you prepared?

Spring is in full effect here in Massachusetts as recent heavy rains have caused high wind, power outages, and flooding. Go to this link: <https://www.mass.gov/info-details/storm-preparedness-emergency-response-resources> for more information on resources for storm preparedness and emergency response, and procedures to contact MassDEP during/after severe storm events.

Capacity Development 101

What is Capacity Development?

Capacity Development is defined as the capacity of public water systems to operate. Capacity Development is a fundamental component of the 1996 Safe Drinking Water Act and is an essential planning tool used by MassDEP Drinking Water Program and public water systems (PWS) to consistently evaluate the provision of safe and healthy drinking water to the public. This tool is primarily used to evaluate community public water systems, but MassDEP may use the tool to review non-community systems that are unable to shut down or close during an emergency.

Capacity Development is comprised of **technical, managerial, and financial** capacity (also referred to as TMF capacity).

- **Technical** capacity refers to a PWS's physical infrastructure and operational capabilities to meet engineering and structural standards.
- **Managerial** capacity refers to a PWS's administrative and organizational capabilities to provide proper management of the system.

- **Financial** capacity refers to a PWS's ability to generate or obtain enough money to maintain the system and pay for future improvements.

MassDEP is committed to helping PWSs provide safe drinking water through public outreach, training, and technical and financial assistance.

How Does MassDEP Assess Capacity?

All PWSs receive a capacity determination (rating) by MassDEP. New systems receive an initial determination, while existing systems may receive an updated determination based on an evaluation in response to a sanitary survey, a major water quality violation, change in ownership, application for a State Revolving Fund (SRF) loan, or anytime deemed necessary by MassDEP.

MassDEP has three capacity ratings:

- PWSs with an **adequate** capacity rating comply with all major Drinking Water Regulations and demonstrate a willingness and ability to plan for the future.
- PWSs with a **conditional** capacity rating comply with all major Drinking Water Regulations but have other issues that are being monitored and rectified, or do not comply with all Drinking Water Regulations but are in compliance with enforcement orders while they correct the issues.
- PWSs with an **inadequate** capacity rating are out of compliance with Drinking Water Regulations and do not demonstrate the willingness or ability to plan for the future.

You can read more about Capacity Determinations here: [Public Water System Capacity Development | Mass.gov](#)

What are Examples of Capacity Development Activities?

Any PWS can implement capacity development activities to increase their TMF capacity. Below are some examples of Capacity Development activities under each category of TMF capacity.

- **Technical Capacity**
 - Infrastructure adequacy (source, treatment, distribution, and/or storage)
 - Source water adequacy
 - Technical knowledge and implementation
- **Managerial Capacity**
 - Ownership accountability
 - Staffing and organization
 - Training and certification
- **Financial Capacity**

- Revenue sources and sufficiency
- Credit worthiness
- Fiscal management and controls

Where Can I Learn More about Capacity Development?

Below are several MassDEP and EPA resources related to capacity development:

- EPA “Building the Capacity of Drinking Water Systems”: <https://www.epa.gov/dwcapacity>
- EPA “Learn about Capacity Development”: <https://www.epa.gov/dwcapacity/learn-about-capacity-development>
- MassDEP “Public Water System Capacity Development”: <https://www.mass.gov/info-details/public-water-system-capacity-development>
- MassDEP Capacity Development Strategy, December 2021: <https://www.mass.gov/doc/massachusetts-capacity-development-strategy-for-public-water-systems/download>
- MassDEP Guidelines for Public Water Systems Chapter 11 – Capacity Development and Standard Operation Procedures: <https://www.mass.gov/doc/massachusetts-capacity-development-strategy-for-public-water-systems/download>

What is the Safe Drinking Water Act Assessment (Section 70) Advisory Committee and Why is it Important?

To fund its work, MassDEP relies on critical funding through federal and state sources. Section 18A of Chapter 21A of the Massachusetts General Laws directs MassDEP, after consultation with the Safe Drinking Water Act Assessment Advisory Committee (Advisory Committee), to establish and revise a federal Safe Drinking Water Act Assessment to assist the department in providing technical compliance assistance to and otherwise to regulate all suppliers of water. The Assessment, paid annually by all consumers of public water, is collected by PWSs and sent to MassDEP to help fund the Commonwealth’s work to provide a safe and fit supply of public drinking water to all consumers. This is the 30th year of the Assessment Program. The Advisory Committee submits an Annual Report to the Massachusetts Legislature that includes a summary of work conducted by MassDEP with Assessment funding. Information about the Committee is available at: [Safe Drinking Water Act Assessment Advisory Committee \("Section 70" Committee\) | Mass.gov](#).

Here are the most common questions asked by small public water system operators about their annual Assessment bills.

Q. I closed my restaurant last year in 2022. I should not have received a bill.

A. The bill that you received in 2023 was for water use reported to MassDEP for calendar year 2021. You do owe for the water that you used in 2021.

Q. I own a campground with a private well. Why do I owe this bill?

A. Let's talk about the definition of a public water system...(see 310 CMR 22.20 definition section): <https://www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations>

Q. I usually receive the minimum bill. Why is my bill so much higher this year?

A. On your Annual Statistical Report (ASR), you did not report metered water use so the billing system defaulted to billing you by population served. If you have your metered water use, DWP can adjust your ASR and recalculate your bill.

For questions about the Assessment Program or your bill, email program.director-dwp@mass.gov (subject: Assessment billing).

MassDEP Training Session Calendar

MassDEP provides a calendar of both no-cost and fee-based training sessions for operators, PWS staff, and business owners. Please visit our webpage to view a broad topic list ranging from cybersecurity to infrastructure investment.

[Trainings for Public Water System Operators | Mass.gov](#)

Spam Statement

Please be reminded that official emails from MassDEP will never come from a Gmail 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](#).

To subscribe to the In The Main Newsletter, send a blank email to join-dep-dwp-subscribers@listserv.state.ma.us. 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. To subscribe to the In The Main Newsletter, send a blank email to join-dep-dwp-subscribers@listserv.state.ma.us. 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 [Safe Drinking Water Act Assessment Advisory Committee \("Section 70" Committee\) | Mass.gov](#).
