



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>



In The Main

2020-11-12

Special Issue for Transient Non-community Public Water Systems

This newsletter has these topics of interest:

1. Introduction and Meet Ben Joaquin
2. Comparing TNCs to Other Types of PWSs
3. Your TNC Well and the Massachusetts' SMART Program
4. Certificates of Registration for TNCs
5. Consumer Confidence Reports for TNCs
6. Technical and Compliance Assistance – MassDEP and Partners
7. Protecting Your Well
8. Sanitary Surveys
9. MassDEP COVID-19 Information
10. Training Calendar
11. Spam Statement

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->.

Editor's Note:

In The Main was started in 1987 by the Drinking Water Program as a quarterly print newsletter for public water systems in Massachusetts. To embrace the distinct needs of the transient public water systems, an *In The Main* issue was made specifically for TNC systems every two years.

As electronic means became more prevalent, *In The Main* ceased to be printed and the biweekly Drinking Water Update e-newsletter was born, as this brings more timely information to all PWSs. This new *In The Main* -TNC issue that you just received is tailored just for TNC systems, but in keeping with the times it is not printed but emailed to all TNC systems. We hope you enjoy reading about TNC topics in this special issue. We plan to continue special TNC *In The Main* topics quarterly.

Introduction and Meet Ben Joaquin

My name is Ben and I am a recent hire of the Massachusetts Department of Environmental Protection (MassDEP) working in the Drinking Water Program (DWP). In the summer of 2017 I was a volunteer intern for the DWP researching per- and polyfluoroalkyl substances (PFAS) and conducting GIS mapping. After graduating from the environmental program at the University of Vermont in 2018, I worked for a small government relations firm before beginning my environmental career at MassDEP as the lead TNC PWS staff person.

I have been on the job for about six months. I have been mainly providing support on several projects dealing with TNC PWSs. So far, this work has included reviewing GIS maps, reaching out to PWSs for their Annual Statistical Report, researching TNC issues, and attending related online seminars and workshops.

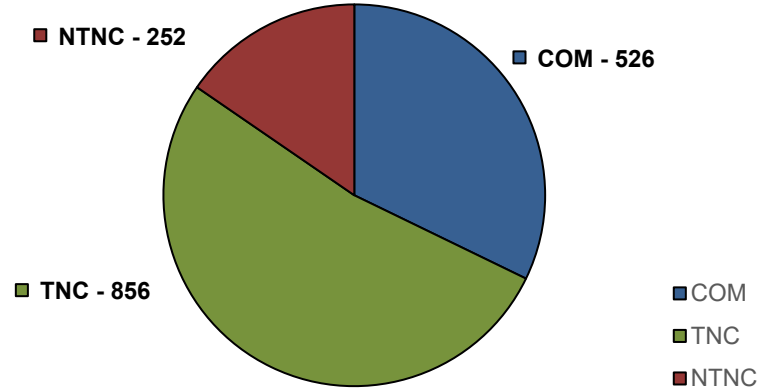
One of the primary projects I have been focusing on is creating this special issue of the *In the Main* newsletter for TNCs. We hope to write special issues for TNCs on a regular basis going forward. If you have any questions or comments on this issue or would like to contribute information or articles for future issues, please contact me at program.director-dwp@mass.gov (Subject: TNC-Ben)

I am looking forward to meeting you. Please let me know if there is anything that I can do to help, I'm excited to get started and begin my environmental career!

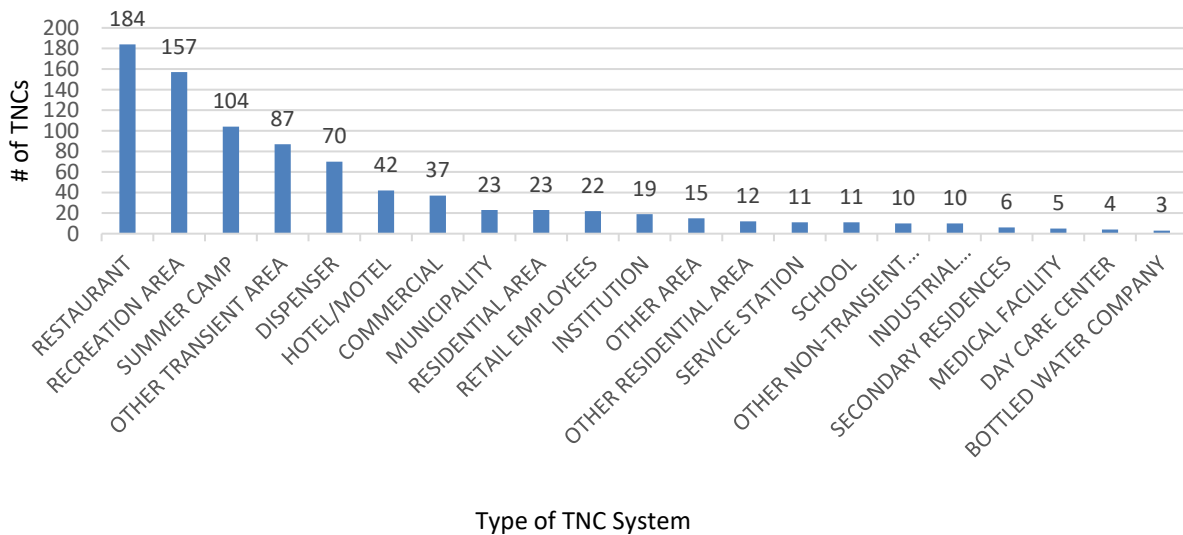
A Look at TNC Statistics

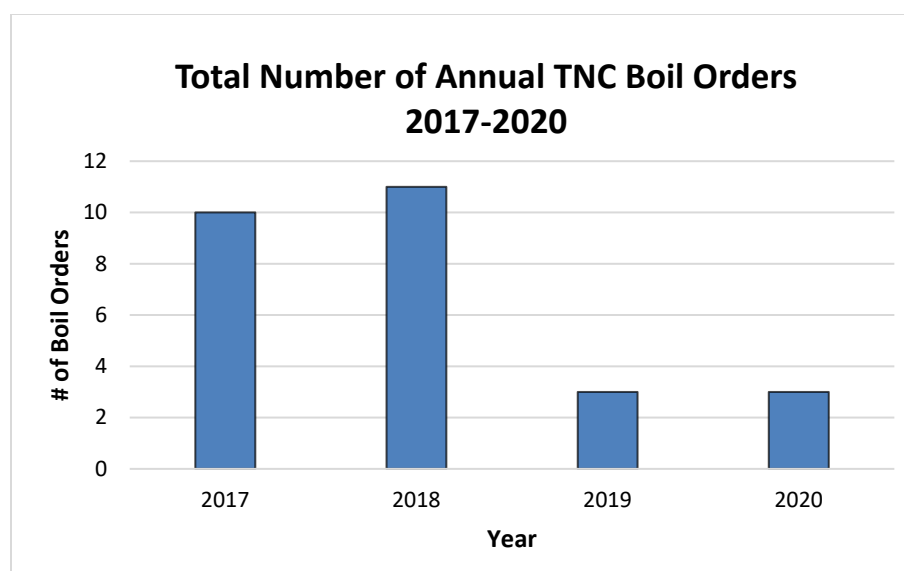
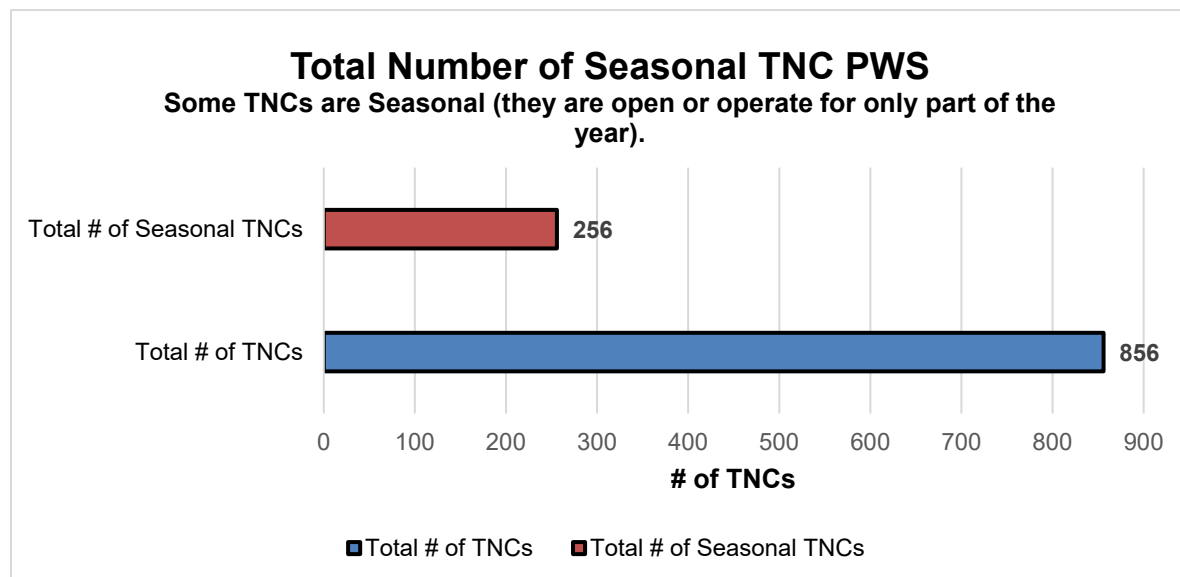
Have you ever thought about how your TNC system compares to others in the Commonwealth or how many TNC systems are in compliance with public health regulations? Here are statistics.

Total Number of Community, Transient-Noncommunity, and Nontransient-Noncommunity PWS



Different Types of TNCs





For MassDEP's online database of Boil, Do Not Drink and Do Not Use orders, go to <https://www.mass.gov/guides/drinking-water-boil-orders-and-public-health-orders>

Your TNC System Well and the Massachusetts' SMART Program

Are you looking for a fresh start for your business that will cut your monthly operating costs, update your TNC well with clean and reliable power generation, while also contributing to the development of future energy infrastructure? If you answered yes to any of those questions, the Massachusetts Department of Energy Resources (DOER) Solar Massachusetts Renewable Target (SMART) Program may be for you.

If your TNC is served by utility companies Eversource, National Grid, or Unitil, you may be able to qualify for the SMART program. The SMART program is a long-term sustainable solar incentive program designed to encourage the development of solar power technology in Massachusetts.

You may wonder, "Is my TNC large enough to implement solar photovoltaic (PV) panels on the land that I own?" After November 26th, 2018, the SMART program began including solar PV projects of all sizes with up to 5 megawatts (MW) available per project. There are many examples of smaller sized PV projects such as local bank drive-throughs, parking lot 'solar canopies' or even your neighbor's roof that prove smaller PV projects are just as important and cost effective as larger projects.

MassDEP's Drinking Water Program reviews all proposed solar projects on land owned or controlled by PWSs. Please refer to MassDEP's solar guidance and solar Zone I policy located at <https://www.mass.gov/service-details/drinking-water-policies-and-guidance>.

Participating in the SMART program is quite simple. First, learn more about the steps and options to install solar at your facility <https://www.masscec.com/commercial-solar>. Apply online to receive your preliminary statement of qualification then begin installation and implementation of the project. When your project is set up and functioning, submit an incentive claim in the online portal. After you receive your final statement of qualification, you will begin receiving incentive payments from your electric distribution company (Eversource, National Grid, or Unitil).

If you have questions related to the SMART program, go to <https://www.mass.gov/orgs/massachusetts-department-of-energy-resources>, call them at 888-989-7752 or email MA.SMART@clearesult.com.

For other questions, contact the MassDEP Drinking Water Program at program.director-dwp@mass.gov (subject: TNC-Ben).

Certificates of Registration

Every January, MassDEP posts new Certificates of Registration for every public water system in the Commonwealth. These certificates are good for one year and expire every December 31. Many public water systems need to show these certificates to various state and local authorities as proof of being a registered public water system in the state of Massachusetts.

You can find your Certificate of Registration on the document search page online at:

<https://www.mass.gov/service-details/public-water-supplier-document-search>. You can select your system from the drop-down list by either the name or your PWS ID number, then click 'retrieve documents'. Several documents for your system will then populate the page such as your *Certificate of Registration*, Water Quality Report, Compliance Monitoring Schedule, and for larger systems the LCR Approved Sampling Sites will also be there.

You may then print your certificate on paper if you want to display it on your premises or you can save a PDF of it for your electronic files.

The current year's Certificates of Registration will be online and available to systems for the full calendar year. Any time you want your certificate you can retrieve it. Every January they will be replaced with the new current year's certificate. If you want to keep a record of all your certificates, it would be advisable for you to either print it to save paper copies or save it as a PDF for your electronic files, as only the current year is available on-line.

Consumer Confidence Reports for TNCs

To let your customers know what is in the water they may be consuming in your establishment we have the Annual Water Quality Report also called the "Consumer Confidence Report (CCR) for TNC Systems." MassDEP produces the report from the water test results your system submitted over the calendar year.

Typically, it is a one-page report that comes out in early July and reports your establishment's test results from the previous calendar year. You will find it on-line at: <https://www.mass.gov/service-details/public-water-supplier-document-search>. You can select your establishment from the drop-down list by either the name or your PWS ID number -then click 'retrieve documents'. Several documents for your establishment will then populate the page such as your Certificate of Registration, *Water Quality Report*, Compliance Monitoring Schedule, and for larger systems the LCR Approved Sampling Sites will also be there.

Download your Water Quality Report and print it. This report must be signed by the owner and the certified operator and posted in conspicuous places for your customers to review. Usually it is in restrooms or by water bubblers or even posted with other food establishment permits. (Consider using

a plastic sleeve to keep it dry if posted by water sources.) Keep it continually posted and replace when a new report comes out each year. Vending machine owners might consider keeping a small stack of the reports nearby as handouts for consumers to take. Some vendors maintain that they can't seem to keep their report posted as it often goes missing. People are interested in finding out what is in the water they are purchasing.

Remember that you don't have to make the report, MassDEP does that for you. You just sign and post it for your customers to read. Easy, right? When MassDEP staff or other local permitting boards make site surveys of your facility they will be looking for this report to be posted. Don't risk getting a notice of noncompliance (NON)... post your report!

Technical and Compliance Assistance – MassDEP and Partners

If you need technical or compliance assistance with running your TNC PWS, you can reach out to your MassDEP Regional Office staff, email program.director-dwp@mass.gov or call 617-292-5770. To locate your MassDEP Regional Office, go to <https://www.mass.gov/service-details/massdep-regional-offices-by-community>.

Technical and compliance assistance and training is also available from MassDEP's partners. Here are two additional sources of assistance.

Rural Community Assistance Program (RCAP)

RCAP Solutions has funding to assist non-community public water systems meet MassDEP compliance requirements under our U.S. EPA funding. Additionally, we hold complimentary trainings regularly that are available to anyone, including owners and operators of non-community water systems.

The work done with Phoenix Fruit Farm and Country Store, located in Belchertown, MA is an example of the technical assistance that RCAP Solutions can provide to non-community public water systems. The Country Store offers fresh, local, sustainably grown fruits and vegetables, humanely raised meat and dairy, gifts, and shelf-stable goods from all over New England. Originally a farm stand, The Country Store celebrated its grand opening in July of 2019 and expanded its service to include fresh coffee, tea, and soup. As a result, the store was required to become a public water system.

After receiving a consent order from MassDEP for several minor paperwork issues, RCAP Technical Assistance Providers (TAPs) met with the owner of Phoenix Fruit Farm and Country Store. First, together they reviewed the terms of the order, and the TAP helped prioritize the requirements and outlined goals for completion. Compliance requires the correct filing be submitted at the right time, and RCAP's TAP

organized these requirements for the owners. RCAP staff also completed a Technical, Managerial, and Financial (TMF) Assessment and helped the owner to create an Emergency Response Plan.

In order to provide a required diagram of the water system, the TAP worked with the owner to create a schematic in AutoCAD from a hand drawing. The owner installed a new expansion tank, a new sampling tap, and back flow/check valves. They also adjusted the system operations slightly so meter readings would be accurate, and they eliminated redundancies in the system. The system has been operating in compliance with regulations, and the farm is on track to meet all remaining reporting deadlines with a targeted list of additional items to address.

For more information on how RCAP Solutions can assist your system, please visit our website at: www.rcapsolutions.org/community-resources/ or email Jim Starbard, MA State Lead at JStarbard@RCAPSolutions.org.

Massachusetts Rural Water Association (MassRWA)

Mass Rural Water Association was formed in 2005. Previously we were known as Northeast Rural Water Association founded in 1983. We are a non-profit association governed by a Board of Directors. We are staffed with full-time personnel trained to offer professional on-site technical assistance and training to water and wastewater system personnel in managerial, financial, and operation and maintenance of systems, as well as source water protection.

MassRWA is funded through grants, contracts, and memberships to allow us to offer our services at no charge to community water and wastewater systems and water districts with populations under 10,000. This includes TNC systems.

Goals and Objectives

- Provide a quality water supply to all Massachusetts areas.
- Provide proper wastewater treatment to all Massachusetts areas.
- Increase the operational and management knowledge of water, wastewater, and source water protection personnel.
- Increase the knowledge of the public in water, wastewater, and source water protection.
- Increase the professionalism of the large and small community water and wastewater system personnel.
- Provide professional training programs to large and small municipal systems.
- Provide professional on-site technical assistance to all systems.

If your system has a need please reach out to us and we will most likely be able to assist you and help keep you in compliance.

Mass Rural Water Association

781 Millers Falls Road

Northfield, MA 01360

www.massrwa.org

413-498-5779

Protecting Your Well

MassDEP *Groundwater Supply Protection Regulations* (see Mass. Drinking Water Regulations, 310 CMR 22.21) require the Zone I of a public well be owned or controlled by the water supplier and that activities are restricted to water supply operations. This requirement ensures that the most vulnerable area around a wellhead is protected from contamination.

However, in Massachusetts there are numerous TNCs that began operating prior to MassDEP's regulations, as a result many do not meet the Zone I requirement. These water suppliers do not fully own the Zone I or their business is located in the Zone I, or both. In these situations, protecting the well requires additional efforts on the part of the water supplier. By implementing strategies aimed at preventing contaminants from reaching the well, water suppliers can significantly increase protection of their well.

Best Management Practices

If the water supplier owns the Zone I and the facility *is not* in the Zone I

- Restrict access to the Zone I with fencing and signs.
- Do not allow non water supply activities in the Zone I.
- Do not use or store fertilizers, pesticides, road deicers, de-icing chemicals, motor oil, gasoline, degreasers, solvents, or paints in the Zone I. If certain products are needed to address health or safety, contact MassDEP for advice.
- Label water supply treatment chemicals and store them on an impervious surface.
- Use only hazardous materials necessary for the operation of the facility

If the facility *is* in the Zone I

- Store hazardous materials in original containers within the building on an impervious surface. Follow all Board of Health Regulations regarding the storage and use of hazardous materials.
- Do not store hazardous waste.
- Seal floor drains that discharge directly to the ground.
- Inform staff that your facility provides drinking water to them and the public.
- Post notices instructing staff to clean up spills immediately and to not pour chemicals down drains where they can enter the groundwater.
- Do not establish or expand parking areas.
- Do not use fertilizers or pesticides.
- Post protection signs along the Zone I boundary.
- Do not allow new non water supply activities.
- Whenever possible relocate septic systems, underground tanks and maintenance sheds to outside the Zone I.
- Slope existing pavement away from the wellhead or replace with non-pavement material.

Conduct Inspections

- Establish a set schedule
- Inspect the Zone I monthly.
- Survey the Interim Wellhead Protection Area (IWPA) annually.
- Report any changes or new uses to your regional MassDEP office.
- Report any immediate threats to your Board of Health
- Inspect the wellhead - have the certified operator look for:
 - ✓ Cracks in sanitary seals, grouting, casing, and concrete pads
 - ✓ Concrete pads that do not slope away from the well
 - ✓ Unscreened openings in vents and water level ports
 - ✓ Cross connections and back flow prevention valves not operating properly
 - ✓ Vents and valves that are not pointed to the ground
 - ✓ Accessible unprotected chemical feeders
 - ✓ Unapproved well cleaning chemicals
 - ✓ Old oil-drip lubricated pumps
 - ✓ Well casing that does not extend above ground

Outreach and Education

If the water supplier does not own all of the Zone I

- Set up a friendly meeting with the landowner to discuss your concerns.
- Provide the landowner with information on how *they* can help protect the well.
- Inquire if the landowner would be willing to place a deed restriction on their property. This can limit activities and uses on the portion of their property located in the Zone I.
- If a deed restriction is not possible, inquire if the landowner would commit to protecting the well through a non-binding agreement, such as memorandum of understanding or letter of intent. These agreements identify activities of concern (i.e., fertilizer use, vehicle parking) and a commitment to reduce or eliminate them.
- Let the landowner know you are interested in purchasing the land should it become available.
- Determine if your well is included in your community's protection measures (i.e., Aquifer Protection Bylaw or Board of Health Regulation). If it is not, provide your municipal planning board and board of health with a map of your Zone I and IWPA, and request they include these areas into their protection efforts.
- Many TNCs have streets that intersect their Zone Is and IWPAs. When treated with salt or deicing chemicals these can degrade water quality. Provide the municipal public works department with a map of your Zone I and IWPA, along with your written concerns of the potential impacts to the well.
- Reach out to landowners in the IWPA and provide them with informational material on how they can help to protect the well.

If you have questions or need assistance, please contact Program.Director-dwp@mass.gov Subject: TNC Wellhead Protection.

- Factsheets: <https://www.mass.gov/lists/drinking-water-supply-source-protection>
- Floordrains: <https://www.mass.gov/service-details/fact-sheet-uic-registration-of-discharges-to-the-ground-by-public-water-suppliers>
- Example letters, notices: <https://www.mass.gov/lists/groundwater-wellhead-protection-and-surface-water-supplies>

Sanitary Surveys

A sanitary survey is an onsite review of the water source, treatment, pumping and storage facilities, equipment, operation, maintenance, and monitoring compliance of a PWS to evaluate the adequacy of the system's capability for producing and distributing safe drinking water. Every TNC system has a sanitary survey done every five years.

It is important for you to prepare for a survey to make the survey go smoothly and keep the time it takes to complete one to a minimum. For information on how to prepare for a sanitary survey please read the booklet *MassDEP Preparing for a Sanitary Survey Booklet* found at:

<https://www.mass.gov/doc/preparing-for-a-sanitary-survey-0/download>. There is also a guide called *EPA's Sanitary Survey Learner's Guide* that teaches the basics of a sanitary survey. You can find that guide at: https://www.epa.gov/sites/production/files/2019-08/documents/sanitary_survey_learners_guide_508_8.27.19.pdf.

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 III, Step 2 (as of October 5, 2020) 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>.
