



## MassDEP

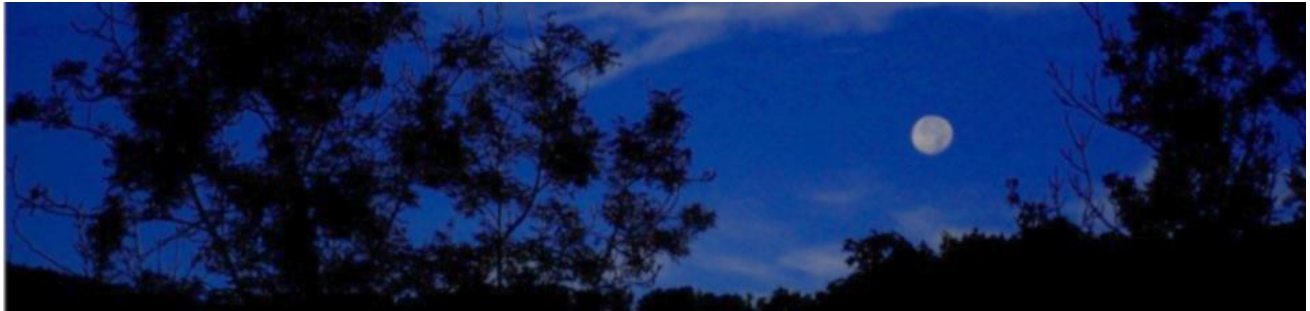
Drinking Water Program

One Winter Street – 5<sup>th</sup> Floor; Boston, MA 02108

[Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov) or 617-292-5770

The Drinking Water Updates can be found on-line at:  
[mass.gov/lists/communication-to-public-water-suppliers](https://mass.gov/lists/communication-to-public-water-suppliers)

or at the Statehouse Archives at : <https://archives.lib.state.ma.us/handle/2452/826119>



June's Strawberry Full Moon

pixabay

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### Drinking Water Program Updates

2020-06-05

This week's program director email has these topics of interest:

1. MassDEP COVID-19 Information
  - MassDEP Public Water Supply Information
  - MassDEP COVID-19 Conference Calls
2. Addressing Stagnant Water in Buildings - Share the Information
3. A PWS Tip: Some low flow toilets in closed buildings
4. America's Water Infrastructure Act (AWIA) Deadline Reminders
5. Hurricane Season is Here
6. Unique Opportunity for Free, Site-Specific Flood Resilience Training
7. Trainings and Webinars
  - CCR Rule – Overview and Electronic Delivery -Free Webinar
  - Free Cyber-Security Assessments
  - Free Telework Cybersecurity Best Practices Webinar
  - Basic Financial Management for Boards, Operators, and Managers
  - Basic Math for Operators
8. Training Calendar

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### 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](#)

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## MassDEP 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 weekly meetings with Commissioner Suuberg: [Water Suppliers Meetings on COVID-19](#)
- Questions from drinking water operators answered by MassDEP [Water Supplier FAQs](#)  
There is an **update** to Question (Inspections/Repairs12) pertaining to Cross Connection: The needed cross connection form is now available by going to <https://mass.gov/media/2131936/download>.
- [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>
- Mass DEP 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>

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## MassDEP COVID-19 Conference Calls

MassDEP's Commissioner Suuberg's weekly Zoom conference calls to all operators and interested parties **is moving to bi-weekly calls. The next call will be in two weeks. See the date below.** 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.

The next call with Commissioner Suuberg is scheduled for **Tuesday, June 16, at 2 PM**. Please email all drinking water questions to MassDEP at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov). You may also email questions to [jpederson@masswaterworks.org](mailto:jpederson@masswaterworks.org) by noon on Tuesday.

Join Zoom Meeting: <https://zoom.us/j/550814507>

By Phone: +1 929 436 2866 US (New York)

With Computer Audio: <https://zoom.us/j/716180953> (please turn your video off!)

Meeting ID: **550 814 507**

One tap mobile

+19294362866,,550814507# US (New York)

+13126266799,,550814507# US (Chicago)

Dial by your location

+1 929 436 2866 US (New York)

+1 312 626 6799 US (Chicago)

+1 301 715 8592 US

+1 346 248 7799 US (Houston)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US

Meeting ID: **550 814 507**

Find your local number: <https://zoom.us/u/anAJCjR7G>

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## Addressing Stagnant Water in Buildings - Share the Information

MassDEP recently issued guidance regarding the potential for stagnant water in buildings. We would appreciate your help to spread the word by publishing the message or link below on your webpage and/or sharing with your colleagues, contacts, or associates. Please see the message below or click on this link: <https://www.mass.gov/doc/addressing-stagnant-water-in-buildings/download>.

### **Make sure the water in your pipes is fresh.**

During the COVID-19 pandemic some buildings and facilities have little or no water running through the pipes and fixtures for an extended period of time. These stagnant water conditions can result in discolored water, lower chlorine levels, higher concentrations of lead and copper and even the proliferation of Legionella, under certain building conditions. Fresh water should be drawn into the building water systems and stagnant water flushed out before the buildings are reopened. EPA and MassDEP recommend that building owners and managers take proactive steps to protect public health by minimizing water stagnation during closures and taking action to address building water quality prior to reopening. Use the following steps to get fresh water into your building:

- Review and understand the plumbing configuration and water usage in your building.
- Inspect the plumbing to ensure it is functioning properly and is in good condition.
- Contact your water utility if you have questions on water use and quality in your area. For a list of Massachusetts public water suppliers see <https://www.mass.gov/doc/public-water-suppliers-contacts-spreadsheet-rev-may-2020>.
- Maintain any water treatment systems used in the building, such as any point-of-entry or point-of-use filters or water softeners.
- Maintain the hot water system, including keeping the temperature at or above 120°F per CDC guidance to prevent Legionella growth. See CDC's guidance for reopening buildings for additional information, referenced in the Resources section below.
- Flush the building's plumbing system regularly. See instructions for flushing in the Resource section below.
- Maintain all non-drinking water building water systems and devices according to the manufacturer's specifications, such as: sprinkler systems, eye-wash stations, and safety showers, decorative fountains/water features, spas, hot tubs, pools, and cooling towers, etc.
- Consider developing a water management program for your building water systems and all devices that use water. See CDC instructions for developing a water management program in the Resources section below.

#### Resources

- MassDEP: <https://www.mass.gov/doc/massdep-building-flushing-information/download>
- USEPA : [https://www.epa.gov/sites/production/files/2020-05/documents/final\\_maintaining\\_building\\_water\\_quality\\_5.6.20-v2.pdf](https://www.epa.gov/sites/production/files/2020-05/documents/final_maintaining_building_water_quality_5.6.20-v2.pdf)
- CDC Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation: <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>.

## A PWS Tip: A PWS reported a potential issue with some low-flow toilets when there is no water flow during extended school closures

With little to no water usage in the schools, the newer low-flow toilets may be an issue. These toilets use flowmeters which recharge each time the toilet flushes. With the school closed the toilets have not been used. Most of these toilets have a secondary program where it self-flushes to charge its battery. The issue one school experienced was the flowmeter malfunctioned and was stuck open for roughly nine days at 30 gallons per minute. This was literally 388,800 gallons of water down the drain. You may want to reach out to your schools or other closed buildings and ask the owners/managers if they are not doing so already, to start recording daily meter readings to watch for any large increases in water usage. These increases could be related to this issue.

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## America's Water Infrastructure Act Deadline Reminders!

### PWS serving $\geq 100,000$ :

- **PLEASE REMEMBER**, certification of your updated emergency response plan (ERP) is due to EPA by **September 30, 2020** or no later than six months after certification of your Risk and Resilience Assessment (RRA). **Great job to the MA systems, which all submitted by the 3/31/2020 deadline!**

### PWS serving 50,000 to 99,999:

- RRA and certification to EPA **due by December 31, 2020**.
- Certification of your updated ERP is due to EPA by **June 30, 2021** or no later than six months after certification of your RRA.

### PWS serving 3,301 to 49,999:

- RRA and certification to EPA **due by June 30, 2021**.
- Certification of your updated ERP is due to EPA by **December 30, 2021** or no later than six months after certification of your RRA.

U.S. EPA strongly recommends you electronically submit your community water system's certification statements. This will be the only reporting method where US EPA will be able to provide an acknowledgement of receipt of your certification statement. Please have your PWSID number available before you begin the certification process. You may **certify completion of your RRA by clicking [HERE](#)**.

**EPA's risk and resilience small systems checklist and guidance document**, designed for systems servicing between 3,301-49,999 people is now available. When completed, it allows a system to meet the RRA requirements in AWIA Section 2013(a). It is also consistent with the qualitative risk assessment in VSAT. You can find it by following this link:

<https://www.epa.gov/waterresilience/small-system-risk-and-resilience-assessment-checklist>

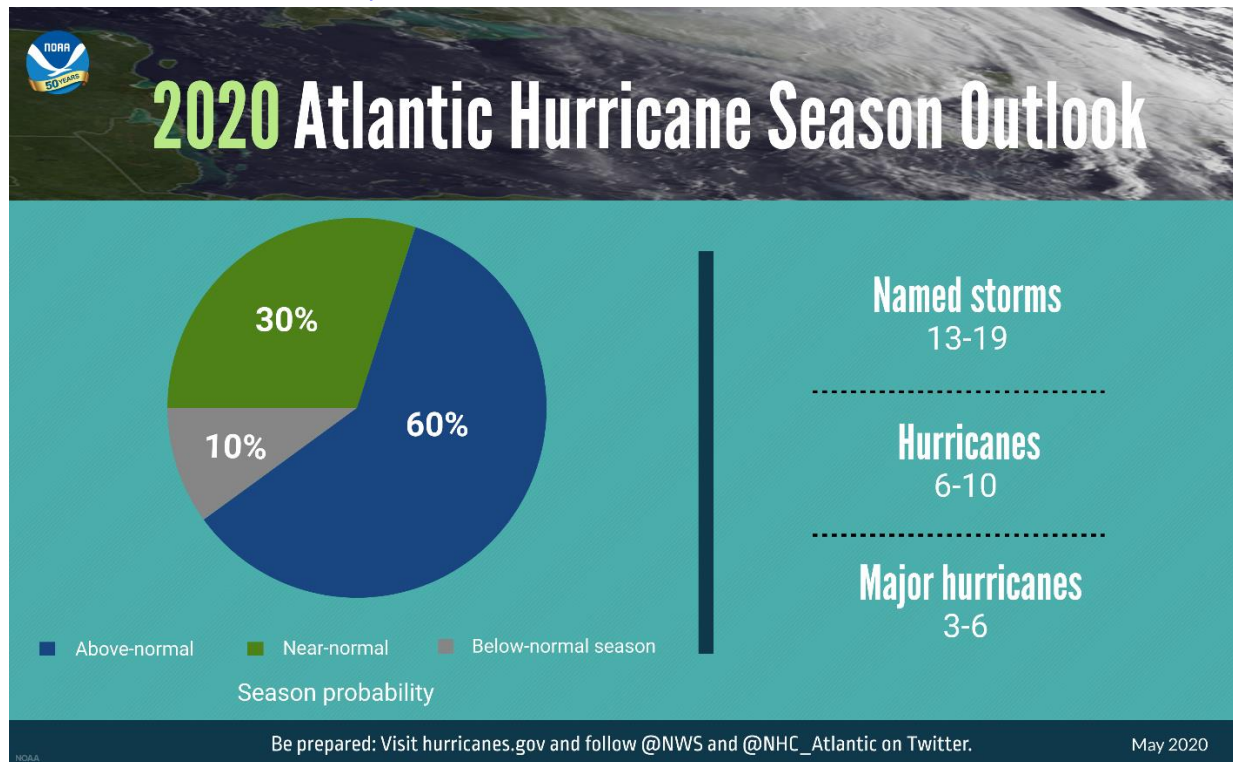
The National Rural Water Association (NRWA) has an **available recording** of the webinar "**Cyber Security and AWIA Made Easy**" that is available after registering at this link:

[https://zoom.us/rec/share/xNVvI43qrVxOYa\\_noHjVBpICArWmT6a81SgbqfdcyhyoCouRdPHAtAhdCeB4RhkP?startTime=1584644025000](https://zoom.us/rec/share/xNVvI43qrVxOYa_noHjVBpICArWmT6a81SgbqfdcyhyoCouRdPHAtAhdCeB4RhkP?startTime=1584644025000)

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## Hurricane Season is Here!

This week marks the beginning of the Atlantic Hurricane Season which runs from June 1 through November 30. The National Oceanic and Atmospheric Administration (NOAA) is predicting a 60% likelihood of an above-average season, with a 70% chance of 13-19 named storms. See below and learn more here: [NOAA - Busy Hurricane Season Prediction -2020](#)



Hurricane season combined with the current COVID-19 pandemic brings a unique situation requiring enhanced emergency response planning. The Centers for Disease Control and Prevention (CDC) offers helpful tips here: [Preparing for Hurricanes During the COVID-19 Pandemic](#).

Additional helpful links and tools for Hurricane Preparedness:

- [EPA Water and Wastewater Resilience](#)
  - [Hurricane Incident Action Checklist](#)
  - [Flooding Incident Action Checklist](#)
  - [Power Resilience Guide](#)
  - [Water Utility Response On-The-Go App](#)
- [NOAA National Hurricane Center Safety Tips and Resources](#)
- [Federal Alliance for Safe Homes \(FLASH\) #HurricaneStrong](#)

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## Unique Opportunity for Free, Site-Specific Flood Resilience Training



MassDEP's Water Utility Resilience Program (WURP) is looking for 5-7 small to medium sized water systems that have interest in participating in an online training using the EPA Flood Resilience Guide. The program will provide interactive assistance to utilities on the different aspects of flood resilience, including:

- process of examining the flood threat
- identifying your system's vulnerable assets and consequences
- showing cost and benefits of flood mitigation measures
- help in selecting flood mitigation measures and developing implementation plans

Utility participation requires a commitment to three webinars for two hours each and some homework assignments that consist of watching short videos and gathering system-specific information.

If interested in participating, or if you have questions, please email Kristin Divris at [Kristin.Divris@mass.gov](mailto:Kristin.Divris@mass.gov) with your system name and "flood training" in the subject line by **June 12, 2020** or call Kristin at 508-887-0021.

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## Trainings and Webinars

### CCR Rule – Overview and Electronic Delivery

Free Webinar

**June 10, 2020 2:30-3:30 pm ET**

Registration link: <https://register.gotowebinar.com/register/573421009734670608>

EPA will be hosting a free webinar for the federal Consumer Confidence Report (CCR) Rule. The webinar will provide an overview of the CCR rule requirements and discuss approaches to electronically deliver CCRs. The webinar is intended for anyone interested in learning more about the CCR requirements and available tools. See the **attachment** for more information.

The CCR iWriter tool is designed to help water suppliers quickly create their CCRs according to the federal requirements (please note that state requirements can differ from federal) and customize the report for specific situations. A recording of the webinar is available at:

<https://www.epa.gov/water-research/small-systems-monthly-webinar-series>

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### Free Cybersecurity Assessments

Due to the Covid-19 pandemic, US EPA, through the Horsley Witten Group, Inc. is offering free cybersecurity assessments and technical assistance (formerly onsite) virtually. If your utility is interested in conducting a confidential assessment, developing a cyber action plan, and learning more about reducing cybersecurity vulnerabilities please review the **attachment**.

To register your utility, visit: <https://horsleywitten.com/cybersecurityutilities>  
For more information, contact: Gemma Kite at 508-833-6600 [gkite@horsleywitten.com](mailto:gkite@horsleywitten.com)

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## Free Telework Cybersecurity Best Practices Webinar

June 9, 2020 2:00 – 3:00 pm ET

Register link: <https://staysafeonline.org/event/telework-cybersecurity-best-practices-june-9-2020/>

The National Cyber Security Alliance (NCSA) is offering a free overview of cybersecurity best practices for the remote workforce including what organizations should be communicating to protect assets.

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## Basic Financial Management for Boards, Operators, and Managers

Thursday, June 11, 2020 at 1:00 p.m. ET

Rural Community Assistance Corporation (RCAC)

Operators, managers, and board members can join RCAC for a two-hour [webinar](#) on basic financial management. Space is limited and priority attendance will be given to those from smaller water systems.

Event Info: <https://www.events.rcac.org/assnfe/ev.asp?ID=1934>

For More Info: <https://www.events.rcac.org/images/rcac/Jan-June%202020%20At%20A%20Glance%20Final.pdfBasic>

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## Basic Math for Operators (4TCH)

June 9, 2020 and June 11, 2020 8:30 am to 10:30 am both days. This is a 2-day workshop

[Click here to register!](#)

RCAP - Math is an integral part of drinking water operations and is often one of the hardest topics to master. The course will review basic math concepts, tactics for solving problems, and provide practice applying the concepts to solve example problems.

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## Training Calendar

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=PLJn2AKOcYr7lutGJB-UfDKtQPF\\_o\\_249m](https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m)

or click here:  **YouTube**



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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>.

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# Free Onsite Cybersecurity Assessment and Technical Assistance

Cybersecurity is a broad term that refers to the security of computer network infrastructure and data. A cyber attack is an attempt to undermine or compromise the function of a computer network or system, or an attempt to track the online movements of individuals without their permission.

## What is the onsite assessment and technical assistance?

With the U.S. Environmental Protection Agency, Horsley Witten Group (HWG) is offering free, confidential, onsite cybersecurity assessments and technical assistance to interested water and wastewater utilities. The assessment consists of a questionnaire completed on-site with HWG staff, and the technical assistance consists of developing a cyber action plan based on the results of your utility's assessment focused on best practices to prepare for, respond to, and recover from a cyber incident. Adoption of these practices can reduce the likelihood that a cyber attack will be successful and allow the utility to recover from any cyber attacks faster and at a lower cost.

## What are the expected outcomes?

All individual utility information gathered during the assessment will be protected and remain confidential. Trends in the anonymized, aggregated data will be shared with other utilities and agencies so that lessons learned from the assessments may benefit all.

Participating utilities can expect to receive a straightforward overview of their vulnerabilities and suggested best practices to reduce risks to their business enterprise, SCADA, and communications systems. Additionally, the utility will develop their cyber action plan with HWG and work to implement any recommended best practices.

## What does the utility need to prepare before the onsite assessment and technical assistance?

The assessment will require input from management, IT, operations/control staff and engineers as appropriate. The utility will also need to compile and provide any existing system documentation/diagrams, policies, and procedures.

## Is there any follow-up?

Yes, HWG will contact the utility on two separate occasions after the development of the cyber action plan to gauge progress and see if additional assistance is required.

To register your utility, please visit:

[https://horsleywitten.com/  
cybersecurityutilities](https://horsleywitten.com/cybersecurityutilities)

For more information, contact:

**Gemma Kite at 508-833-6600**

EPA's Office of Ground Water and Drinking Water invite you to a free webinar

# CONSUMER CONFIDENCE REPORTS

## Overview and Electronic Delivery

Registration link: <https://register.gotowebinar.com/register/573421009734670608>

**JUNE 10<sup>TH</sup>, 2020**  
**2:30-3:30 PM EST**

### CCR RESOURCES

- **EPA CCR Homepage:**  
<https://www.epa.gov/ccr>
- **Guide for water systems :**  
<http://www.epa.gov/ccr/how-water-systems-comply-ccr-requirements>
- **CCR electronic delivery options:**  
<https://www.epa.gov/ccr/safe-drinking-water-act-consumer-confidence-report-delivery-options-memorandum>
- **CCR iWriter:**  
[https://ofmpub.epa.gov/apex/safewater/f?p=ccr\\_iwriter](https://ofmpub.epa.gov/apex/safewater/f?p=ccr_iwriter)

EPA will be hosting a webinar for the Federal Consumer Confidence Report (CCR) rule. The webinar will provide an overview of the CCR rule requirements and discuss approaches to electronically deliver CCRs.

### Who should attend?

Community water system operators, state and federal drinking water program staff and technical assistance providers interested in learning more about the CCR requirements and available tools.



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