



MassDEP

Drinking Water Program

One Winter Street – 5th Floor; Boston, MA 02108

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



Drinking Water Program Updates

2020-05-15

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

1. Mass DEP COVID-19 Information
 - MassDEP Public Water Supply Information
 - MassDEP COVID-19 Conference Calls
 2. US EPA COVID-19 Information
 3. CDC Covid-19 Information
 - COVID-19 Critical Infrastructure Sector Response Planning
 - Reopening Guidance for Cleaning and Disinfecting Public Spaces
 - Social Distancing
 4. Information for Seasonal, Closed or Low flow operating systems
 5. MassDEP Drinking Water Program & UMass Collaboration: Exploring Remote Inspections
 6. EPA and Perchlorate
 7. DER releases Pre-Request for Responses for Priority Ecological Restoration Projects
 8. Security and Resilience
 9. Source Water Protection
 - Webinar – Partnering to Protect Drinking Water
 10. Training Calendar
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Mass DEP 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](#)

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](#)
- Recorded weekly meetings with Commissioner Suuberg: [Wastewater Treatment System Operators Meetings on COVID-19](#)
- Questions from drinking water operators answered by MassDEP [Water Supplier FAQs](#)
- Questions from wastewater operators answered by MassDEP: [Wastewater Operator FAQs](#) Guidance documents posted
- [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](#))
- Mass DEP Building Flushing Information <https://www.mass.gov/doc/massdep-building-flushing-information>

MassDEP COVID-19 Conference Calls

MassDEP’s Commissioner Suuberg is holding weekly Zoom conference calls to 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.

The next call with Commissioner Suuberg is scheduled for Tuesday, May 19, at 2 PM. Please email all drinking water questions to MassDEP at program.director-dwp@mass.gov. You may also email questions to jpederson@masswaterworks.org by noon on Tuesday.

Topic: MassDEP call with Public Water Systems re: COVID-19

Time: May 19, 2020 02:00 PM Eastern Time (US and Canada)

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>

US EPA COVID-19 Information

Environmental Protection Agency (EPA) has a COVID-19 website that you can review at: <https://www.epa.gov/coronavirus>. Operators can find useful information there in addition to the Massachusetts informational site noted above. Some new topics on their site are:

- **Flushing** - Buildings and business closures for weeks or months reduce water usage, potentially leading to stagnant water inside building plumbing that can become unsafe to drink. EPA recommends taking these proactive steps to protect public health: <https://www.epa.gov/coronavirus/epa-guidance-disinfecting-cleaning-and-addressing-water-quality-challenges-related>
- **FEMA** working with state, local and tribal governments: <https://www.fema.gov/coronavirus>
- **Opening Up America Again**: - <https://www.whitehouse.gov/openingamerica/>

- **Food grade CO₂ suppliers and producers** please visit: <https://www.epa.gov/ground-water-and-drinking-water/food-grade-co2-suppliers-and-producers>
- **EPA Webinar - EPA Expands Research on COVID-19 in the Environment**
May 27th from 2:00-3:00pm ET.
To register go
to: <https://register.gotowebinar.com/register/1297620939911049228>. Please note that registration is on a delayed process and you will receive an email with your link to join the webinar within one business day after registering. Also note that there has been a significant increase in registrations in previous months. Even if you have received a registration link, it is not guaranteed that you will be able to join the webinar because of attendance limits. If you are not able to join the webinar, links will be provided to the webinar's slide deck so that you will still be able to follow along with the webinar's audio.
<https://www.epa.gov/homeland-security-research/homeland-security-research-webinar-series>
- **EPA Webinar - Drinking Water Microbes 101**
May 19, 2020 2:00 – 3:00 pm ET
EPA's Office of Research and Development and the Office of Water invite you to this free webinar.
The presentation will cover a brief history of the waterborne disease and evolution of the federal drinking water regulatory program. Each of the major National Primary Drinking Water Regulations that require microbial monitoring will also be covered. For each regulation, an explanation of the purpose of the rule, what microbes are regulated under the rule, and what monitoring is required will be included.
Certificates of attendance will be provided. [Register Here](#)

Note that the webinar is only able to hold 1,000 participants and will likely reach that limit. If you have trouble entering the webinar you may join by phone with the number provided at registration and follow along with your copy of the slides, which will be attached to the invite on the day of the webinar.

Visit the [Small Systems Monthly Webinar Series website](#) for upcoming webinars and past webinar recordings.

CDC Covid-19 Information

The U.S. Centers for Disease Control and Prevention (CDC) continues to update its COVID-19 resources, posting new and revised information and guidelines for specific communities and

sectors as well as for the general public. Some of the new and revised products that may be of interest to water and wastewater utilities include:

- **COVID-19 Critical Infrastructure Sector Response Planning** – On this webpage, the CDC encourages critical infrastructure workplaces to develop a COVID-19 response plan; it includes advice and links to resources to assist in this process. The CDC also discusses how to adapt a response plan based on its guidance.
 - **Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes** - This document provides a general framework for cleaning and disinfection practices. The associated Guidance for Cleaning and Disinfecting contains a decision flowchart.
 - **Social Distancing** – This updated webpage which discusses how to practice social distancing now contains subcategories for those at increased risk and for whom there are additional considerations, including people with disabilities.
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Information for Seasonal, Closed or Low flow operating systems

At this time of year some seasonal systems reopen. This year, in addition to seasonal systems, other systems have been closed or operating on a reduced level (low flow) as a result of the Governor's Executive Order requiring non-essential functions to remain closed until the order is lifted. The information below will assist seasonal systems, closed systems and low flow systems as they prepare to resume operation after reduced or closed operations. To assist you to determine your system's operational status, a simplified flowchart is attached for your convenience.

1. Seasonal System

Seasonal System means a Non-community Water System that is not operated as a Public Water System on a year round basis and starts up and shuts down at the beginning and end of each operating season. The MassDEP list of currently registered seasonal systems is located at <https://www.mass.gov/doc/list-of-seasonal-public-water-systems/download>. If you have any questions on the list contact your regional office Drinking Water Program contact. Seasonal Public Water Systems are expected to conduct their usual Start-up Procedures, including sampling and written notification regardless of the date the start-up occurs. For information about seasonal system protocols see <https://www.mass.gov/service-details/seasonal-start-up-information-certification-and-checklist-for-non-community-systems>.

2. Public Water Systems that continued operations including operator oversight inspections and routine water quality monitoring

No additional actions are required. However, if the building(s) lacked typical water use (reduced or low flow conditions) MassDEP recommends that the PWS initiate a flushing program.

As buildings have been shut down or used less frequently, water quality in the buildings may become degraded due to stagnation. **It is always a good practice to flush all water supply lines in a facility after a prolonged closure to ensure fresh water is in the system.** For information on Flushing and reopening see:

- MassDEP's information on Flushing after closures or no or low flow at <https://www.mass.gov/info-details/massdep-covid-19-resources-for-water-suppliers-and-wastewater-operators#water-supplier-resources>
- EPA's guidance, including a checklist, on Maintaining or Restoring Water Quality in Building with Low or No flow at <https://www.epa.gov/coronavirus/information-maintaining-or-restoring-water-quality-buildings-low-or-no-use>

3. Public Water Systems that DID NOT continue operations (including operator oversight inspections and routine water quality monitoring), BUT DID PROVIDE DOCUMENTATION to MassDEP of the temporary closure:

Prior to returning to operation, the PWS must perform start-up activities and must complete and submit a signed copy of a modified Seasonal Start-up Procedures and Certification Form to MassDEP Drinking Water Program.

PLEASE NOTE: Public Water Systems that remained pressurized, but not operational, MUST complete the Modified Seasonal Start-up Procedures and Certification Form and may note that the system was pressurized.

To modify the 'Seasonal Start-up Procedures and Certification Form' please add "COVID-19 Closure" or other "Emergency Closure" to the top of the form. Complete a modified Start-up Form prior to serving the public (all persons other than those conducting the startup procedures and sampling). As always, a certified lab must be used for sample analysis. The "Modified State of Emergency" Seasonal Start-up Procedures and Certification Form must be submitted by email no less than 3 days prior to serving water to the public. Email to: program.director-dwp@mass.gov, Subject: [Regional Office] Modified Seasonal Start Form. A copy of the form is available at <https://www.mass.gov/doc/seasonal-start-up-procedure-certification-0/download>. The form is also attached.

To prepare to certify the PWS start up condition, MassDEP **recommends** that the PWS complete the attached Start-up checklist that will help to identify potential problems that may allow contamination to enter the system. By completing the form, the PWS will be documenting that it checked the components of the system during start-up procedures. The PWS should complete each item on the checklist and retain a copy of the checklist in your water system records. A copy of this recommended checklist is also located at:

<https://www.mass.gov/doc/start-up-activities-checklist-for-non-community-and-small-water-systems-closed-due-to-a-state> (MS Word Version)

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<https://www.mass.gov/doc/start-up-activities-checklist-for-non-community-and-small-water-systems-closed-due-to-a-state-0> (PDF Version)

4. Public Water Systems that DID NOT continue operations (including operator oversight inspections and routine water quality monitoring), AND DID NOT PROVIDE DOCUMENTATION to MassDEP of the temporary closure:

Prior to returning to operation, the PWS must:

- I. document its closure and
- II. perform start-up activities and must complete and submit appropriate forms.
- III. The PWS must complete and submit the "**Emergency Certification of Public Water System Temporary Closure (Non-operational Status)**" Form. The form must be completed to indicate the start of the period when the PWS is/was not operating and regular monitoring was not conducted. This form must be completed, scanned and attached to an email sent to program.director-dwp@mass.gov, Subject: PWS Closure. The form is attached and a copy is also available at <https://www.mass.gov/doc/emergency-certification-of-public-water-system-temporary-closure-non-operational-status/download>
- IV. In addition, a signed copy of a modified Seasonal Start-up Procedures and Certification Form must be completed and submitted to the MassDEP Drinking Water Program. To modify the 'Seasonal Start-up Procedures and Certification Form' see information above in #3.

PLEASE NOTE: Public Water Systems that remained pressurized, but not operational, MUST complete the Modified Seasonal Start-up Procedures and Certification Form and may note that the system was pressurized.

The following list of documents is attached:

- Operational Status Flowchart (new)
- Seasonal Start-Up and Certification Form
- Emergency Certification of Public Water System Temporary Closure (Non-operational Status) Form
- Start-up Activities Checklist for Non-Community and small water systems that have closed due to a State of Emergency- Recommended Checklist (new)

For questions on this information, please contact your regional MassDEP Drinking Water Program contact or email program.director-dwp@mass.gov, Subject: Seasonal & other operational status.

As you plan for re-opening a closed or low flow system remember FRESH WATER IS BEST so see Mass DEP Building Flushing Information at <https://www.mass.gov/doc/massdep-building-flushing-information>

MassDEP Drinking Water Program & UMass Collaboration: Exploring Remote Inspections

The MassDEP Drinking Water Program has partnered with UMass Amherst to promote community engagement on drinking water issues and develop the next generation of water treatment professionals through a USEPA grant. The recent COVID-19 restrictions have created an imminent need to develop online and remote meetings, inspections, trainings, and compliance for water system staff and MassDEP employees. One of the MassDEP UMass Small System Intern groups this semester developed ideas and suggestions to respond to this need. Their ideas may be used by MassDEP and water systems to develop communication and operating procedures moving forward. A copy of the presentation can be found at <https://youtu.be/wkM39bnTtw>. If you have any additional questions about the presentation send an email to pwittbold@umass.gov or michael.maynard@mass.gov.

EPA and Perchlorate

On 5/14/2020, the U.S. Environmental Protection Agency (EPA) released information on reductions of perchlorate in drinking water due to actions that its partners and the agency have taken to mitigate this contaminant and protect public health. The agency also provided information for drinking water utilities on perchlorate.

“Because of steps that EPA, states and public water systems have taken to identify, monitor and mitigate perchlorate, the levels have decreased in drinking water” said EPA Administrator Andrew Wheeler. “This success demonstrates that EPA and states are working together to lead the world in providing safe drinking water to all Americans.”

“Since EPA made a determination to regulate perchlorate in drinking water in 2011, meaningful reductions have occurred due to actions taken by EPA, states and public water systems. The main factors contributing to the decrease in perchlorate levels include:

- Improved procedures for storage and handling of hypochlorite solutions used as drinking water disinfectants.
- Remediation activities at 60 Superfund sites to address perchlorate.
- Drinking water regulations for perchlorate in **Massachusetts** and California.
- Federal and state remediation activities at perchlorate contaminated sites, particularly the ongoing remediation efforts in the state of Nevada to address perchlorate contamination in groundwater adjacent to the lower Colorado River upstream of Lake Mead.

EPA remains committed to continuing to work with states and public water systems and is providing information to water systems on addressing perchlorate in drinking water. For more information on the declining levels of perchlorate in drinking water and information for drinking water utilities: <https://www.epa.gov/sdwa/fact-sheets-perchlorate-drinking-water>. ”

For the full news release see <https://www.epa.gov/newsreleases/epa-notes-successes-reducing-perchlorate-drinking-water>



DER releases Pre-Request for Responses (RFR) for Priority Ecological Restoration Projects

The Division of Ecological Restoration seeks river and wetland restoration projects that bring significant ecological, community, and climate adaptation benefits to the Commonwealth. DER is requesting responses for cranberry bog restoration, streamflow restoration, and urban river revitalization projects. Selected priority projects will be eligible to receive technical assistance from DER staff, technical services from consultants, and/or grant funding throughout the life of the project.

DER will release the full RFR on May 28th, 2020, with applications due Thursday, June 18th at 5 p.m. Interested applicants are strongly encouraged to review the pre-RFR and discuss potential applications with DER staff during the pre-RFR period. The [pre-RFR, applications, and additional materials are available on our website](#).

Since its founding in 2009, DER and its partners have completed over [65 Priority Ecological Restoration Projects](#). Each project restores healthy habitat while also helping communities prevent storm damage, address aging infrastructure, and improve outdoor recreation. Restoration projects also support the economy, [creating or maintaining 12.5 jobs for every \\$1 million spent](#).

For more information, please contact:

Cranberry bog wetland restoration projects – contact Alex

Hackman, alex.hackman@mass.gov

Streamflow restoration projects – contact Michelle Craddock, michelle.craddock@mass.gov

Urban stream and river revitalization projects – contact Cindy Delpapa,

cindy.delpapa@mass.gov

Security and Resilience

Guidance and Tools:

- **America's Water Infrastructure Act (AWIA) New Tool**

EPA has released the risk and resilience small systems checklist and guidance document, which is designed for systems serving a population between 3,301-49,999. You can find it by following this link: <https://www.epa.gov/waterresilience/small-system-risk-and-resilience-assessment-checklist>

To find more upcoming workshops and webinars click [here](#).

FEMA Publishes Guidance on PPE Needs for Non-Healthcare Sectors

FEMA has published two guidance documents on PPE needs during the COVID-19 pandemic response to ensure the protection of workers.

Guidance summarizing how organizations should consider and manage their personal protective equipment (PPE) needs including

- objective,
- preservation strategies for non-healthcare settings,
- acquiring PPE during shortages, and
- key questions before making PPE requests.

Find more information, see the FEMA Fact Sheet [here](#), which includes [CDC strategies to optimize the supply of PPE](#), [decontamination and reuse of filtering facepiece respirators](#), [PPE best practices](#), and [PPE burn rate calculator \(including mobile app\)](#).

Webinars:

- **Free Webinar and CEUs: Small Systems Guidance for AWIA Section 2013 Compliance**

Join the experts from the U.S. Environmental Protection Agency (EPA), the Rural Community Assistance Partnership (RCAP) and the American Water Works Association's (AWWA) on **Wednesday, June 10th at 1:00 PM ET**. [Register today](#) to earn **free continuing education units (CEUs)** and learn how your utility can meet your AWIA deadlines. Webinar speakers will discuss tools and resources small systems can utilize to develop risk and resilience assessments and emergency response plans that comply with the requirements of AWIA.

- **Environmental Finance Network Center (EFCN) Ask the Expert: Protecting and Investing in the Water Workforce through COVID-19 and Beyond**
Thursday, May 21, 2020; 2:00pm-3:00pm EST
Essential workers, including water operators, require support and protection during the COVID-19 pandemic to develop the infrastructure workforce for a resilient future. This webinar will include a brief overview of long-term economic, workforce, and infrastructure investment trends, and include a facilitated discussion of participant questions. Register here: [EFCN Ask the Expert](#)
- **EFNC Funding and Financing Strategies for Integrated Hazard Mitigation and Water Resource Plans**
Wednesday, May 27, 2020; 2:00 – 3:00 pm ET
This webinar will provide strategies for incorporating funding and financial strategies into integrated plans and explore various solutions for how local communities can pay for water resource projects by integrating hazard mitigation and water quality-focused resource management. Register here: [EFCN Funding & Finance](#)
- **America's Water Infrastructure Act of 2018 (AWIA) Compliance Lessons Learned**
Thursday, May 28, 2020; 1:00 – 2:00 pm ET
EPA will conduct an "AWIA Compliance Lessons Learned" utility webinar, where discussion about the steps your utility can take to conduct a comprehensive risk and resilience assessment in addition to first-hand insights from a large water utility that recently achieved AWIA compliance with the March 31, 2020 submission deadline. The webinar is geared to medium and small-size systems and participants will learn how to access the latest tools, resources, and guidance to assist their water utility in complying with the requirements of AWIA. [Register Here](#)
- **AWIA Emergency Response Plan**
WaterISAC is offering a three-part webinar series in collaboration with Arcadis U.S., Inc., the first of which was held on 4/29/2020 and was open to non-members. The webinar focused on AWIA Emergency Response Plan (ERP) requirements and the planning process. A recording of this webinar is available to non-members here: [Access the recording and presentation at WaterISAC.](#)

WaterISAC members can also register for webinar **parts 2 and 3** on **May 26th** and **June 23rd** respectively here: [WaterISAC](#)

- **COVID-19 Scams** webinar materials now available. Hosted by the National Cyber Security Alliance (NCSA) and presented by the Federal Trade Commission, Trend Micro, and Generali Global Assistance the recording and slides are now available for review on the [staysafeonline.org](#) website. Direct link for the recording is here: [NCSA COVID-19 Scams](#)

If you do not want to click the direct link, you can follow these steps to access the posted and other videos:

1. Visit NCSA's website at: [staysafeonline.org](#)
2. Click the orange "resources library" button at the top-right corner of the page
3. Sort by "video"
4. Select "COVID-19 Scams"

Cybersecurity:

- **The Cybersecurity and Infrastructure Security Agency (CISA)** provides extensive knowledge and practices to defend against today's threats and build a more secure and resilient infrastructure. CISA encourages users and administrators to review current activity [Here-CISA](#) and apply necessary updates.
 - **Google Releases Security Updates for Chrome** - [Chrome Release](#)
 - **Mozilla Releases Security Updates for Firefox and Firefox ESR** - [Firefox 76](#) and [Firefox ESR 68.8](#)
- **Situational Awareness - SCADA**
On April 23, 2020, Israel reported attempted cyber intrusion attacks against water systems including wastewater treatment plants, water pumping stations and sewers targeting SCADA systems. Read more about this here: [ZDNet](#)

Source Water Protection




The national Source Water Collaborative (SWC) will host a **webinar entitled, “Updates from NRCS and the Northeast: Partnering to Protect Drinking Water,”** as part of the SWC Learning Exchange on “SWP through Conservation Funding.” It will be held on Thursday, June 4th, from 1:00 – 2:30 pm ET [Register for the webinar here](#)
[Read in browser »](#)

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=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m

or click here:  **YouTube**

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>.

MassDEP DRINKING WATER PROGRAM

Start-up Activities Checklist for Non-Community and small water systems that have closed due to a State of Emergency*

PWS ID:

City/Town:

PWS Name:

Person who performed/oversaw start-up procedure:

Prior year shut-down date (if applicable):

Date checklist was completed:

Date system was opened for operation:

Instructions: This checklist will help you identify potential problems with your water system that may allow contamination to enter. By completing this form, you document that you've checked the following components of your water system during start-up procedures. The Procedure/Recommendations column provides guidance on how to complete the start-up procedure and address problem areas. MassDEP recommends that you to complete each item and retain this checklist in your water system records.

Activity	Description	Done	N/A	Procedure / Recommendations
		✓	✓	
1. Pre-Inspection Activities	1.1 Inform MassDEP about your system closure and review your MassDEP approved Sample Schedule to determine if changes are necessary. Consult with MassDEP regional office if changes to the PWS Coliform Sampling Plan are necessary.			Start early so your opening is not delayed – the recommended timeframe is at least one month -before planning to begin serving water so there is time to make necessary repairs.
	1.2 Make arrangements for sample analysis by a Mass certified lab			
	1.3 Reviewed and addressed all non-compliance issues identified by MassDEP from prior years.			
	1.4 Minimize inspector's exposure during the declared State of Emergency by ensuring all protective personal equipment (PPE) and standard operational procedures are in place.			See MassDEP's general information on preventive measures for PWS at https://www.mass.gov/water-supplier-operations
2. Initial Inspection				Do a thorough inspection to ensure the integrity of the entire system.
2.1 Well and pumphouse	2.1.1 Well cap is tight and secure			
	2.1.2 Pump house, if present, is locked and secure			

*Upon request of MassDEP, this checklist may be required for other emergencies.

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MassDEP DRINKING WATER PROGRAM

Start-up Activities Checklist for Non-Community and small water systems that have closed due to a State of Emergency*

Activity	Description	Done	N/A	Procedure / Recommendations
2.1 Well and pumphouse (cont.)	2.1.3 Well casing is structurally sound			Look for cracks or corrosion in well casing.
	2.1.4 The well casing vent is turned downward and the screen is intact			
	2.1.5 Rodents and insects are being kept out of the well house			Look for signs of insects, rodents and other animals (droppings, chewed paper, or nesting materials) in the pump house and under the well cap, if it is not secure. Take measures to exclude animals such as keeping vegetation trimmed away from the well.
	2.1.6 Backup generator, liquid fuel and treatment chemicals are stored to capture any leaks in a secondary (backup) containment area			
	2.1.7 The sample tap does not leak and flows freely when opened			
	2.1.8 Chemicals (e.g. pesticides, fuels, solvents) are stored outside the well(s) Zone I			
	2.1.9 Verify water meter is working and properly located to track all water use.			Meter accuracy can be verified by pumping into a bucket or barrel of known volume and comparing it to the meter readings
	2.1.10 Determine that well pit is secure and sanitary (i.e., no signs of flooding, animals, insects)			
2.2 Atmospheric Storage Tanks	2.2.1 Tank(s) were visually inspected for corrosion and physical damage			
	2.2.2 The water level controls are functioning properly			

*Upon request of MassDEP, this checklist may be required for other emergencies.

Rev: 5-2020
001-589-552-699

MassDEP DRINKING WATER PROGRAM

Start-up Activities Checklist for Non-Community and small water systems that have closed due to a State of Emergency*

Activity	Description	Done	N/A	Procedure / Recommendations
2.2 Atmospheric Storage Tanks (cont.)	2.2.3 The access hatches are locked and the hatch areas and lids are protected from insects			
	2.2.4 The tank(s) overflow pipes are screened, the screens are intact and the discharge is at least 12 inches above grade			
	2.2.5 The tank vents are turned downward and properly screened			
	2.2.6 Inside of the tank(s) was inspected and cleaned within the last five years			
	2.2.7 Necessary repairs were identified and completed			
	2.2.8 Animals (i.e., mammals, birds, bats, insects, reptiles, etc.) are being kept out of the tank			
	2.2.9 Insects and spiders are being kept out of the hatch area, especially on the inside of the lid			
	2.2.10 Storage tank(s) roof and sides are structurally intact without holes and cracks			
	2.2.11 Coating on inside and outside of the tank(s) is in good condition			
2.3 Pressure Tanks	2.3.1 Tanks were visually inspected for corrosion and physical damage			Ensure that none of your pressure tanks are waterlogged (i.e. bladder has not been compromised)
	2.3.2 All valves, gauges and controls are functioning properly			
	2.3.3 Necessary repairs were identified and completed			
2.4 Distribution Lines and Valves	2.4.1 All accessible lines and equipment were visually inspected for signs of damage or corrosion			
	2.4.2 All valves were successfully opened and closed			

*Upon request of MassDEP, this checklist may be required for other emergencies.

Rev: 5-2020
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MassDEP DRINKING WATER PROGRAM

Start-up Activities Checklist for Non-Community and small water systems that have closed due to a State of Emergency*

Activity	Description	Done	N/A	Procedure / Recommendations
2.4 Distribution Lines and Valves (cont.)	2.4.3 All outdoor hose bibs have vacuum breakers			
	2.4.4 All yard hydrants are of an acceptable design and do not have weep holes			
	2.4.5 All testable backflow prevention devices have been tested the proper number of times by a certified tester within the past 12 months			
	2.4.6 System was checked for leaks			Read the source meter when the system use should be zero, such at 2 a.m., to get an estimate of leaks.
	2.4.7 All RV dump stations have an air gap provided			
	2.4.8 RV dump station drinking water lines can't reach the sewer pad			
2.5 Chlorination (for systems that have permanent chlorination)	2.5.1 Chlorinator is pumping chlorine at an adequate dose throughout distribution			Test the free chlorine residual at least twice on separate days and evaluate results to ensure target doses and residuals are being met. Make adjustments as needed.
	2.5.2 Treatment is working properly			http://www.mass.gov/eea/agencies/massdep/water/drinking/recommendations-for-private-wells-inundated-by-flooding.html
	2.5.3 Chlorine residual test kit is working and the reagents are fresh			http://www.who.int/water_sanitation_health/hygiene/envsan/technotes/en/
	2.5.4 All of the chlorinator tubing has been replaced within the last year			(continued on next page)
	2.5.5 Chemical feed pump is working properly			

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MassDEP DRINKING WATER PROGRAM

Start-up Activities Checklist for Non-Community and small water systems that have closed due to a State of Emergency*

Activity	Description	Done	N/A	Procedure / Recommendations
2.5 Chlorination (cont.)	2.5.6 Chemical injection points have been checked and cleaned			(cont.) http://www.mass.gov/eea/docs/dep/water/laws/a-thru-h/glchpt5.pdf (general information in MassDEP guidelines) http://www.mass.gov/eea/docs/dep/water/laws/a-thru-h/glchpt8.pdf (tank guidelines include a short section on disinfection that references AWWA standard C652)
	2.5.7 Bought new chlorine solution and properly discarded last year's supply			AWWA Standard C651 provides detailed guidance and procedures for disinfecting components of a water system.
	2.5.8 Have enough Chemical Addition Report forms for the current year			
2.6 Treatment systems	2.6.1 All components have been visually inspected for damage			
	2.6.2 Chemical injection points have been checked and cleaned			
	2.6.3 Associated pumps and valves are working properly			
	2.6.4 Necessary NSF-approved chemicals are on-hand and not expired			
	2.6.5 Treatment unit is actually adding or removing the water quality parameter in question			Measure the parameter at least twice on separate days
3. Pressurize system	3.1 Well pumps operate properly			Turn on the power to the pumps and treatment equipment.
	3.2 System is fully pressurized			Run water through the entire water system by opening up hydrants, blow-off valves and

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MassDEP DRINKING WATER PROGRAM

Start-up Activities Checklist for Non-Community and small water systems that have closed due to a State of Emergency*

Activity	Description	Done	N/A	Procedure / Recommendations
				faucets. The goal is to remove all air pockets and sediment so the water is clear. If present, ensure backup power system is operational.
	3.3 System is not leaking			Confirm that all pressure tanks are properly pressurized (check psi).
	3.4 Chlorinator and any other treatment systems are operating properly			Verify that chemical feed rates are correct.
4. Initial Disinfection and flush	4.1 Fresh chlorine (sodium hypochlorite) was added and pumped throughout all tanks and distribution lines with sufficient concentration and retention time to disinfect the system. Chlorine must be NSF approved. Do not use any scented chlorine bleach.			10 mg/l free chlorine held overnight is recommended. Additional guidance may be found at the end of this checklist. Also, AWWA Standard C651-05 provides guidance for disinfecting water mains.
	4.2 Entire system was flushed. Non-chlorinated systems must remove free chlorine to non-detectable level. Chlorinated water must be de-chlorinated prior to discharge into any water body, wetland, or drainage ditch.			<p>Begin flushing with tap closest to the source. Flush all lines thoroughly but maintain 30 pounds per square inch (psi) of pressure. After flushing, a system that normally chlorinates should have normal chlorine residual levels.</p> <p>For flushing protocols see https://www.mass.gov/doc/massdep-building-flushing-information/download OR https://www.mass.gov/media/2126061/download</p> <p>See EPA's guidance for Maintaining or Restoring Water Quality in Buildings with Low or No Use</p>

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MassDEP DRINKING WATER PROGRAM

Start-up Activities Checklist for Non-Community and small water systems that have closed due to a State of Emergency*

Activity	Description	Done	N/A	Procedure / Recommendations
				https://www.epa.gov/sites/production/files/2020-05/documents/final_maintaining_building_water_quality_5.6.20-v2.pdf You may also find the EPA checklist for Restoring Water Quality in Buildings useful. https://www.epa.gov/sites/production/files/2020-05/documents/final_checklist_for_maintaining_building_water_quality_5-6-2020.pdf
5. Collect total coliform samples				
5.1 Chlorine levels before sampling	5.1.1 In non-chlorinated systems –chlorine is non-detectable.			Systems that do not have a chlorine test kit to confirm that chlorine is not detectable can ensure chlorine is absent by waiting a period of seven days or more after flushing the system to take samples.
	5.1.2 In chlorinated systems –chlorine is at least 0.2 mg/l free chlorine and less than 4.0 mg/l.			
5.2 Collect special purpose TC samples	<p>Collect coliform samples in accordance with the systems coliform sampling plan on file. If there is no routine site on the sampling plan representing the re-activated portion of the system, ensure additional special samples are collected at start-up representing the re-activated area(s) farthest downstream from the entry point.</p> <p>The sample(s) must be TC negative before serving water to the public. If any samples are TC positive, repeat disinfection, flushing and sampling procedure until only TC negative samples are obtained.</p> <p>Note: Any “startup” samples collected prior to re-opening to the public are considered special samples (coded “SS”) and do not count as routine samples (coded “RS”) for the opening month. During a state-designated State of Emergency, a public water system may contact its MassDEP regional office to</p>			<p>Multiple TC samples are recommended especially in distribution systems that are large or split into different sections.</p> <p>Ensure start-up sample collection includes sites representative of the re-activated portions of the system.</p>

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MassDEP DRINKING WATER PROGRAM

Start-up Activities Checklist for Non-Community and small water systems that have closed due to a State of Emergency*

Activity	Description	Done	N/A	Procedure / Recommendations
	determine if a “start-up” sample will be considered for acceptance in lieu of a routine compliance sample. All results, including “start-up” samples collected prior to re-opening, must be reported to MassDEP on state bacteriological report forms (Form “B”) or submitted by a Massachusetts’ Certified Laboratory via eDEP.			
6. Complete Start-up Certification Form	Submit completed Seasonal Start-up Procedure and Certification form to the MassDEP office where the system is located) before serving water to the public. (https://www.mass.gov/doc/seasonal-start-up-procedure-certification-0/download .)			<p>A “Modified State of Emergency” Seasonal Start-up Procedure and Certification form must be submitted to MassDEP by email no less than three (3) days prior to serving water to the public. To modify the 'Seasonal Start Up Procedure and Certification Form' please add "COVID-19 Closure" or other “[emergency designation] Closure” to the top of the form.</p> <p>The form should be emailed to program.director-dwp@mass.gov, Subject: [Region] Modified Seasonal Start Form. A copy of the form is available at https://www.mass.gov/doc/seasonal-start-up-procedure-certification-0/download. Keep a copy of this Checklist and Certification form with your water system records.</p>

*Upon request of MassDEP, this checklist may be required for other emergencies.

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Massachusetts Department of Environmental Protection
Bureau of Water Resources – Drinking Water Program
**Emergency Certification of Public Water System
Temporary Closure (Non-Operational Status)**
For non-community (TNC, NTNC) public water suppliers

City/Town

PWS Name

PWS ID #

In accordance with 310 CMR 22.03(12), a public water system is in operation during the period the system is providing (pumping or gravity feeding) water to the water distribution system and/or the public water system is providing water to at least one of its service connections or customers. Active public water systems must continue to be monitored and maintained in accordance with 310 CMR 22.00.

For public water systems that are not in operation during a declared State of Emergency, monitoring as specified at 310 CMR 22.00 is not required, unless otherwise specified by MassDEP.

*Upon the request of MassDEP, this form may be required for use for other emergency closures.

For questions contact your regional Drinking Water Program contact or email program.director-dwp@mass.gov

Purpose

This form is for use when the Governor of Massachusetts has declared a State of Emergency* and a Non-Community Public Water System (PWS) has to temporarily close. Examples of state emergencies include COVID-19, hurricanes, and ice storms.

This form must be completed by the non-community public water supplier to indicate the start of the period when it is NOT operating and regular monitoring is NOT being conducted.

Please note: If a non-community public water system has already provided written documentation for the closure of the PWS due to the Covid-19 declared State of Emergency to its MassDEP regional office then it is not necessary to complete and submit this form.

Please note: Prior to returning to operation, the PWS must also perform start-up activities as listed in Section B and must complete and submit a signed copy of the modified Seasonal Start Up Procedure and Certification Form to MassDEP Drinking Water Program. Please note all start-up samples collected prior to re-opening the system must be free from coliform bacteria and all samples must be analyzed by a Massachusetts Certified Laboratory.**

**** To modify the 'Seasonal Start Up Procedure and Certification Form' please add "COVID-19 Closure" or other "[emergency designation] Closure" to the top of the form.**

Return Instructions

Please complete, scan, and return this form as an email attachment to program.director-dwp@mass.gov Subject: PWS Closure.

A. Date Public Water System CLOSED (Became Non-Operational)

Date of closure (MM/DD/YYYY):

B. Certification Statement

Name of PWS or PWS representative certifying official:

I hereby certify that the public water system identified on this form is not/will not be operating and the drinking water supplied by the public water system is not/will not be accessible for consumption in any way. By checking off and certifying below, I attest that:

- ☐ In accordance with 310 CMR 22.03(12) the public water system will not be/has not been providing water to at least one service connection or customer as of the date of closure in Section A;



Massachusetts Department of Environmental Protection
Bureau of Water Resources – Drinking Water Program
Emergency Certification of Public Water System
Temporary Closure (Non-Operational Status)
For non-community (TNC, NTNC) public water suppliers

City/Town _____

PWS Name _____

PWS ID # _____

- ☐ A round of coliform samples in accordance with the public water system's approved Coliform Sampling Plan (i.e., applicable sources, entry points, distribution system) will be collected and analyzed **prior to re-opening and making the water from the public water system accessible to any persons** (other than those persons necessary to perform start-up procedures and sampling).

Any "startup" samples collected prior to re-opening to the public are considered special samples (coded "SS") and do not count as routine samples (coded "RS") for the opening month. During a state-designated State of Emergency, a public water system may contact its MassDEP regional office to determine if a "start-up" sample will be considered for acceptance in lieu of a routine compliance sample.

All results, including "start-up" samples collected prior to re-opening, must be reported to MassDEP on state bacteriological report forms (Form "B") or submitted by a Massachusetts' Certified Laboratory via eDEP.

- ☐ Start-up procedures may include flushing and/or disinfection prior to sampling due to the water being stagnant for a long period of time.

See <https://www.mass.gov/service-details/seasonal-start-up-information-certification-and-checklist-for-non-community-systems> for start-up procedures questions.

- ☐ A "**Modified State of Emergency**" **Seasonal Start-up Procedure and Certification form** will be submitted to MassDEP by email no less than three (3) days prior to serving water to the public. The form will be emailed to program.director-dwp@mass.gov, Subject: [Region] Modified Seasonal Start Form. A copy of the form is available at <https://www.mass.gov/doc/seasonal-start-up-procedure-certification-0/download>.
- ☐ If the water becomes accessible to any persons without following the sampling requirements or notification requirements, the public water system shall be subject to all applicable violations incurred since the date of closure indicated in Section A of this form.

C. PWS Certification - To be completed by PWS owner, operator, or responsible party

I attest to the accuracy of the above and certify that the public water system identified on this form is **NOT** operating as defined in 310 CMR 22.03(12) and will not return to "providing water to at least one of its service connections or customers" until the required actions listed above in Section B are completed.

I certify under penalty of law that I am duly authorized to complete and submit this form on behalf of the public water system identified above and that the information contained herein is true, accurate and complete to the best of my knowledge and belief.

Print Name: _____

Title: _____

Signature: _____

Date: _____

Phone #: _____

Email: _____



Seasonal Start-up Procedure and Certification for Non-Community Public Water Systems

City/Town _____

PWS Name _____

PWS ID# _____

Date PWS will open for season _____

Instructions

A non-community water system that is not operated as a public water system on a year-round basis and starts up and shuts down at the beginning and end of each operating season must follow this state-approved start-up procedure **prior to placing all or any part of the system back into service.**

Per the requirements of the Revised Total Coliform Rule (RTCR) seasonal PWS must do the following prior to serving water to the public each year.

1. Complete the state-approved start-up procedure listed below. Items listed below in **bold** are the minimum MassDEP-required start-up activities for all systems. Items not bolded are recommended where applicable.
2. Collect a round of special bacteria samples and receive confirmation from the laboratory that the samples are free of coliform bacteria.
3. Once the start-up procedure is complete, indicate all start-up activities performed with dates on the checklist below (Section A.).
4. Complete the start-up summary (Section B.).
5. Submit a copy of this completed certification form to the PWS's MassDEP Drinking Water Program regional office. Certification must be postmarked at least seven days prior to serving water to the public.

NOTE: Placing the system back into service is not permitted until this seasonal start-up procedure is completed and clean bacteria results have been confirmed with the laboratory. Failure to perform the minimum start-up activities and/or failure to submit this certification to MassDEP prior to serving water to the public is a violation subject to enforcement and public notification requirements.

Important:
When filling out forms on the computer, use only the tab key to move your cursor - do not use the return key.



A. Start-up Activities (required for all systems)

- ☐ **Notified primary and/or contract operator of date PWS will begin serving water to the public.**
- ☐ **Inspected all water system components including: source(s), treatment components, distribution lines and storage tanks. Addressed any issues found during this inspection.**
- ☐ **Activated source(s) and opened hydrant(s) and/or all faucets to flush water through entire distribution system. Date: _____**
- ☐ **Collected coliform samples which were taken in accordance with the coliform sampling plan on file, including any additional special samples representing the re-activated portions of the system.* Date collected: _____ Number of Samples Taken: _____**
 - ☐ **I have received confirmation from the laboratory that the special samples were negative for total coliform. (Results must be submitted to MassDEP on state forms or through eDEP).**

**Coliform samples taken prior to serving water to the public are considered special purpose samples and do not count toward monthly compliance monitoring, which must still be conducted after the PWS starts serving water to the public. If there is no routine site on the sampling plan representing the re-activated portion of the system, ensure additional special samples are collected at start-up representing the re-activated area(s).*

Start-up Activities (to be done as applicable)

- ☐ Installed chlorination equipment and ensured that it is operational (*if chlorinated system*).
- ☐ Chlorinated the water system and left chlorinated water in the distribution system for at least 24 hours. Flushed the water system to void any highly chlorinated water. Systems that do not routinely chlorinate must remove chlorine to non-detectable levels prior to any coliform sample collection. **Date:** _____
- ☐ Disinfected atmospheric storage tank(s) (*if present*) and thoroughly flushed. **Date:** _____
- ☐ Re-installed water meter(s) (*if removed during shut-down of system*).
- ☐ Re-installed all backflow preventers including hose bib vacuum breakers on all threaded taps throughout the distribution system (*if removed during shut-down of system*). Tested all testable backflow preventers.
- ☐ Reviewed and addressed all non-compliance issues from prior years.

B. Start-up Summary (required for all systems)

List sources (include source ID# (i.e.01G)) and portions of the PWS that were returned to service and summarize any additional start-up activities. Use additional sheet if necessary.

C. PWS Certification - To be completed by PWS owner, operator, or responsible party

I certify under penalty of law that I am duly authorized to complete and submit this form on behalf of the public water system identified above and that the information contained herein is true, accurate and complete to the best of my knowledge and belief.

Print Name: _____ Title: _____

Signature: _____ Date: _____

Phone #: _____ Email: _____

Please return this form to your **MassDEP Drinking Water Program** regional office listed below:

Western Region, Springfield

436 Dwight Street
Springfield, MA 01103
Main telephone: 413-784-1100

Northeast Region, Wilmington

205B Lowell Street
Wilmington, Massachusetts 01887
Main Phone: 978-694-3200

Central Region, Worcester

8 New Bond Street
Worcester, Massachusetts 01606
Bacteria Hotline: 508-849-4001

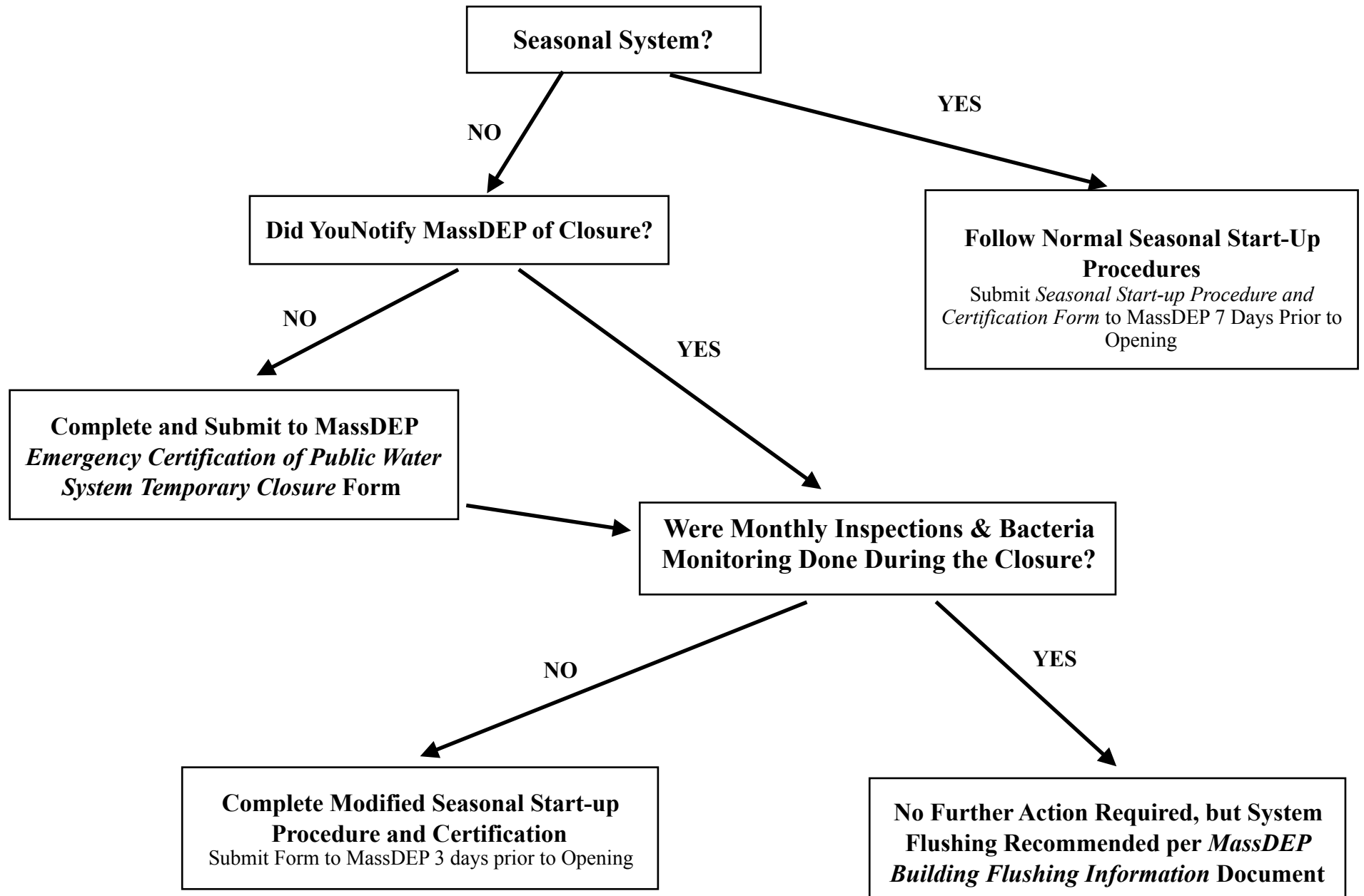
Southeast Region, Lakeville and Cape Cod

20 Riverside Drive
Lakeville, MA 02347
Main telephone: 508-946-2700

MassDEP DRINKING WATER PROGRAM

SEASONAL, CLOSED & LOW FLOW OPERATION STATUS

START-UP PROCEDURES FOR NON-COMMUNITY & SMALL WATER SYSTEMS UNDER COVID-19



Note: PWS that remained pressurized, but not operational, MUST complete the Modified Seasonal Start-up Procedures and Certification Form and may note that the system was pressurized

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