



## 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>



### Drinking Water Program Updates

2020-05-22

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. EPA COVID-19 Information
3. US Department of Homeland Security Cybersecurity and Infrastructure Security Agency (CISA) Guidance on Essential Critical Infrastructure Workers
4. Mass. Department of Agricultural Resources Temporary Pesticide Licenses
5. Reporting and documenting RTRC monitoring violations caused by COVID-19
6. PFAS Treatment Design Grants
7. Annual Statistical Report
8. Science Advisory Board Drafts LCRR Feedback to EPA
9. Drinking Water Updates and Newsletters Archive
10. Webinars, Conferences. Seminars
  - EPA Expands Research on COVID-19 in the Environment
  - WRF - Covid-19 Surveillance in Wastewater
  - WRF - Impact of Prolonged Shutdown on Buildings
  - EPA - Water System Re-entry and Returning to Normal Operations
  - Creating the Water Workforce of the Future
  - RCAP – Basic Math for Operators
11. Training Calendar

## 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](#)
- [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 \*NEW\* <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 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 26, 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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## 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 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>

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## US Department of Homeland Security Cybersecurity and Infrastructure Security Agency (CISA) Guidance

CISA released guidance on essential critical infrastructure workers during COVID-19. They are intended to support state, local, and industry partners in identifying the [critical infrastructure sectors](#) and the essential workers.

This document gives guidance to state, local, tribal, and territorial jurisdictions and the private sector on defining essential critical infrastructure workers. Promoting the ability of such workers to continue to work during periods of community restriction, access management, social distancing, or closure orders/directives is crucial to community resilience and continuity of essential functions.

CISA issued the guidance originally on March 19 and has continued to update it based on feedback from the Critical Infrastructure community. The most recent update on May 19 provides clarity around many individual worker categories and updated language to better reflect terminology used in food and agriculture industries.

<https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>

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## Mass. Department of Agricultural Resources Temporary Pesticide Licenses

Reinstatement of Expired Pesticide Licenses -- for those Issued a Valid Massachusetts Pesticide License that Expired on or After 12/31/2017.

Below is a web link to the Department of Agricultural Resources' Bulletin describing a temporary license initiative for those individuals who were issued a valid Massachusetts Pesticide License that expired on or after 12/31/2017. The Bulletin explains the conditions of this unique initiative designed to assist companies and individuals that meet the criteria outlined. The program is available during this period when there are no opportunities for pesticide exams.

Anyone with an expired Massachusetts Pesticide License interested in this program must reach out to the contact person described in the Bulletin. The program is a temporary reinstatement of expired licenses—without additional examination. Again, it will be done only under the criteria outlined and only during this time of COVID-19 Pandemic, State of Emergency, and related social distancing—that prevents new opportunities for exams.

Please note that once the Department begins providing exams again, the Department will cease issuing these temporary licenses. Any temporary licenses issued between now and that time, however, will remain active until December 31, 2020. After 12/31/2020, the reinstated (expired) licenses will once again expire. Affected individuals would then be required to take and pass the appropriate exam(s) to be once again issued a new valid pesticide license for calendar year 2021.

In the interim, the Department hopes this unique temporary license initiative may give some relief to companies and their respective employees with expired licenses.

Please review Bulletin 2020-17 for more information at <https://www.mass.gov/lists/pesticide-program-publications#consumer-information-bulletins> and for more pesticide information: <https://www.mass.gov/guides/covid-19-resources-for-agriculture>.

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## Reporting and Documenting RTCR monitoring violations caused by COVID-19

If during the Massachusetts Governor Declared COVID-19 emergency, starting March 13, 2020, a Public Water System (PWS) was unable to collect and analyze the total number of required RTCR samples from a sufficient number of sampling locations, because of a documented COVID-19 related reason, **MassDEP/DWP will notify the PWS of the violation, document and report the violation to USEPA and provide the PWS with appropriate flexibility in the required follow-up actions and notification language if the PWS performed the following action(s):**

- 1. The PWS planned ahead** by reviewing their sampling sites and identifying other sites. *Due to the PWS emergency response planning requirement per 310 CMR 22.04 (13) MassDEP expected PWSs to adjust their sampling sites to remain representative of the distribution system.*
- 2. The PWS revised their sampling plans** (no MassDEP approval was necessary or required) to locate other sites, e.g. for RTCR upstream (UR) and downstream (DR) locations, and other alternate sites while representing the distribution system (i.e. high and low pressure areas and system-wide sampling during the month). The PWS used all of the flexibility, including using outside spigots as a last resort, as provided by MassDEP in the Q&A available on <https://www.mass.gov/doc/massdep-covid-19-faqs-for-public-water-suppliers-o/download>. MassDEP expected PWS to consult with DWP staff on sample locations if sample locations that were UR, DR or geographically representative were not available.

**If after planning and considering and/or trying alternative options, the PWS was still unable to get the total number of sampling sites, the PWS should perform all the following action(s) below:**

- 3. Provide MassDEP with written documentation** indicating that the cause of the violation was not an intentional lapse in compliance; but that noncompliance was a result of issues related to the COVID-19 emergency that were outside of the PWS's control. To document the COVID-19

related reason for the violation, the PWS should use MassDEP's Form for documenting COVID-19 related non-compliance located at <https://www.mass.gov/doc/documentation-for-failure-to-comply-with-a-requirement-as-a-result-of-the-covid-19-emergency/download>.

**4. Provide the following MassDEP discretionary language via Public Notification or Consumer Confidence Report** to notify the public of the violation after receipt of MassDEP's emailed confirmation of receipt and acceptance of the PWS documentation:

- **If the PWS is a Community public water system (COM):** within one year after learning of the violation in accordance with 310 CMR 22.16(4)(b) the system must issue public notice (PN) **or** insert the attached consumer confidence report (CCR) statement in the next CCR if the CCR will meet public notification timing and delivery requirements as required by (310 CMR 22.16(4)(d)) (i.e. if the CCR is issued within 365 days of the violation). **See attached CCR and public notice templates.** Please note: if your PWS chooses to use alternate language it must be pre-approved by your MassDEP Regional Office.
- **If the PWS is a Non-community public water system (NTNC or TNC):** within one year (365 days) after learning of the violation in accordance with 310 CMR 22.16(4)(b) the system must issue the attached public notice **or** post the CCR statement when the CCR is provided by MassDEP. **See attached CCR and public notice templates.** Please note: if your PWS chooses to use alternate language it must be pre-approved by your MassDEP Regional Office.

**Please Note: Failure to submit required responses by the deadline noted on MassDEP's Violation Notification letter may result in enforcement actions.**

You can find information about EPA's and DEP Drinking Water Program enforcement discretion policy in the COVID-19 FAQs – Question (Permit2) located at <https://www.mass.gov/doc/massdep-covid-19-faqs-for-public-water-suppliers-0>.

If you have any questions regarding non-compliance due to COVID-19 please contact your MassDEP Regional office.

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## PFAS Treatment Design Grants

MassDEP is pleased to offer a grant program to support the design of systems for treatment of drinking water in PFAS-impacted communities. The grant program also includes reimbursement for costs and expenses already incurred by impacted communities for the design of treatment systems for PFAS.

For more information see: <https://www.mass.gov/info-details/water-resources-grants-financial-assistance#pfas-treatment-grant>



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## Annual Statistical Report

As of this week the Drinking Water Program Annual Statistical Report submissions are as follows:

- There have been 903 ASRs submitted and 14 that are signed but not yet submitted.
- There are 327 that are works in progress and 388 that are not started as yet.

*The **deadline for submitting the 2019 ASR has been extended to July 1, 2020.** However we encourage you to submit your information as soon as practical.*

If you need any help to complete your ASR contact [Andrew.Durham@mass.gov](mailto:Andrew.Durham@mass.gov) or [Tio.Yano@Mass.gov](mailto:Tio.Yano@Mass.gov)

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## Science Advisory Board Drafts LCRR Feedback to EPA

In a draft report discussed at a May 11th teleconference meeting, EPA's Science Advisory Board (SAB) is providing additional feedback on EPA's proposed Lead and Copper Rule Revisions (LCRR), expected to be finalized later this year. Highlights from the SAB report include

- Request for EPA to eliminate the proposed Trigger Level and instead lower the Lead Action Level to 10 micrograms per liter in order to reduce confusion and streamline the rule.
- Recommendation that LCRR clearly state the lead sampling objectives, "If the overall objective is to collect water that represents the highest possible lead levels to which a resident might be exposed, then the Proposed Rule should indicate how the sampling protocol will achieve this by obtaining representative samples from the lead service line, premise plumbing, or both."
- Determination that the benefit-cost analysis underestimates the benefits of reduced levels of lead in drinking water by focusing on impacts to children and childhood IQ. The SBA argues that including impacts to adults, such as cardiovascular effects, neurological effects, and cancer, in the benefit-cost analysis would increase support for expedited lead service line replacement.
- Several recommendation to improve the public education and risk communication requirements in the Rule, including a recommendation that EPA develop a centralized portal to disseminate information on the Proposed Rule, training courses for states and utilities, and best practices for implementation.

[The draft report can be accessed here.](#) The SAB is making edits to draft based on the May 11th call and will then finalize the recommendations for submission to EPA.

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## Drinking Water Updates and Newsletters Archive

The original hard copy Drinking Water Program newsletter, **In The Main**, and the electronic articles from these Drinking Water Update emails are now archived at:

<https://archives.lib.state.ma.us/handle/2452/826119> on the State Library of Massachusetts' website. They are saved as PDFs and are indexed to enable full text search of the PDFs. If you type in a search term (searching within the collection) it will pull up all the Drinking Water Update emails and In The Main articles that match the keywords.

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## Webinars, Conferences & Seminars

### EPA Expands Research on COVID-19 in the Environment

Webinar: Wed, May 27, 2020 2:00 PM - 3:00 PM ET

EPA scientists are building on a foundation of world-class research by applying their knowledge to reduce the risk of exposure to SARS-CoC-2, the virus that causes COVID-19. This research will help to reduce the risk of exposure for the population. This webinar will highlight research EPA is working on with CDC, including environmental cleanup and disinfection, wastewater virus detection, and salivary antibody assay development.

A certificate of attendance will be offered for this webinar.

Register here: <https://register.gotowebinar.com/register/1297620939911049228>

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### WRF - Covid-19 Surveillance in Wastewater

Conference Call/Webinar: June 3, 2020 3:00PM – 4PM ET

Registration link: <https://attendee.gotowebinar.com/register/2732980593896557069>

Water Research Foundation (WRF)

As economies across the globe are reopening, environmental surveillance of sewer sheds is an innovative, yet proven approach that holds great promise as an early community level indicator of the presence of COVID-19.

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### WRF - Impact of Prolonged Shutdown on Buildings

Webinar: May 28, 2020 3:00PM – 4:30PM ET

Registration link: [https://event.webcasts.com/starthere.jsp?ei=1318873&tp\\_key=09c3c266f4](https://event.webcasts.com/starthere.jsp?ei=1318873&tp_key=09c3c266f4)

Due to building closures, stagnant water in pipes could cause a variety of water quality issues such as increased risk for regrowth of pathogens, dissipating disinfectant, and increased corrosion of plumbing components in the building's systems. This webcast will provide current information and recommendations on to consider when reopening buildings.



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## EPA - Water System Re-entry and Returning to Normal Operations

Webinar: June 2, 2020 1:00PM – 2:00PM ET

[Register Here](#)

The webinar will include an overview of returning to work considerations; an overview of the recently released guidance on restoring water quality in low water use buildings; a case study from Seattle Public Utilities, about the return to operations procedures the system has created; and AQ&A session.

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## Creating the Water Workforce of the Future

Webinar: June 23, 2020 1:30PM – 3:00PM ET

Register link: [https://rossstrategic.zoom.us/webinar/register/WN\\_eiGl1v\\_eRFuzaRUJYvW9QQ](https://rossstrategic.zoom.us/webinar/register/WN_eiGl1v_eRFuzaRUJYvW9QQ)

Utility leaders across the country are embracing the opportunity to develop a more diverse workforce that is representative of the communities they serve. The benefits of a more diverse workforce are can be realized by both and smaller utilities alike. Please join EPA and our partners to learn about the benefits two utilities are seeing every day as a result of their commitment to diversity in the workforce.

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## RCAP – Basic Math for Massachusetts Water Operators Webinar - 4 TCHs

**Date and Time:** June 9th and June 11th 8:30 am - 10:30 am (both days) This is a 2 day online workshop. Both days must attended to receive credit.

**Topics covered:** Order of operations and rounding; fractions and decimals conversion factor percentages; geometry (area, perimeter, volume); working with equations; water concepts (flow rate, velocity, pressure, static head and dosing.

**To register:** <https://attendee.gototraining.com/r/7703352594054560001>

**Any questions:** Contact Rebekah Novak, Phone: 978-870-2053. Email: [rnovak@rcapsolutions.org](mailto:rnovak@rcapsolutions.org)

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# 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](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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# COVID-19 - Public Notice Tier 3 Templates

## RTCR Monitoring Violations due to COVID-19 Template 3-2

Instructions: (template on following page)

### Background Information

Public Notice (PN) was mandated by the US Environmental Protection Agency (EPA) in 2000 and applies to all public water systems (PWS): community, non-transient non-community, and transient non-community.

The Revised Total Coliform Rule (RTCR) mandates that for monitoring and reporting violations of the RTCR, a Tier III Public Notice (PN) must be completed and disseminated to customers of said system.

### Delivery

If you are a community system, you may use your Consumer Confidence Report (CCR) as a method to provide this special notice. The notice on the following page is appropriate for insertion in your CCR, as long as public notification timing and delivery requirements are met (310 CMR 22.16(4)(d)). If you do not use your CCR to report this special notice, you must use one of the following delivery methods (310 CMR 22.16(4)(c)):

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

If you are a non-community system, you must use one of the following delivery methods (310 CMR 22.16(4)(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use another method reasonably calculated to reach others if they would not be reached by the first method (310 CMR 22.16(4)(c)). Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post or hand deliver, print your notice on letterhead, if available.

### After Issuing the Notice

Make sure to send your MassDEP Regional Office and your local board of health a copy of each type of notice and a certification that you have met all of the public notice requirements within ten days after issuing the notice (310 CMR 22.15(3)(b)). The certification form is available at:

<http://www.mass.gov/eea/docs/dep/water/laws/i-thru-z/pncert.pdf>.

### Contact Information

For Public Notification (PN) and Revised Total Coliform Rule (RTCR) support, contact: [Program.director-dwp@mass.gov](mailto:Program.director-dwp@mass.gov), Subject: RTCR-COVID-19 PN, or call 617-292-5770 or your Regional Office contact.

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Commonwealth of  
Massachusetts  
Charles D. Baker, Governor  
Karyn E. Polito, Lt. Governor

Executive Office of  
Environmental Affairs  
Kathleen Theoharides, Secretary

Department of  
Environmental Protection  
Martin Suuberg, Commissioner

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Printed on recycled paper.

This information is available in  
alternate format. Call Michelle  
Waters-Ekanem, Diversity  
Director, at 617-292-5751.  
TTY# MassRelay Service  
1-800-439-2370.

MassDEP Website:  
[www.mass.gov/dep](http://www.mass.gov/dep)

# Important Information about Your Drinking Water

## RTCR Monitoring Notification for [PWS name] (Remove or update highlighted text)

Our Public Water System was required to collect a total of XX samples for bacteria for the period xx/xx/xxxx to xx/xx/xxxx. During the declared Massachusetts State of Emergency due to COVID-19 of [Insert period] the [insert PWS Name] was unable to collect xx of the required xxx for the period because some sites were unavailable for sampling due to closure of sites or were inaccessible due to public health protection measures.

*If applicable, and the PWS provided written documentation to MassDEP the following could be added:*

To ensure adequate system-wide distribution of samples the [insert PWS Name] instituted a special sampling plan that included [insert steps taken] We notified the Massachusetts Department of Environmental Protection (MassDEP) of our revised sampling plan.

This change in our sampling plan and failure to collect the required number of samples during the COVID-19 Emergency was reported by MassDEP to the United States Environmental Protection Agency (EPA) as a violation resulting from sampling site un-availability or in-accessibility during the emergency.

### What should I do?

You do not have to do anything, but as our customers you have a right to know that despite adjusting our sampling plan, we were unable to collect the total number of required samples.

*Please share this information with other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, food establishments, medical facilities and businesses).*

### For more information

For additional information on your water see your water system's Consumer Confidence Report (CCR), or annual water quality report, delivered by your water system by July 1 of each year. If you have any questions about your CCR, see the contact information below for your water system.

If you want to speak with someone at the water system about this information, please contact [name of contact] at [phone number] or [mailing address].

This notice is being sent to you by: [System Name]

PWS ID#: [XXXXXXX]

Date distributed: [XX/XX/XXX]

## Special CCR Statement

### RTCR Monitoring Notification for [PWS name] (Remove or update highlighted text)

Our Public Water System was required to collect a total of XX samples for bacteria for the period xx/xx/xxxx to xx/xx/xxxx. During the declared Massachusetts State of Emergency due to COVID-19 of [Insert period] the [insert PWS Name] was unable to collect xx of the required xxx for the period because some sites were unavailable for sampling due to closure of sites or were inaccessible due to public health protection measures. *If applicable and the PWS provided written documentation to MassDEP add the following:*

To ensure adequate system-wide distribution of samples the [insert PWS Name] instituted a special sampling plan that included [insert steps taken]  
We notified the Massachusetts Department of Environmental Protection (MassDEP) of our revised sampling plan.

This change in our sampling plan and failure to collect the required number of samples during the COVID-19 Emergency was reported by MassDEP to the United States Environmental Protection Agency (EPA) as a violation resulting from sampling site un-availability or in-accessibility during the emergency.