



Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Department of Environmental Protection

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Lieutenant Governor

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April 3, 2024

Re: Contact Information for Contract Operators

Dear Contract Operator,

The Massachusetts Department of Environmental Protection (MassDEP) Drinking Water Program is reaching out to contract operators regarding their contact information provided to MassDEP for use in the Contract Certified Operator Directory: <https://www.mass.gov/info-details/certified-operator-directory#directory-of-certified-operators->.

MassDEP is strengthening its posture on cybersecurity in response to recent cyberattacks and phishing incidents in water systems throughout the country. As part of this initiative, MassDEP is working to remove contact information from webpages that may be **personal** in nature. **Personal data**, as described in Massachusetts General Law (M.G.L.) Ch. 66A § 1, is any information about an individual that would be able to identify them or be readily associated with them. Personal data can include, but is not necessarily limited to, an individual's personal telephone number (home or cell), email address, social security number, driver's license/state-issued ID card number, or financial account number(s).

The Contract Certified Operator Directory currently contains each contract operator's mailing address, phone number, and email address. As MassDEP makes updates to the directory, MassDEP wants to confirm with contract operators that the contact information they have provided can be used for work-related correspondence, even if it may be considered personal information.

ACTION REQUESTED: If you have previously provided contact information to MassDEP for use in the Contract Certified Operator Directory that may be personal information that you would like to update to contact information that can be used for work-related correspondence, please use the Contract Operator Information Form found at <https://www.mass.gov/forms/contract-certified-operator-directories> to update your contact information.

If your contact information previously provided to MassDEP can be used for work-related correspondence, even if it may be considered personal information, then no further action is needed.

If you have any questions, you may contact MassDEP Drinking Water Program at program.director-dwp@mass.gov, Subject: Contract Operator Contact Information, or 617-292-5770.

Sincerely,

Yvette DePeiza,
Program Director
MassDEP Drinking Water Program