



MassDEP / Drinking Water Program

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Program.Director-DWP@mass.gov or 617-292-5770

In The Main - The Drinking Water Updates can be found online at:

mass.gov/lists/communication-to-public-water-suppliers or at the Statehouse Archives at:
<https://archives.lib.state.ma.us/handle/2452/826119> which has a searchable database.



Hawk Valley Farm Photo by: Steven Nagle Photography and the Lowell Parks & Conservation Trust

This *In The Main* newsletter has these topics of interest

2025-01-10

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14. Drinking Water Trivia!
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16. Cybersecurity, Emergency Preparedness, and You!
17. Supply Chain Reminders



Are you looking for past issues or topics in our *In the Main* newsletter?

Use the search function in the Statehouse Archives at:

<https://archives.lib.state.ma.us/handle/2452/826119>

2024 in Review and Plans for 2025

Below is a snapshot of the plans for the following DWP programs: source water protection, Technical services including Well Drillers, Capacity and Safe Drinking Water Act Programs.

SOURCE WATER PROTECTION

The Source Water Protection Program currently provides multiple approaches to protection, with regulatory and compliance reviews, technical assistance and other resources, as well as collaborations.

Regulatory/Compliance Reviews

- Local Surface Water Supply Protection Plans
- Local Land Use Controls per 310 CMR 22.20C
- Solar Installations by PWS on their Land
- Monitoring Waivers for SWP Requirements
- Water Management Permits SWP Conditions

Technical Assistance & Other Resources

- Drinking Water Supply Protection Grant Program
- Trainings, Outreach and Compliance Help
- Online Resources (fact sheets, forms, guidance)
- SWAP Maps - Update
- PWS Land Acquisitions
- Filtration Waivers
- Disinfection Log Credit Program
- Public Health Beaver Determinations
- Herbicide Applications to Reservoirs

Collaborations

- Participated on State Pesticide Board, Rights of Way Panel, State Reclamation & Mosquito Control Board; Cyanobacteria/Harmful Algal Blooms
- Participated on regional NEIWPC SWP Work Group; national ASDWA/GWPC SWP Work Group
- Coordinated work with Regional DWP staff, other MassDEP and state programs (MDAR, DCR DWSP, DCR Forestry), and others

Training Reminder

Take our Source Water Protection self-guided training for 0.5 TCH at :

<https://wateroperator.thinkific.com/courses/source-water-protection-in-massachusetts>.

This course, titled Source Water Protection in Massachusetts, discusses the components of a local Source Water Protection Program.

TECHNICAL SERVICES

The Technical Services Section of the Drinking Water Program provides hydrogeologic support to the Bureau of Water Resources, wellhead protection guidance to Communities throughout the Commonwealth, and houses the Underground Injection Control and Well Driller Programs.

2024 By the Numbers

- Total Hydrogeologic reviews – 68
- New Source Approvals/Zone II Delineations – 15
- Groundwater Discharge Permits – 37
- Tributary/Zone A reviews – 14

Other Important 2024 Work

- Working on DEP 0.1 ft wastewater mounding procedures
- Developed Groundwater Discharge bed re-rating methodology
- Revised Hydrogeo documents for Groundwater Discharge permits
- Created multiple websites and apps for well locations, geothermal information, and field work
- Advanced Well Driller regs
- Developed Well Driller Program online certification/recertification and payment process
- Implemented Frimpter Method
- Revisions to UIC primacy narrative document and negotiating MOA terms with EPA
- Provide training for NEWWA and NEIWPCC programs

Goals for 2025

- Well Driller regulation promulgation
- Consistent number of Hydrogeo reviews each year
- Develop more field related and user-friendly apps and viewers
- Chapter 4 Guidelines revisions
- Technical Assistance to Wastewater Program for development of Hydrogeo guidance and policies in support of siting groundwater discharges
- Work with USGS on wetlands modelling scenarios

WELL DRILLER PROGRAM

DEP took over administration of Well Driller regulations from DCR in 2009. It has two core functions: certify well drillers & collect well completion reports . There are currently 231 Well Drillers certified in 2024 from about 150 companies . We currently have 210,000 Well Completion Reports in well driller database and receive about 3,000 a year .

2024:

- [Well Location Viewer](#) & [Geothermal Data Viewer](#) – enhanced accuracy & information
- Well Driller Registration now available through eDEP [here](#)
- Draft Regulations in development since 2010
- 6 vs. 2 certification classes
- Continuing education
- Business registration

2025 plans:

- Geolocation module in eDEP
- Residential private well map

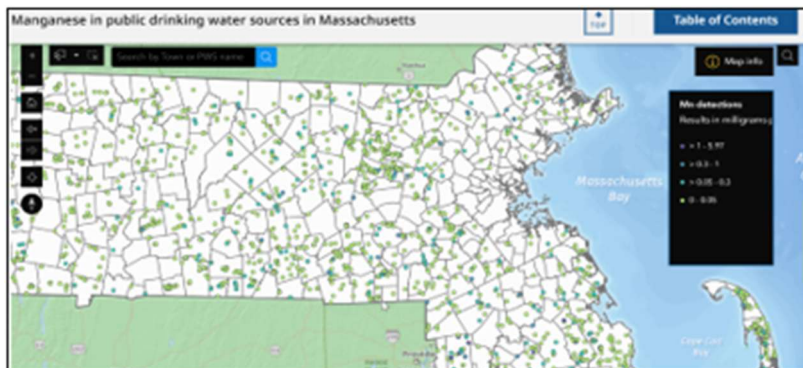
CAPACITY PROGRAM

The Capacity Program provides technical, managerial, and financial assistance to public water systems.

2024 Outreach and Trainings

- Presentations/Trainings for :
 - MWRA
 - NEWMOA
 - NEWWA
 - MWWA
 - Barnstable County Water Utility
 - Plymouth County Water Utility
 - Western MA Water Works Association
 - EPA Regions 6, 9, and 10
 - UMass Lowell
 - Water Professional Intl
 - Worcester Vocational Tech
- Chelsea Water-Smart Program Event
- DW Operator Board and DOL Staff Tour of Dedham-Westwood PWS and MWRA
- Cybersecurity Self-Paced Course
- 5 Webinars for PWS, operators, schools, etc
- DEP Staff Job Shadowing of PWS
- DEP Staff VSS/T1/D1 Training

Publications and Tools



- USEPA Annual Capacity Report
 - USEPA Annual Operator Report
 - NEWWA Journal Article on Operators, Licensing, and PFAS
 - StoryMap
 - Manganese
 - EC-SDC
 - LCRR and Service Lines
 - PWS Distribution System Mapping Tool
 - Water-Smart Outreach Tool Package
 - [EC-SDC Training Video](#)
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SAFE DRINKING WATER ACT

Massachusetts has set maximum contaminant levels and guidance levels for various contaminants that potentially could be found in public drinking water.

Regulations 2025:

1. Minor Corrections Package
 - RTCR/GW Discharge
2. Major Rules
 - PFAS-
 - CCR - Primacy Date = 5/24/2026
 - Requirements Start 1/1/2027
 - LCRR/LCRI - Primacy Date = 10/30/2026
 - SLI, CN with Delivery Certification for Lead/GRR/UNK SLs, Tier 1 PN for Lead ALEs
 - All Other LCRI Requirements Start 11/1/2027
 - Certified Operators minor corrections
 - Source Protection minor clarifications
3. Water System Restructuring Assessment Rule (EPA Proposal 5/30/2024)
4. Perchlorate (EPA Proposal CY25)
5. M/DBP (EPA Proposal CY25)

For questions on this information , please contact program.director-dwp@mass.gov or 617-292-5770

MassDEP Receives Underground Injection Control (UIC) Primacy Renewal Approval from EPA

On December 30, 2024, EPA signed a Memorandum of Agreement with MassDEP for MassDEP's continued administration of the federal Safe Drinking Water Act regulations concerning Underground Injection Control (UIC) wells in Massachusetts. Many public water suppliers are familiar with the UIC registration requirement for UIC wells located at public water supply facilities. The federal UIC regulations cover all types of subsurface wastewater discharges regulated under the following MassDEP programs and regulations: Drinking Water Program's UIC registrations program, Groundwater Discharge Permit Program, Title 5 Program, and MassDEP Bureau of Waste Site Cleanup's Massachusetts Contingency Plan regulations. The purpose of UIC regulations is for the protection of Underground Sources of Drinking Water (USDW).

The primacy renewal approval is for MassDEP's continued administration of the federal UIC regulations pertaining to UIC Class I, II, III, IV, and V wells (MassDEP regulations prohibit all UIC Class I, II, and III wells and most Class IV wells).

Please note: MassDEP did not apply for, nor has it received, EPA approval for the administration of the federal UIC regulations pertaining to Class VI wells, commonly referred to as geo-sequestration wells. Class VI wells are for the injection of greenhouse gases such as carbon dioxide into deep bedrock formations capable of containing them. Given the current technology, the bedrock geology of Massachusetts is not considered ideal for Class VI well installation projects.

For information on the MassDEP UIC program see <https://www.mass.gov/underground-injection-control-uic> or contact the Drinking Water Program at program.director-dwp@mass.gov or 617-292-5770.

NOW OPEN: RFI for Enhancing Resilience and Emergency Preparedness of Public Water Utilities through Improved Mapping

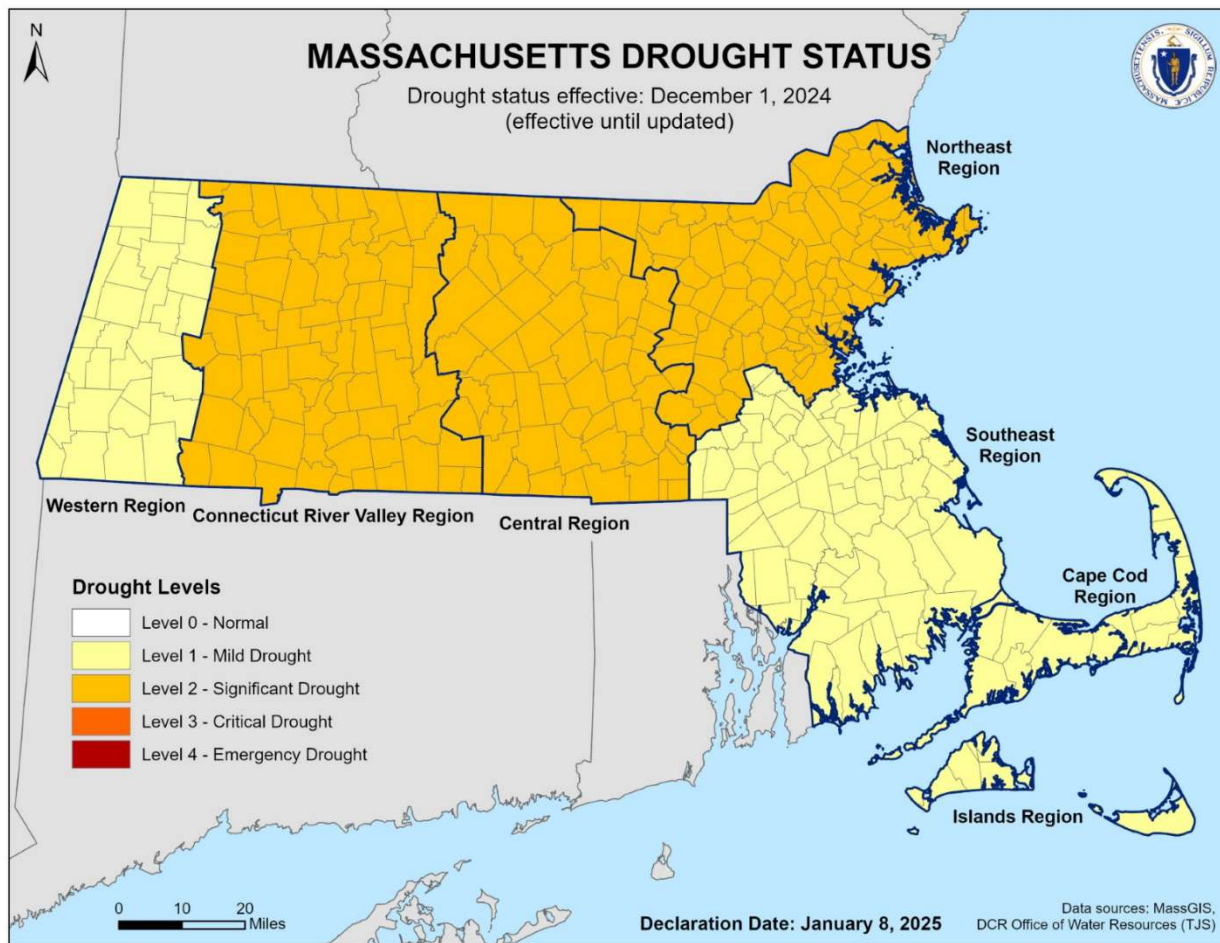
As part of its work to prepare public water utilities for climate change and emergencies, the Water Utility Resiliency Program (WURP) released a Request for Information (RFI) [BD-25-1045-BPE00-BPE01-110888](#) to identify and collect information from publicly-owned/operated water utilities interested and ready to receive GIS mapping services. This effort aims to ensure that all publicly owned/operated drinking water and sewer systems have accurate maps of their respective systems to enhance asset management, improve system operations and resiliency, and plan for and respond to emergencies. This RFI is a continuation of work completed under the WURP's [Enhancing Resilience and Emergency Preparedness of Water Utilities through Improved Mapping](#) project, a critical infrastructure GIS mapping initiative. **The RFI is open to municipalities who are interested in receiving GIS mapping technical assistance. The RFI closes on January 29, 2025.**

To request additional information, please reach out to the WURP program at WURP@mass.gov.

Note: MassDEP reminds PWS that the creation, routine maintenance, and collection of distribution maps is a priority for MassDEP and a MassDEP Drinking Water Program regulatory requirement under 310 CMR 22.03 (15) and 310 CMR 22.19(6).

Improved Drought Conditions in Massachusetts

On January 8, 2025, Energy and Environmental Affairs (EEA) downgraded drought levels to Level 2 –Significant Drought in the Central, Northeast, and Connecticut River Valley regions and to Level 1 – Mild Drought in the Western and Southeast regions. The Cape Cod and Islands Regions is still in a Level 1 – Mild Drought as declared on December 8, 2024. Drought conditions have improved in the state due to several weeks of snow and rain.



Level 1 (“Mild Drought”) and Level 2 (“Significant Drought”) drought declarations require detailed monitoring of drought conditions; continued coordination among state and federal agencies to advance the implementation of water use restrictions; and engagement with municipalities, including local Boards of Health, to provide technical outreach and assistance to water suppliers and affected municipalities.

Below is a list of resources for communities to use related to drought outreach and education, water conservation, and drought status monitoring.

- The **Massachusetts Drought Dashboard** provides regularly updated maps monitoring drought conditions across the state. The dashboard can be accessed at <https://www.mass.gov/info-details/massachusetts-drought-resources>.
- The **Drought Alert Flyer** provides information about current drought conditions and how communities across the state can help promote water conservation, fire prevention, and drought preparedness. The most recent Drought Alert flyer is posted at <https://www.mass.gov/info-details/drought-tips-tools-resources#drought-alerts->.
- The **Drought Management in Massachusetts** webpage includes several recommendations for residents, businesses, and communities during Level 1 and Level 3 droughts related to water conservation and fire prevention. These tips can be found at <https://www.mass.gov/guides/drought-management-in-massachusetts>.
- The **Water Resources Toolkit** offers many examples of outreach materials for communities to use related to droughts. These resources can be downloaded at <https://www.mass.gov/info-details/water-resources-toolkit-library-of-outreach-materials>.
- Utilities are encouraged to develop a **Drought Management Plan** to identify preparedness, monitoring, response, and outreach procedures related to droughts. The Drought Management Plan guidance can be found at <https://www.mass.gov/doc/massachusetts-drought-management-plan/download>.

- Information for **private well owners** can be found at <https://www.mass.gov/info-details/information-for-private-well-owners-during-a-drought>.
- Previous issues of **In the Main** (11/15/2024, 11/27/2024, and 12/13/2024) include **additional resources** related to drought preparedness and response resources. Previous issues of *In the Main* can be found at <https://www.mass.gov/lists/communication-to-public-water-suppliers>.

New Upcoming Funding Opportunity from EEA: Drought Resiliency and Water Efficiency Grant Program

The **Drought Resiliency and Water Efficiency Grant Program** aims to fund projects to promote climate resiliency, specifically by helping communities and public water suppliers reduce indoor and outdoor water use, improve water loss control programs, and increase drought resiliency.

To view the presentation and Q&A information from the information session hosted on December 3, 2024, visit: <https://www.mass.gov/eea-funding-opportunity-for-a-new-grant-program>. There was another Q&A session hosted on January 8, 2025, from 11 a.m. to 12 p.m. ET.

The grant program's full RFR can be viewed at <https://www.commbuys.com/bsa/external/bidDetail.sdo?docId=BD-25-1042-ENV-ENV01-110848&external=true&parentUrl=close>

CCR Reminder - It's a New Year: CCRs for Calendar Year 2024 are due July 1, 2025

In accordance with 310 CMR 22.16A, all Massachusetts community public drinking water systems must make a Consumer Confidence Report (CCR) and deliver it by **July 1, 2025** to all customers and designated government agencies.

Your CCR must be delivered to your customers, MassDEP Drinking Water Program (program.director-dwp@mass.gov), Mass DPH (dphdrinkingwater@mass.gov), and your local board of health.

Failure to provide the CCR as required is a violation and will result in enforcement.

- Please see <https://www.mass.gov/info-details/consumer-confidence-reports> for guidance on making, distributing, and submitting your 2024 CCR to MassDEP.
- Please note Appendix M. Preparing Your Massachusetts Drinking Water Consumer Confidence Report has been updated and available at <https://www.mass.gov/doc/preparing-your-massachusetts-drinking-water-consumer-confidence-report-o/download>

All newly registered community PWS from 2024 will receive notification from MassDEP DWP to remind them of their CCR requirement.

Please contact program.director-dwp@mass.gov if you need CCR assistance or have any questions.

LCRR Information

Are you prepared for 24-hour Tier I Public Notice for Lead?

As of **October 16, 2024**, any community or non-transient non-community PWS that exceeds the 90th percentile lead action level of 15 parts per billion must now notify all affected consumers within **24-hours** of the exceedance. This is called a **Tier 1 Public Notice**. This is a new requirement that must be met in addition to issuing routine Public Education materials.

Each PWS must plan, well in advance, to quickly respond with a public notice within 24-hours of exceeding the lead action level. At a minimum, each PWS should have a draft copy of a Tier 1 Notice ready in their Emergency Response Plan in case they have to provide notice within 24-hours.

For more information on 24-hour Tier 1 Public Notice, see our [Public Notification Forms and Templates](#), available on the Public Notification Forms and Templates webpage: <https://www.mass.gov/lists/public-notification-forms-and-templates>

Reminder: Consumer Notices were required to be distributed by November 15, 2024! Remember to submit your Service Line Material Consumer Notice Certification Form!

PWS are required to certify to MassDEP that they have distributed all required consumer notices, using the [LCRR SLI Consumer Notices Certification Form](#), which is available on the [Lead and Copper Forms and Templates webpage](#): <https://www.mass.gov/lists/lead-copper-forms-and-templates>. PWS must certify the distribution of these notices by July 1st, 2025, though MassDEP encourages all PWS to submit the certification form right after sending out your notices, before you forget.

Helpful Resources to Answering Consumer Questions when Receiving these Notices

Are Your Consumers looking for a Massachusetts certified laboratory to analyze their residential drinking water samples? If so, and your PWS does not offer testing, make sure to direct consumers to the [MassDEP How to Find a Certified Laboratory For Water Testing](#) webpage, which includes a spreadsheet listing all certified laboratories that offer analytical services to residential customers: <https://www.mass.gov/how-to/find-a-certified-laboratory-for-water-testing>.

The last two *In the Main* Newsletter Issues offered articles on the following topics:

- [Sharing Helpful Drinking Water Tips with Consumers to Reduce Lead Exposure \(11/27/2024\)](#)
- [MassDEP/DWP Process for Consumer Notice Language Translation Requests \(11/27/2024\)](#)
- [Are You Unsure on How to Handle Customer-Requested Lead Water Samples? \(11/15/2024\)](#)

All previous issues of the ITM can be found on [the Communications to Public Water Suppliers](#) webpage and downloaded to keep on hand here: <https://www.mass.gov/lists/communication-to-public-water-suppliers>.

- Consumers may also be directed to the MassDEP [LCRR Consumer's Frequently Asked Questions \(FAQ\)](#). The Consumer FAQ webpage is also showcased on the MassDEP [main LCRR webpage](#), under the new *Information for Consumers* section.
- MassDEP has also created an ArcGIS map which will host all SLI files submitted to MassDEP. The link to the Map is available on the LCRR webpage, under the [Information for Massachusetts Consumers](#) section: <https://www.mass.gov/info-details/lead-and-copper-rule-revisions#information-for-massachusetts-consumers/>.

Getting Ready for the LCRI

Lead and Copper Resolutions for 2025

In the spirit of the new year, here are some suggested Lead and Copper New Year Resolutions for 2025!

1. Begin to Identify and Reduce your LEAD STATUS UNKNOWN service lines.

In 2027, when the LCRI becomes the rule PWS must file for compliance, systems will be required to identify unknowns and remove lead service lines on a 10-year schedule. Beginning this work now, prior to 2027, allows PWS to reduce the number of service lines they will be required to identify in that 10-year period.

2. Remove LEAD SERVICE LINES (LSLs) when possible.

Removing LSLs now may be beneficial to larger PWS, to reduce your number of required replacements each year beginning in 2027. Beginning the removal process now can make those 10 years down the line less stressful, and less costly. Removing LSLs now will also benefit the public health of your community.

Please remember that you can apply to the 0% Interest Loans for LSL Construction Projects which includes LSL replacements. Applications are accepted on a rolling basis. To apply, please complete the application found on MassDEP's website: <https://www.mass.gov/info-details/lead-service-line-replacement-program>

3. Prepare for Non-Lead Validations

The LCRI does require that PWS create validation pools of non-lead service lines, and physically inspect a percentage of that pool to make sure these service lines are made of a non-lead material. See the section **Preparing for Non-Lead Validations** for more information on this requirement.

Preparing for Non-Lead Validations

Accurate service line inventories are essential to ensure replacement of all lead and galvanized requiring replacement (GRR) service lines. To increase the accuracy of inventories, the final Lead and Copper Rule Improvements (LCRI) requires all water systems to validate a subset of non-lead service lines in their inventory. The validation tests the reliability of certain methods, techniques, and alternative sources of information used to identify non-lead service lines in the inventory; facilitates action to remedy inventory discrepancies; and provides systems, States, and consumers with additional confidence in the accuracy of the inventory.

Under the LCRI, starting November 1, 2027, **PWS should identify a validation pool** consisting of all non-lead service lines in the inventory excluding those that are identified by:

1. Records that indicate the service line was installed after the federal lead ban became enforceable or the compliance date of a State or local lead ban, whichever is earlier.
2. Visual inspection of the pipe exterior at a minimum of two points.

Non-lead lines identified by exclusively using other records such as tie cards, operational knowledge, etc., or other verification methods such as statistical analysis/predictive modeling must be included in the validation pool. The total number of required validations is dependent on the PWSs total number of non-lead services lines and vary system to system. Once the PWS has identified the validation pool, it must randomly select non-lead service lines for conducting visual inspections at a minimum of two points along the service line exterior. See the [EPA LCRI Validation guidance](https://www.epa.gov/system/files/documents/2024-10/final_lcric_fact-sheet_validation.pdf) for more information: https://www.epa.gov/system/files/documents/2024-10/final_lcric_fact-sheet_validation.pdf

For systems on a 10-year mandatory replacement schedule and systems that have reported only non-lead lines in their inventories, validation must be completed by December 31, 2034, and the validation results are due to the State by January 30, 2035. States will establish a validation deadline for water systems conducting mandatory service line replacement on a shortened deadline. For systems on a deferred deadline, States will establish a deadline no later than three years prior to the deadline for completing mandatory service line replacement. The process of validation may involve significant work and may require identifying and applying for funding to complete the validation process. **MassDEP recommends that PWS begin work on validation efforts as soon as possible, provided that the validation methodologies are at least as stringent as the LCRI requirement.** PWS that follow this method can then submit a waiver request after the LCRI goes into effect in 2027. **As these validations are required under the LCRI, funding will be available for PWS to assist with this process through the [SRF Program](#).**

For more information on these requirements, please review [EPA's validation guidance](https://www.epa.gov/system/files/documents/2024-10/final_lcric_fact-sheet_validation.pdf) here: https://www.epa.gov/system/files/documents/2024-10/final_lcric_fact-sheet_validation.pdf. **PWS MUST review this guidance before beginning any validation efforts, to ensure your methods are as stringent as the LCRI.** Please contact MassDEP DWP prior to beginning the validation process if you have any questions, to ensure you meet the LCRI requirements. PWS may reach out to MassDEP DWP at program.director-dwp@mass.gov, subject: LCRI Validation Requirements.

EPA LCRI Resources

The EPA has a [webpage](https://www.epa.gov/ground-water-and-drinkingwater/lead-and-copper-rule-improvements) dedicated to the LCRI, available here: <https://www.epa.gov/ground-water-and-drinkingwater/lead-and-copper-rule-improvements>

EPA has also released a variety of [LCRI Supporting Materials](https://www.epa.gov/dwreginfo/lead-and-copper-rule-improvements-supporting-materials), including fact sheets and technical documents: <https://www.epa.gov/dwreginfo/lead-and-copper-rule-improvements-supporting-materials>

AWIA Compliance Round 2: Deadlines Start This Year!

Deadlines for submitting certification that your Public Water System has updated its Risk and Resiliency Assessment (RRA) and Emergency Response Plan (ERP) are fast approaching. **Community Public Water Systems serving a population of over 100,000 must certify updates to their RRA by March 31, 2025 – just under 3 months away!**

Community Water System size (by population served as of March 31, 2024)	Certify Risk & Resilience Assessment (RRA) by:	Certify Emergency Response Plan (ERP) within 6 months of RRA, but no later than:
≥ 100,000	March 31, 2025	September 30, 2025
50,000 – 99,999	December 31, 2025	June 30, 2026
3,300 – 49,999	June 30, 2026	December 30, 2026

The American Water Infrastructure Act (AWIA) was first passed in 2018 and requires community water systems to certify that they have prepared and updated their Risk and Resilience Assessments (RRAs) and Emergency Response Plans (ERPs). Community water systems are required to recertify to EPA that their RRAs and ERPs are up to date every five years. With changes from the past five years including supply chain issues, cybersecurity concerns, and increased funding opportunities, public water systems may have a lot to update in their RRAs and ERPs.

A comprehensive list of requirements, resources, FAQs, fact sheets, training recordings, and guidance for preparing and certifying updates to your RRAs and ERPs with the EPA can be found at <https://www.epa.gov/waterresilience/awia-section-2013>.

How do I certify my RRA and ERP?

Public Water Systems can certify updates to their RRA and ERP by filling out the RRA/ERP Certification Statement and uploading the signed document using one of three methods:

1. Electronic submission
2. Email
3. Regular mail

EPA strongly recommends submitting RRA/ERP Certification Statements via electronic submission. Guidance for submitting your RRA/ERP and downloading the Certification Statement documents can be found at <https://www.epa.gov/waterresilience/how-certify-your-risk-and-resilience-assessment-or-emergency-response-plan>. **Do not submit your updated RRA and ERP to EPA or to MassDEP, as those documents may contain sensitive information about your system.**

MassDEP 3-Month RRA Certification Reminder for Community PWS Serving Over 100,000

On December 19, 2024, MassDEP/DWP sent a letter to Community PWS serving over 100,000 to provide a 3-month reminder about the RRA certification deadline of March 31, 2025. You can find that letter at <https://www.mass.gov/doc/reminder-for-emergency-response-risk-and-resiliency-assessment-rra-certification-3-month-notice/download>.

EPA Reminder and Upcoming Training

On December 31, 2024, EPA emailed Community PWS serving over 50,000 reminding them to certify the updates to their RRAs and ERPs by the required deadlines. Additionally, EPA is hosting a webinar on Wednesday, February 12, 2025, titled “Updating Your RRA and ERP” to provide guidance to PWS on how to prepare or revise an RRA and ERP that meets AWIA requirements. More information about the training and the link to register is located at <https://www.epa.gov/waterresilience/updating-your-awia-rra-and-erp>.

Where can I find more information about this topic?

Use the following resources to learn more about RRAs, ERPs, AWIA, and more.

- MassDEP Guidelines for Public Water Systems Chapter 12 – Emergency Response Planning Requirements: <https://www.mass.gov/doc/guidelines-for-public-water-systems-chapter-12-emergency-response-planning-o/download>
- MassDEP *In the Main*, March 7, 2024 - “Planning Ahead for Round 2 of AWIA Compliance in 2025/2026”: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-03-07-2024/download>
- MassDEP *In the Main*, September 6, 2024 – “AWIA Compliance Round 2: Tips for Preparing Your RRAs and ERPs”: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-09-06-2024/download>
- MassDEP *In the Main*, December 13, 2024 – “AWIA Compliance Round 2: Deadlines in the New Year! Article Highlight: Risk and Resiliency Assessments”: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-12-13-2024/download>
- EPA Drinking Water and Wastewater Resilience: <https://www.epa.gov/waterresilience>
- EPA Water Resilience - AWIA Section 2013: <https://www.epa.gov/waterresilience/awia-section-2013>
- EPA How to Certify Your RRA or ERP: <https://www.epa.gov/waterresilience/how-certify-your-risk-and-resilience-assessment-or-emergency-response-plan>

Seventh Public Posting of UCMR5 Data

Later this month, the EPA will be releasing the seventh batch of UCMR5 data to the National Contaminant Occurrence Database (NCOD). The occurrence data and the data summary document will be posted here: <https://www.epa.gov/sdwa/national-contaminant-occurrence-database-ncod>. The time stamp of this UCMR5 data will be January 16th, 2025.

Any participating PWS with preliminary results above an EPA Maximum Contaminant Level (MCL) have and continue to be notified by EPA and/or MassDEP. All PWS are automatically notified when analytical results are posted to the Safe Drinking Water Accession and Review System ([SDWARS](#)). Each PWS should carefully review the analytical results reported to ensure their accuracy.

What should PWSs do with the data?

Each PWS should carefully review the analytical results reported to ensure their accuracy. PWSs should expect to receive calls from consumers with questions about the program and data.

For general information on the EPA UCMR program and frequently asked questions, visit: <https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule>.

What are the EPA and MassDEP requirements for detected results?

1. **EPA and MassDEP require that UCMR5 detects be reported in the Consumer Confidence Report (CCR) in the unregulated contaminants table.** Instructions on how to report your results from UCMR5 sampling in your CCR in the unregulated contaminants table can be found in [article 2 in the “In the Main” newsletter from 12/2022](#).
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Please note that PFAS6 is regulated in Massachusetts, and PFAS6 detects must be reported separately as one contaminant in the regulated table in your CCR.

2. **All PWSs must notify customers with a Tier 3 Public Notice (PN) about the availability of UCMR5 results no later than 12 months after the results are known.** This is required whether there were any detects or not. The fact that you had to test for UCMR5 warrants the need for PN. Failure to issue PN is a violation. Instructions on PN can be found in [article 2 in the “In the Main” newsletter from 12/2022](#).

If your testing results also exceed the Massachusetts Maximum Contaminant Level for PFAS6, then your PWS also has public notification requirements under 310 CMR 22.07G and must also continue to follow those requirements.

More information on reporting UCMR data in the CCR and providing customers with a PN is located here: [UCMR CCR and PN Guidance](#)

If you have any questions on this information, please contact the MassDEP Regional Office Drinking Water Program contacts or the Drinking Water Program listed below.

MassDEP Drinking Water Contacts

MassDEP Region	Name	Contact
Western	Christine Simard	Christine.Simard@mass.gov
Central	Paula Caron	Paula.Caron@mass.gov
Northeast	Amy LaPusata	Amy.Lapusata@mass.gov
Southeast	William Schwartz	William.Schwartz@mass.gov
Boston	Program.director-dwp@mass.gov Subject UCMR5, 617-292-5770	

Changes to Drinking Water Program Fact Sheets Concerning HAA5 Treatment Devices

Jaimye Bartak, Communications Manager for Springfield Water and Sewer Commission, informed MassDEP Drinking Water Program (DWP) about confusing information on DWP's fact sheet titled "Haloacetic Acids In Drinking Water, Information for Consumers" located at: <https://www.mass.gov/doc/factsheet-haloacetic-acids-in-drinking-water-information-for-consumers/download> . In that fact sheet, DWP recommended that when searching for a home water treatment device to remove HAA5, one should look for certain 3rd party certifications that the treatment device is capable of removing all five of the regulated haloacetic acid chemicals referred to as "HAA5". The problem is that none of those certification entities have certified home water treatment devices for the removal or reduction of all five of the HAA5 chemicals. DWP has made the changes recommended by Jaimye Bartak, including the addition of the following statement: "There are currently no known water filters that are certified to reduce or remove HAA5."

To avoid similar confusion regarding the lack of 3rd party certification approvals for HAA5 removal, DWP also made changes to DWP's fact sheet titled "Haloacetic Acids and Total Trihalomethanes In Drinking Water, Information for Consumers" located at: <https://www.mass.gov/doc/factsheet-haloacetic-acids-and-total-trihalomethane-in-drinking-water-information-for-consumers/download> .

At Jaimye Bartak's suggestion, DWP also added a disinfection byproducts (DBPs) subsection to DWP's fact sheet titled "Home Water Treatment Devices - Point of Entry and Point of Use Drinking Water Treatment" located at: <https://www.mass.gov/info-details/home-water-treatment-devices-point-of-entry-and-point-of-use-drinking-water-treatment> . The newly added subsection reads: "If you have received notification of an exceedance of DBPs, it is important to pay attention to the type of DBP that is not meeting standards. Filters to reduce Total Trihalomethanes (TTHMs) should be certified to meet "NSF/ANSI 53" standards. There are currently no home drinking water filter devices certified to reduce or remove the five regulated haloacetic acids (HAA5)."

As soon as DWP is aware of 3rd party certification of home water treatment devices for HAA5 removal we will update these fact sheets.

The three revised fact sheets are located at:

- Haloacetic Acids In Drinking Water, Information for Consumers: <https://www.mass.gov/doc/factsheet-haloacetic-acids-in-drinking-water-information-for-consumers/download>
- Haloacetic Acids and Total Trihalomethanes In Drinking Water, Information for Consumers: <https://www.mass.gov/doc/factsheet-haloacetic-acids-and-total-trihalomethane-in-drinking-water-information-for-consumers/download>
- Home Water Treatment Devices - Point of Entry and Point of Use Drinking Water Treatment" located at: <https://www.mass.gov/info-details/home-water-treatment-devices-point-of-entry-and-point-of-use-drinking-water-treatment>

Thank you Jaimye!

Drinking Water Program - Frequently Asked Questions

The Boston Drinking Water Program keeps track of frequently asked questions that we receive from Public Water Suppliers and others and the answers we provide. The Q & A spreadsheet provides consistency and efficiency in providing answers. We will post some of these questions and answers in this, and future, ITM issues.

Safe Drinking Water Act Assessment (Section 70) Program

Question: I closed my business in 2023. Why did I receive an Assessment bill last month?

Answer: The Assessment bill that you received in December 2024 is based on water use that you reported to MassDEP on the Annual Statistical Report for calendar year 2022. You do owe for the water that you used in 2022. More information about the Assessment Program, including the 2024 rate letter, is posted on the Assessment Program web page at <https://www.mass.gov/info-details/safe-drinking-water-act-assessment-advisory-committee-section-70-committee>.

Question: Why do Public Water Systems receive a List of Accomplishments of Drinking Water Program Staff with each year's Section 70 rate letter?

Answer: We include the list of work accomplishments with the annual rate letter because the Section 70 Assessment revenue funds staff that provide technical and compliance assistance and trainings to Public Water Suppliers. The list of accomplishments details the work that these staff complete. Many of the trainings award no-cost Training Contact Hours (TCH) to meet operator licensing requirements.

The Section 70 Advisory Committee was legislatively mandated in 1993 to review the Assessment Program and recommend an annual billing rate to MassDEP's Commissioner, who sets the rate. The Committee has eleven members, including several Public Water Suppliers and representatives from water works associations and municipal and environmental organizations.

More information about the Committee's public meetings and the current rate letter, with the list of accomplishments, is posted at <https://www.mass.gov/info-details/safe-drinking-water-act-assessment-advisory-committee-section-70-committee>.

Source Water Protection Training Reminder

Take the Drinking Water Program's Source Water Protection self-guided training for 0.5 TCH at

<https://wateroperator.thinkific.com/courses/source-water-protection-in-massachusetts>.

The training presents the components that should be included in a Public Water System's Source Water Protection Program.

Asbestos Distribution Sampling Exemption Form

All Community and Non Transient-Non-Community public water systems (PWS) are required to sample for asbestos in their system every 9 years, unless they have submitted an Asbestos Distribution System Sampling Exemption Form. The form has been updated, and those who haven't already submitted a form to MassDEP may do so if their system does NOT have asbestos cement pipe and/or vinyl lined asbestos-cement pipes. If PWSs are unsure of their Asbestos distribution sampling exemption status, they can contact the DWP Boston office or their regional office.

If you are submitting an Asbestos in Distribution System Exemption Form, be sure to include your PWS ID number and information, along with the statement certifying that your system does not any asbestos- cement pipe or asbestos- cement vinyl lined pipes. Remember to keep a copy for your own records.

Please note: The Drinking Water Program prefers that PWS submit their Asbestos Sampling Exemption Form electronically to program.director-dwp@mass.gov . Subject Asbestos Sampling Exemption Form

If unable to submit the form electronically it form can be mailed to: MassDEP/Drinking Water Program, Asbestos Exemption, 100 Cambridge Street, Suite 900, Boston, Massachusetts 02144

The electronic form can be downloaded at: <https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#monitoring-waiver-forms>

If you have any questions on this information, please contact program.director-dwp@mass.gov . Subject Asbestos Sampling Exemption.

Lead in Schools and Childcare Facilities Drinking Water Update

Water-Smart Media Outreach Toolkit Now Available

The MassDEP Drinking Water Program Water-Smart Program has developed a Media Outreach Toolkit. The Toolkit is a compilation of materials, resources, and information about the MassDEP Water-Smart Program that can be shared digitally (via social media) to your community and interested childcare providers, bringing awareness about the dangers of lead in drinking water and the services our program offers.

You can access the Toolkit at: <https://www.mass.gov/doc/water-smart-media-outreach-toolkit> . Please share this information with your local community and interested childcare providers.

Drinking Water Trivia!

Tickle your brain and test your knowledge on drinking water related information. In each issue, we will ask 1-3 questions and provide the answers somewhere else in the newsletter to encourage your sleuthing skills.

How can wildfires affect drinking water quality?

- A. Severe flooding
- B. Erosion
- C. Sediment delivery to water sources
- D. All of the above

Why don't firefighters utilize ocean water?

- A) Harmful chemical content
- B) Salt content leading to corrosion
- C) Unpleasant odor
- D) High pH levels that can lead to burns

Check out the other articles while looking for the answer. If you would like to send in a Trivia question or two, please email the question and answer to pdirector-dwp@mass.gov, Subject DWP Trivia.

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>.

Board of Certification Training Page and List of Approved Courses

You may also want to go to the Board of Certification of Operators of Drinking Water Supply Facilities Operators training page and view the approved education courses to sit for examination. Go to: <https://www.mass.gov/info-details/board-of-certification-of-operators-of-drinking-water-supply-facilities-approved-education-courses-to-sit-for-examination>

Some Newly Added Trainings on the Calendar

Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: What is an IUP?

Monday, January 13; 2:00 – 4:00 p.m. ET; webinar

Ask Me Anything SRF Office Hours will expand your knowledge and enhance your ability to navigate the SRFs. These sessions are tailored for state agencies, utility operators, and stakeholders who support water infrastructure projects. Each session will feature a specific theme, providing clarity, strategies, and practical insights for preparing and managing an SRF funded project. Participants can attend all sessions or select those that best meet their needs. Submit your questions in advance or bring them to the session for real-time support from our experts. Sessions will take place 2x/month from Dec. 2024 -Nov. 2025. Except for holidays, sessions are scheduled on the 1st Wednesday of the month from 11-1pm EST and the 3rd Monday of the month from 2-4pm EST. [Register here](#).

NJ AWWA Free Webinar – Beyond the Surface Webinar Series: Session 1 - Generational Divides

Wednesday, January 22; 12:00 – 1:00 p.m. ET; webinar

This webinar is part of a series developed and presented by AWWA NJ's DEI Subcommittee. Session 1 explores “Generational Divides” in the water industry, examining how workers’ experiences vary across age groups. The

session will explore challenges such as communication styles and workplace norms, providing insight on how to address these and other issues through inter-generational collaboration. The importance of understanding and bridging generational gaps will be examined, highlighting their significance within the water industry as we face an increasingly aging workforce. You can learn more about the webinar series at <https://www.njawwa.org/page/webinarseries>. [Register here](#).

Pipeline Management: Is Your Data Ready for Action?

Thursday, January 23; 11:00 a.m. – 12:00 p.m. ET; webinar

Data-driven asset management is the foundation of a reliable and resilient water network and understanding asset risk is the cornerstone of this process. Despite the vast amount of data collected, many utilities aren't making full use of this valuable resource. Even with incomplete or imperfect data, utilities can assess risk and develop an effective pipeline management framework. As more reliable data is gathered, this framework can evolve, further optimizing network performance and decision-making. In this webinar, Xylem speakers will discuss practical strategies for conducting a network-wide risk assessment using existing data and setting data improvement goals for long-term success. The City of Lacombe will share their experience with risk assessment and discuss how they are leveraging the results. Join us to explore ways of incorporating risk data into your pipeline management strategy to better anticipate and mitigate threats, optimize maintenance schedules, and maximize asset life and value. Whether you're just beginning your asset management journey or looking to refine your current practices, water utilities will gain valuable insights and actionable solutions in this upcoming webinar. [Register here](#).

EPA Small Drinking Water Systems Webinar Series: Lead Chemistry, Communication, and Local Engagement

Tuesday, January 28; 1:00 – 4:00 p.m. ET; webinar

This special extended webinar event includes talks given at the 21st Annual EPA Drinking Water Workshop on September 17-19, 2024. Presentations will include overviews of lead corrosion and release basics, research on pipe scale sampling and analysis, best practices for starting and maintaining corrosion control treatment, Ohio's lead strategy and engagement toolkit, and the impact of Michigan's Safe Drinking Water Act on compliance lead service line sampling and system and customer communication. Information on the annual drinking water workshop: <https://epa.gov/water-research/21st-annual-epa-drinking-water-workshop-small-system-challenges-and-solutions>. [Register here](#)

EPA Webinar: Updating Your AWIA RRA and ERP

Wednesday, February 12; 2:00 p.m. - 4:15 p.m. ET; webinar

America's Water Infrastructure Act (AWIA) section 2013 revised Safe Drinking Water Act (SDWA) section 1433 and requires community water systems (CWS) serving more than 3,300 people to prepare or revise and certify risk and resilience assessments (RRAs) and emergency response plans (ERPs) to the U.S. Environmental Protection Agency (EPA) by specified deadlines every five years. The next five-year re-certification deadlines are quickly approaching, with deadlines beginning in 2025 for larger CWSs and ending in 2026 for smaller CWSs. This workshop will demonstrate how to prepare or revise a RRA and ERP that meets the requirements of SDWA section 1433. [Register here](#)


- **MassDEP**
Previous Cybersecurity Trainings now on YouTube:
 - Basic Cybersecurity Measures for Water Utilities: <https://youtu.be/78v3eAyf1yE>
 - Ransomware Experiences, Defense, and Response: <https://youtu.be/eislSdQnXqE>
- **Environmental Finance Center Network**
For a complete list of trainings webinars and in-person trainings please go to:
<https://efcnetwork.org/training-events/>
- **EPA**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.epa.gov/dwreginfo/drinking-water-training>.

- **Mass Rural Water Association**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.massrwa.org/p/14/Trainings—Events>.
- **MWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
[MWWA Calendar](#)
- **NEWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
https://communityhub.newwa.org/nc__upcomingevents.
- **Water ISAC**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.waterisac.org/resources>.
- **RCAP Solutions**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.rcapsolutions.org/events/>
- **AWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.awwa.org/event-calendar/>

Training Refresher

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**

To subscribe to the *In The Main* Newsletter, send a blank email to join-dep-dwp-subscribers@listserv.state.ma.us.

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. To subscribe to the *In The Main* Newsletter, send a blank email to join-dep-dwp-subscribers@listserv.state.ma.us. 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 <https://www.mass.gov/service-details/safe-drinking-water-act-assessment-advisory-committee-section-70-committee>.

Cybersecurity, Emergency Preparedness, and You!

2025-01-10

PLEASE SHARE THIS CYBERSECURITY INFORMATION WITH YOUR SCADA & INFORMATION TECHNOLOGY STAFF

For additional information and alerts see [Cybersecurity Resource Hub for MA Public Water Systems \(PWS\)](#). The purpose of this hub is to provide resources for public water systems (PWS) to improve cybersecurity defenses, mitigate cyber-attack risks, and enhance overall resiliency and compliance.



Cybersecurity Biweekly Spotlight/ Reminders

Have you completed a cybersecurity assessment for your PWS? If not, sign up free today!

Register for a free cyber assessment with simple steps by using the following link:

<https://www.epa.gov/waterresilience/forms/epas-water-sector-cybersecurity-evaluation-program> .

All PWS are required to have a cybersecurity plan/program and complete a cybersecurity assessment as part of their Emergency Response Planning (ERP) responsibilities.

Please note that eligibility for state grants and funding requires a Capacity review, including a completed cybersecurity assessment. Ensure that your PWS is prepared and compliant—don't delay!



Reminders !! Self-Paced Course on Basic Cybersecurity Measures for Water and Wastewater Systems in Massachusetts (Massachusetts Board of Certification Approved for 1 TCH)

- Participants will learn about water sector threats, basic cybersecurity measures, incident response, system resilience, and valuable resources, with the goal of fostering a culture of cybersecurity within their organizations.
- **Enroll Here Free:** <https://classes.wateroperator.org/courses/cybersecurity>



Important Reminder: Sanitary Surveys and Cybersecurity

Is your PWS scheduled for a sanitary survey in 2025? If your PWS is scheduled for a sanitary survey in 2025 **MassDEP/DWP will inspect your cybersecurity assessment findings and plans during the upcoming sanitary survey cycle.** Any findings will be incorporated in a separate action plan and your PWS will receive technical assistance to assist you to address the findings. Please remember all cybersecurity information is considered as sensitive information and must be kept confidential.

If you have any questions on this information, you may also contact the Drinking Water Program at program.director-dwp@mass.gov.

NEW Critical Infrastructure Security Updates:

CISA Highlights Water Sector Cyber Threats – "Target Rich, Cyber Poor": Strengthening Our Nation's Critical Infrastructure Sectors (Source WaterISAC)

- In a recent blog post, Nitin Natarajan, Deputy Director at CISA, highlighted the threat to U.S. critical infrastructure by nation-state and cybercriminal organizations around the globe.
- The world has witnessed increasingly frequent attacks against small and medium sized businesses, including K-12 schools, **water utilities**, and healthcare organizations over the last several years.
- Natarajan notes that these specific sectors are at elevated risk as they are generally seen as highly profitable "target-rich, cyber poor" organizations. [Full article.](#)

Cyber Resilience – U.S. Cyber Trust Mark Launched for Consumer-Grade Internet-Connected Devices

- This week, the White House launched the U.S. Cyber Trust Mark, an initiative allowing an easy way for consumers of internet-connected devices to verify if these devices are secure.

- The FCC decided in a bipartisan and unanimous vote to authorize the U.S. Cyber Trust Mark and adopt final rules for the official label that will be applied to certified products. [Full article.](#)

Upcoming Trainings

CISA Webinar: Active Shooter Preparedness

Thursday, January 16, 2025; 1:00 - 3:00 p.m. ET; webinar

CISA Region 1 (Connecticut, Maine, **Massachusetts**, New Hampshire, Rhode Island, Vermont) is hosting a 2-hour webinar to enhance awareness of, and response to, an active shooter incident. During the webinar, participants will discuss the elements of active shooter incident response planning with guidance from expert instructors and learn to recognize common behaviors, conditions, workplace violence indicators, and situations associated with active shooter events. [Register here.](#)

SANS Webinar: 2024 SANS ICS Water Cybersecurity Survey

Thursday, January 23, 2025; 1:00 p.m. ET; webinar

This webcast will dive into the key findings of a critical survey assessing the safety and security challenges in the water and wastewater utility sector. With a focus on Industrial Control Systems (ICS), SCADA, and Distributed Control Systems (DCS) used in water treatment and distribution, we'll explore emerging trends, highlight survey results, and share best practices to strengthen security measures. Don't miss this opportunity to gain valuable insights tailored to the unique needs of water and wastewater organizations. [Register now](#)

Water Sector Physical Threat Briefing - Drones & Critical Infrastructure: Analyzing the Growing Threat

Wednesday, January 29, 2025; 2:00 - 3:00 p.m. ET

WaterISAC will convene its quarterly Water Sector Physical Threat Briefing. Presenters will cover the latest physical threats facing the water and wastewater sector. [Event details.](#)

Supply Chain Reminders

Tools and Resources:

- [EPA Chemical Supplier and Manufacturer Locator Tool](#): This tool allows water and wastewater utilities to search for suppliers and manufacturers across the U.S. that may be able to fulfill their chemical supply needs and increase resilience to supply chain disruptions. This tool can also be useful for finding alternative chemical suppliers in the case of supply chain shortages.

PWSs are reminded to implement the steps identified by DWP at <https://www.mass.gov/doc/steps-to-prepare-your-public-water-system-for-supply-chain-disruptions/download> and keep MassDEP/DWP informed of all Supply Chain issues.

Answer: D, B