



MassDEP / Drinking Water Program

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In The Main - The Drinking Water Updates can be found online 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> which has a searchable database.

# HONORING MARTIN LUTHER KING, JR.



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

2024-01-11

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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>

## Distinguished Certified Operator Interviews

This past year, MassDEP identified distinguished certified operators from each region and conducted interviews with them to ask them about their career in drinking water. *Information on the Annual Public Water Systems and the Distinguished Certified Operator Awards is included at the end.* Be on the lookout for these interviews as we plan to publish them in the coming issues of “In The Main”. See our first installment of this interview see series below in our

discussion with Cambridge's Director of Water Operations, Julie Greenwood-Torelli, the MassDEP/DWP Northeast region nominated winner.

**1. What is your current position? How did you start out in the water supply field?**

**Julie:** My current position is Director of Water Operations for the City of Cambridge. My father was a drinking water operator, so I grew up in this industry. Instead of wanting to learn how to tie my shoes I wanted to learn how to do the hourly labs. My father's supervisors and co-workers were my aunts and uncles. I did not grow up wanting to become a water treatment operator. I went to college for nursing but realized that it was not a profession I was cut out for and double majored in bio and chemistry and focused on marine biology. I ended up working for Northeastern Marine Aquaculture Center at Cat Cove in Salem MA which allowed me to obtain extremely valuable lab experience. My father ended up passing away in 2010 and in 2012, the town of North Andover hired me as their lab director. Linda Hmurciak, the first superintendent I worked for immediately sent me to school to get my operators licenses and then municipal management training courses. Shortly after she retired, I was promoted to assistant superintendent. I also worked for the city of Methuen as the Assistant Superintendent until 2022.

**2. What motivates you in your job?**

**Julie:** I'm personally motivated by a job where my team and I can collaborate and use our critical thinking and analytical skills to solve problems that arise. I've always been goal-oriented and love nothing more than working with a team of dedicated professionals who all share the same vision and mission and in the water industry, I find that I am constantly surrounded by incredibly smart, talented, and diverse individuals. I know that the Cambridge Water Department shares that same drive and focus and has made its commitment to teamwork and collaboration abundantly clear. Which is exactly the type of culture that gives me the motivation I need to not only meet expectations but exceed them.

**3. What is a project that you are currently working on or have worked on in the past that has stuck with you or changed how you have tackled problems since?**

**Julie:** At CWD we have many projects going on. One ongoing project which should not come as a surprise is reducing and eliminating our PFAS contamination in drinking water. As soon as I started with Cambridge in 2022, we were trying to schedule filter media change outs for 6 filters during a time with severe supply chain issues which caused massive delays. The project started October of 2022 and the last two filters went back online February of 2023. Prior to this changeout, Cambridge has not performed filter media changeouts, but with emerging contaminants like PFAS, filter media changeouts are going to be required yearly. Additionally, CWD received an appropriation of funds from the City Council to purchase our own LCMS for PFAS analysis. Which is already set up and being used for in house testing while lab staff are getting comfortable with the method to prepare for certification. Having this machine will be vital in monitoring how well our new GAC filter media is performing without having to wait long turnaround times and pay astronomical costs.

**4. You worked very successfully with communicating messages to the public. What advice do you give to other large water systems about relaying complex information to the public?**

**Julie:** Keep it simple! Do not over complicate things. When I need to convey complex information and when it's appropriate, I try to try to use simple analogies and if you can, the use of visuals is always extremely helpful. For example, when speaking about PFAS, if I say 1ppt that means nothing to most people, but 1 ppt or nanograms/liter is equal to 1 teaspoon (5 mL) in 2,000 Olympic-sized swimming pools (2.5 million liters each), that gives some familiar comparators.

**5. How would you encourage others, especially from diverse backgrounds, to enter the water supply field?**

**Julie:** If it sparks interest, I encourage EVERYONE to enter the water supply field. I've started and nurtured many lab internships, operator in training, and operator apprentice programs since entering the industry myself. There's something for everyone in this industry. The other nice things are that there is plenty of room for future growth with many opportunities for continuing education and specialized training and certifications that municipalities and private companies encourage and pay for you to attend. When people are interested, I encourage them to study and take the T1/D1 and then investigate positions that they may be eligible for and start applying to those. Most municipalities will pay or reimburse for those classes and exams.

## 6. What would like to share that we have not covered in our questions?

**Julie:** Thank you for allowing us the opportunity to talk a little bit about our roles in this industry. There's not a lot of talk outside of our bubble, but I am seeing an influx or wave of young people that are becoming very interested in water and what we do and it's in part due to these kinds of interviews and opportunities to share a little more about our roles and how we got into it.

Thank you, Director Julie Greenwood-Torelli, for your dedication to safe drinking water and sharing your insight on this important topic. Congratulations on your award!

### What is the Distinguished Certified Operator Award?

Each year MassDEP Drinking Water Program accepts nominations from the program, public water suppliers and others for an operator(s) who has illustrated outstanding awareness of what it takes to run a public water system efficiently and in compliance with regulations. The operator will be a multi-faceted person who can handle the essential duties of a drinking water operator, knows what it takes to run a system in compliance, and goes beyond what is simply required, making sure the system is run in top form no matter what disruptions or emergencies occur. The winning operators are notified in early April each year and are personally invited to the annual Massachusetts Drinking Water Day ceremony. For more information on the 2023 Public Water Systems award and the Distinguished Certified Operator Award see <https://www.mass.gov/info-details/2023-public-water-system-awards>.

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## Resources for Water Systems Regarding Storm Preparedness and Emergency Response

Over the weekend on January 6-7, 2024, a snow storm hit New England and caused up to 12" of snow in some parts of the state. Additionally, on the night of January 9, 2024, heavy rains hitting the region caused high winds, power outages and flooding in many areas. In the wake of these storm events, MassDEP/DWP reminds public water systems of available resources for storm preparedness and emergency response, as well as the procedures for contacting MassDEP during and after a severe storm event.

### Resources

The following resources can be used to learn more about how water systems can properly prepare for and respond accordingly to storm events. Topics include emergency response planning, public notification, and public health.

- [MassDEP: Storm Preparedness & Emergency Response Resources – Water Supply](#)
- [MassDEP: Public Drinking Water System Operations – Emergency Response & Public Notification](#)
- [MassDEP: Emergency Response for Public Water Systems](#)
- [MassDEP: Preparing for Extreme Weather Events and Response Guidance](#)
- [MassDEP: Snow Disposal Guidance](#)
- [MassDEP: Guidelines for Public Water Systems – Appendix O – Handbook for Water Supply Emergencies](#)
- [MassDEP: Massachusetts Drinking Water Regulations 310 CMR 22.15\(9\)](#)
- [MA WARN Program for Mutual Aid](#)
- [EPA: Natural Disasters Homepage](#)
- [EPA: Emergency Response for Drinking Water and Wastewater Utilities](#)
- [EPA: Incident Action Checklists for Water Utilities](#)
- [EPA: Flood Resilience – A Basic Guide for Water and Wastewater Utilities](#)
- [EPA: Power Resilience – Guide for Water and Wastewater Utilities](#)

## Communication with MassDEP

During or after a storm event, if you suspect contamination from oil and/or other hazardous materials, contact both your local fire department and the MassDEP Emergency Response hotline at 1-888-304-1133.

In the event of an emergency during or after a storm event, water systems should contact MassDEP per the procedures listed in Appendix O of the Guidelines for Public Water Systems (Attachments C and D):

- During working hours (Monday – Friday between 9:00 AM and 5:00 PM), contact your MassDEP Regional Office. See <https://www.mass.gov/info-details/massdep-regional-offices-by-community#C>
- Outside of working hours, on weekends, and on holidays, contact the MassDEP 24-hour Emergency Response hotline at 1-888-304-1133, followed by your MassDEP Regional Office.

Following a storm event, water systems have 30 days to file an Emergency Response Report with their MassDEP Regional Office. Refer to the Emergency Response Reporting Guidance page for more information about the report requirements, including the report template and an example report.

Following a severe weather event MassDEP/DWP compiles information on reported PWS issues and report the information to EPA Region I. Please contact the MassDEP/DWP at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) if you have any questions on this information.

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## 2024 Annual Statistical Reporting

The 2024 Annual Statistical Report (for calendar year 2023 data) will be available in early February. The due date for the ASR will be in early April. An exact due date will be announced when the ASR is made available. **IMPORTANT** - All certified operator licenses expired in December 2023. If you have not yet renewed your Certified Operator license you should do so immediately to prevent issues with filling out the ASR.

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## eDEP Scheduled Outage

Attention PWSs and Certified Labs: eDEP Outage – Intermittent Accessibility 1/19/2024 through 1/21/2023

EEA IT will be performing major updates to eDEP and expects the system to be down from Friday, January 19th to Monday, January 22nd. eDEP is expected to be back online Monday morning (January 22nd). The update should improve the performance of eDEP moving forward. The outage may interfere with compliance reporting for those attempting to upload water quality results on the day these updates are taking place. EEA IT will be posting notices on the eDEP webpages soon, so please keep your eyes peeled and plan accordingly.

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## 2024 Certificates of Registration

The 2024 Public Water System Certificates of Registration are now available on the mass.gov website. Go to <https://www.mass.gov/info-details/public-water-supplier-document-search> to download your system's Certificate of Registration.

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## Third Data Release of UCMR5 Data

At the beginning of February, the EPA will be releasing the third 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 data will be time stamped up until January 11<sup>th</sup>, 2024.

All participating PWS with preliminary results above EPA health advisory (HA) thresholds have and continue to be notified by EPA and MassDEP. All PWS are automatically notified when analytical results are posted to the Safe Drinking Water Accession and Review System ([SDWARS](#)).

**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 EPA and MassDEP requirements for detected results?** 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 at <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-12-16-2022/download>. 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.

**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 at <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-12-16-2022/download>

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.

If you have any questions on this information, please contact the MassDEP Regional Office Drinking Water Program contacts listed below or the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) Subject UCMR5.

#### MassDEP Regional Office Contacts

MassDEP Region	Name	Contact
Western	Christine Simard	<a href="mailto:Christine.Simard@mass.gov">Christine.Simard@mass.gov</a>
Central	Paula Caron	<a href="mailto:Paula.Caron@mass.gov">Paula.Caron@mass.gov</a>
Northeast	Amy LaPusata	<a href="mailto:Amy.Lapusata@mass.gov">Amy.Lapusata@mass.gov</a>
Southeast	William Schwartz	<a href="mailto:William.Schwartz@mass.gov">William.Schwartz@mass.gov</a>

## Getting Ready for the LCRR

### Complete your LCRR Service Line Inventory (SLI) Compliance Survey Today!

MassDEP DWP has created a survey we strongly recommend systems complete, which informs DWP of when you expect to submit your LCRR required SLI. This information can help DWP provide support to any systems that have concerns about their ability to comply with the federal SLI submittal deadline of



October 16<sup>th</sup>, 2024. MassDEP/DWP is available to provide you with technical assistance (TA) and/or funding to complete your SLI, through one of our various TA/funding programs.

From our compliance survey outreach efforts, we have had **370 responses!** Thank you to all systems that have responded, and **we encourage all systems that have not yet completed the survey to do so!** This survey takes less than 5 minutes for systems to complete.

This quick survey can be found and completed here: [https://www.mass.gov/forms/lead-and-copper-rule-revisions-service-line-inventory-compliance-plan-survey-form?\\_gl=1\\*1e48ed3\\*\\_ga\\*NTMoMzE2NDU3LjE3MDE3MTA0MTU.\\*\\_ga\\_MCLPEGW7WM\\*MTcwNDk3NzYwNC4yNi4wLjE3MDQ5Nzc2MDQuMC4wLjA](https://www.mass.gov/forms/lead-and-copper-rule-revisions-service-line-inventory-compliance-plan-survey-form?_gl=1*1e48ed3*_ga*NTMoMzE2NDU3LjE3MDE3MTA0MTU.*_ga_MCLPEGW7WM*MTcwNDk3NzYwNC4yNi4wLjE3MDQ5Nzc2MDQuMC4wLjA).

### TA/Funding Opportunities for PWS to Address Lead

- Service Lines Inventory and Replacement Plan Grant Program: [Apply Here](#)
- Assistance for Small Community Water Systems and Non-Transient Non-Community Systems - Lead Service Line Planning Program: [Apply here](#)
- Massachusetts Free Pilot Program for School and Early Education and Care Facilities (EECF) Testing Ahead of LCRR: For more information contact [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov). Subject: PWS Pilot program for Lead in Schools

For more information on MassDEP TA and funding programs: [Lead and Copper Rule Revisions](#)

### Upcoming LCRR Training

DWP is planning to host a LCRR training in **February** for PWS to attend online! Stay tuned for more information.

### Highlight of the Week: Boston Water and Sewer Commission's Get the Lead Out! Program

Boston Water and Sewer Commission (BWSC) has created an in-depth plan of attack to **Get the Lead Out!** to protect their community, this plan has been extremely effective and is a great example for other PWS to take note of. BWSC has been working to reduce the number of Lead Service Lines (LSLs) in their service area for the past years. As part of this plan, they increased their number of LSL investigations, with the goal of identifying and removing **all LSLs** in the City of Boston. In the past year, BWSC has met that goal, **removing over 300 private LSLs as of October 2023**. They continue to incentivize this process, at first by offering financial assistance of up to \$4,000 to property owners for LSL removal, and **since the start of 2023 increasing that assistance to pay for the entire LSL replacement of all private property replacements!**

BWSC has also pledged to conduct increased monitoring, provide public education materials to the public, and remove additional lead service lines connected to properties in the city. They have already begun this process by creating a **Public Education Plan**, consisting of outreach such as mailing a brochure to all paying customers with their November bill, mailing the brochure to organizations serving populations most at risk from lead exposure, and performing outreach concerning the health risks of lead and LSLs on multiple media platforms such as radio stations, newspapers, and tv news/local news stations.

One of their most recent and successful outreach events was during this past November BWSC incorporated lead information with their *Annual Pre-Thanksgiving Day Outreach Campaign* to families in grocery stores and markets. BWSC used computer tablets to look up properties on the BWSC Interactive lead map to check if they are serviced by a LSL. This resulted in 270 scratch tests conducted at homes and over 200 calls to the BWSC lead hotline in the months of November and December!

Great Work Boston Water and Sewer Commission!

The Drinking Water Program encourages all PWS to share your system's practices and strategies to **Get the Lead Out**; you might **be featured in the next In the Main Newsletter!** Let us know what your system is doing to get the lead out by emailing a description of your recent efforts to [program.director-DWP@mass.gov](mailto:program.director-DWP@mass.gov), Subject: Get the Lead Out Highlight.

To see BWSCs Lead Informational Brochure click here: <https://www.bwsc.org/sites/default/files/2023-10/Lead%20Education%20Brochure%2010.13.2023.pdf>

To see BWSCs Lead Service Line Interactive Map click here: <https://www.bwsc.org/environment-education/maproom/lead-service-map>

To see BWSCs Lead Replacement Incentive Program click here: <https://www.bwsc.org/environment-education/lead-your-water/lead-replacement-incentive-program>

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## Lead in Schools and Childcare Facilities Drinking Water Update

### Expanded Assistance Program Update

The Expanded Assistance Program for Lead in Schools and Early Education and Care Facilities (EECF) Drinking Water provides free analysis of lead drinking water samples and technical assistance to schools and EECFs by assisting with sampling, results interpretation, and guidance on remediation actions. The program is funded by a grant from the Water Infrastructure Improvements for the Nation (WIIN) Act from the U.S. Environmental Protection Agency. MassDEP also worked with the Clean Water Trust to secure additional funding to expand assistance to private schools.

Currently, 801 schools and EECFs are participating in the program and 516 (64%) of participating facilities are within environmental justice communities. To date, 586 schools and EECFs have completed testing. Of facilities that have tested and received results, 392 (67%) had one or more lead detections.

**Do you know of any schools or childcare facilities that could benefit from the Expanded Assistance Program? Please identify and encourage schools and childcares within your service area to participate in the program.**

Eligible facilities may apply for assistance at [https://script.google.com/macros/s/AKfycbyr\\_U8wEMrA-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpW9pSZtA/exec](https://script.google.com/macros/s/AKfycbyr_U8wEMrA-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpW9pSZtA/exec)

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## PFAS Update

### EPA's Schedule for PFAS Regulations

According to [EPA's PFAS Strategic Roadmap: Second Annual Progress Report December 2023](#), they now expect to issue the final drinking water Maximum Contaminant Levels for six PFAS in early 2024. The EPA is also developing a regulation to list PFOA and PFOS as hazardous substances under CERCLA, the nation's Superfund law, and expects to take final action on this rule in early 2024. The agency also soon expects to propose rules designating certain PFAS as hazardous constituents under the Resource Conservation and Recovery Act.

States are required to adopt drinking water Maximum Contaminant Levels that are no less stringent than the regulations promulgated by EPA. States will have up to two years to develop regulations after the rule is final. Massachusetts is evaluating the draft MCLs and will include consideration of the findings of its three-year review of the science as it relates to MassDEP's PFAS regulations.

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## Training Calendar

When you need training, please look at the training calendar located at:

<http://www.mass.gov/eea/agencies/massdep/water/drinking/drinking-water-training-class-schedules.html>.

### 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/doc/drinking-water-board-approved-education-courses-updated-september-2020/download>.

### Some Newly Added Trainings on the Calendar

#### Preparing for the Lead and Copper Rule Improvements

Wednesday, January 24, 2024; 1:00 – 2:30 pm; webinar

In 2023, the EPA published modifications to the Lead and Copper Rule Revisions, known as the Lead and Copper Rule Improvements. There are some changes to the rule that drinking water utilities need to be aware of so they can begin preparing for the current initiation of the rule by October 2024. Utilities are already required to submit a service line inventory by October 2024. However, preparation will likely need to begin for lead service line replacement programs, lead and copper monitoring plans (as most utilities will be placed on routine monitoring) with a new tiering structure, and preparation for sampling schools just to mention a few. This webinar will highlight some of the new changes in the rule revisions, and focus on how utilities can begin addressing these changes before the rule goes into effect. This webinar will also highlight a utility and outline what they are doing to prepare for the upcoming rule. Webinar fee per person: \$75 member, \$120 nonmember. [Register here](#)

#### EPA Small Drinking Water Systems Webinar Series – Tools, Training, and Technical Assistance to Increase Water System Resilience

Tuesday, January 30, 2024; 2:00 – 3:00 pm; webinar

This free webinar, as part of EPA's Small Drinking Water Systems Webinar Series, will provide attendees with tools and guidance to increase water system resilience, particularly for small drinking water systems. Attendees will hear from the EPA Office of Water about EPA's Creating Resilient Water Utilities (CRWU) initiative, which provides training, tools, and technical assistance to guide water utility owners and operators to address their climate resilience priorities and goals. Attendees will also hear from the EPA Office of Research and Development about how to use the Water Network Tool for Resilience (WNTR) for emergency and resilience planning. [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/upcoming-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](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:  
<http://www.rcapsolutions.org/community-resources-events/>.
- **AWWA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
[https://www.awwa.org/Events-Education/Events-Calendar?utm\\_term=AWWA+Connections+10-8-2021&utm\\_content=Connections+10-8-2021&utm\\_source=communications&utm\\_medium=email&utm\\_campaign=connections](https://www.awwa.org/Events-Education/Events-Calendar?utm_term=AWWA+Connections+10-8-2021&utm_content=Connections+10-8-2021&utm_source=communications&utm_medium=email&utm_campaign=connections).

## 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](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 <https://www.mass.gov/service-details/safe-drinking-water-act-assessment-advisory-committee-section-70-committee>.

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# Cybersecurity, Emergency Preparedness, and You!

2023-01-11

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

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**Be Vigilant!**



**Report all incidents and anomalous activity to [CISA](#) and/or the FBI via your local [FBI field office](#) or the FBI's 24/7 CyWatch at 855-292-3937 or [cywatch@ic.fbi.gov](mailto:cywatch@ic.fbi.gov)**



**Regularly review CISA'S [Shields Up](#) page.**

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## **Important Reminder: Sanitary Surveys and Cybersecurity**

**Is your PWS scheduled for a sanitary survey in 2024?** If your PWS is scheduled for a sanitary survey in 2024 **MassDEP/DWP will inspect your cybersecurity assessment findings and plans during your upcoming sanitary survey.** 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.

PWS cybersecurity is a priority. MassDEP/DWP considers cybersecurity as part of the routine operations and maintenance of a PWS to ensure the continuous delivery of safe drinking water. Public Water Suppliers must address Cybersecurity in their Emergency Response Plan (ERP) as it can be an act of vandalism or sabotage that has the potential to impact the quality or quantity of water available to the system [310 CMR 22.04(13)(a)9)].

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

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## **EPA FREE CYBERSECURITY ASSESSMENT PROGRAM**

**All PWS should have a baseline cybersecurity assessment.** Take advantage of this opportunity and join the group of proactive PWS that have done so. MassDEP/DWP will be inspecting your PWS's cybersecurity programs and plans including assessments during sanitary surveys, permitting and approval or as needed. Strengthen your PWS cybersecurity routine operations and register for the EPA Cybersecurity Assessment. Register with simple steps by using the following link: <https://www.epa.gov/waterresilience/forms/epas-water-sector-cybersecurity-evaluation-program>. For additional resources visit [EPA Cybersecurity for the Water Sector | US EPA](#).



## **CISA Free In-Person Cybersecurity Assessments for Selected PWS in Massachusetts**

**Do you want a cybersecurity assessment from the federal Cybersecurity and Infrastructure Security Agency (CISA)?** MassDEP/ DWP is working collaboratively with CISA to provide in-person cyber assessment to 20 pre-selected Public Water Systems (PWS) in Massachusetts. These PWS will be chosen based on criteria such as PWS type, size, and particularly the timing of their sanitary surveys.

If you are interested, please let us know at your earliest convenience at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov). Subject: CISA Cybersecurity Assessments

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## NEW Critical Infrastructure Security Updates:



### **CISA Releases Personal Security Considerations Action Guide for Critical Infrastructure Workers**

- The personal Security Considerations Action Guide is released to help critical infrastructure workers assess their security posture and provide options to consider whether they are on or off the job.
- This guide provides actionable recommendations and resources intended to prevent and mitigate threats to a critical infrastructure worker's personal safety.
- The guide begins by stating, "in today's current threat environment, remaining vigilant and taking responsibility for your personal security is crucial for all critical infrastructure workers—both on and off the job ... Being mindful of any risks or threats associated with your line of work and following all safety procedures will help protect you, those close to you and the infrastructure you serve." Accordingly, the guide divides personal safety into three main parts—Physical Security, Situational Awareness, and Online Security. [Access Full Guide Here.](#)

### **Cyber-Physical Security Awareness – Effective Social Engineering Tricks that Still Work**

- It's amazing that the good ol' fashioned social engineering tricks (cyber or physical) are still successful after all these years.
- Recently HelpNetSecurity shares a social engineer's real-world tricks, especially ones that leverage the overlooked threats to physical security. Specifically, the importance of being diligent about physical information that is posted online.
- For example, freely accessible information found online could reveal vital critical infrastructure designs and configurations that provide insights into how a threat actor might circumvent physical security systems and procedures.
- While it's important to keep users aware of emerging threats, don't forget about the 'ol tried-and-true ones. [Full article](#)

### **CISA ICS Vulnerability Advisories and Alerts, Updates, and Bulletins**

- For Cybersecurity and Infrastructure Security Agency's (CISA) recent ICS vulnerability advisories, as well as alerts, updates, and bulletins, use the following link: <https://www.cisa.gov/news-events/cybersecurity-advisories>.

## Upcoming Trainings

### **Water Sector Cyber Resilience Web Briefing**

Wednesday, January 24, 2024; 2:00 - 3:00 p.m. ET

On January 24, WaterISAC will convene its monthly Water Sector Cyber Resilience Web Briefing. Presenters will cover the latest cyber threats facing the water and wastewater sector. [Event details](#)

### **EPA Exercise: National Water Sector Cybersecurity Drill - A Day Without SCADA**

Thursday, February 29, 2024; 1:00 - 2:00 p.m. ET; webinar

EPA will be hosting a free cybersecurity drill for drinking water and wastewater systems. You will gain vital training and experience on two of the most common cyber-attacks; phishing and ransomware. This drill will help your utility to test your ability to identify, report, and respond to these incidents. Join us in this free event that will support the Governance and Training section of your cybersecurity programs. [Register now](#)

### **MassDEP Cybersecurity Reminders:**

- **Cybersecurity Continues to Be an Important Component of Providing Safe Drinking Water in Massachusetts**
  - MassDEP posters with cybersecurity tips to help keep your systems secure <https://www.mass.gov/info-details/public-drinking-water-system-operations#cybersecurity>
  - Public Water Systems may include cybersecurity planning in DWSRF Asset Management Grant applications <https://www.mass.gov/service-details/asset-management-planning-grant-program>
  - Other Grants <https://www.epa.gov/waterresilience/cybersecurity-funding>
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### Supply Chain Reminders

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.

#### 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 be can also be useful for finding alternative chemical suppliers in the case of supply chain shortages.
  - Join [MassWARN](#).
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