



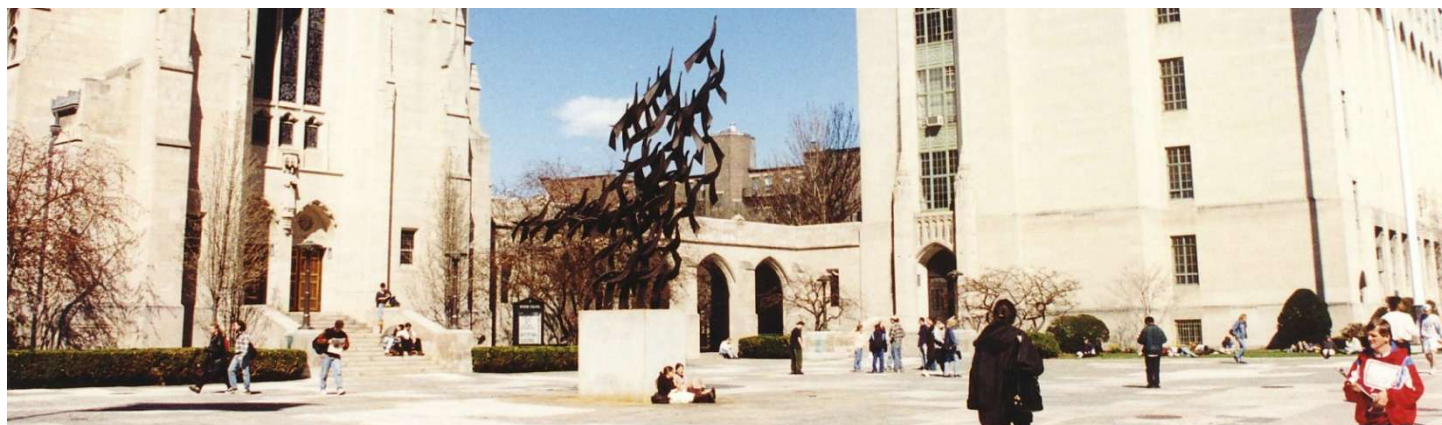
MassDEP / Drinking Water Program

100 Cambridge Street – 9th Floor; Boston, MA 02114

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.



Free At Last Statue, Boston University, Marsh Plaza and Chapel, Photo by: [Wally Gobetz](#) (cropped)

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

2025-01-24

1. EMERGENCY RESPONSE PLANNING
2. Certified Operator License Renewals Due Before December 31, 2025
3. LCRR Information
4. Getting Ready for LCRI
5. Did you Receive an E-mail Regarding your eDEP Account Status?
6. NRCS and EPA Source Water Protection Mapping Features
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8. CCR Appendix M January 2025 Update
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10. Event Recap: Massachusetts Water Works Association (MWWA) Regulatory Meeting
11. Lead in Schools and Childcare Facilities Drinking Water Update
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13. Drinking Water Trivia!
14. Training Calendar
15. Cybersecurity, Emergency Preparedness, and You!
16. 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>

EMERGENCY RESPONSE PLANNING



Response due FEB. 14! 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 February 14, 2025.** Please click the following link to apply: [Public Water Utilities Request for Information Form: Enhancing Resilience and Emergency Preparedness Through Improved Mapping](#).

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).



Responses due JAN. 30! 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.

Information about the grant program can be found at <https://www.mass.gov/eea-funding-opportunity-for-a-new-grant-program>. **Responses are due on January 31, 2025!**

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>

Resources for Water Systems Regarding Snowstorm Preparedness and Emergency Response

Wintertime in Massachusetts brings more snow! Although snow can help recharge water supplies, snowstorms with freezing temperatures or high winds can have negative impacts for water systems. Heavy snow can impact access to water infrastructure facilities or cause trees or poles to fall and damage infrastructure. High winds may cause power outages or downed trees or poles. Freezing temperatures could create icy conditions for driving or break pipes or other equipment that is not properly insulated.

MassDEP/DWP reminds public water systems of the resources available to reference for snowstorm preparedness and emergency response, as well as the procedures for contacting MassDEP during and after severe snowstorm events that cause water system impacts.

Resources

The following resources can be used to learn more about how water systems can properly prepare for and respond accordingly to snowstorm events.

- MassDEP Preparing for Extreme Weather Events and Response Guidance: <https://www.mass.gov/info-details/preparing-for-extreme-weather-events-and-response-guidance>
- MassDEP Storm Preparedness & Emergency Response Resources – Water Supply: <https://www.mass.gov/info-details/storm-preparedness-emergency-response-resources#water-supply->
- MassDEP Public Drinking Water System Operations – Emergency Response & Public Notification: <https://www.mass.gov/info-details/public-drinking-water-system-operations#emergency-response-&-public-notification->
- MassDEP Emergency Response for Public Water Systems: <https://www.mass.gov/lists/emergency-response-for-public-water-systems>
- MassDEP Snow Disposal Guidance: <https://www.mass.gov/guides/snow-disposal-guidance>
- EPA Natural Disasters – Snow and Ice: <https://www.epa.gov/natural-disasters/snow-and-ice>
- EPA Incident Action Checklist – Extreme Cold and Winter Storms: https://www.epa.gov/system/files/documents/2021-10/incident-action-checklist-extremecold_508c-final.pdf

Communication with MassDEP

During or after severe snowstorm events, 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 severe snowstorm event, water systems should contact MassDEP per the procedures listed in Appendix O of the Guidelines for Public Water Systems (Attachment C and D).

- During working hours (Monday – Friday between 9:00 AM and 5:00 PM), contact your DEP Regional Office.
- Outside of working hours, on weekends, and on holidays, contact the DEP 24-hour Emergency Response hotline at 1-888-304-1133, followed by your DEP Regional Office.

Following a severe snowstorm event, water systems have 30 days to file an Emergency Response Report with their MassDEP regional office. Refer to the [Emergency Response Reporting Guidance](https://www.mass.gov/info-details/emergency-response-reporting-guidance) [https://www.mass.gov/info-details/emergency-response-reporting-guidance] page for more information about the report requirements, including the report template and an example report.

Certified Operator License Renewals Due Before December 31, 2025

This year is a renewal year for all certified operators in Massachusetts! Under the provisions of 236 CMR 4.07, operator licenses expire December 31 of every odd-numbered year. Operators seeking to renew their license(s) must submit a license renewal fee and certification that they have completed the required number of training contact hours (TCHs) for the highest-grade license they hold. The Board of Certification of Operators of Drinking Water Supply Facilities (the Board) will review all license renewal applications.

Information on how to renew an operator license on ePlace can be found on the page [Renew Your Board of Certification of Operators of Drinking Water Supply Facilities License](https://www.mass.gov/how-to/renew-your-board-of-certification-of-operators-of-drinking-water-supply-facilities-license) [https://www.mass.gov/how-to/renew-your-board-of-certification-of-operators-of-drinking-water-supply-facilities-license]. Additionally, operators can reference the [renewal FAQ](https://www.mass.gov/info-details/frequently-asked-questions-about-the-board-of-certification-of-operators-of-drinking-water-license-renewals) page [https://www.mass.gov/info-details/frequently-asked-questions-about-the-board-of-certification-of-operators-of-drinking-water-license-renewals] or contact the Board at drinkingwaterboard@mass.gov with any questions.

Resources for Finding Board-Approved Trainings

The [Information on Required Training for License Renewal](http://mass.gov/info-details/information-on-required-training-for-license-renewal) page [<http://mass.gov/info-details/information-on-required-training-for-license-renewal>] includes information about the number of required TCHs for each license grade and other information about receiving and documenting TCHs. **The Board reminds operators that the trainings they take for license renewal must be approved by the Board for TCH credit.** Operators can review the list of approved TCH trainings at <https://www.mass.gov/info-details/training-contact-hours-board-of-certification-of-operators-of-drinking-water-supply-facilities> or reach out to the Board if they are unsure if a training is approved for TCH credits in Massachusetts.

Additionally, operators can use the following resources to find Board-approved trainings.

- Organizations with blanket approval for trainings:
 - [MA Water Works Association](#)
 - [MA Rural Water Association](#)
 - [New England Water Works Association](#)
 - [MA Water Resources Authority](#) (note: trainings for MWRA employees only)
 - [Western MA Waterworks Association](#)
- MassDEP [Training Calendars](#):
 - [Free trainings](#) and [fee-based trainings](#)
 - Note: Not all trainings listed have been Board-approved. Confirm approval with the training provider or the Board.

LCRR Information

LCRR Requirement Reminders for PWS

- Any 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**. 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>
- PWS are required to **certify to MassDEP that they have distributed all required Service Line Material Consumer Notices by July 1st, 2025**, 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>.
- **Testing Consumer-Requested Samples Often?** Remember to follow the MassDEP/DWP instructions for consumer requested samples, see the [November edition of the ITM](#) for more information: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-11-15-2024/download>

Helpful Resources to Answering Consumer Questions when Receiving these Notices

Where should Consumers be directed for information on certified laboratories?

You may 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>.

Where Can I Find Answers to Consumers' Frequently Asked LCRR Questions?

PWS should check, and may refer consumers to, the MassDEP [LCRR Consumer's Frequently Asked Questions \(FAQ\)](#). This webpage is a compilation of frequently asked questions regarding consumer notices, SLIs, what a service line is, and so on.

Do you have questions from your consumers that aren't featured on the FAQ webpage? Let us know by emailing us at the program.director-dwp@mass.gov webpage, Subject: LCRR Consumer FAQs. The Consumer FAQ webpage is also showcased on the MassDEP [main LCRR webpage](#), under the new *Information for Consumers* section.

Does MassDEP have PWS Service Line Inventories Available for the Public?

Yes! MassDEP has 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-/>.

Note that SLIs are uploaded as they are accepted, and SLIs still in the review process may not be uploaded. PWS should retain their own method of public accessibility for consumers.

Are There Any Other Resources PWS Should Share with Consumers?

Consumers may be interested in the [Guidance for Single-Family Residents at Risk of Lead in Drinking Water Exposure* | Mass.gov](#), which contains many of the tips shared in Consumer Notices on how to reduce lead exposure. The webpage is available here: <https://www.mass.gov/info-details/guidance-for-single-family-residents-at-risk-of-lead-in-drinking-water-exposure>.

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 the 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 requires 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 [January ITM edition](#) for more information on preparing for non-lead validations: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-01-10-2025/download>

EPA LCRI Resources

The EPA has a [webpage](#) 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**, including fact sheets and technical documents: <https://www.epa.gov/dwreginfo/lead-and-copper-rule-improvements-supporting-materials>.

Did you Receive an E-mail Regarding your eDEP Account Status?

MassDEP DWP sent out an e-mail on **January 21, 2025** to all eDEP account users with a proof of identity. This email was also emailed to all PWS Primary Contacts to keep PWS contacts up to date with information regarding their PWS reports, such as important actions required from eDEP account users.

The purpose of this e-mail is to ensure that all proof of identities are actively used, and that no account is misrepresented by another individual using an account for which they are not the owner of the eDEP account with active proofs. **Ensuring all accounts are actively used allows MassDEP DWP to have an accurate list of accounts to reach out to during important eDEP reporting events**, e.g. Annual Statistical Report announcements and other targeted emails.

Please remember, if you have a eDEP account and a proof of identity associated with the account, and **you are no longer an owner/responsible person of a PWS or are no longer a certified operator**, e.g. you have since retired or are no longer actively involved in the profession, **please contact us immediately or no later than 01/31/2025** to have your proof of identity disassociated from your eDEP account. Accounts with an active proof of identity will continue to receive eDEP related communications from MassDEP DWP.

Please note that if you are aware of your account being used by another individual such as another PWS staff member, **please inform them of the requirement that they MUST have their own eDEP account and proof of identity to submit documentation on behalf of a PWS.**

Please Noted: Sharing an account login/password is a cybersecurity concern.

eDEP accounts can be created by going to [eDEP - MassDEP's Online Filing System](https://edep.dep.mass.gov/) [<https://edep.dep.mass.gov/>] and clicking "New User" to create a new account.

To see the full mailing, visit the Communication to Public Water Suppliers webpage, in the [Emails and Direct Mail](https://www.mass.gov/lists/communication-to-public-water-suppliers#emails-and-direct-mail) section: <https://www.mass.gov/lists/communication-to-public-water-suppliers#emails-and-direct-mail>

NRCS and EPA Source Water Protection Mapping Features

The USDA Natural Resources Conservation Service (NRCS) has created a new interactive map feature on the [NRCS Source Water Protection \(SWP\) website](#) that will allow the public and stakeholders to view NRCS SWP High Priority Areas with most of the functions found on ArcGIS. This feature will help our partners and NRCS in collaboration and sharing of information. NRCS National Headquarters maintains this source water protection map in all 50 states and territories. However, some NRCS state-level websites may contain more source water driven maps and resources for their respective state.

As a reminder, the NRCS SWP High Priority Areas are chosen every year by NRCS State Conservationists, in collaboration with state technical committees and community water systems as required by the 2018 Farm Bill. These high priority areas may address concerns about either the quality or quantity of source water, as well as ground water and surface water sources, and may provide increased incentives for practices that relate to protecting drinking water sources while also benefiting producers. The Farm Bill also mandates NRCS to dedicate at least 10% of NRCS conservation program funding, excluding the Conservation Reserve Program, on activities that protect source water quality or quantity.

This publicly available spatial layer and NRCS [National Water Quality Initiative project watersheds and areas](#) are also located on [EPA's Drinking Water Mapping Application to Protect Drinking Water \(DWMAPS\)](#), where users can view NRCS spatial layers along with other environmental and drinking water features.

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.

Question:

Does MassDEP's Drinking Water Program collaborate with the state health department to protect drinking water throughout the state?

Answer:

Yes, the Drinking Water Program works with the Massachusetts Department of Public Health (DPH) on issues regarding public water supplies, such as consultation with Massachusetts DPH on certain violations of the Massachusetts Drinking Water Regulations, 310 CMR 22.00, and also on topics such as bottled water. Most of our coordination, however, is directly with municipal public health officials. For example, the Drinking Water Program MassDEP sends out an Annual Notice to Boards of Health (BOH). These packages contain information on hot topics, source water protection and water quality.

The annual notices are posted at <https://www.mass.gov/lists/drinking-water-information-for-boards-of-health>. Contact program.director-dwp@mass.gov for more information on collaboration between MassDEP's Drinking Water Program and local Boards of Health.

CCR Appendix M January 2025 Update

The January 2025 update of Appendix M can be found at [Preparing Your Drinking Water Consumer Confidence Report](#).

Please contact program.director-dwp@mass.gov if you have any questions.

MassDEP Boil Order Fact Sheets

New, Printable Boil Order Fact Sheets in Multiple Translations

MassDEP has posted printable copies of our Boil Order Fact Sheet in 12 different translations for your convenience, please find them at [Drinking water boil orders and public-health orders | Mass.gov](#).

If you have any further questions about boil orders, please contact program.director-dwp@mass.gov.

Event Recap: Massachusetts Water Works Association (MWWA) Regulatory Meeting

On Wednesday, January 22, 2025, MassDEP Drinking Water Program staff attended the Massachusetts Water Works Association (MWWA) in conjunction with Plymouth County Water Works Association Meeting. The topic was key regulatory updates, and the MassDEP Commissioner Bonnie Heiple gave the keynote address for the event,

providing a summary of activities from last year and a lookahead for the upcoming year. A huge thank you to MWWA for inviting MassDEP to this great event!

Lead in Schools and Childcare Facilities Drinking Water Update

Water-Smart Program Update

Water-Smart (formally known as the Expanded Assistance Program) provides free analysis of lead drinking water samples and technical assistance to eligible public and private schools and early education and childcare facilities (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 and the Massachusetts Clean Water Trust.

Currently, 1,068 schools and EECFs are participating in the program and 680 (64%) of participating facilities are within environmental justice communities. To date, 942 schools and EECFs have completed testing. Of facilities that have tested and received results, 634 (67%) had one or more lead detections.

Do you know of any schools or childcare facilities that could benefit from the Water-Smart 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-Q2XifkK4l58x4GDtYrltvpKIKUAhSxpw9pSZtA/exec

PFAS Update

Federal PFAS Rule – EPA Approves Alternative Method for Initial Monitoring

The EPA published a Federal Register (FR) Notice on January 16th, announcing the expedited approval of Method 537.1, version 1.0 for initial monitoring under the PFAS National Primary Drinking Water Regulation (NPDWR). This change will allow PWS to utilize sample results obtained using Method 537.1, version 1.0 to for initial monitoring purposes beginning in 2019. MassDEP's Drinking Water Program plans to evaluate the existing data and send individualized notices to COMs and NTNCs to notify them on whether they have met the initial monitoring requirements. The deadline for compliance with the initial monitoring requirements is April 2027.

More information is available here: [EPA Approves Alternative Methods for PFAS Rule Initial Monitoring and Chlorine Testing - ASDWA](#)

For questions for MassDEP/DWP on this information please contact program.director-dwp@mass.gov . Subject: PFAS

Presentation on the PFAS Sludge and Septage Study



On January 31st, MassDEP and its consultants, Tighe & Brown and Caldwell, will be presenting a summary of the *Final PFAS and Residuals Technology and Management Study*. Part 1 of the study focused on the current and near-term destinations for Massachusetts sludge and septage. Part 2 focused on the intersection of sludge and PFAS, including how legislative and policy decisions regulating PFAS may affect sludge disposal capacity and PFAS reduction and destruction technologies. For more information: [PFAS Wastewater-Sludge](#)

January 31st, 2025, from 9:30 AM - 11:30 AM.

[Register for the Zoom](#) | [Agenda](#)

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.

Which of the following reservoirs supplies the greater Boston area?

- A. Quabbin Reservoir
- B. Otis Reservoir
- C. Wachusett Reservoir
- D. Norton Reservoir

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

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](#)

Financing Green Stormwater Infrastructure for Resilient Small, Rural, and Tribal Water Systems

Tuesday, February 4; 1:00 p.m. - 2:00 p.m. ET; webinar

Overview & Objectives: The State Revolving Funds (SRFs) are key sources of grant-like funding for rural, small (serving ≤10,000 people), and tribal water providers to invest in climate resilient green stormwater infrastructure (GSI). Given capacity constraints and the complexity of the SRFs, these water providers often face challenges accessing these funds. To demystify how rural, small, and tribal water providers can leverage SRF dollars for GSI, WaterNow Alliance will host a 1-hour webinar highlighting GSI eligibility for SRFs and untangling the application process, featuring a demonstration of the GSI Impact Hub—a customizable tool to make the business case for GSI investments, and previewing technical assistance resources for hands-on support. [Register here](#)

Loss to Savings: Non-Revenue Water Successes

Tuesday, February 4; 1:00 p.m. - 2:00 p.m. ET; webinar

Join us for an insightful webinar where we explore how various water utilities are leveraging smart metering, advanced analytics, and digital services to effectively reduce non-revenue water. We'll delve into the critical drivers behind reducing non-revenue water, such as improving utility finances, addressing drought and water scarcity, and complying with regulatory requirements. We'll then showcase real-world success stories. This session is designed to provide valuable insights and practical strategies for utilities looking to enhance their water management practices and ensure sustainable operations. Don't miss this opportunity to learn from industry leaders and discover how to turn water loss into significant savings! [Register here](#)

Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours

Wednesday, February 5; 11:00 a.m. - 1:00 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. [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](#)

Specialty Symposia - Upcoming EPA Rules/Regulations

Wednesday, February 26; 8:00 a.m. - 4:00 p.m. ET; Doubletree, Milford, MA


Are you overwhelmed with the number of regulations coming (and already here) over the next few years? Having trouble keeping track of what you need to do? This full-day specialty symposium will cover what you need to know to remain in compliance and ensure your utility is operating at its peak. Hear from regulators, utilities who have already implemented projects and programs, and other specialists who will provide important information you can actually use. This will be an interactive day with a combination of regulatory overviews, case studies, discussion groups, and panel discussions. Come prepared with your questions. \$195 member, \$295 non-member, \$125 governmental agency [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!

2025-01-23

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

2025 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.

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: MassDEP includes cybersecurity checks in capacity evaluations for PWS for DWSRF grant and loans and during or after sanitary surveys or as needed. In addition, the DWSRF program encourages cybersecurity assessments through its Asset Management Planning Grant activities, as well as offers financing for cybersecurity related equipment and software. See details here <https://www.mass.gov/state-revolving-fund-srf-financial-assistance-program>.



Reminder!! 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>

NEW Critical Infrastructure Security Updates:

Report – KnowBe4 Research Indicates Effective Security Awareness Training Reduces Likelihood of Breaches (Source WaterISAC)

- A recent report from Cybersecurity firm KnowBe4 indicates the effectiveness of security awareness training (SAT) on overall organizational security.
- The report, titled “Effective Security Awareness Training Really Does Reduce Breaches” notes that organizations who implement effective SAT programs are 8.3 times less likely to appear on public data breach lists annually compared to general statistics. [Full article.](#)

Secure by Design – CISA and FBI Release Updated Guidance on Product Security Bad Practices (Source WaterISAC)

- Last week, CISA released an update to the joint guidance “Product Security Bad Practices” originally released in October last year and gives an overview of exceptionally risky product security practices for software manufacturers who produce software in support of critical infrastructure or national critical functions. [Full article](#).

Upcoming Trainings

EPA Webinar: Updating Your AWIA RRA and ERP

Wednesday, February 12, 2025; 2:00 - 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](#).

WATER AND WASTEWATER SECTOR THREAT BRIEFING

FEBRUARY 27, 2025, 2:00 p.m.-4:00 p.m. (EDT)

- The U.S. Environmental Protection Agency's (EPA) Water Infrastructure and Cyber Resilience Division (WICRD), in partnership with the Water Information Sharing and Analysis Center (WaterISAC), Federal Bureau of Investigation (FBI), Cybersecurity and Infrastructure Security Agency (CISA), and Department of Homeland Security (DHS) Office of Intelligence & Analysis (I&A), is offering a virtual threat briefing.
- The briefing will be unclassified; no clearance is required.
- It will provide an overview of information on the following topics related to water and wastewater sector security threats and preparedness:
 - ✓ Potential threats to critical infrastructure (cyber and physical)
 - ✓ What to do in the event of a cyber or physical intrusion
 - ✓ Water security and preparedness products and services

Register Here: [Meeting Registration - Zoom](#)

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: A and C