



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.



Untitled mural depicting Scenes from "Journey to the West" by the Boston Youth Conservation Corps, [Boston Chinatown](#), Photo by: Eric Cheung

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

2025-02-07

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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>

Emergency Response



Responses due FEB. 14! Technical Assistance Opportunity for Enhancing Resilience and Emergency Preparedness of Public Water Utilities through Improved Mapping

MassDEP's Water Utility Resiliency Program (WURP) is offering FREE GIS mapping assistance to drinking water distribution and sewer collection systems!

As part of its work to prepare public water utilities for climate change and emergencies, 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 FREE 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).

Certified Operators

License Renewal – Training Contact Hour (TCH) Policy Updates

Certified Operator license renewals are due by December 31, 2025. 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.

Recently, the Board made updates to the TCH policy, which describes the ways operators can obtain TCHs for their license renewals. Major changes to the TCH policy include the following:

1. Updated requirements for virtual (live) and virtual (asynchronous or pre-recorded) trainings
2. Clarified requirements for operators using an examination as TCH credit: Operators may use one examination to count as 7 TCHs during a renewal period. Only one examination may be used per renewal period. Operators who successfully completed a board-approved pre-requisite training course may use TCHs awarded during that training course for license renewal during the renewal cycle in which the course was completed and the license obtained.
3. Updated TCHs for Professional Association Membership: Operators may earn 1 TCH per professional membership per year, for up to 3 TCHs per renewal period, if they are members of one or several of the following organizations:
 - a. American Water Works Association
 - b. New England Water Works Association
 - c. Massachusetts Water Works Association
 - d. Massachusetts Rural Water Association
 - e. Western Massachusetts Waterworks Association

- f. Plymouth County Water Works Association
- g. Barnstable County Water Utilities Association

The full TCH training policy can be reviewed at <https://www.mass.gov/doc/policy-for-renewal-training-courses-o/download>.

MassDEP Laboratory Director Job Opening Available Now on MassCareers!

MassDEP is seeking a highly experienced and dynamic environmental laboratory professional to serve as Director of the Division of Environmental Laboratory Sciences (DELS) and of the historic Senator William X. Wall Experiment Station (WES), the Massachusetts state environmental laboratory facility in Lawrence, MA within the Bureau of Planning and Evaluation (BPE). The Director is responsible for managing and supervising all environmental laboratory scientific operations and activities conducted under the three major DELS laboratories in order to consistently provide timely high-quality environmental laboratory analytical data required to support the goals, objectives, and overall mission of MassDEP programs and regional offices, including the investigation and prosecution of environmental crimes.

Interested candidates can read the job description and apply at https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=24000B42&tz=GMT-05%3A00&tzname=America%2FNew_York.

2025 PWS Certificates of Registration

The 2025 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.

2024 Annual Statistical Report (ASR) is now available

All systems active during the 2024 calendar year are required to submit an ASR per 310 CMR 22.15.

- No need to create a new eDEP account. Login using your existing username and password at <https://edep.dep.mass.gov>.
 - After logging in to your account verify your email by going to My Profile → Update My Information. Without a current and accurate email address you will not receive an official receipt after submitting your ASR.
 - Please note that you must open a new ASR each year. From your eDEP homepage go to Forms → Drinking Water → 2024 Public Water System Annual Statistical Report.
 - Hardships may be granted on a yearly basis for those with no computer access. You must apply for a hardship every year to receive a paper version. Contact information is below.
 - **The Due Date for the 2024 ASR is Monday March 31, 2025.**
 - eDEP Login: <https://edep.dep.mass.gov>
 - Instructions, tips, and WMA worksheets for filling out the ASR are located at <https://www.mass.gov/how-to/public-water-supply-annual-statistical-reporting-via-edep>.
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For assistance with eDEP (logging in, resetting passwords, etc.): eDEP Support Desk (edep-support@mass.gov)

For assistance with filling out the Annual Statistical Report: Sage Grace (sage.grace@mass.gov), Tio Yano (tio.yano@mass.gov), Andrew Durham (andrew.durham@mass.gov)

For assistance with filling out the Water Management Act Forms of the Annual Statistical Report: Jen D'Urso (jen.durso@mass.gov)

Consumer Confidence Reports (CCR)

DWP is already seeing some Community PWS submit their CCR reports. Thank you for your early submittals!

Please be reminded to check with DWP if you have any questions regarding adding new information on LCCR and PFAS to your CCR. PWS including information on service line ownership are expected to provide their consumers with links to the specific bylaw or provisions that spell out the PPWS service line ownership/practices. If you have any questions on CCR, please contact Program.director-dwp@mass.gov Subject CCR

Lead Service Line Replacement (LSLR) Survey Request

MassDEP DWP is requesting that all Community (COM) Public Water Systems (PWS) provide a copy of their bylaws relevant to service line ownership, work and replacement.

To assist PWS to prepare for LCRR and LCRI requirements, MassDEP DWP is surveying all COM PWS on their current service line ownership to confirm PWS local requirements and confirm their practice and plan for homeowner service line replacement. A mailing was sent on February 3, 2025, to all COM PWS Owners, Primary Contacts, and Primary Distribution Operators with this survey request, which is available on the [Communications to PWS webpage: https://www.mass.gov/lists/communication-to-public-water-suppliers#emails-and-direct-mail-webpage](https://www.mass.gov/lists/communication-to-public-water-suppliers#emails-and-direct-mail-webpage)

Action Required: COM PWS must complete the **2025 Lead Service Line Replacement (LSLR) Survey** and submit it by no later than **March 3, 2025:** <https://forms.office.com/g/5miTN1NZMn>

COM PWS must either provide a link to their PWS/Town's local bylaws regarding service line ownership and replacement or send a PDF copy of the specific relevant section of the local bylaws by email. **PWS may provide web links within the survey, while PDF copies may be sent in a separate email to program.director-dwp@mass.gov, subject: LSLR, PWS ID#, City/Town. PWS must provide a copy of their local bylaws in some format by March 3, 2025.**

Please make sure to list the exact page numbers [in the text box of survey or email] which are relevant to service line ownership, work and replacement, or only include the relevant pages in your PDF copy.

Lead and Copper 90th Percentile Update

It is that time again!

MassDEP Drinking Water Program routinely posts 90th percentile results for the Lead and Copper Rule (LCR) on our web page. This posting occurs 3 times per year after each round of LCR monitoring (March 1, September 1 and December 31). Please see the latest update at [Results of lead sampling for Public Water Systems | Mass.gov](#).

LCRR Information

Letter to PWS with Information to share with Municipal and Community Leaders and Local Partners

Given the scope of changes by the LCRR and the potential impact on your community, on January 31, 2025, MassDEP DWP emailed a letter to all Community (COM) and Non-Transient Non-Community (NTNC) public water systems (PWS) to **request that they share the letter and attachment information with their municipal and community leaders and partners**. The information in this letter is valuable and will assist PWSs and their municipal and community leaders and partners with the following activities:

1. Informed Decision-Making
2. Community Engagement and Education
3. Public Health Protection
4. Collaboration and Support
5. Addressing the uptick in unsolicited offers for home treatment units

Sharing this letter will help to ensure municipal and community leaders and partners are knowledgeable of the issues and working together with you to implement all LCRR changes to address the public health concern posed by lead.

If you did not receive this mailing, or would like to share it beyond forwarding your emailed copy, a copy is available on the [Communications to Public Water Suppliers](#) webpage: <https://www.mass.gov/doc/important-information-on-lcrr-changes-for-pws-to-share-with-their-municipal-and-community-leaders-and-partners/download>

Request to Include Bylaw Information in your Consumer Notices

After receiving many inquiries from customers regarding the service line inventory consumer notices and the ownership of service lines, and from PWS asking what to include in their CCRs, MassDEP DWP identified the need to have PWS provide documentation on their service line ownership and work practices. MassDEP/DWP is now requesting that PWS begin to include information about PWS/Town bylaws regarding service line ownership and responsibility, and/or reference them in your service line material consumer notices going forward. MassDEP/DWP will be updating the consumer notice templates available on the [Lead and Copper Forms](#) webpage to reflect this change, with recommended language to use [<https://www.mass.gov/lists/lead-copper-forms-and-templates>].

Helpful Resources to Answering Consumer Questions on where to have Samples Analyzed

Where should Consumers be directed for 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 You 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 your consumers are asking that aren't featured on the LCRR 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 featured on the [Lead in Drinking Water](https://www.mass.gov/lead-in-drinking-water) homepage: <https://www.mass.gov/lead-in-drinking-water>

Does MassDEP have PWS Service Line Inventory Information 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](https://www.mass.gov/info-details/lead-and-copper-rule-revisions#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 SLI 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*](https://www.mass.gov/info-details/guidance-for-single-family-residents-at-risk-of-lead-in-drinking-water-exposure) | [Mass.gov](https://www.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 Lead and Copper Rule Improvements (LCRI)

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 [December ITM edition](https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-01-10-2025/download) 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](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>.



Bird Flu (Avian Influenza)

What is Bird Flu?

Highly Pathogenic Avian Influenza (HPAI), commonly known as bird flu, is a contagious viral disease that primarily affects birds, including wild waterfowl and domestic poultry. Some strains can spread to mammals, and while the risk to humans is low, it can pose threats to agriculture, wildlife, and public health.

What Should Public Water Systems Know About Bird Flu Near Reservoirs or Wells?

Avian Influenza, a virus affecting wild and domestic bird populations, has been detected in multiple Massachusetts municipalities. While the risk to public drinking water remains low, water systems should understand how the virus can enter open water sources and what treatment measures ensure public safety.

- Bird Flu can enter reservoirs or wells through shedding from infected birds or decaying carcasses.
- Chlorine, the most common disinfectant in public water treatment, effectively inactivates the virus.

- The Surface Water Treatment Rule mandates a 4-log (99.99%) removal or inactivation of viruses, ensuring the water treatment process addresses avian flu risks.
- Private wells are less vulnerable due to a watertight seal in the cap, which protects against surface water contamination, including bird flu. Ensuring the seal is not compromised, further protects the well in the rare case that surface water enters the well.

For more information on bird flu, visit the [Massachusetts Department of Agriculture's page on bird flu](#).

Well Driller Regulation Reminders

Well Driller Certification

MassDEP *Well Driller Regulations* (310 CMR 46.00) require that well drilling activities (well installation, deepening, decommissioning, hydrofracturing, etc.) be performed by a MA Certified Well Driller (CWD).



Under 310 CMR 46.02, **persons engaged in the business of well drilling must hold a current MassDEP Well Driller Certificate.** If a non-certified well driller is performing the work, a CWD must be on site to **observe critical aspects of the drilling process.** To ensure that only authorized well drillers perform the drilling or are on site for observation, local officials should require that the driller's Massachusetts Well Drillers Certificate be shown prior to drilling, or officials may check [MassDEP's website](#) for the current list of CWD. Certifications must be renewed annually, so officials should avoid referencing outdated CWD lists and should verify that the driller's certificate shows the current year.

Role of Municipality

Municipalities are an important partner in ensuring safe drinking water and groundwater resources protection. With continued assistance from municipalities, compliance and enforcement of proper drilling protocols can be maintained. If it appears that a well has been installed by a non-certified driller, or a Well Completion Report (see the "Well Completion Reports" section below) has not been filed or contains incorrect information, MassDEP requests that municipal officials take the following actions:

- **Notify the MassDEP Well Driller Program.** Please contact MassDEP Drinking Water Program (Program.Director-DWP@mass.gov or 617-292-5770) and provide a brief description of the issue along with the supporting facts.
- **Issue Enforcement.** Boards of Health (BOH) may be able to issue enforcement through their regulations. When BOH issue enforcement, MassDEP expects them to submit a copy of the enforcement action to the email addresses below.

Well Completion Reports

Under 310 CMR 46.03(3) of the *Well Driller Regulations*, **well drillers must submit a Well Completion Report (WCR) to the MassDEP Well Driller Program within 30 days of completing a job and must provide a copy to the municipal BOH.** Unless identified in 310 CMR 46.02(1), all wells are subject to the *Well Driller Regulations*. These include irrigation, geothermal, monitoring, domestic, and public water supply wells. The submittal of the WCR is integral to the well drilling process.

Well Permits

Well drilling activity also requires a local permit in most communities. This mechanism helps ensure that a WCR is filed for every well and that municipal officials are kept informed of all well drilling activity in their community. For instance, if a drilling permit was issued and the BOH did not receive the WCR by the required due date, the BOH may conduct a site visit to determine if the well had been installed. Likewise, local

officials can follow up on reports that a well is being drilled without the required local permit. All communities with existing or potential well drilling activity should consider establishing a local permitting process.

For questions about well drilling or WCRs, or to notify MassDEP of unauthorized well drilling, please contact the MassDEP Drinking Water Program at Program.Director-DWP@mass.gov Subject: Well Driller Program, or 617-292-5770.

Helpful References found on MassDEP's Website:

- [MassDEP Well Driller Program Website](#)
 - [Well Driller Certification Requirements](#)
 - [List of Certified Well Drillers](#)
 - [MassDEP GIS Well Location Viewer](#)
-

MassDEP DWSRF Program issues 2025 Draft IUP

The MassDEP Division of Municipal Services has released the calendar year [2025 Draft Intended Use Plans \(IUP\)](#) for the Drinking Water State Revolving Fund (DWSRF). The purpose of the DWSRF program is to assist Public Water Suppliers to implement the requirements of the Federal Safe Drinking Water Act. The Draft IUP lists projects by priority ranking that MassDEP will recommend being financed through the Massachusetts Clean Water Trust in calendar year 2025. The Draft IUP lists those projects determined to be the most significant in terms of public health and environmental protection.

MassDEP will conduct a virtual public hearing to accept oral testimony on the Draft Intended Use Plans on **March 3, 2025 at 1:00 PM**. [Register for the public hearing here](#).

Written testimony will be accepted until **March 3, 2025 at 12:00 PM**. Please submit comments by email to srfmadep@mass.gov with "2025 Draft IUP Testimony" in subject line or by mail to:

Robin McNamara
MassDEP, Bureau of Waters Resources, Division of Municipal Services – 2025 Draft IUP Testimony
100 Cambridge Street, Suite 900
Boston, MA 02114

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, 1,066 schools and EECFs are participating in the program and 690 (65%) of participating facilities are within environmental justice communities. To date, 946 schools and EECFs have completed testing. Of facilities that have tested and received results, 637 (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

Please see the above notice “MassDEP DWSRF Program issues 2025 Draft IUP.”

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 cyber attacks affect water systems?

- A. Interrupt water treatment
- B. Damage pumps
- C. Alter chemical levels
- D. All of the above

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

SRF Office Hours Topic: CWSRF Eligibilities

Monday, February 10; 2:00 p.m. - 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. [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](#)

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EPA Tools & Resources Training Webinar – Community Water System Service Area Boundaries

Thursday, February 13, 2025; 3:00 – 4:00 pm ET; webinar

Over 80% of the population in the US obtains their water from one of roughly 48,000 community water systems (CWS). Under the Safe Drinking Water Act, CWS must test and treat their water to specific standards and report results to EPA each quarter. EPA recently developed and released a national geospatial dataset of community water system service areas. This dataset allows for the accurate linkage between drinking water providers and their associated consumers, opening a wide range of potential applications by making it possible to link data reported to the Safe Drinking Water Information System to geographic space. This webinar will give a brief overview about the development of the dataset, including data collection, machine learning methods, and evaluation. We will then discuss the [web mapping application](#) and demonstrate how to access the data and how it can be integrated into various areas of research, such as infrastructure mapping and public health. Finally, we will discuss how EPA is working with primacy agencies to strengthen this work going forward and plans to update and expand upon this work in the future. [Register here](#)

EPA Tools & Resources Webinar: Alternative Water Sources to Augment Water Supplies

Wednesday, February 19, 2025; 3:00 – 4:00 pm ET; webinar

Meeting the demand for safe and adequate supplies of water, especially in regions undergoing hotter and drier weather conditions, requires addressing research gaps associated with water reuse and water storage, including enhanced or managed aquifer recharge. Sustainable and safe water supply is a common theme for states and communities across the nation. Key research needs include chemical and microbial risk assessments for fit for purpose reuse, treatment characterization and performance as well as reliable supplies and cost, which will assist communities in their water reuse and aquifer recharge decisions. This webinar will provide an overview of ongoing EPA ORD research related to alternative water sources including decentralized water reuse, protein processing plants, treated produced water from oil and gas activities, and enhanced/managed aquifer recharge, as well as collaborations with our partners. Learn more about EPA's [Alternative Water Sources Research](#) and [Enhanced Aquifer Recharge Research](#). [Register here](#)

MassDEP Drinking Water Program: Introduction to PFAS, Technical Support, and Grants Training Webinar

Tuesday, February 25, 2025; 10:00 – 11:00 AM EST

MassDEP Drinking Water Program is hosting an important FREE training related to the Emerging Contaminants in Small or Disadvantaged Communities (EC-SDC) Grant. This training will cover the following topics: a brief history of PFAS, the EPA regulatory schedule, Federal PFAS standards, EC-SDC Grant qualifications, available financial and technical assistance, and the grant application process. There will be an open forum/Q&A session at the end of the training. Visit the **MassDEP Drinking Water Program's** [Emerging Contaminants in Small or Disadvantaged](#)

[Communities Grant](#) page for more information about the grant program. To learn more about the communities that have received these grants, visit MassDEP's [EC-SDC Grants Map](#). The training portion of this webinar will be recorded and available on the MassDEP YouTube channel for later viewing. We **strongly encourage** all interested PWS personnel, including operators, and authorized representatives to attend. Certified operators can earn 1 TCH by participating in the training. **Registration is required and each attendee must register individually:** <https://attendee.gototraining.com/r/381601348580648192>

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!

2025-02-07

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

Best Practices for Software Updates

(Outdated software and operating systems can make your system vulnerable to cyberattacks)

1. **Keep your system hardware, software and operating system up to date:** Updates often contain important security components which protect your system from viruses and hackers.
2. **Keep automatic software updates enabled whenever possible:** This will ensure that software updates are installed as quickly as possible.
3. **Never install unknown or unsolicited software on your computer:** Always visit vendor sites directly rather than clicking on advertisements or email links.
4. **Anti-Malware Protection:** Install the latest version of anti-malware protection. Routinely run a complete scan of your system to check for any malware infections.
5. **Firewalls:** Always keep the desktop firewall ON.
6. **Avoid software updates while using untrusted networks.**

MassDEP's Cybersecurity Self-Paced Course: Receives Positive Feedback

- MassDEP/DWP continues to lead in cybersecurity for the water sector, receiving positive feedback from various stakeholders on its initiatives.
- Recently, a sister state provided positive feedback on [MassDEP/DWP self-paced cybersecurity course](#), for its detailed yet simple approach and requested permission to use the course content for its water sector operators.
- MassDEP appreciated the recognition and confirmed that the course, developed using EPA funds, is freely available for other state agencies to utilize.

- The MassDEP/DWP noted that the only expectation from state agencies is to acknowledge MassDEP/DWP contribution in developing this resource.

NEW Critical Infrastructure Security Updates:

Secure by Demand: Priority Considerations for Operational Technology Owners and Operators when Selecting Digital Products

- The Cybersecurity and Infrastructure Security Agency (CISA) and partners warn that cyber threat actors when compromising operational technology (OT) components, target specific OT products rather than specific organizations.
- Many OT products are not designed and developed with Secure by Design principles.
- The guide outlines how owners and operators should incorporate security measures into their procurement processes when acquiring industrial automation, control systems, and other OT products. The agencies urge organizations to focus on products that include 12 key security elements. [Full article](#).
- Access the full guide at [CISA](#).

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>

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>

Grants and Funding

The Drinking Water State Revolving Fund in partnership with MassDEP/DWP, is offering grants funds of **up to \$50,000**, to PWSs that have a cybersecurity risk assessment and use operational technology equipment with an identified cybersecurity risk. Details here: [Public Water Suppliers Cybersecurity Improvements Grant Program | Mass.gov](#).

Frequently Asked Questions:

Can a PWS choose its own vendor/consultant, and if so, is prior approval from MassDEP required?

PWSs are encouraged to work with contractors listed under the [OSD ITS78 Statewide Contract for Data, Cybersecurity, and Related Audit Compliance and Incident Response Services](#). However, they may also use their existing vendors/contractors if already onboard.

Regarding prior approval, PWSs can submit their cybersecurity application along with details of their chosen contractor or consultant. MassDEP/DWP will review the provided information. In some cases, PWSs prefer to work with their long-term consultants, with whom they have established trust and familiarity, especially given the sensitive nature of their projects. If the PWS meets the qualifications, the contractor is approved.

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: D