



Massachusetts Department of Environmental Protection (MassDEP)/Drinking Water Program (DWP)

In the Main Newsletter – 02/20/2026

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In The Main - The Drinking Water Updates can be found online at the [MassDEP Communication to Public Water Suppliers Website](#) or at the [Statehouse Archives](#) which has a searchable database.



Shelburne Falls in Winter, photo by [Professor Bop](#), cropped.

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

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1. 2025 Annual Statistical Report (ASR) is now available.

All systems active during the 2025 calendar year are required to submit an ASR per 310 CMR 22.15.

- No need to create a new eDEP account. [Login to eDEP using your existing username and password.](#)
- 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* → *2025 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 2025 ASR is Friday April 10, 2026.**
- [Instructions, tips, and WMA worksheets for filling out the ASR](#) can be found on the mass.gov website.

For assistance with eDEP (logging in, resetting passwords, etc.) [email the eDEP Support Desk \(edep-support@mass.gov\)](#)

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

For assistance with filling out the Water Management Act Forms of the Annual Statistical Report email [Jen D’Urso \(jen.durso@mass.gov\)](#)

2. Notice of Publication of Proposed Regulations

Revisions: 310 CMR 22.00 Drinking Water and 314 CMR 5.00 Ground Water Discharge Permit Program

The Massachusetts Department of Environmental Protection (MassDEP) is proposing revisions to 310 CMR 22.00, the Drinking Water Regulations, and 314 CMR 5.00, the Ground Water Discharge Permit Program.

The proposed revisions to the Drinking Water Regulations incorporate EPA-mandated revisions to the Revised Total Coliform Rule (RTCR) (310 CMR 22.05) that would allow MassDEP to maintain its primacy for the RTCR. In addition, the proposed changes include language highlighting federal requirements for public water systems to plan for and address cybersecurity risks, remove historically discriminatory language (“grandfathering”), adopt a definition of water supply land and incorporate it into existing groundwater supply protection requirements, align existing definitions of surface water source protection areas with those in the surface water quality standards, remove URLs (as they frequently change) unless required by EPA, harmonize multilingual requirements across several sections and makes them consistent with MassDEP Environment Justice policies, adopt updated PFAS analytical methods, clarify Consumer Confidence Report requirements, add minor clarifying language in several sections, and correct typographical and formatting errors.

The proposed revisions to the Ground Water Discharge Permit Program include the addition of managed discharge of polluted or potentially polluted water from new or existing wells during drilling, pump testing and purging for the purpose of sampling as an additional activity that does not require a ground water discharge permit. The proposed changes deregulate certain discharges of water from new or existing wells, known or suspected to contain pollutants, where specified best practices are followed. The deregulation would be accomplished by the addition of a new permitting exemption, 314 CMR 5.05(20), within the Ground Water Discharge Permit Program.

MassDEP published the draft regulations for comment on Friday, February 13, 2026. MassDEP will conduct two virtual public information sessions followed by two virtual public hearings as part of the 30-day public comment period. The public hearings will be held under the provisions of M.G.L. Chapter 30A on the following dates to receive comments on the proposed changes. Testimony may be presented orally at the public hearings or in writing by email to the Drinking Water Program at program.director-dwp@mass.gov using the subject line: Public Comments – Proposed DWP and GWDPP Amendments.

- [March 10, 2026, at 1:30 pm](#)
- [March 10, 2026, at 6:30 pm](#)

Written comments will be accepted until **5:00 p.m. on Friday, March 20, 2026**. MassDEP strongly encourages electronic filing. In lieu of electronic submittal, please send a paper copy to Damon Guterman, MassDEP, Drinking Water Program, 100 Cambridge Street, 9th Floor, Boston, MA 02114. All comments submitted must include the name and contact information of the person providing the comments.

Copies of the proposed regulations will be made available on MassDEP’s website at [310 CMR 22: The Massachusetts Drinking Water Regulations](#) for the proposed changes to 310 CMR 22.00 and at [314 CMR 5: Ground Water Discharge Permit Program](#) for the proposed changes to 314 CMR 5.00.

If you have any questions, please contact the MassDEP Drinking Water Program at program.director-dwp@mass.gov or 617-292-5770.

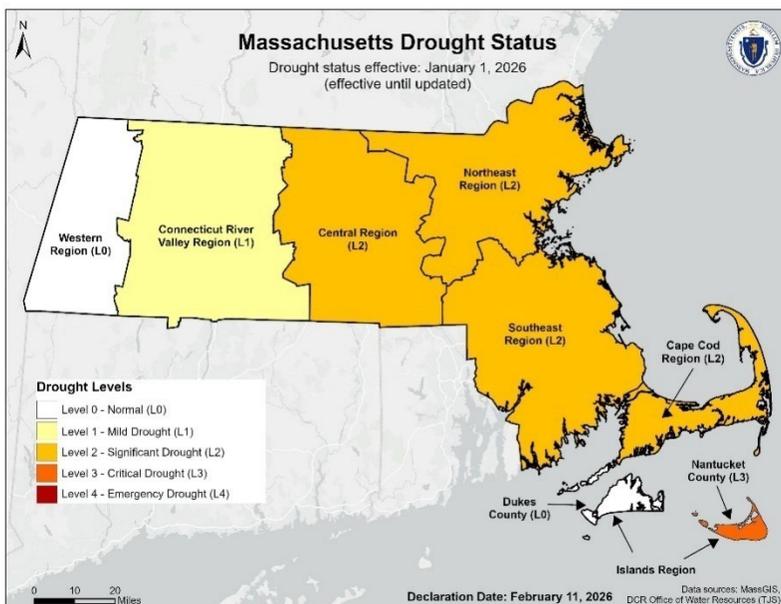
3. Water Utilities Resiliency Program (WURP) Updates: Public Water System Estimated Service Area Data Confirmation

MassDEP’s Water Utilities Resiliency Program (WURP) is currently updating the drinking water estimated service area dataset published via [MassGIS](#) on [MassMapper](#) and MassGIS’s [ArcGIS Online Data Hub](#). The data delineates the areas served by public water systems (PWSs). This mapping effort began in 2017, as part of the "[Enhancing Resilience and Emergency Preparedness of Water Utilities through Improved Mapping](#).” The creation, routine maintenance, and collection of distribution maps is a priority for MassDEP and a DWP regulatory requirement under 310 CMR 22.03 (15) and 310 CMR 22.19(6). This is part of an ongoing effort to assist PWS in bringing their distribution system information into a digital format.

On January 26, 2026, the Drinking Water Program (DWP), in collaboration with the [Water Utilities Resiliency Program \(WURP\)](#), emailed community and non-transient PWSs with **unconfirmed** service areas or to systems that requested edits. If you received an email, please respond with your updates by **March 6, 2026**. If you did not receive an email and have edits to your [service area boundary](#), please respond by March 6, 2026, with a description of your distribution system/service area updates to the Drinking Water Program at Program.director-dwp@mass.gov, Subject: **PWS Distribution Map for [insert your PWS name]**.

4. Drought Conditions Worsen in the Southeast Region

On February 11, 2026, the Executive Office of Energy and Environmental Affairs (EEA) declared that drought conditions in the Southeast Region worsened to a Level 2 – Significant Drought status. Drought conditions in the Millers River Basin have improved. Drought conditions in the rest of the state have remained unchanged since last month.



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

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

- The [Massachusetts Drought Dashboard](#) provides regularly updated maps monitoring drought conditions across the state.
- The [Drought Alert Flyer](#) provides information about current drought conditions and how communities across the state can help promote water conservation, fire prevention, and drought preparedness.
- The [Drought Management in Massachusetts webpage](#) includes several recommendations for residents, businesses, and communities during each level of drought (Level 1, Level 2, Level 3, and Level 4) related to water conservation and fire prevention.
- The [Water Resources Toolkit](#) offers many examples of outreach materials for communities to use related to droughts.
- Utilities are encouraged to develop a [Drought Management Plan](#) to identify preparedness, monitoring, response, and outreach procedures related to droughts.
- Information for private well owners can be found at the webpage [Information for Private Well Owners During a Drought](#)
- [Previous issues of In the Main](#) include additional resources related to drought preparedness and response resources.

5. Upcoming Free VSS/T1/D1 Training for New Drinking Water Operators

Dates: March 2, 9, & 16, 2026

Time: 7:45 AM – 3:00 PM (attendance from 7:45 AM – 8:00 AM; time includes breaks and lunch)

Location: Montague Public Safety Facility – Community Room

180 Turnpike Rd

Turners Falls, MA 01376

Massachusetts Rural Water Association (MassRWA) will be hosting a 3-Day VSS/T1/D1 training in Turners Falls, MA. The purpose of the VSS, D1, & T1 Certification Exam Preparatory Course is to familiarize students with the small water system field and teach the responsibilities of certified drinking water operators. This class covers the following topics: water quality sampling, wells and their source protection, water pipes, storage tanks, hydrants, valves, meters, water treatment, how to create reports, and Massachusetts drinking water regulations. This training will show operators how to use basic math formulas to calculating water storage, pressure, flow, and water usage. This class will prepare operators to pass the VSS, D1, and T1 exams. Operators will also earn 18 TCH credits upon successful completion of the class.

This is a 3-Day class and students must attend all classes to get credit. By doing so, operators will be more prepared to successfully pass their exam(s). Each class will be held In-Person.

Note: *MassRWA will reserve the first 5 seats for people from small systems (<10,000 population served) and need a minimum of 3 small systems to register for this class.*

Note: *Lunch is not provided, please make sure you bring your own lunch or plan to purchase locally from a local establishment!*

Schedule At a Glance...

Day 1: Introduction, Distribution, and Basic Math

Day 2: Operations & Maintenance, Treatment, and Pumps & Motors

Day 3: Regulations and Safety & Security

To sign up for this 3-day class, [Register Online](#), or contact Jason Blais at jblais@massrwa.org. More information can be found at [VSS, D1, & T1 Certification Exam Preparatory Course: 3-Day \(18-Hours\)](#).

6. Free Source Water Protection Webinar

[March 12 Webinar on Strategies for Source Water Protection](#)

On Thursday, March 12, 2026, from 2:00 – 3:00 pm ET, Water Online will host a webinar entitled “Securing Tomorrow’s Water: Strategies for Source Water Protection.” During the webinar, water leaders will provide actionable insights to protect drinking water sources by mitigating upstream risks, strengthening watershed partnerships, deploying smarter monitoring, and reducing treatment strain. The speakers will discuss how source water protection can help participants stay ahead of regulatory, operational, and supply challenges as they face water scarcity, climate volatility, and emerging contaminants challenges. For more information and to register, [visit the website here](#).

7. Free PFAS Treatment Technologies and Grant Programs Webinar

[MassDEP Drinking Water Program and UMass Amherst: PFAS Treatment Technologies: Options, Trade-Offs, Decision Factors, Technical Support, and Grant Programs Training](#)

Wednesday, March 18th, 2026 10:00 AM - 11:00 a.m. EDT; Webinar

MassDEP Drinking Water Program and UMass Amherst are hosting an important **free** training related to the Emerging Contaminants in Small or Disadvantaged Communities (EC-SDC) Grant. This webinar will present a high-level overview of the most commonly used PFAS treatment technologies for drinking water, including how they work in practice and where they fit best within a treatment process. The webinar will discuss and compare key pros, cons, and real-world considerations, including performance, costs, operations, residuals, and implementation, to help you make informed treatment decisions. This webinar will also go over available technical support and a brief summary of the Emerging Contaminants Grant Programs. There will be an open forum/Q&A session at the end of the training. 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: [Please register for the webinar "MassDEP Drinking Water](#)

8. Training for TNCs and Other PWS

As an owner or operator of a public water system (including Transient Non-Community Systems), you should be familiar with the Massachusetts Drinking Water Regulations 310 CMR 22.00 as MassDEP is the primary enforcement authority under the federal Safe Drinking Water Act (SDWA). You are responsible for seeing that your system consistently meets state and federal drinking water quality standards. Compliance with the law provides your customers with added protection against waterborne disease. The US Environmental Protection Agency (US EPA) provides an excellent catalogue of professional, credit-based trainings with a broad list of topics ranging from financial assistance to asset management. Past training session materials are archived for your convenience, please find the link below. Sign-up and registration are free! EPA Drinking Water Training Link: [Drinking Water Training | US EPA](#).

9. LCR, LCRR, and LCRI Updates

Reminder: Timely Acidification of Lead and Copper Samples

Public Water Systems (PWSs) are reminded that **lead and copper samples must be acidified within 14 days of sample collection**, in accordance with the **sample collection methods** specified in **310 CMR 22.06B(7)(b)2**.

For samples collected in **non-preserved bottles**, it is critical that samples be delivered to the laboratory in sufficient time to allow the lab to complete acidification within the required 14-day holding period. Acidification stabilizes the sample and is necessary to ensure the analytical results are valid for compliance purposes.

To help prevent monitoring violations, the Chain of Custody (COC) forms have been updated to include this reminder. In the updated forms, PWS now have the option to reject the sample if Sample collection date precludes delivery to lab to meet 14-day acidification requirement (if a non-preserved bottle is used). The updated forms are located on the [Lead and Copper Forms and Templates MassDEP Webpage](#).

Please remember that PWS should:

- Deliver accepted samples to the laboratory **as soon as possible after collection**, and
- Avoid sample collection schedules that may be impacted by weekends or holidays.

Timely coordination between the PWS and the laboratory is essential to ensure compliance with sampling requirements and to maintain data quality.

10. Water Smart

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, 1,264 schools and EECFs are participating in the program and 1,111 (88%) of participating facilities are within economically disadvantaged communities. To date, 1,144 schools and EECFs have completed testing. Of facilities that have tested and received results, 756 (66%) 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: [Water-Smart Program Website](#) .



Get Ahead with Lead Testing: Join the Water-Smart Pilot Program for Public Water Systems

The Massachusetts Department of Environmental Protection (MassDEP) is proud to invite all Community Public Water Systems (PWS) to the *Water-Smart Pilot Program for PWS* – a forward-thinking initiative designed to help water systems stay ahead of upcoming federal regulations.

Starting **November 1, 2027**, PWS will be **required to offer** lead testing to all primary schools and childcare facilities under the Lead and Copper Rule Improvements (LCRI). Only schools and childcare facilities that were built on or after January 1, 2014-or have had full plumbing replacements since that date-and are not served by lead, galvanized requiring replacement (GRR), or lead status unknown service lines may be excluded from this requirement. Rather than wait, the *Pilot Program* gives PWS a head start—leveraging the well-established **Water-Smart Program**, which has already tested over 1,000 schools and childcare facilities across the Commonwealth.

Through the pilot program, MassDEP and UMass Amherst cover the cost of lead testing and provide all necessary outreach materials, sampling plans, and follow-up support. PWS simply help identify eligible facilities, assist with local outreach and help collect samples. The process is simple, cost-free, and designed to set you up for success when the rule goes into effect.

Participating in the Pilot Program allows PWS to:

- Offer a valuable service to schools and childcare centers now,
- Fulfill future federal requirements early,
- Build community trust, and
- Access expert technical support at no cost.

Don't wait for 2027—Be Proactive, get ahead today. For more information or to join the pilot program visit [Water-Smart \(Lead in School Drinking Water\) Pilot Program for Public Water Suppliers | Mass.gov](#), or email Program.Director-DWP@mass.gov with the subject line: “Pilot Program for PWS.”

11. PFAS Update

New Site to Check Bottled Water and Vending Machine Licenses

The Massachusetts Department of Public Health (DPH) has a new [License Verification Site](#). You can check on the license status of In-State Water Bottlers, Out-of-State Water Bottlers, and Licensed Water Vending Machines in Massachusetts. On the [eLicensing site](#) there is a pull-down menu where you can choose any of these license types.

All companies holding licenses to sell or distribute bottled water or carbonated non-alcoholic beverages in Massachusetts must submit water quality testing results to DPH. Bottled water or carbonated non-alcoholic beverages must comply with drinking water standards for PFAS and other contaminants established by:

- The Massachusetts Department of Environmental Protection,
- The US Environmental Protection Agency, and
- The US Food and Drug Administration.

12. 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.

In traditional Chinese medicine, which of the following is a benefit of drinking hot water?

- A. Aids digestion
- B. Balances yin & yang energy
- C. Improves circulation
- 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 program.director-dwp@mass.gov, Subject DWP Trivia.

13. Training Calendar

When you need training, please look at the [MassDEP Training Calendar for Public Water System Operators](#).

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 Webpage](#) and view the approved education courses to sit for examination.

Some Newly Added Trainings on the Calendar

Equipment Replacement and Rehabilitation Planning

Tuesday, February 24th, 2026 10:00 - 11:00 a.m. EDT; Webinar

In this course, participants will learn approaches to planning for utility equipment replacement and rehabilitation. Failed equipment often leads to non-compliance and emergency failures can lead to high

costs, while prudent planning can bring about better reliability and lower long-term costs for utility operations. [Register for the webinar: Equipment Replacement and Rehabilitation Planning](#)

Finding a Unicorn! Small Wastewater System Funding Series: Federal Award Management

Tuesday, February 24th, 2026 1:00 - 2:00 p.m. EDT; Webinar

This webinar will focus on the core aspects of managing a public award or loan including compliance, reporting and tracking allowable costs. This session will also cover typical federal award terms and conditions as well as updates to the federal uniform administrative guidance. [Register for the webinar: Finding a Unicorn! Small Wastewater System Funding Series: Federal Award Management](#)

Lead Service Line Replacement Funding and Regulatory Requirements

Thursday, February 26th, 2026 10:00 – 11:00 a.m. EDT; Webinar

The MassDEP Drinking Water Program and the MA Clean Water Trust's Drinking Water State Revolving Fund (DWSRF) are hosting an important training on available Lead Service Line (LSL) replacement funding opportunities and the USEPA Lead and Copper Rule Improvements. This training will provide an overview of the DWSRF 0% Interest LSL Planning and Construction Loan programs, including eligibility, application process, and potentially significant loan forgiveness available to all eligible PWS, as well as an overview of the LSL replacement requirements of the federal Lead and Copper Rule Improvements. [Register for the webinar: Lead Service Line Replacement Funding and Regulatory Requirements](#)

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

Wednesday, March 4th, 2026 11:00 a.m. - 1:00 p.m. EDT; 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. [Register for the webinar: Ask Me Anything! State Revolving Fund \(SRF\) Technical Assistance & Open Office Hours: CWSRF eligibilities](#)

Microplastics 2026: State Regulatory Perspectives and Progress

Wednesday, March 4th, 2026 1:00 - 2:30 p.m. EDT; Webinar

Despite many critical uncertainties about microplastics as a contaminant in drinking water supplies, several states have initiated proactive steps to understand the need for regulatory action. This webinar provides an update on these activities from three key state regulatory agencies. \$75-member, \$120-nonmember. [Register for the webinar: Microplastics 2026: State Regulatory Perspectives and Progress](#)

Mass DEP Drinking Water Program and UMass Amherst: PFAS Treatment Technologies: Options, Trade-offs, and Decision Factors, Technical Support, and Grant Programs Training

Wednesday, March 18th, 2026 10:00 - 11:00 a.m. EDT; Webinar

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costs, operations, residuals, and implementation, to help you make informed treatment decisions. This webinar will also go over available technical support, and a brief summary of the Emerging Contaminants Grant Programs. There will be an open forum/Q&A session at the end of the training. 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. [Register for the webinar: Mass DEP Drinking Water Program and UMass Amherst: PFAS Treatment Technologies: Options, Trade-offs, and Decision Factors, Technical Support, and Grant Programs Training](#)

Trainings by Organization

- **MassDEP**

- **Previous Cybersecurity Trainings now on YouTube:**

- [Basic Cybersecurity Measures for Water Utilities](#)
 - [Ransomware Experiences, Defense, and Response](#)

- [Environmental Finance Center Network Trainings, Webinars and In-Person Trainings](#)

- [EPA Trainings, Webinars and In-Person Trainings](#)

- [Mass Rural Water Association Trainings, Webinars and In-Person Trainings](#)

- [MWWA Trainings, Webinars and In-Person Trainings](#)

- [NEWWA Trainings, Webinars and In-Person Trainings](#)

- [Water ISAC Trainings, Webinars and In-Person Trainings](#)

- [RCAP Solutions Trainings, Webinars and In-Person Trainings](#)

- [AWWA Trainings, Webinars and In-Person Trainings](#)

- [New England Section of AWWA, Webinars and In-Person Trainings](#)

- **SkillWorks**

- SkillWorks offers Board-approved home-study correspondence courses to satisfy license renewal continuing education requirements. All correspondence courses use paper-based study materials and exams. Course work is submitted by mail. Mailed returns are processed and graded within 24 hours at no extra charge. Courses with optional online exams are processed and graded automatically to provide exam results and a printable Certificate of Completion instantly. View the list of approved courses and purchase a course online at [Massachusetts SkillWorks Trainings](#) website.

Training Refresher

If you need a refresher on recently given trainings, you can review several training videos located at [The MassDEP Drinking Water Training YouTube Playlist](#).

14. Cybersecurity, Emergency Preparedness, and You!

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 Webinar Series for PWS- Two Recent Incidents and An Introduction to OT Monitoring Software (1 TCH)

When: Thursday, March 5, 2026

Time: 10:00 AM - 11:15 AM

- This cybersecurity webinar will give water and wastewater utility staff and their IT and OT (operational technology) support personnel insights into two recent incidents in our region that can help them avoid similar experiences. One was a ransomware attempt on a SCADA system, and the other was the discovery of counterfeit controllers on a SCADA system.
- There will also be a presentation by Idaho National Labs (INL), the premier federal organization providing OT security training and research, on free OT monitoring software called Malcolm, which was developed by them in collaboration with Cybersecurity & Infrastructure Security Agency (CISA). The presentation will focus on the software's ability to passively catalog OT assets and log network traffic, which is vital for post-incident analysis and recovery. Note, the MassDEP does not endorse products, but wants to present it as an example of a way to establish secure OT network logging.
- [Register Today for Free](#)



Cybersecurity Biweekly Spotlight

SCADA Ransomware Attempt in MA Water Utility

- MassDEP DWP has been informed of a recent ransomware attempt targeting Massachusetts water utility's SCADA system. According to the initial report, this incident began with a [phishing email](#), but there was no impact on water operations. MassDEP DWP is sending this alert as a reminder to remain vigilant and to follow the mitigation measures outlined in the following section.
- Cyberattacks against critical infrastructure including the water sector are increasing, and phishing remains the number one entry point. With AI and emerging technologies making phishing attempts more convincing than ever, staying vigilant is essential. Don't become the next victim.
- Phishing occurs when criminals try to get us to open harmful links, emails, or attachments that could request our personal information or infect our devices.
 - Phishing messages or "bait" usually come in the form of an email, text, direct message on social media, or phone call.

- These messages are often designed to mimic a trusted person or organization, to get us to respond.
- **Why is Phishing Such a Risk?**
Phishing emails are designed to look legitimate. They may appear to come from:
 - Vendors or contractors
 - Management or IT support
 - Banks or payment services
 - Shipping companies (UPS, FedEx, USPS)
 - These emails often create urgency: “invoice overdue”, “account locked”, “verify your PWS information in 24/48 Hours”, “package delivery failed”. Clicking a link or opening an attachment can install malware, steal login credentials, or encrypt data. Once attackers gain access to IT networks they may get into OT systems.

Counterfeit PLC Identified at NH Water Utility

Recently, the New Hampshire Department of Environmental Services issued an alert about a counterfeit Programmable Logic Controller (PLC) identified at a NH municipal water utility.

PWS are encouraged to avoid gray-market /secondhand purchases. Always verify that PLCs and other control devices are genuine, and purchase equipment only from authorized suppliers or manufacturers.

Why This Matters:

PLCs control essential PWS functions, including pumps, chemical feed systems, and SCADA communication. A counterfeit device can lead to:

- Unexpected equipment failures
- Incorrect sensor readings
- Loss of manufacturer support
- Increased cybersecurity exposure

Even a single compromised PLC can disrupt the water operations or threaten water quality.

What PWS Should Do

- Buy only from authorized distributors
- Verify serial numbers with the manufacturer
- Document procurement sources and maintain chain of custody records
- Inspect firmware behavior and investigate unusual communication or update failures
- Train staff to recognize suspicious packaging or inconsistent labeling

For additional recommendations see the Alert here: [Counterfeit PLCs WWS Advisory](#)

Additional Resources

- [Unauthorized Sources and Counterfeit Products | Rockwell Automation | US](#)
- [Partner Locator | Rockwell Automation | US](#)

Grants and Fundings

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](#).

Important Reminder: Is your PWS scheduled for a sanitary survey in 2026?

If your PWS is scheduled for a sanitary survey in 2026, MassDEP/DWP will inspect your cybersecurity assessment findings and plans during the upcoming sanitary survey cycle. Details [here](#).

Please prepare your PWS for the MassDEP cybersecurity assessment review. Preparation may include:

- Signing up for a FREE USEPA Cybersecurity Assessment [EPA's Water Sector Cybersecurity Evaluation Program | US EPA](#).
- For additional options see [MassDEP's Letter on Sanitary Survey Cybersecurity Program/Assessment Report Inspection](#)

15. Supply Chain Reminders

PWSs are reminded to implement the steps identified by DWP using the [Steps to Prepare Your PWS For Supply Chain Disruptions Flyer](#) and keep MassDEP/DWP informed of all Supply Chain issues.

[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.

16. How To Subscribe to the In The Main Newsletter

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, visit to the [Safe Drinking Water Act Assessment Advisory Committee \("Section 70" Committee\) Homepage](#).

17. Drinking Water Trivia! Answer

Answer: D

Hot water promotes fluidity, relaxing your muscles and enhancing the movement of the digestive track

Part of Chinese belief is that Yin and Yang energy must be balanced. Yin energy is linked to coolness while Yang is linked to warmth. Drinking hot water is considered a method to support Yang energy.

Hot water is believed to be a vasodilator which dilate blood vessels, improving blood flow.