



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.



Winter landscape, Western Massachusetts, cropped Photo by: [Peter Rintels](#)

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

2025-02-21

1. LCRR Information
2. Getting Ready for the LCRI
3. Lead in Schools and Childcare Facilities Drinking Water Update
4. Training Opportunity – Massachusetts Rural Water Association VSS/T1/D1 Exam Preparation 3-Day Class
5. Drought Conditions Persist Throughout the State
6. Source Water Protection – Bird Management
7. Frequently Asked Questions
8. Drinking Water Trivia!
9. Training Calendar
10. Cybersecurity, Emergency Preparedness, and You!
11. 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>

LCRR Information

Please Check Your Emails for Further Actions for your Service Line Inventory!

MassDEP has completed a majority of the Service Line Inventory (SLI) reviews for all **761** PWS that submitted a SLI. All PWS should have received an email upon completion of your SLI review, either with further actions required, or a statement that your SLI is accepted, **and you will receive an approval letter in the near future.**

Please note that most “accepted” SLIs have the following statement in their email: **“Your SLI Submission will undergo a final review, then receive a final approval letter in the...”**, or the following subject line: **“Approval of Service Line Inventory Submission”**

If you did not see this message/subject in your email, you have further actions required and must resubmit your SLI and/or forms!

Actions Required: If your SLI has not been accepted yet, and if you are not already working to resubmit your SLI, please check your emails for an email from program.director-dwp@mass.gov, with your actions required for your SLI submission. Note that the email with your SLI submission status has the following phrase at the top: “Re: MassDEP Service Line Inventory”.

Lead Service Line Replacement (LSLR) Survey Request

Reminder to COM PWS: MassDEP DWP is requesting that all COM PWS provide a copy of their bylaws relevant to service line work and replacement.

COM PWS ONLY: If you have not already, please complete the [2025 Lead Service Line Replacement \(LSLR\) Survey](https://forms.office.com/g/5miTN1NZMn) and submit it by no later than **March 3, 2025**: <https://forms.office.com/g/5miTN1NZMn>

Request to Include Bylaw Information in your Consumer Notices

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 noticed templates available on the [Lead and Copper Forms](https://www.mass.gov/lists/lead-copper-forms-and-templates) webpage to reflect this request, with recommended language to use [<https://www.mass.gov/lists/lead-copper-forms-and-templates>].

Helpful Resources to Answering Consumer Questions when Receiving these Notices

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 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>

Getting Ready for the LCRI

Prepare for Non-Lead Validations

The LCRI does require that PWS create validation pools of non-lead service lines, and physically perform two-point inspections for 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>.

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, 1,083 schools and EECFs are participating in the program and 690 (64%) of participating facilities are within environmental justice communities. To date, 950 schools and EECFs have completed testing. Of facilities that have tested and received results, 639 (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-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpw9pSZtA/exec

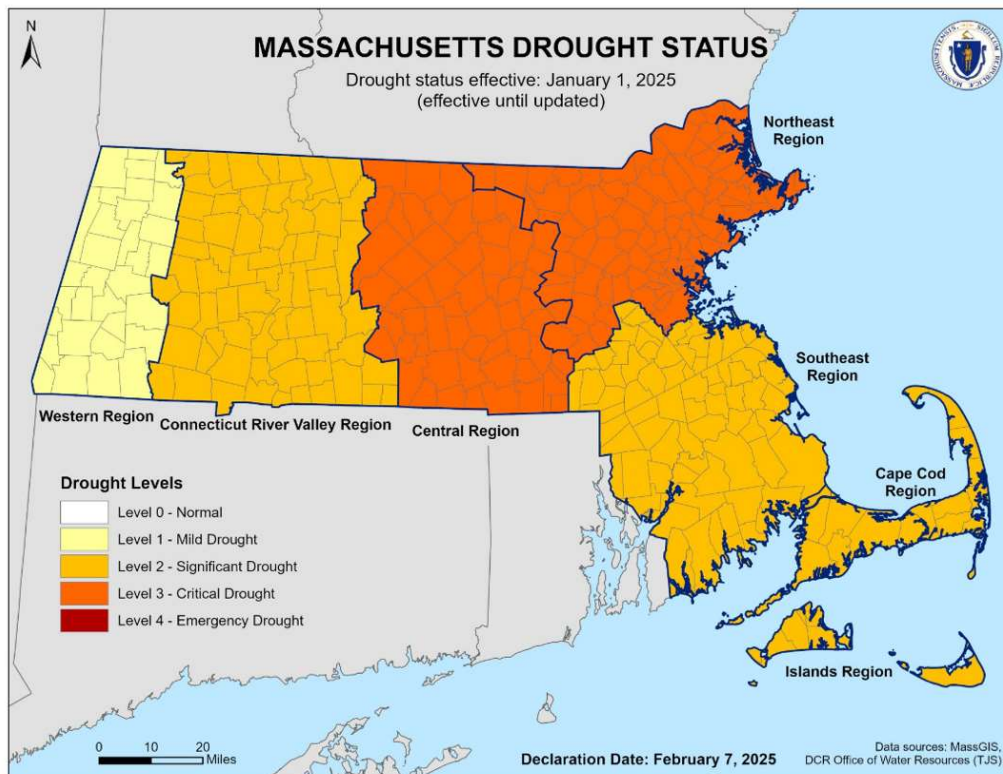
Training Opportunity – Massachusetts Rural Water Association VSS/T1/D1 Exam Preparation 3-Day Class

MassDEP DWP works with Massachusetts Rural Water Association (MassRWA) to offer training and technical assistance to water operators and water systems throughout the state, with an emphasis on support for Small Water Systems.

MassRWA is offering a free 3-day training for operators to prepare for the VSS, T1, and/or D1 operator certification examinations. The 3-day training will take place on March 24, 25, and 28 in Athol, MA. More information about the class and the link to register is <https://massrwa.org/p/3051/VSS-D1--T1-Certification-Exam-Preparatory-Course-3-Day>.

Drought Conditions Persist Throughout the State

On **February 7, 2025**, following nearly six months of below-normal precipitation, the Executive Office of Energy and Environmental Affairs (EEA) has declared the Central and Northeast regions have been raised to a Level – 3 Critical Drought. The Southeast, Connecticut River Valley, Cape and Islands regions have been elevated to a Level – 2 Significant Drought. The Western region is in a Level – 1 Mild Drought.



Level 1 (“Mild Drought”), Level 2 (“Significant Drought”), and Level 3 (“Critical Drought”) drought declarations require detailed monitoring of drought conditions; continued coordination among state and federal agencies to advance the implementation of water use restrictions; and engagement with municipalities, including local Boards of Health, to provide technical outreach and assistance to water suppliers and affected municipalities.

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

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

- Information for **private well owners** can be found at <https://www.mass.gov/info-details/information-for-private-well-owners-during-a-drought>.

Previous issues of *In the Main* include **additional resources** related to drought preparedness and response resources. Previous issues of *In the Main* can be found at <https://www.mass.gov/lists/communication-to-public-water-suppliers>.

Source Water Protection – Bird Management

How Birds Threaten Water Quality

Birds, particularly waterfowl such as gulls and geese, can pose significant risks to water quality in reservoirs. Birds can introduce contaminants such as bacteria, parasites, and other pathogens into water systems, which may affect water quality and public health. When birds congregate near water supplies, especially in larger numbers, the presence of bird feces, nesting materials, or dead birds can lead to contamination and disrupt surrounding water supplies.

The presence of birds near reservoirs or water sources can lead to several risks, including:

- **Pathogens in Bird Waste:** Birds, particularly wild waterfowl, can carry *Giardia*, *Cryptosporidium*, and other diseases through their waste, which can be harmful to water quality.
- **Nutrient Loading:** Bird droppings are rich in nutrients, particularly nitrogen and phosphorus, which can contribute to algal blooms and affect water quality by reducing clarity and oxygen levels.
- **Sediment Disturbance:** Larger bird species, such as geese, can stir up sediment in the water, leading to turbidity and complications during the water treatment process.

Effective Strategies for Bird Management

Birds near water sources can pose contamination risks, making wildlife management essential for public water systems. While the health risk is low when properly managed, water suppliers should implement control strategies and coordinate with nearby landfills and wastewater treatment facilities. Bird harassment programs typically run year-round, with active efforts from mid-October to mid-April, pausing in winter if ice prevents roosting. Since most birds leave at sunrise to feed elsewhere and return to roost at night, targeted management during these times is most effective.

- **Wildlife Monitoring:** Conducting regular surveys enables water systems to proactively track and manage bird populations. Early identification of new roosting sites can help target management efforts to effectively reduce risk of contamination.
- **Wildlife Deterrence:** Implementing effective non-lethal measures, such as the use of netting, physical barriers, air cannons, distress calls, reflective surfaces, pyrotechnics, and on the ground management teams can discourage birds from gathering near water supplies, especially near intake.
- **Habitat Management:** Altering the environment to reduce food sources and limiting nesting areas help to make reservoirs less appealing to birds offers a long-term strategy minimizing bird populations near water supplies. However, habitat management should also support rare or declining species, such as loons, whose high sensitivity to pollution and toxicity makes them important bio-indicators of water quality and ecosystem health.

- **Water Quality Monitoring:** Implementing regular testing of contaminants introduced by wildlife helps to assess the effectiveness of management actions. This ensures that the water treatment process addresses potential risks and helps water systems stay ahead of any contamination issues.
- **Collaboration and Outreach:** Engaging with residents, public officials, and local stakeholders is critical in raising awareness about bird management and its importance in maintaining water quality. Water suppliers should work with land trusts and local organizations to ensure that effective management strategies are in place and supported by the community.

By proactively addressing wildlife impacts and developing effective management plans, public water systems can ensure that their water sources remain safe and secure, effectively maintaining the integrity of the water supply and protecting public health.

Please contact the Drinking Water Program at program.director-dwp@mass.gov for more information.

Frequently Asked Questions

Grant Program for Water Supply Protection

Question: Is there grant money available for Public Water Systems to purchase land or conservation restrictions for water supply protection?

Answer: Yes! In fact, the current round of the annual Massachusetts Drinking Water Supply Protection Grant Program is open. Information is posted at <https://www.mass.gov/info-details/drinking-water-supply-protection-grant-program>. The grant deadline is **March 7, 2025**.

Public Water Suppliers may want to partner with local land trusts to apply for funds or manage lands. Land trusts have protection expertise and acquisition resources. Collaborating with local partners that have complementary expertise can provide more opportunities for protection. Visit the Massachusetts Land Trust Coalition website at www.massland.org and click on “Find A Land Trust” for information on the Massachusetts land trust community and a list of land trusts.

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 winter weather affect water systems?

- A. Increase demand
- B. Increase risk of contamination
- C. Affect pH levels
- D. All of the above

Which of the following can help reduce the risk of frozen pipes?

- A. Turn off the water shut off valve
- B. Replace all your pipes with PVC material
- C. Leave a trickle of water running
- D. Keep the pipe exposed to an open flame

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.

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

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>

EPA Small Drinking Water Systems Webinar Series: Drinking Water Supply Planning and Treatment Technology Deployment for Emergency Response

Tuesday, February 25; 2:00 – 3:30 p.m. ET; webinar

This webinar will cover two main topics. [Register here](#)

- 1. Planning for an Emergency Drinking Water Supply**

During an incident that disrupts the availability of drinking water on a large-scale or regional basis, clarity in the roles and responsibilities of those involved with locating, securing, and delivering an emergency drinking water supply (EDWS) will be critical. An EDWS is alternate drinking water supply (e.g., bottled/bulk water) provided to residents when a community's drinking water utility can no longer treat and/or distribute water. Provision of an EDWS involves the development of an emergency drinking water plan by a local water utility and also involves the collaboration and partnership between various levels of local government. This presentation will discuss how small drinking water utilities can develop an EDWS plan and coordinate with other local partners to provide emergency drinking water when there is a disaster. (*Jessica Habashy, EPA Office of Water*)

- 2. Portable Treatment System to Provide Drinking Water During Emergencies**

Following an emergency event, communities need access to clean water for drinking, cooking, cleaning, and medical triage. EPA researchers partnered with the nonprofit organization, WaterStep, to develop a modular, mobile water treatment system known as Water on Wheels– Emergency Mobile Water Treatment System (WOW Cart). This presentation will discuss this inexpensive and versatile water treatment system that's about the size of a shopping cart. It is configured with multiple treatment technologies and is equipped with

alternative power sources. The system is easy to operate and can be deployed to critical infrastructure ahead of oncoming natural events to build resiliency. (*James Goodrich, EPA Office of Research and Development*)

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](#)

Developing Effective Standard Operating Procedures

Thursday, March 27; 1:00 – 2:00 p.m. ET; webinar

This 1-hour, no-cost webinar provided by the Environmental Finance Center Network (EFCN) covers the purpose and basic components necessary to develop effective standard operating procedures. Attendees will achieve the following learning objectives:

- Apply utility and industry standards as the basis for SOP development.
- Analyze utility procedures to determine if an SOP is required.
- Differentiate between effective and ineffective SOP contents.
- Identify the basic components of an effective SOP.
- Create standard operating procedure instructions.

Don't miss this opportunity to sharpen your skills, improve your utility's operational consistency, and reduce the guesswork in your processes. [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-](https://www.awwa.org/event-calendar/)

[calendar/](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!

2025-02-20

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

MassDOT Alerts EZDriveMA Customers of Smishing Scam

- A text message-based scam, also known as smishing, is fraudulently claiming to represent tolling agencies from across the country. The scammers claim to represent the tolling agency and request payment for unpaid tolls. MassDOT urges customers to be cautious about email, text, and phone scams demanding payment of outstanding toll balances.
- Some attempts have been made to trick customers into sharing credit card numbers and other sensitive information by directing them to a website to pay their outstanding balances.
- MassDOT strongly encourages customers not to click the link contained in those messages. EZDriveMA customers can verify a valid text notification in several ways: - EZDriveMA will never send invoices by text - EZDriveMA will never request payment by text - All links associated with EZDriveMA will include www.EZDriveMA.com
- Stay alert to these types of scams and contact EZDriveMA at <https://www.ezdrivema.com/> with questions about EZDriveMA notifications.



Important Alert!! Cyber Incidents Involving Cityworks Software

- The U.S. Environmental Protection Agency (EPA) issued an alert to inform water and wastewater system owners and operators of cyber incidents involving Cityworks Software.
- The Cityworks (owned by Trimble) platform is used widely by State, Local, Tribal, and Territorial municipalities, including water and wastewater systems.
- This alert encourages water and wastewater system/utility stakeholders to search for any indicators of system compromise and take the following recommended steps to protect their systems:
 1. Install the latest available patches/updates immediately. Trimble has released updated versions to both 15.x and Cityworks 23.x software releases.
 2. Do not run Internet Information Services with local or domain-level administrative privileges on any site.
 3. Ensure that attachment directory root configurations are limited to folders/subfolders containing only attachments. Access Full Alert [Here](#).

NEW Critical Infrastructure Security Updates:

Russian hacktivist groups, specifically the People's Cyber Army and Z-Pentest, have been targeting US energy and water infrastructure

- These groups are involved in more severe activities such as tampering with control panels of industrial systems in the oil, gas, and water sectors. This can lead to disruption, downtime, or even physical threats to the environment.
- Recently the Z-Pentest Alliance group claimed on the telegram to have gained unauthorized access to an unnamed US company engaged in water treatment plants.

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



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, C