



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.



Merrymount Park Fountain, Quincy, MA (City of Presidents) Photo by: Mia Holtzaple

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

2024-02-22

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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>

Succession Planning for Water System Operators

By Adam Horwitz, MassDEP DWP Intern

Over the past few decades, water and wastewater systems have increasingly struggled with recruiting and retaining experienced staff. With an aging workforce and limited numbers of new professionals entering this industry, concerns are inevitable following the retirement or departure of an operator. Top priorities for public water systems losing operators include passing critical institutional knowledge and filling the vacant position with a properly

certified operator. Creating a succession plan can play a vital part in addressing these concerns and for managing water infrastructure in the long term.

What is succession planning?

Succession planning is the process of identifying key positions within an organization and developing employee talent for those roles to ensure these positions are in good hands upon a vacancy or retirement. It can also involve recruiting new employees and training them to fill in roles as experienced staff advance upwards or leave the organization. Action plans can be developed for specific employees to help them effectively continue their work in new positions.

Why is succession planning important?

Succession planning helps create a seamless transition in leadership and workplace continuity upon an employee's retirement or departure. Even if there is not yet an identified successor, a culmination of knowledge, skills, training, and expertise can still be passed down to potential candidates for a specific role while also setting up a more precise career path for them within the organization.

What can an organization do to start succession planning?

Any water system looking to create a succession plan needs an actionable strategic plan that defines specific goals, identifies opportunities, and measures risk to continue and boost performance in the face of an uncertain future. Done right, succession planning can lead to long term success in the development of a utility's workforce.

An organization can start the process of succession planning by identifying potential future challenges within the next 1-5 years, including retirements/vacancies, political/economic changes, or even unforeseen emergencies producing gaps in existing staff. Next, critical and/or vulnerable positions should be identified as well as an eligibility criterion of competency, skill, and organizational knowledge for new candidates. As individuals are identified to fill in these vacancies, a talent pipeline and leadership/knowledge transfer plan can be constructed that identifies and prepares qualified candidates for leadership positions.

In addition to succession planning, other planning activities such as Master Planning and Asset Management Planning can help water utilities identify future needs in their system which in turn may help them identify staffing needs in the future.

Employee recruitment, retention, and training also play a vital role in succession planning. Employee retention and training is particularly important for water operators who want to pursue or maintain operator licenses. Allowing water operators to continue training and pursue higher licenses is vital to their skill development and upward career progression. Training employees in one or multiple different roles or departments can also broaden their understanding of what it takes to operate a water system.

Where can I find additional information about succession planning?

Office of Human Resources Management – Succession Planning:

<https://www.commerce.gov/hr/employees/succession-planning>

National Institutes of Health – Succession Planning Step-by-Step Guide:

https://hr.nih.gov/sites/default/files/public/documents/2021-03/Succession_Planning_Step_by_Step_Guide.pdf

Environmental Finance Center Network Webinar – Succession Planning: <https://efcnetwork.org/event/webinar-succession-planning/>

Updated Water Treatment Chemical Feed System Control and Alarm Testing Log Now Available

MassDEP/DWP has updated the Water Treatment Chemical Feed System Control and Alarm Testing Log for PWS to use as part of their water treatment facility operations and maintenance. These changes were necessary to include reporting on alarm calls.

The Water Treatment Chemical Feed System Control and Alarm Testing Log is applicable to PWS with chemical treatment. PWS are required to test controls and alarms for critical chemical feed systems on a quarterly basis at a minimum. The log must be maintained and kept on-site for at least five years for inspection by MassDEP/DWP when requested.

The new form includes a column asking PWS operators to verify if a particular alarm point resulted in a plant shutdown, which is a vital component to check since overdosing of chemicals could cause a public health risk. The new form also includes a column asking PWS operators to verify if an alarm call-out was received by the operator on a SCADA computer, a SCADA phone application, a phone call/text, or another method. This component is necessary to check to ensure that operators will be alerted in the event of an emergency. The new form includes brief descriptions about when these items may be applicable and instructions for clarifying if it is not applicable.

The form can be accessed at <https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#emergency-response-forms>.

Annual Statistical Report Reminder

Please be aware that your 2023 Annual Statistical Report (ASR) is due by **April 8, 2024**. If you have not already started work on your ASR, we recommend you do so soon. This will allow you time to identify any issues you might have with accessing or filling out your ASR.

To access your ASR:

Log in using your existing username and password at <https://edep.dep.mass.gov>

- Verify your email by going to *My Profile > Update My Information*. You need a current and accurate email address to receive an official eASR receipt.
- Open a new ASR each year. From your eDEP homepage go to *Forms > Drinking Water > 2023 Public Water System Annual Statistical Report*.
- **The ASR is due Monday, April 8, 2024.**

For instructions to fill out your ASR: <https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#statistical-reporting-forms>

Step-by-Step Tutorial- MassDEP and Massachusetts Water Works Association conducted an ASR training session covering general tips on how to complete and submit your ASR correctly. You can find a recording of this training session at [Tips for Completing the Annual Statistical Report \(ASR\)](#).

Important: On the *Staffing and Contact Information* form make sure the start date of your current primary distribution operator's record is **correct** and that **the end date is blank**. An example of a current primary distribution operator record can be seen below. Note that the End Date is blank for the current primary distribution operator. **If you do not have a current primary distribution operator, please contact your MassDEP regional office at:** <https://www.mass.gov/info-details/massdep-regional-offices-by-community>

Grade 2T/3D		License # 788 119 988		Edit Delete	
Phone 508-517-1388		Email t.yano@massdep.state.ma.us			
Role Assignments					
Function	Begin Date	End Date			
PRIMARY DISTRIBUTION OPERATOR	06/01/1987		Edit	Delete	
Add New Function/Role					

For assistance with eDEP (logging in, resetting passwords, etc.), contact:

- eDEP Support Desk at edep-support@mass.gov

For assistance with filling out the Annual Statistical Report, please contact:

Tio Yano at Tio.yano@mass.gov OR
 Sage Grace at Sage.grace@mass.gov OR
 Andrew Durham at Andrew.Durham@mass.gov

For assistance with filling out the Water Management Act Forms of the Annual Statistical Report, contact:

- Jen D'Urso at jen.durso@mass.gov

Getting Ready for the LCRR

Lead and Copper Rule (LCR) Requirements Training

*****NEW ZOOM INVITATION LINK*****

MassDEP and MWWA are hosting a LCR Requirements Training Webinar on “Preparing for the Upcoming Service Line Inventory (SLI) Submission Deadline of October 16th, 2024, Lead Service Line Replacement Plans, and Sampling Requirements.”

Five hundred (500) participants have registered! **This training has reached capacity and is no longer accepting new registrants!**

MassDEP asks that all participants that have registered within the past month CHECK YOUR EMAIL, as the meeting link for this training has changed to accommodate all registrants! All registrants will have been sent a new ZOOM INVITATION to the email you registered for the original training on Thursday Afternoon. **Please check that you have received this new invitation and save the link for the Monday training.**

For all interested parties that did not register in time, MassDEP will post a recording of the completed training online and the link will be provided in the next In the Main Newsletter.

Training Title: Lead and Copper Rule (LCR) Requirements Training

Training Date: Monday, February 26th, 2024 from 10:00 - 11:35 A.M.

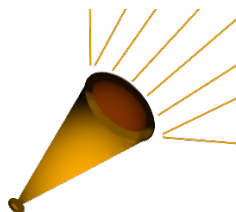
Receiving TCHs: Certified Operators will earn **1.5 TCHs** by participating in this training. All Operators that attend and would like to earn TCHs **must connect using their own electronic device** to answer the poll questions provided throughout the training. Operators must attend the full training and answer all poll questions to receive credit for this training.

Topics Covered:

- LCR, LCRR, and LCRI updates
- SLI Case Study from Acton, MA
- Lessons learned with UMassTAPs
- SLI requirements
- How to submit your SLI
- Open Forum Q & A
- (2024) Sampling Requirements

We encourage all PWS and operators to send their questions ahead of time; sending your question ahead of time allows us time to prepare, such as presenting example scenarios for the SLI based on your questions and concerns. **Send all questions ahead of time to program.director-dwp@mass.gov, subject: LCRR February Training.**

Highlight of the week: Town of Andover's Completed Unknown Service Line Investigation



MassDEP would like to take a moment to congratulate the **Town of Andover team and their Water Treatment Superintendent Brian Pena** for their hard work to be compliant with the Lead and Copper Rule Revisions (LCRR) and create a complete Service Line Inventory (SLI) by the October 16th, 2024, deadline.

As of February 20, 2024, the Town of Andover has investigated all unknown service lines! The Town of Andover originally had 1,359 unknown service lines, now known to be 95% non-lead service lines, and only 5% of which are lead! Additionally, the Town of Andover continues to replace their confirmed lead service lines (LSLs), with 83 replacements and counting as of January 2024!

Keep up the great work Town of Andover!

See Andover's Lead in Drinking Water webpage here: <https://andoverma.gov/999/Lead>

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

Lead in Schools and Childcare Facilities Drinking Water Update

Expanded Assistance Program Update

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

Currently, 854 schools and EECFs are participating in the program and 546 (64%) of participating facilities are within environmental justice communities. To date, 645 schools and EECFs have completed testing. Of facilities that have tested and received results, 430 (67%) had one or more lead detections.

This week MassDEP/DWP contacted more than 9,000 schools and EECFs to encourage their participation in this program.

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

Eligible facilities may apply for assistance at https://script.google.com/macros/s/AKfycbyr_U8wEMrA-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpw9pSZtA/exec

PFAS Update

To learn more about PFAS and to find important background information to support understanding the details of specific actions EPA takes to address PFAS and other emerging events related to PFAS see <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas> . For MassDEP information on PFAS see <https://www.mass.gov/info-details/per-and-polyfluoroalkyl-substances-pfas>

Training Calendar

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

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

Board of Certification Training Page and List of Approved Courses

You may also want to go to the Board of Certification of Operators of Drinking Water Supply Facilities Operators training page and view the approved education courses to sit for examination. Go to:

<https://www.mass.gov/doc/drinking-water-board-approved-education-courses-updated-september-2020/download>.

Some Newly Added Trainings on the Calendar

Veterans in the Water Workforce

Thursday, February 29, 2024; 12:00 – 1:30 p.m. ET; webinar

As part of the EPA's commitment to helping build a diverse and sustainable water workforce, today's veterans can provide a very important set of skills as well as benefit from a range of programs designed to help them build a meaningful career in water. At this webinar, you will hear from organizations that are reaching out to and training these veterans so they can play a key role in protecting our nation's critical water infrastructure. [Register here](#)

PFAS Today, Tomorrow, and Forever: How Do I Know if I Have a PFAS Problem?

Tuesday, March 5, 2024; 1:00 – 2:00 p.m. ET; webinar

PFAS regulations are coming fast and furious. So which regulations apply to me and why should I care? In this webinar, we'll explore where PFAS is found in the environment (water, wastewater), the current analytical methods to detect PFAS, how to plan for sampling or characterization programs, and what to do if you detect PFAS in your water and/or wastewater systems. We'll discuss the current and future regulations that may apply, and how to prepare for complying with those regulations. A particular focus will be given to small and large wastewater collection and treatment systems. Presenter: Will Shaffer, Project Engineer, EEC Environmental. [Register now.](#)

PFAS Sample Collection, State of the Science, Part 2

Tuesday, March 5, 2024; 1:30 – 2:30 p.m. ET; webinar

Eurofins will be hosting a free webinar about PFAS sample collection. Many sites have been required to add the analysis of PFAS to their ground water sampling plans due to their proximity to or use of materials that contain PFAS. Collecting samples for PFAS can be different from sampling for fuels, solvents, and other chemical contaminants, as potential sources of PFAS are nearly everywhere - in waterproof clothing and field gear, personal care products, and sampling equipment. Questions arise about how many of these sources of PFAS could impact PFAS sampling collection and how to standardize and change sampling processes to prevent PFAS contamination. Currently there is no standard method or protocols for sample collection, handling, or quality control measures outside of those referenced for potable water in the EPA drinking water methods. Specific attention must be paid to the protocols employed by the laboratory and the field sampling team. The webinar will discuss sources of PFAS sample contamination, dispel some myths and speculation surrounding this issue, provide a summary of research findings to date, and identify what data gaps still exist. [Register now.](#)

Social Systems and Justice in the Fifth National Climate Assessment

Tuesday, March 12, 2024; 3:00 – 4:00 p.m. ET; webinar

This webinar by the EPA Office of Research and Development as part of the "Healthy and Resilient Communities Research Webinar Series" shares findings from the Fifth National Climate Assessment's Social Systems and Justice

chapter. This is the first-ever chapter to address whether and how the actions taken to create, mitigate, or adapt to climate change are expected to produce just or unjust outcomes. This webinar will review the chapter's three key messages: social systems are changing the climate and distributing its impacts inequitably; social systems structure how people perceive and communicate about climate change; and climate justice is possible if processes like migration and energy transitions are equitable. It will also discuss related materials from the report's sectoral and regional chapters. [Register now](#)

- **MassDEP**

- [Previous Cybersecurity Trainings now on YouTube:](#)

- Basic Cybersecurity Measures for Water Utilities: <https://youtu.be/78v3eAyf1yE>
 - Ransomware Experiences, Defense, and Response: <https://youtu.be/eislSdQnXqE>

- **Environmental Finance Center Network**

- For a complete list of trainings webinars and in-person trainings please go to:

- <https://efcnetwork.org/upcoming-events/>

- **EPA**

- For a complete list of trainings, webinars and in-person trainings, please go to:

- <https://www.epa.gov/dwreginfo/drinking-water-training>.

- **Mass Rural Water Association**

- For a complete list of trainings, webinars and in-person trainings, please go to:

- <https://www.massrwa.org/p/14/Trainings—Events>.

- **MWWA**

- For a complete list of trainings, webinars and in-person trainings, please go to:

- [MWWA Calendar](#)

- **NEWWA**

- For a complete list of trainings, webinars and in-person trainings, please go to:

- https://communityhub.newwa.org/nc__upcomingevents.

- **Water ISAC**

- For a complete list of trainings, webinars and in-person trainings, please go to:

- <https://www.waterisac.org/resources>.

- **RCAP Solutions**

- For a complete list of trainings, webinars and in-person trainings, please go to:

- <http://www.rcapsolutions.org/community-resources-events/>.

- **AWWA**


- For a complete list of trainings, webinars and in-person trainings, please go to:

- https://www.awwa.org/Events-Education/Events-Calendar?utm_term=AWWA+Connections+10-8-2021&utm_content=Connections+10-8-2021&utm_source=communications&utm_medium=email&utm_campaign=connections.

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**

MassDEP is sending this important drinking water information to all PWS responsible persons who are listed on the state database. If you are no longer the correct responsible person for the PWS please reply with the correct contact information. MassDEP needs one responsible contact person from each PWS.

Operators, consultants, and others who are interested in Drinking Water Program updates are encouraged to request to be subscribed to this email list. You may also request to be unsubscribed by replying to this email.

This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in Massachusetts and is collected by public water systems. For more information about the Assessment Program, go <https://www.mass.gov/service-details/safe-drinking-water-act-assessment-advisory-committee-section-70-committee>.

Cybersecurity, Emergency Preparedness, and You!

2024-02-22

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



Be Vigilant!



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



Incident Reporting:

- CISA's 24/7 Operations Center at Report@cisa.gov or (888) 282-0870.
- FBI via your local [FBI field office](#) or the FBI's 24/7 CyWatch at 855-292-3937 or cywatch@ic.fbi.gov.
- Contact the EPA Water Infrastructure and Cyber Resilience Division at watercyberta@epa.gov to voluntarily provide situational awareness.
- Additionally, WaterISAC can be notified by emailing analyst@waterisac.org, calling 866-H2O-ISAC, or using the [online incident reporting form](#).



EPA FREE CYBERSECURITY ASSESSMENT PROGRAM

Register free with simple steps by using the following link:

<https://www.epa.gov/waterresilience/forms/epas-water-sector-cybersecurity-evaluation-program>.



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

Do you want a cybersecurity assessment from the federal Cybersecurity and Infrastructure Security Agency (CISA)? If you are interested, please let us know at your earliest convenience at program.director-dwp@mass.gov. Subject: CISA Cybersecurity Assessments. PWS will be chosen based on criteria such as PWS type, size, and particularly the timing of their sanitary surveys.



Important Reminder: Sanitary Surveys and Cybersecurity

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

- For details, please refer to the important notice, which was sent on December 28, 2023, to PWS, reminding them of their 2024 sanitary surveys and cybersecurity program assessment report/review: <https://www.mass.gov/doc/important-notice-your-pws-2024-sanitary-surveys-and-cybersecurity-programassessment-report-inspection-reminder/download>
- If you have any questions on this information, you may also contact the Drinking Water Program at program.director-dwp@mass.gov.



COMING SOON- Cybersecurity Improvements Grant Program for Public Water Suppliers

- MassDEP/DWP is pleased to inform you of an **upcoming grant opportunity** to support cybersecurity improvements in PWS throughout Massachusetts. This program will offer eligible PWS the opportunity to be granted up to \$50,000 per system*to improve their cybersecurity defense,

mitigate the risks of cyber-attacks, and to enhance overall resiliency and compliance. This grant program will be funded by American Rescue Plan Act (ARPA) funds from the Massachusetts Clean Water Trust.

- **MassDEP plans to accept grant applications as soon as the solicitation is announced and will stop accepting applications by June 1, 2024. Applications or any submissions for this grant program will not include any security sensitive information.**
- To protect PWS information, MassDEP will not accept actual cybersecurity program information (e.g., Emergency Response Plans, cybersecurity assessments, etc.) from applicants.

To ensure your PWS is ready to apply for this program as soon as it is officially announced, MassDEP/DWP encourages you to make sure your PWS meets all the requirements by familiarizing yourself with the grant program's prerequisites listed below.

PWS Eligibility for the grant will include the following:

1. All PWS that are a **small system** (serving a population under 10,000) or a PWS that serves a population over 10,000 that also serves a **disadvantaged community**. To see if your system serves a disadvantaged community, see: <https://www.mass.gov/info-details/the-disadvantaged-community-program>.
2. PWS must also meet the following two conditions:

a. Operation Technology (OT) Conditions: PWS must have OT equipment with a cybersecurity risk. OT equipment is defined as hardware and software that detects or causes a change to water treatment and/or distribution processes through the direct monitoring or control of physical devices, processes, and events in the enterprise. OT equipment presenting a cybersecurity risk include equipment that is or may occasionally be connected after initial installation:

- to a computer (for any reason including alarm reporting and patching)
- to a network (local, wide area or internet), or
- is remotely accessible (either for control or monitoring)

AND

b. Cybersecurity Assessment: PWS must have completed a cybersecurity assessment/evaluation program and have completed a cybersecurity assessment performed by either the PWS or a qualified entity such as EPA's free Cybersecurity Assessment or Cybersecurity and Infrastructure Security Agency (CISA) assessment. Cybersecurity assessments must have been completed recently, but not later than two years prior to the grant application submittal date.

PWS PLEASE GET READY FOR THIS GRANT OPPORTUNITY!!

-If your PWS is a small system or serves a disadvantaged community, and all of the OT requirements listed above are met, **get a cybersecurity assessment performed if you have not already done an assessment.** This is a necessary step before applying for the grant. The findings of the cybersecurity report or mitigation plan will serve as the foundation for your grant application. To get an assessment, PWS have three options;

1. Apply for a free EPA assessment using the link below: <https://www.epa.gov/waterresilience/forms/epas-water-sector-cybersecurity-evaluation-program>.
2. Request a CISA free in-person cybersecurity assessment. PWS may contact the MassDEP/DWP about the CISA program at program.director-dwp@mass.gov.
3. Conduct a free self-assessment using USEPA's Water Cybersecurity Assessment Tool: https://www.epa.gov/system/files/documents/2023-03/EPA%20Water%20Cybersecurity%20Assessment%20Tool%201.0_0.xlsx .

Stay tuned for the official program launch, and we hope you will participate in this important initiative. If you have any questions on this information, or need cybersecurity technical assistance you may contact MassDEP Drinking Water Program at program.director-dwp@mass.gov, Subject: Cybersecurity, or 617-292-5770.

Please remember: Do not send any sensitive information over email.

*Grant amounts will vary from \$15,000 to \$50,000 per PWS and will depend on factors such as PWS type, size, and findings in cyber assessment report. MassDEP will determine the grant awards solely at its discretion.

NEW Critical Infrastructure Security Updates:



CISA, EPA, and FBI Released Top Cyber Actions for Securing Water Systems

CISA, the EPA, and the FBI released the joint fact sheet [Top Cyber Actions for Securing Water Systems](#). This fact sheet outlines the following practical actions Water and Wastewater Systems (WWS) Sector entities can take to better protect water systems from malicious cyber activity and provides actionable guidance to implement concurrently:

- Reduce Exposure to the Public-Facing Internet
- Conduct Regular Cybersecurity Assessments
- Change Default Passwords Immediately
- Conduct an Inventory of Operational Technology/Information Technology Assets
- Develop and Exercise Cybersecurity Incident Response and Recovery Plans
- Backup OT/IT Systems
- Reduce Exposure to Vulnerabilities
- Conduct Cybersecurity Awareness Training
- PWS can download the Fact Sheet using the following link: <https://www.cisa.gov/sites/default/files/2024-02/fact-sheet-top-cyber-actions-for-securing-water-systems.pdf>
- **MassDEP/DWP urges all PWS to review the fact sheet and implement the actions to improve resilience to cyber threat activity.**

Fraud Alert: EPA Office of Inspector General Issues Bec Fraud Alert

- The U.S. EPA OIG issued a fraud alert to highlight an increasingly common and costly form of cybercrime known as business email compromise, or BEC.
- In this convincing scam, criminals are using fraudulent emails that appear to come from known and trusted sources to access company email accounts and target organizations that make or receive financial transactions.
- These emails may originate from lookalike, or spoofed, email accounts or legitimate email accounts compromised through phishing campaigns.
- Using information obtained from successful phishing campaigns to impersonate a representative of the trusted entity, the criminals deceive personnel into transferring funds or sensitive information under the guise of a legitimate business request.

How can you protect your organization from BEC?

- ✓ Create organizational policies for receiving new payment instructions, including a multistep process to verify new payment instructions.
- ✓ Employ email security systems that can detect phishing attempts, domain spoofing, and other cyber threats, and use two-factor authentication to combat account compromise.
- ✓ Train staff regularly on cybersecurity best practices and how to recognize phishing emails and require them to report phishing attempts—even seemingly minor ones.

For more details about the Fraud Alert, visit the US EPA OIG official site: <https://www.epaoig.gov/public-notice/fraud-alert-business-email-compromise>.

Passthrough – CISA Cybersecurity Emotions

- CISA recently shared its “Cybersecurity Emotions” series that helps users identify the social engineering tactics of threat actors.
 - Organizations can add this resource to their security awareness training to help users understand these tactics and learn effective cyber hygiene techniques.
 - “Cybersecurity Emotions” utilizes various personas to effectively illustrate common feelings elicited through social engineering, such as:
-

- Happy
- Fear
- Unmotivated
- Logic
- Irritation
- These characters come together to create a vibrant narrative that makes the exploration of cybersecurity practices not only informative but also entertaining. Access the “Cybersecurity Emotions” at [CISA](#).

Upcoming Trainings

Water Sector Cyber-Physical Resilience Briefing – Cyber and Insider Threats to Critical Infrastructure, and Warning Signs in Legitimate Business Activity

Wednesday, February 28, 2024; 2:00 - 3:00 p.m. ET

During a combined Water Sector Cyber-Physical Resilience Briefing on February 28 at 2 pm ET, speakers from the FBI will discuss nation-state threats to critical infrastructure in both the cyber and physical domains. Register here (WaterISAC members only): https://us02web.zoom.us/webinar/register/WN_Muy3ED89ThCovG7-Lzi7og#/registration

WaterISAC Informational Webinar

Wednesday, March 13, 2024; 2:00 - 3:00 p.m. ET

Register here: https://us02web.zoom.us/webinar/register/WN_nlo-tBsnRlqAevQxrx8lkQ#/registration

MassDEP Cybersecurity Additional/ Resources Reminders:

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