



MassDEP / Drinking Water Program

100 Cambridge Street – 9<sup>th</sup> Floor; Boston, MA 02114

[Program.Director-DWP@mass.gov](mailto: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](https://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.



Boston Public Garden, Photo by: Eric Cheung

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

2025-03-21

1. IMPORTANT REMINDER – Annual Statistical Report (ASR) Due on March 31st, 2025.
2. Resources for Operators Seeking Trainings for TCH Credits
3. AWIA Compliance Round 2: End of March Deadline for Large COMs to Submit RRA Certification!
4. Drought Conditions Elevated Throughout the State
5. Update: Seventh Public Posting of UCMR5 Data
6. Emerging Contaminants in Small or Disadvantaged Communities (EC-SDC) Grant Program
7. LCRR Information
8. Getting Ready for the LCRI
9. Lead in Schools and Childcare Facilities Drinking Water Update
10. PFAS Update
11. Drinking Water Trivia!
12. Training Calendar
13. Cybersecurity, Emergency Preparedness, and You!
14. 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>

## IMPORTANT REMINDER – Annual Statistical Report (ASR) Due on March 31<sup>st</sup>, 2025.

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

**The Annual Statistical Report is due on Monday, March 31<sup>st</sup>.** All public water systems are required to submit the Annual Statistical Report. [More information, including instructions, tips, and worksheets can be found on our ASR webpage.](#)

- For assistance with eDEP (logging in, resetting passwords, etc.): eDEP Support Desk ([edep-support@mass.gov](mailto:edep-support@mass.gov))
- For assistance with filling out the Annual Statistical Report:
  - Sage Grace ([sage.grace@mass.gov](mailto:sage.grace@mass.gov))
  - Tio Yano ([tio.yano@mass.gov](mailto:tio.yano@mass.gov))
  - Andrew Durham ([andrew.durham@mass.gov](mailto:andrew.durham@mass.gov))
- For assistance with filling out the Water Management Act Forms of the Annual Statistical Report: Jen D’Urso ([jen.durso@mass.gov](mailto:jen.durso@mass.gov))

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## Resources for Operators Seeking Trainings for TCH Credits

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

Operators are required to obtain a certain number of Training Contact Hour (TCH) credits to renew their operator license(s). General information about TCH credits for license renewal can be found at the following webpages by the Board of Certification of Operators of Drinking Water Suppliers (Board):

- Information on Required Training for License Renewal: <https://www.mass.gov/info-details/information-on-required-training-for-license-renewal>
- License Renewal FAQ page: <https://www.mass.gov/info-details/frequently-asked-questions-about-the-board-of-certification-of-operators-of-drinking-water-license-renewals>

Operators looking for trainings to earn TCH credits can do so at the following links:

- List of approved TCH trainings: <https://www.mass.gov/info-details/training-contact-hours-board-of-certification-of-operators-of-drinking-water-supply-facilities>
- “In the Main” Newsletter which lists upcoming training opportunities: <https://www.mass.gov/lists/communication-to-public-water-suppliers#newsletters->
  - Note that not all trainings listed are Board-approved. Confirm approval with the provider or the Board.
- MassDEP DWP Training Calendar: <https://www.mass.gov/info-details/trainings-for-public-water-system-operators>
  - Note that not all trainings listed are Board-approved. Confirm approval with the provider or the Board. There are separate calendars for free trainings and trainings requiring payment.

Additionally, there are several organizations that have “blanket approval” from the Board to provide trainings. Training courses run by these organizations are always approved for TCH credits. The organizations with “blanket approval” and their training calendars are listed below. Note that some of these trainings require payment for members or non-members of the organizations.

- Massachusetts Water Works Association (MWWA): <https://mwwa.memberclicks.net/calendar>
- Massachusetts Rural Water Association (MRWA): <https://massrwa.org/p/14/Trainings--Events>
- New England Water Works Association (NEWWA): [https://communityhub.newwa.org/nc\\_\\_upcomingevents](https://communityhub.newwa.org/nc__upcomingevents)
- Massachusetts Water Resources Authority (MWRA): <https://www.mwra.com/>
  - Note: trainings are only available to MWRA employees.
- Western Massachusetts Waterworks Association (WMWA): <https://www.wmwa.org/>
- Plymouth County Water Works Association (PCWWA): <https://www.pcwwa.org/>

If you have questions or would like additional information, please reach out to [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov).

## AWIA Compliance Round 2: End of March Deadline for Large COMs to Submit RRA Certification!



Deadlines for submitting certification that your Public Water System has updated its Risk and Resiliency Assessment (RRA) and Emergency Response Plan (ERP) are fast approaching. **Community Public Water Systems serving a population of over 100,000 must certify updates to their RRA by March 31, 2025 – at the end of this month!**

Community Water System size (by population served as of March 31, 2024)	Certify Risk & Resilience Assessment (RRA) by:	Certify Emergency Response Plan (ERP) within 6 months of RRA, but no later than:
≥ 100,000	March 31, 2025	September 30, 2025
50,000 – 99,999	December 31, 2025	June 30, 2026
3,300 – 49,999	June 30, 2026	December 30, 2026

The American Water Infrastructure Act (AWIA) was first passed in 2018 and requires community water systems to certify that they have prepared and updated their Risk and Resilience Assessments (RRAs) and Emergency Response Plans (ERPs). Community water systems are required to recertify to EPA that their RRAs and ERPs are up to date every five years. With changes from the past five years including supply chain issues, cybersecurity concerns, and increased funding opportunities, public water systems may have a lot to update in their RRAs and ERPs.

A comprehensive list of requirements, resources, FAQs, fact sheets, training recordings, and guidance for preparing and certifying updates to your RRAs and ERPs with the EPA can be found at <https://www.epa.gov/waterresilience/awia-section-2013>.

### How do I certify my RRA and ERP?

Public Water Systems can certify updates to their RRA and ERP by filling out the RRA/ERP Certification Statement and uploading the signed document using one of three methods:

1. Electronic submission
2. Email
3. Regular mail

EPA strongly recommends submitting RRA/ERP Certification Statements via electronic submission. Guidance for submitting your RRA/ERP and downloading the Certification Statement documents can be found at <https://www.epa.gov/waterresilience/how-certify-your-risk-and-resilience-assessment-or-emergency-response-plan>.

Do not submit your updated RRA and ERP to EPA or to MassDEP, as those documents may contain sensitive information about your system.

## Where can I find more information about this topic?

Use the following resources to learn more about RRAs, ERPs, AWIA, and more.

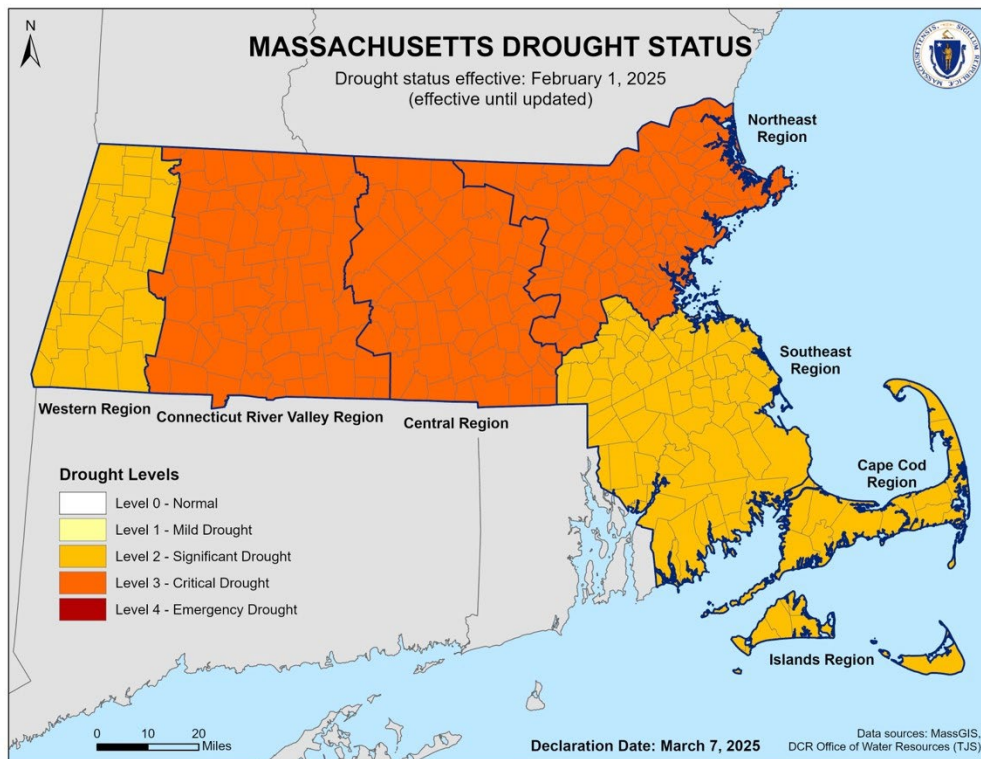
- MassDEP Guidelines for Public Water Systems Chapter 12 – Emergency Response Planning Requirements: <https://www.mass.gov/doc/guidelines-for-public-water-systems-chapter-12-emergency-response-planning-o/download>
- MassDEP *In the Main*, March 7, 2024 - “Planning Ahead for Round 2 of AWIA Compliance in 2025/2026”: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-03-07-2024/download>
- MassDEP *In the Main*, September 6, 2024 – “AWIA Compliance Round 2: Tips for Preparing Your RRAs and ERPs”: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-09-06-2024/download>
- MassDEP *In the Main*, December 13, 2024 – “AWIA Compliance Round 2: Deadlines in the New Year! Article Highlight: Risk and Resiliency Assessments”: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-12-13-2024/download>
- MassDEP *In the Main*, January 10, 2025 – “AWIA Compliance Round 2: Deadlines Start This Year!”: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-01-10-2025/download>
- MassDEP *In the Main*, March 3, 2025 – “AWIA Compliance Round 2 – RRA Certification for Large COM PWS Due This Month!” : <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-03-07-2025/download>
- EPA Drinking Water and Wastewater Resilience: <https://www.epa.gov/waterresilience>
- EPA Water Resilience - AWIA Section 2013: <https://www.epa.gov/waterresilience/awia-section-2013>
- EPA How to Certify Your RRA or ERP: <https://www.epa.gov/waterresilience/how-certify-your-risk-and-resilience-assessment-or-emergency-response-plan>

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## Drought Conditions Elevated Throughout the State

On **March 7, 2025**, following nearly seven months of below-normal precipitation, the Executive Office of Energy and Environmental Affairs (EEA) has elevated the drought declarations in the Connecticut River Valley Region to a Level 3 – Critical Drought and in the Western Region to a Level 2 – Significant Drought. The Central and Northeast regions have remained at a Level – 3 Critical Drought. The Southeast, Cape and Islands regions have remained at a Level – 2 Significant 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>.

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## Update: Seventh Public Posting of UCMR5 Data

After a brief holding period, the seventh batch of UCMR5 data was released to the National Contaminant Occurrence Database (NCOD) on March 11, 2025. This data release includes all results received for UCMR5 since the monitoring start date through January 16, 2025.

The occurrence data and the data summary document are posted here: <https://www.epa.gov/sdwa/national-contaminant-occurrence-database-ncod>.

Any participating PWS with preliminary results above an EPA Maximum Contaminant Level (MCL) have and continue to be notified by EPA and/or MassDEP. All PWS are automatically notified when analytical results are posted to the Safe Drinking Water Accession and Review System ([SDWARS](#)). Each PWS should carefully review the analytical results reported to ensure their accuracy.

### What should PWSs do with the data?

Each PWS should carefully review the analytical results reported to ensure their accuracy. PWSs should expect to receive calls from consumers with questions about the program and data.

For general information on the EPA UCMR program and frequently asked questions, visit: <https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule>.

### What are the EPA and MassDEP requirements for detected results?

1. **EPA and MassDEP require that UCMR5 detects be reported in the Consumer Confidence Report (CCR) in the unregulated contaminants table.** Instructions on how to report your results from UCMR5 sampling in your CCR in the unregulated contaminants table can be found in [article 2 in the “In the Main” newsletter from 12/2022](#).

*Please note that PFAS6 is regulated in Massachusetts, and PFAS6 detects must be reported separately as one contaminant in the regulated table in your CCR.*

2. **All PWSs must notify customers with a Tier 3 Public Notice (PN) about the availability of UCMR5 results no later than 12 months after the results are known.** This is required whether there were any detects or not. The fact that you had to test for UCMR5 warrants the need for PN. Failure to issue PN is a violation. Instructions on PN can be found in [article 2 in the “In the Main” newsletter from 12/2022](#).

*If your testing results also exceed the Massachusetts Maximum Contaminant Level for PFAS6, then your PWS also has public notification requirements under 310 CMR 22.07G and must also continue to follow those requirements.*

More information on reporting UCMR data in the CCR and providing customers with a PN is located here: [UCMR CCR and PN Guidance](#)

If you have any questions on this information, please contact the MassDEP Regional Office Drinking Water Program contacts or the Drinking Water Program listed below.

### MassDEP Drinking Water Contacts

MassDEP Region	Name	Contact
Western	Christine Simard	<a href="mailto:Christine.Simard@mass.gov">Christine.Simard@mass.gov</a>

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Central	Paula Caron	<a href="mailto:Paula.Caron@mass.gov">Paula.Caron@mass.gov</a>
Northeast	Amy LaPusata	<a href="mailto:Amy.Lapusata@mass.gov">Amy.Lapusata@mass.gov</a>
Southeast	William Schwartz	<a href="mailto:William.Schwartz@mass.gov">William.Schwartz@mass.gov</a>
Boston	<a href="mailto:Program.director-dwp@mass.gov">Program.director-dwp@mass.gov</a> Subject UCMR5, 617-292-5770	

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## Emerging Contaminants in Small or Disadvantaged Communities (EC-SDC) Grant Program

If your PWS is small or disadvantaged and has financial needs to address an emerging contaminant and has not already completed a [Needs Assessment Survey Form](#), please complete one and return it to MassDEP Drinking Water Program at [Program.Director-DWP@mass.gov](mailto:Program.Director-DWP@mass.gov) Subject: EC-SDC, PWS ID#. Please note, MassDEP DWP is accepting surveys on a rolling basis. To date, 29 total PWS have been awarded EC-SDC funding (Western Region: 8, Central Region: 6, Northeast Region: 5, Southeast Region: 10).

For more information about the EC-SDC grant program, and to view the EC-SDC story map of grant recipients see: <https://www.mass.gov/info-details/emerging-contaminants-in-small-or-disadvantaged-communities-grant>

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## LCRR Information

### Does Your PWS Have Success Stories with Service Line Outreach Programs?

Does your PWS have success stories with reaching out to consumers regarding their lead, GRR, or lead status unknown service lines? Has your PWS had success by offering positive incentives, or negative actions, to increase consumer participation in identifying/replacing their service line?

Has your PWS created an outreach program to reach out to consumers, and what was successful, versus what was not?

**MassDEP DWP is interested in hearing your stories!** Your success and trial and error with consumer outreach can help other PWS to conduct their outreach preparing for the LCRI. **Please share your stories with MassDEP DWP by emailing them to [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), subject: SLI Outreach.**

Your stories and success will be extremely helpful to creating guidance in the future for PWS to create and update their own SLI consumer outreach programs.



### States Service Line Inventory Data Due to EPA on **March 31st!**

MassDEP DWP is required to report to EPA regarding all Service Line Inventories (SLI) submitted by **March 31, 2025**. All PWS still in the process of correcting their SLIs are encouraged to resubmit your SLI **as soon as possible**, to make sure accurate data is submitted to EPA! PWS must be prepared to get questions from their consumers and the press. Please see the MassDEP/DWP information at the [MassDEP DWP Consumer's Frequently Asked Questions about the LCRR Service Line Inventory Webpage](https://www.mass.gov/info-details/consumers-frequently-asked-questions-about-the-lcrr-service-line-inventory) [<https://www.mass.gov/info-details/consumers-frequently-asked-questions-about-the-lcrr-service-line-inventory>].

### Update Regarding SRF Funding for SLI related Tasks

SRF has stated that if PWS that currently have grant funds left over from their LSL Planning Grants, this funding may be used to complete non-intrusive verifications. Non-intrusive means that no heavy machinery is involved and there is no project area restoration required.

At this time, SRF is unable to fund the Planning Grant program because all available grant funding has been committed through 2024. The 2025 Planning Grant Program will open after it is approved, which is expected to happen in mid/late March. PWS who are interesting in SRF grants or loans should begin their applications now, to have them ready by the time the 2025 Planning Grant Opens. The 2024 LSL Construction Loan is still open for applications. [The application may be completed here: https://www.mass.gov/lists/state-revolving-fund-applications-forms#loan-and-grant-applications-for-lead-service-line-replacement](https://www.mass.gov/lists/state-revolving-fund-applications-forms#loan-and-grant-applications-for-lead-service-line-replacement)

## New Process for Submitting your LCR-LOC-MOD Forms

As PWS are now familiar with the process of completing and submitting LCR-LOC-MOD Forms, MassDEP DWP is expediting the submission process to be quicker for our MA PWS. The original process for submitting LCR-LOC-MOD Forms was to submit them directly to [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov).

Going forward, PWS are requested to please submit your LCR-LOC-MOD Form directly to your Regional MassDEP DWP LCR Contact, and cc [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) going forward.

## 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 questioned your consumers are asking about that aren't featured on the FAQ webpage? Let us know by emailing us at the [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) webpage, Subject: LCRR Consumer FAQs.

The Consumer FAQ webpage is featured on the [Lead in Drinking Water](#) homepage: <https://www.mass.gov/lead-in-drinking-water>

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# Getting Ready for the LCRI

## Prepare for Non-Lead Validations

The LCRI requires that PWS create validation pools of non-lead service lines, and physically inspect a percentage of that pool to make sure these service lines are made of a non-lead material. See the [January ITM edition](#) for more information on preparing for non-lead validations: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-01-10-2025/download>.

## EPA LCRI Resources

The EPA has a [webpage](#) dedicated to the LCRI, available here: <https://www.epa.gov/ground-water-and-drinking-water/lead-and-copper-rule-improvements>

EPA has also released a variety of [LCRI Supporting Materials](#), including fact sheets and technical documents: <https://www.epa.gov/dwreginfo/lead-and-copper-rule-improvements-supporting-materials>.



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# 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, 1,097 schools and EECFs are participating in the program and 697 (64%) of participating facilities are within environmental justice communities. To date, 970 schools and EECFs have completed testing. Of facilities that have tested and received results, 647 (67%) had one or more lead detections.

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

Eligible facilities may apply for assistance at [https://script.google.com/macros/s/AKfycbyr\\_U8wEMrA-Q2XifkK4l58x4GDtYrltvpKIKUAhSxpw9pSZtA/exec](https://script.google.com/macros/s/AKfycbyr_U8wEMrA-Q2XifkK4l58x4GDtYrltvpKIKUAhSxpw9pSZtA/exec)

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## PFAS Update

### New AWWA Standard for Ion-Exchange treatment and upcoming piloting guidance

The American Water Works Association published a new standard: “[B104-24 Single-Use Ion Exchange Treatment for Trace Contaminant Removal, February 1, 2025](#)”. The standard describes IX resin for water supply service applications and the requirements of the equipment used in water treatment to remove contaminants such as PFAS, perchlorate, hexavalent chromium, uranium, and radium, etc., for potable water treatment applications with single-use IX resin (resin that is not regenerated nor fluidized bed.) It discusses the design of IX exchange resin systems and requirements for the ion exchange material.

In addition, the AWWA, in conjunction with ASDWA (Association of State Drinking Water Administrators), is producing a technical guidance manual for piloting PFAS treatment which should be released shortly.

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## Drinking Water Trivia!

Tickle your brain and test your knowledge on drinking water related information. In each issue, we will ask 1-3 questions and provide the answers somewhere else in the newsletter to encourage your sleuthing skills.

**Which of the following is NOT a method for reducing lead in drinking water?**

- A. Using cold water
- B. Running the tap for several minutes after periods of nonuse
- C. Using an approved filter
- D. Boiling it before consumption

Check out the other articles while looking for the answer. If you would like to send in a Trivia question or two, please email the question and answer to [pdirector-dwp@mass.gov](mailto:pdirector-dwp@mass.gov), Subject DWP Trivia.

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## 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

#### **MassRWA: VSS, D1, & T1 Certification Exam Preparatory Course: 3-Day**

March 24, 25, & 28, 2025; 7:45 – 3:00 p.m. ET; in-person

The purpose of the VSS, D1, & T1 Certification Exam Preparatory Course is to familiarize students with the Small Water System and Very 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. We will show you how to use basic math formulas to calculate water storage, pressure, flow, and water usage. This class will get you prepared to pass the VSS, D1, and T1 exams. You will also earn 18 TCH credits for Water Operators. This is a three-day class, and students are strongly encouraged to attend all classes. Each class will be held in person at the Athol Public Library in Athol, MA. [Register here](#)

#### **Rethinking Reserves**

Wednesday, March 26; 1:00 – 2:30 p.m. ET; webinar

Governments are subject to financial shocks, including natural catastrophes, financial dislocations, and more. Financial reserves (a “rainy day” fund) are essentially a form of self-insurance that governments use to buffer themselves against these risks. But what are the risks governments should be concerned about and what size of reserves are appropriate to those cover risks? In this webinar, we will answer these questions and more. Participants will leave with resources and strategies to apply risk-aware and risk-savvy thinking to reserves in their own organizations, with a special emphasis on water utilities. \$75-member, \$120-nonmember. [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](#)

#### **MassRWA: Upcoming Disaster Recovery/Emergency Response Tabletop Exercises**

March 31, April 1, or April 2; 7:45 – 3:00 p.m. ET; in-person

Water and wastewater systems are vital in providing essential services to the communities they serve. However, these systems encounter several challenges that may jeopardize service continuity. These challenges include extreme weather events, failure of critical assets, and malevolent acts. It is crucial to be adequately prepared for these challenges to ensure effective responses and swift recovery, as this responsibility is vital to the sustainability of the communities served. This training will outline the process of developing and implementing emergency response plans, as well as the steps to take during and after an emergency or disaster that affects water and wastewater services. Additionally, the training will outline the funding opportunities for which your system and communities may currently qualify. Operators can earn 7 TCHs by attending this training.

There are currently **three** options for dates and locations of this training. [Register here](#) and select the date you would like to attend.

1. March 31, 2025 – Plymouth, MA
2. April 1, 2025 – Townsend, MA
3. April 2, 2025 – Essex, MA

### **Investigating Enforcement Mechanisms Beyond Local Ordinances - A Look into AWWA's New Guidance**

Wednesday, April 2; 1:00 – 2:30 p.m. ET; webinar

This webinar will provide exclusive insight into the key findings of AWWA's new guidebook on Investigating Current Enforcement Mechanisms in Water Utility Policies Beyond Local Ordinances, including utility representatives sharing their valuable takeaways for you and your utility's conservation needs.

\$75-member, \$120-nonmember. [Register here](#)

### **Chlorine Disinfection and CT Calculations**

Tuesday, April 15; 1:00 – 2:00 p.m. ET; webinar

This 1-hour webinar covers calculations necessary to ensure adequate disinfection of drinking water that meets log inactivation requirements. Attendees will achieve the following learning objectives:

- Calculate the concentration of chlorine disinfection products.
- Determine CT inactivation levels achieved for a given chlorine application.
- Analyze disinfection scenarios to determine compliance with log treatment levels.
- Explain how removal and inactivation processes are applied in water treatment processes.

Don't miss this opportunity to enhance your operational expertise, ensure regulatory compliance, and deliver safe drinking water to your community. [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](https://communityhub.newwa.org/nc__upcomingevents).
- **Water ISAC**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<https://www.waterisac.org/resources>.
- **RCAP Solutions**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<https://www.rcapsolutions.org/events/>
- **AWWA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<https://www.awwa.org/event-calendar/>

## Training Refresher

If you need a refresher on recently given trainings, you can review several training videos located at:

[https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF\\_o\\_249m](https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m)

or click here:  **YouTube**

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To subscribe to the *In The Main* Newsletter, send a blank email to [join-dep-dwp-subscribers@listserv.state.ma.us](mailto: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](mailto: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>.

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# Cybersecurity, Emergency Preparedness, and You!

2025-03-21

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

Have you applied??

**MassDEP Drinking Water Program Cybersecurity Grant Program.** The Drinking Water State Revolving Fund in partnership with the Massachusetts Department of Environmental Protection Drinking Water Program (MassDEP DWP), is offering grants funds of up to **\$50,000**, to PWSs that have a cybersecurity risk assessment and use



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operational technology equipment with an identified cybersecurity risk. More details <https://www.mass.gov/info-details/public-water-suppliers-cybersecurity-improvements-grant-program>.

## **NEW Critical Infrastructure Security Updates:**



### **Dragos Case Study of Volt Typhoon's Breach of a Massachusetts Electric and Water Utility (Source WaterISAC)**

- In a recent report and [case study](#), Dragos details their work helping a combined electric and water utility remediate the impact of a cyber-attack from the Chinese-affiliated threat group known as Volt Typhoon.
- Dragos revealed that an attack on a utility, initially discovered before Thanksgiving 2023, was part of a broader Chinese government effort to infiltrate U.S. critical infrastructure.
- After further investigation, it was revealed that Volt Typhoon had been in the utility's systems since February 2023, a 10-month period of time. While the primary aim was persistent access, Volt Typhoon also sought to exfiltrate specific operational technology (OT) data, including energy grid layout and procedures.
- Utilities are advised to review CISA & WaterISAC's coverage of Volt Typhoon, along with mitigation strategies, to stay alert to the continued threat. Details [here](#).



### **Actions to take today to mitigate Volt Typhoon activity (Source CISA)**

- Apply patches for internet-facing systems. Prioritize patching critical vulnerabilities in appliances known to be frequently exploited by Volt Typhoon.
- Implement phishing-resistant MFA.
- Ensure logging is turned on for application, access, and security logs and store logs in a central system.
- Plan "end of life" for technology beyond manufacturer's supported lifecycle. For more details visit [CISA](#).

**For CISA ICS Advisories, Additional Alerts, Updates, and Bulletins :** Visit [Cybersecurity Alerts & Advisories | CISA](#)

## **Upcoming Trainings**

### **Water Sector Cyber Resilience Briefing**

Wednesday, March 26, 2025; 2:00 - 3:00 p.m. ET

Presenters will cover the latest cyber threats facing the water and wastewater sector. The Cyber Readiness Institute (CRI) will join WaterISAC to discuss the details and success of its Resiliency for Water Utilities program and how you can meaningfully improve cyber resilience at your utility. [Event details](#).

## **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](mailto: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>

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## 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