4Massachusetts Department of Environmental Protection (MassDEP)/Drinking Water Program (DWP)

In the Main Newsletter – 04/03/2026

Address: 100 Cambridge Street, Suite 900, Boston, MA 02114
Phone: 617-292-5770 | **Email**: Program.Director-DWP@mass.gov

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

Ashley Reservior, Holyoke, Photo by: Tech. Sgt. Timm Huffman, 439 Airlift Wing Public Affairs

This In the Main Newsletter has these topics of interest:

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

Use the search function in the Statehouse Archives Website.

1. 2026 DWSRF Final Intended Use Plan (IUP) Now Published

MassDEP is pleased to present the Final 2026 Intended Use Plans for the CWSRF and DWSRF programs. The Final IUPs detail the projects, borrowers, and funding amounts that will be offered financial assistance through the SRF programs during this funding cycle. Projects included in the IUPs were selected based on MassDEP's established rating system, which evaluates and ranks project proposals according to the severity of the public health or environmental problem being addressed and the effectiveness of the proposed solution.

The final IUPs can be viewed on the webpage SRF Intended Use Plans.

2. New! Lead Service Line Replacement Plan Implementation Assistance Program for Small Systems Now Available

Receive up to $50,000 in assistance with implementing your LSLRP

MassDEP is rolling out a new Lead Service Line Replacement Plan (LSLRP) Implementation Assistance Program to help small PWS meet Lead and Copper Rule Improvements (LCRI) regulatory requirements early. Through this program, MassDEP DWP has contracted with a qualified consulting firm to provide small systems with up to **$50,000** in assistance with:

1. Lead Service Line and/or Galvanized Requiring Replacement service line replacements
2. Unknown service line verification through potholing excavations, statistical analysis, or other approved methods
3. Non-lead service line validation through potholing excavations and visual inspection
4. Community outreach and engagement

Eligibility

This program is available to small PWS located in disadvantaged communities that have at least one LSL, GRR or service line of unknown material, and have submitted a LSLRP to MassDEP.

- For the purposes of this program, a small PWS is defined as a PWS that provides water to 3,300 people or fewer.
- Disadvantaged communities are defined as communities that meet the Clean Water Trusts definition of disadvantaged (any Tier) using the Disadvantaged Community Designation Affordability Calculation.
- For LSLRPs, PWS may use MassDEP's LCRI LSLRP Form to meet this requirement.

Assistance will be provided to eligible systems on a first-come-first-serve basis, as funding allows.

Apply Today!

Eligible PWS interested in receiving assistance through this LSLRP Implementation Assistance Program should complete the LSLRP Implementation Assistance Program Application Form.

For questions contact the MassDEP DWP at program.director-dwp@mass.gov, subject LSLRP Implementation Assistance Program.

3. Important: Update the Link to your PWS SWAP Report in your CY2025 CCR

Springtime is here and so is the seasonal decluttering!

MassDEP has removed individual PWS Source Water Assessment and Protection (SWAP) reports from the MassDEP webpage. If you are providing a link to your PWS's SWAP report in your 2025 CCR, please ensure that the link you are including is active. PWS should use the applicable link to the regional SWAP reports at **SWAP Reports for Massachusetts Water Supplies**.

4. Water System Staffing 101

Massachusetts Drinking Water Regulations (310 CMR 22.11B) require that all Public Water Systems (PWS) be operated by a Primary Operator that has a certification at least equal to the classification of the PWS. Additionally, all Community Water Systems, except for Very Small Systems (VSS), are required to be operated by a Secondary Operator in addition to a Primary Operator. This article highlights important information about Primary and Secondary Operators, PWS staffing plans, and resources for finding a certified operator.

Primary and Secondary Operators

Primary and Secondary Operators are defined in the Drinking Water Regulations, Section 310 CMR 22.11B(2).

A Primary Operator is a certified operator who is the "lead" operator for their PWS's treatment and/or distribution system. The Primary Operator is responsible for working in the treatment and/or distribution system and responding to emergencies. The certified operator designated as the Primary Operator must have a certification at least equal to the class of the treatment and/or distribution system. The Primary Operator must have a full license. All PWS must designate a Primary Treatment Operator and a Primary Distribution Operator.

A Secondary Operator is a certified operator who is the "back-up" operator for their PWS's treatment and/or distribution system. The Secondary Operator is responsible for working in the treatment and/or distribution system when the Primary Operator is not present or available. The certified operator designated as the Secondary Operator must have a certification not less than one grade lower than the class of the treatment and/or distribution system. The Secondary Operator can have a full or an Operator-in-Training (OIT) license. Community PWS (besides VSS systems) must designate a Secondary Treatment Operator and a Secondary Distribution Operator.

Staffing and Comprehensive Operations Plans

All PWS are required to submit to their MassDEP Regional Office a "Staffing and Comprehensive Operations Plan" that defines the Primary and Secondary Operator(s) for the PWS's treatment and distribution systems.

PWS are required to complete the STAFF-PLAN form to designate their Primary and Secondary Distribution Operator(s). PWS are required to complete the STAFF-PLAN-TP form for each of their treatment facilities.

- If a PWS is classified as a T1 or T2 system and consists of multiple T1/T2 facilities, then the PWS is not required to staff each treatment facility individually.
- If a PWS is classified as a T3 or T4 system and consists of multiple T3/T4 facilities, then the PWS is required to staff each facility individually, in accordance with its classification.
- If a PWS is classified as a T3 or T4 system and consists of a single T3/T4 facility and one or more T1/T2 facilities, then the PWS is required to staff the highest-grade treatment facility individually but is not required to staff the lower-grade treatment facilities individually.

PWS should consult with their MassDEP Regional Office if they have questions about their staffing requirements. Staffing Plan forms can be downloaded from the Certified Operator Forms webpage.

Exemptions to Staffing Requirements

Any requests for exemptions from the staffing requirements of 310 CMR 22.11B(2) must be submitted to the PWS's MassDEP Regional Office for approval. Exemptions are listed in the Drinking Water Regulations, Section 310 CMR 22.11B(5).

Primary and Secondary Operator Changes

In accordance with the Drinking Water Regulations, Section 310 CMR 22.11B(3), PWS are required to submit updated Staffing Plan forms whenever there is a change in Primary and/or Secondary Operator. The updated Staffing Plan forms must be submitted within 30 days of the change in Primary and/or Secondary Operator.

In some cases, a PWS may need to find a new Primary and/or Secondary Operator due to a reclassification of their PWS's treatment and/or distribution classification. For example, a PWS that constructs a new treatment facility may end up increasing their treatment class. PWS will be made aware of any potential reclassification by their MassDEP Regional Office during the permit review and approval process, during a sanitary survey, or during another inspection or similar activity. PWS should begin working towards obtaining a certified operator with the appropriate grade license as soon as they are made aware that their PWS classification may change. PWS should consult with their MassDEP

Regional Office if they have any questions about their system's classification or potential reclassification.

In other cases, a PWS may need to find a new Primary and/or Secondary Operator due to the operator resigning, retiring, or otherwise leaving.

PWS are required to notify MassDEP of any changes to the Primary and/or Secondary Operator within 7 days of the change. If the PWS needs to find a new Primary and/or Secondary Operator, then the PWS must find a new certified operator with the appropriate grade license within 30 days of the change in Primary and/or Secondary Operator.

Finding a Certified Operator

If a PWS needs a new Certified Operator but cannot upgrade one of their existing operators to the appropriate grade license to match their system classification within the 30-day window required by the Drinking Water Regulations, they may need to retain contract operations services or apply for a temporary certification for one of their existing operators until they can obtain a properly certified operator.

Contract Operations: MassDEP/DWP maintains a Certified Operator Directory which contains a list of individual contract certified operators and contract operations companies that may be available to provide contract operations services for PWS. MassDEP/DWP cannot recommend specific contract certified operators or contract operations companies.

PWS that employ contract operations services must complete a Certified Operator Compliance Notice to establish the agreement between the PWS and the contract operator. PWS and the contract operator must also complete a Typical Duties & Responsibilities (COD) form to identify the responsibilities of the contract certified operator and the PWS owner, including any responsibilities that are shared by both parties.

PWS should review the Drinking Water Regulations, Section 310 CMR 22.11B(6), and Drinking Water Program Policy 06-01 – Massachusetts Contract Operator Requirements for additional requirements for PWS that utilize contract operations services.

Temporary Emergency Certificates and Provisional Certificates: A Temporary Emergency Certificate (TEC) allows a specific operator to serve as a PWS's Primary or Secondary Operator while the PWS obtains a properly certified operator. A TEC lasts for six months and cannot be renewed.

The PWS or the PWS's operator should submit a Temporary Emergency Certificate application and the corresponding application fee to the Board of Certification of Operators of Drinking Water Supply Facilities (the Board). TEC applications should be submitted as soon as possible once the PWS identifies that they need a TEC. The Board Chair will review the TEC application. The Board reserves the right to deny the request for certification if the information provided does not meet the standards set forth in the existing regulations. If approved, the Board sends a letter to the TEC designee and PWS that acts as the license. Applications are shared with the applicable regional MassDEP Drinking Water Program Chief.

You can find more information about TECs from the Fact Sheet for Public Water Systems for Temporary Emergency Certificates and Provisional Certificates.

Links

- Drinking Water Regulations (310 CMR 22.00)
- Operator Certification Regulations (236 CMR 4.00)
- Certified Operator Staffing Requirements
- Board of Certification of Operators of Drinking Water Supply Facilities
- EPA – Water Operator Hiring and Contracting Guide

5. FEMA Grant Opportunity: FY24&25 Building Resilient Infrastructure and Communities (BRIC)

The Building Resilient Infrastructure and Communities (BRIC) grant program makes federal funds available to states, U.S. territories, federally recognized tribal governments, and local governments for hazard mitigation activities. It does so by recognizing the need to upgrade and modernize the nation's infrastructure against the growing risks to communities and the need for natural hazard risk mitigation activities that promote resilience with respect to natural hazards.

Certain awards made under this funding opportunity may be funded, in whole or in part, by the Infrastructure Investment and Jobs Act (IIJA). The IIJA appropriates billions of dollars to FEMA to promote resilient infrastructure, respond to the impacts of natural weather disasters, and equip our nation with the resources to combat its most pressing natural hazard threats.

BRIC aims to shift the focus of federal investments away from reactive post-disaster spending towards proactive infrastructure-focused hazard mitigation. For this funding opportunity, the program prioritizes investment in infrastructure and construction projects that deliver immediate, measurable risk reduction to communities vulnerable to natural hazards. BRIC emphasizes the adoption and enforcement of modern building codes and limits capability- and capacity-building activities to those directly tied to infrastructure resilience, such as building code adoption and enforcement.

Applications are open and will be accepted until **July 23, 2026.** Interested parties can submit their application on the Grants.gov website. More information about the BRIC program and eligibility can be found in the BRIC Notice of Funding Opportunity document. Any questions about the program can be directed to FEMA at femago@fema.dhs.gov.

6. AWIA Round 2 Compliance: Deadlines Upcoming

There are several deadlines related to AWIA Round 2 Compliance in the next three months:

- Community PWS serving a population between 3,301 and 50,000 are required to certify to EPA updates to their Risk and Resiliency Assessments (RRAs) by **June 30, 2026**.
- Community PWS serving a population between 50,000 and 99,999 are required to certify to EPA updates to their Emergency Response Plans (ERPs) by **June 30, 2026**.

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 31, 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 the AWIA Section 2013/SDWA Section 1433: Risk and Resilience Assessments and Emergency Response Plans Webpage.

How do I certify my RRA and ERP to EPA?

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 the EPA: How to Certify Your Risk and Resilience Assessment or Emergency Response Plan Webpage. **Do not submit your updated RRA and ERP to EPA or to MassDEP, as those documents may contain sensitive information about your system.**

How do I submit ERP Compliance Checklists to MassDEP/DWP?

DWP requires PWS to submit an ERP Compliance Checklist whenever there are substantive changes to a PWS's ERP. PWS should submit an updated ERP Compliance Checklist once they have made updates to their ERP. PWS can submit their updated checklists to the Program Director at program.director-dwp@mass.gov, Subject: ERP Compliance Checklist for AWIA Round 2. **Reminder: PWS should NOT submit their full ERP documents to DWP, as those documents contain sensitive information about their system.**

MassDEP RRA/ERP Certification Reminder Letters for Community PWS

On March 31, 2026, MassDEP/DWP sent a letter to Community PWS serving a population between 50,000 and 99,999 to provide a 3-month reminder about the ERP certification deadline of June 30, 2026. On March 31, 2026, MassDEP/DWP also sent a letter to Community PWS serving a population between 3,301 and 50,000 to provide a 3-month reminder about the RRA certification deadline of June 30, 2026. You can find these letters at the webpage Communication to Public Water Suppliers – Emails and Direct Mail.

EPA Reminder Letters

On March 31, 2026, EPA sent several letters to Community PWS regarding RRA and ERP certification deadlines. The following list summarizes the letters that were sent by EPA.

1. To Community PWS serving between 50,000 and 99,999 who did **not** certify updates to their RRA by the deadline of December 31, 2025, reminding them to submit their RRA certification AND to submit their ERP certification by the deadline of June 30, 2026.
2. To Community PWS serving between 50,000 and 99,999 who certified updates to their RRA reminding them to submit their ERP certification by the deadline of June 30, 2026.
3. To Community PWS serving between 3,301 and 49,999, reminding them of their RRA and ERP certification deadlines.

What if I'm not a Community Water System that serves over 3,300 people?

Community water systems serving less than 3,300 people, non-community water systems, and wastewater systems are not required to certify to EPA the completion and update of their RRA or ERP. **However, per Massachusetts regulation 310 CMR 22.04(13), all public water systems are required to have an Emergency Response Plan.** PWS are encouraged to regularly review their ERPs and make changes as often as necessary to keep up with changes in their system and organization.

EPA hosts a Very Small Drinking Water and Wastewater System Resilience CEU program to assist very small drinking water systems and wastewater systems to develop RRAs and ERPs. Participants can earn up to 10 TCHs towards their operator license renewals for participating in this program. More information can be found at the EPA webpage Resources to Promote RRAs and ERPs for CWS that Serve Less than 3,301, non-CWS, and Wastewater Systems.

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
- MassDEP *Guidelines for Public Water Systems*, Appendix O – Handbook for Water Supply Emergencies
- Previous MassDEP *In the Main* newsletters
- EPA Drinking Water and Wastewater Resilience Webpage
- EPA Water Resilience - AWIA Section 2013 Webpage
- EPA How to Certify Your RRA or ERP Webpage

7. Top 10 Tips to Protect Your Transient, Non-Community (TNC) Well.

As an operator of a Transient, Non-Community (TNC) public water system, protecting your well is one of the most important steps you can take to ensure safe, reliable drinking water. A contaminated well can lead to costly cleanups, regulatory challenges, and health risks for the people you serve.

Ten Tips

To help you safeguard your water source, the Massachusetts Department of Environmental Protection (MassDEP) has identified 10 key recommendations every TNC system should follow:

1. Restrict Access

Post water supply protection signs and consider fencing off the Zone I (the immediate area surrounding your well). This helps limit unauthorized entry and prevents accidental contamination.

2. Educate Employees

Make sure all employees understand the importance of protecting the well. A well-informed team can spot risks early and respond appropriately.

3. Keep Vehicles Away

Do not allow vehicles to park near the well. Spills, leaks, or even regular wear-and-tear can introduce pollutants into the water supply.

4. Avoid New Pavement

Do not create new paved surfaces in the Zone I. Hard surfaces may increase storm runoff and direct contaminants toward your well.

5. Direct Runoff Safely

If paved parking areas or concrete storage pads already exist near your well, make sure they slope away from the well to minimize contamination risks.

6. Seal Floor Drains

Close or seal any floor drains that discharge directly into groundwater. These drains can provide a direct pathway for pollutants to enter your water source.

7. Store Hazardous Materials Properly

Keep hazardous materials and equipment out of the Zone I. Instead, store them in a secure building with proper spill containment measures in place.

8. Communicate with Local Officials

Notify town officials—especially fire departments—that you operate a public water system. In the event of a spill or emergency, quick action can prevent long-term damage.

9. Remove Tanks and Septic Systems

Whenever possible, remove underground storage tanks and septic systems from the Zone I. These can be hidden sources of leaks and contamination.

10. Limit Non-Water Supply Activities

Keep all non-water supply activities out of the Zone I. The closer the land use is to your well, the higher the risk of introducing pollutants.

Protecting Your System, Protecting Your Community

By following these 10 tips, TNC operators can reduce risks, strengthen resilience, and ensure that their wells provide safe drinking water for years to come.

For more detailed guidance, visit MassDEP's Wellhead Protection Tips for Small Public Water Systems at https://www.mass.gov/service-details/wellhead-protection-tips-for-small-public-water-systems, or contact program.director-dwp@mass.gov with the subject line Wellhead Protection.

8. LCR, LCRR, and LCRI Updates

Spotlight on Marlborough DPW's Service Line Inventory Work!

Shoutout to Marlborough DPW! This system implemented an efficient two-phase process to submit an LCRR compliant SLI by October 2024, and was able to reduce their lead, GRR, and unknown service line totals in an efficient two-phase process prior to sending out their 2024 Consumer Notices.

Phase 1: Marlborough DPW worked with a consultant firm to create an initial inventory, which compiled easily available electronic records. This first step was to ensure that all service lines were included in the SLI, and the initial records of material were captured for their October 2024 SLI submission. Their initial inventory was created primarily using scanned tie cards available in the City's GIS system, billing records, and other electronic data sources.

Phase 2: Marlborough DPW then used their initial inventory created by their electronic data sources, and had Marlborough staff which were more familiar with the system review the inventory and other records to do a detailed internal review of the SLI, and update their SLI based on the additional records. Marlborough used records such as field inspection logs, as-built drawings from subdivision and capital improvement projects, demolition and redevelopment records, and test pit and prior service replacement documentation.

This 2-phase approach allowed Marlborough to utilize the most of their consultants time, and prioritize the time of their most expert staff at Marlborough DPW to review the inventory after it had been created.

Through this effort, Marlborough significantly reduced its lead, galvanized requiring replacement (GRR), and unknown service lines, achieving the most notable progress by nearly eliminating previously unidentified lines by November 2024.

MassDEP is looking for stories and accounts of your success creating your SLI!

MassDEP is looking for details about:

- your work identifying unknowns and replacing lead/GRR service lines,
- methods to talk to your consumers and residents that have been helpful to get the lead out,
- methods to complete your SLI that can benefit other systems, and
- success stories of using the MA-LSLI App!

Share them with MassDEP by emailing them to program.director-dwp@mass.gov, subject: LCRR/LCRI SLI Success Stories. Systems may stay anonymous with your success story, just inform MassDEP if you prefer to be anonymous in your email.

9. Water Smart

Water-Smart Program Update

Water-Smart (formally known as the Expanded Assistance Program) provides free analysis of lead drinking water samples and technical assistance to eligible public and private schools and early education and childcare facilities (EECFs) by assisting with sampling, results interpretation, and guidance on remediation actions. The program is funded by a grant from the Water Infrastructure Improvements for the Nation (WIIN) Act from the U.S. Environmental Protection Agency and the Massachusetts Clean Water Trust.

Currently, 1,286 schools and EECFs are participating in the program and 1,130 (88%) of participating facilities are within economically disadvantaged communities. To date, 1,171 schools and EECFs have completed testing. Of facilities that have tested and received results, 774 (66%) had one or more lead detections.

Do you know of any schools or childcare facilities that could benefit from the Water-Smart Program? Please identify and encourage schools and childcares within your service area to participate in the program. Eligible facilities may apply for assistance at: Water-Smart Program Website.

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

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

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

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

Participating in the Pilot Program allows PWS to:

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

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

10. 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 many gallons per flush does the Washington State Code require new manufactured toilets to use?

A. 0.75 gallons
B. 1.28 gallons
C. 4.38 gallons
D. 7 gallons

How can I reduce lead exposure in drinking water?

A. Use a filter properly
B. Use cold water
C. Run your water
D. All of the above

Check out the other articles while looking for the answer. If you would like to send in a Trivia question or two, please email the question and answer to program.director-dwp@mass.gov, Subject DWP Trivia.

11. Training Calendar

When you need training, please look at the MassDEP Training Calendar for Public Water System Operators.

Board of Certification Training Page and List of Approved Courses

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

Some Newly Added Trainings on the Calendar

Finding a Unicorn! Small Wastewater System Funding Series: Negotiating Indirect Rate Agreements

Tuesday, April 7, 2026; 1:00 – 2:00 p.m. ET; webinar
This webinar will review the federal requirements around establishing an indirect rate with a cognizant agency for organizations receiving federal awards or contracts. This session will also focus on how to apply indirect rates to allowable costs including recent updates to federal Uniform Administrative Guidelines. Register for the webinar: Finding a Unicorn! Small Wastewater System Funding Series: Negotiating Indirect Rate Agreements.

EPA Cybersecurity Webinar: Cybersecurity 103

Wednesday, April 8, 2026; 1:00 – 2:30 p.m. ET; webinar

This training builds upon EPA's Cybersecurity 102 Training for Water Systems, providing further details on cybersecurity threats facing the water sector. Participants will learn about state-sponsored threats, risks to Industrial Control Systems (ICS) and Supervisory Control and Data Acquisition (SCADA) systems, malware, and vulnerabilities within Human-Machine Interfaces (HMIs). The course also highlights real-world cybersecurity incidents impacting water systems, emphasizes the importance of staying informed on emerging threats, and outlines incident reporting processes and available cybersecurity resources to support preparedness and resilience. Register for the webinar: Cybersecurity 103.

Water 2050: Playbook for Building a Community-Centered Utility

Wednesday, April 8, 2026; 1:00 – 2:30 p.m. ET; webinar

Learn how critical building blocks like public education can help create a more community-engaged and equitable utility. This Water 2050 webinar provides a playbook and case studies for building public trust with community engagement. $75-member, $120-nonmember. Register for the webinar: Water 2050: Playbook for Building a Community-Centered Utility.

EPA Quarterly Cybersecurity Vulnerability Snapshot Webinar

Thursday, April 9, 2026; 2:00 – 3:00 p.m. ET; webinar

EPA's Office of Water Emergency Response and Cybersecurity will provide an overview of the cybersecurity vulnerabilities identified at water and wastewater systems through EPA's Proactive Vulnerability Identification Program. EPA will offer recommended mitigations and resources to help minimize these vulnerabilities and support resilience to these threats. Register for the webinar: EPA Quarterly Cybersecurity Vulnerability Snapshot Webinar.

Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: Single Audit Prep and Compliance- guest: Bob Fitch

Monday, April 13, 2026; 2:00 – 4:00 p.m. ET; webinar

Ask Me Anything SRF Office Hours will expand your knowledge and enhance your ability to navigate the SRFs. These sessions are tailored for state agencies, utility operators, and stakeholders who support water infrastructure projects. Each session will feature a specific theme, providing clarity, strategies, and practical insights for preparing and managing an SRF funded project. Participants can attend all sessions or select those that best meet their needs. Prior session summaries can be found here. Register for the webinar: Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: Single Audit Prep and Compliance- guest: Bob Fitch.

EPA Cybersecurity Webinar: Cybersecurity Refresher

Wednesday, April 15, 2026; 1:00 – 2:00 p.m. ET; webinar

EPA's Office of Water Emergency Response and Cybersecurity (OWERC) offers this refresher training to water and wastewater utilities to reinforce their foundational understanding of cybersecurity and how it applies to the water sector. Register for the webinar: Cybersecurity Refresher.

Building Coastal Flooding and Hurricane Resilience for Water Sector Utilities: Technical Assistance and Resources from EPA SWIFT

Wednesday, April 22, 2026; 1:00 – 2:00 p.m. ET; webinar

Get ahead of hurricane season! Learn how SWIFT's experts can provide customized technical assistance to help your utility build resilience to **coastal flooding and hurricane hazards** through risk-informed project planning and investment. Review this year's hurricane season outlook, learn about the SWIFT technical assistance process, and explore tools that can help your utility better understand and assess system impacts and identify resilient solutions. Register for the webinar Building Coastal Flooding and Hurricane Resilience for Water Sector Utilities: Technical Assistance and Resources from EPA's SWIFT Initiative.

EPA Cybersecurity Webinar: Cybersecurity Procurement Checklist Tool Training

Wednesday, April 29, 2026; 1:00 – 2:30 p.m. ET; webinar

EPA's Office of Water Emergency Response and Cybersecurity (OWERC) will demonstrate how to use EPA's Cybersecurity Procurement Evaluation Checklist for Drinking Water and Wastewater Systems to assess and compare cybersecurity-related vendors. Register for the webinar: Cybersecurity Procurement Checklist Tool Training.

EPA Cybersecurity Webinar: Building Cyber Resilience Using EPA's Water and Wastewater Cybersecurity Incident Response Plan Template

Thursday, April 30, 2026; 1:00 – 2:30 p.m. ET; webinar

EPA invites water sector professionals to learn about its new *Drinking Water and Wastewater Systems Cybersecurity Incident Response Plan Template*. This fully customizable template is designed to help all utilities prepare for, respond to, and recover from cybersecurity incidents affecting both information technology (IT) and operational technology (OT) systems. This webinar will introduce EPA's Incident Response Plan Template and accompanying instructions including how utility personnel can access, tailor, and operationalize the plan to meet system-specific needs. Register for the webinar: Building Cyber Resilience Using EPA's Water and Wastewater Cybersecurity Incident Response Plan Template.

EPA Cybersecurity Webinar: Water Cybersecurity Assessment Tool (WCAT) Webinar

Wednesday, May 13, 2026; 1:00 – 2:30 p.m. ET; webinar

EPA's Office of Water Emergency Response and Cybersecurity (OWERC) will demonstrate how to use EPA's Water Cybersecurity Assessment Tool (WCAT) to conduct cybersecurity assessments at water and wastewater systems. Register for the webinar: Water Cybersecurity Assessment Tool (WCAT) Webinar.

How Water Sector Utilities are Building Resilience to Natural Hazards: Utilities Recount their Engagement with EPA SWIFT Technical Assistance

Wednesday, May 20, 2026; 1:00 – 2:00 p.m. ET; webinar

SWIFT technical assistance is tailored to meet the needs of each utility request, from improving the understanding of natural hazard impacts to their system to quantifying the potential reductions in risk that specific projects can deliver. Learn how water sector utilities are benefitting from SWIFT technical assistance. **Hear directly from utility representatives** across the country that have engaged in the

process to build system resilience to various natural hazards. Register for the webinar How Water Sector Utilities are Building Resilience to Natural Hazards: Utilities Recount their Engagement with EPA SWIFT Technical Assistance.

Trainings by Organization

- **MassDEP**
  Previous Cybersecurity Trainings now on YouTube:
  - Basic Cybersecurity Measures for Water Utilities
  - Ransomware Experiences, Defense, and Response

- **Environmental Finance Center Network Trainings, Webinars and In-Person Trainings**

- **EPA Trainings, Webinars and In-Person Trainings**

- **Mass Rural Water Association Trainings, Webinars and In-Person Trainings**

- **MWWA Trainings, Webinars and In-Person Trainings**

- **NEWWA Trainings, Webinars and In-Person Trainings**

- **Water ISAC Trainings, Webinars and In-Person Trainings**

- **RCAP Solutions Trainings, Webinars and In-Person Trainings**

- **AWWA Trainings, Webinars and In-Person Trainings**

- **New England Section of AWWA, Webinars and In-Person Trainings**

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

Training Refresher

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

12. Cybersecurity, Emergency Preparedness, and You!

PLEASE SHARE THIS CYBERSECURITY INFORATION 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

Trust but verify!! Utilizing CISA's *'No-Cost Cyber Vulnerability Scanning for Water Utilities'* to confirm your PWS is not inviting an attack via known attack methods.

- Having a firewall is a great step towards protecting your utility. How do you know it's doing a good job? Attackers can quietly bypass firewalls and there will be no immediate signs that they have bypassed your security. New tactics, techniques and procedures appear every day, and in some cases, these attacks are designed to take advantage of exploits that exist in these very firewalls. A false sense of security is a very real liability. The Vulnerability scanning **Cybersecurity and Infrastructure Security Agency** (**CISA**) initiative is a free way to make sure that your defenses are properly secured.
- You can reduce the risk of a cyberattack at your utility by externally scanning your networks for vulnerabilities caused by publicly facing devices. The Cybersecurity and Infrastructure Security Agency (CISA) can help your drinking water and wastewater system identify and address vulnerabilities with a no-cost vulnerability scanning service subscription. CISA, the Water Sector Coordinating Council, and the Association of State Drinking Water Administrators encourage drinking water and wastewater utilities to use this service.
- Benefits:
    - Identifying internet-accessible assets.
    - Identifying vulnerabilities in your utility's assets connected to the internet, including Known Exploited Vulnerabilities and internet-exposed services commonly used for initial access by threat actors and some ransomware gangs.
    - Weekly reports on scanning status and recommendations for mitigating identified vulnerabilities.
    - Significant reduction in identified vulnerabilities in the first few months of scanning for newly enrolled water utilities.
    - Ongoing detection and reporting with continuous scanning for new vulnerabilities.
    - Peace of mind that you are truly doing everything you practically can to reduce your exposure. Over time, potential attack vectors can appear, this weekly report is indispensable for spot-checking your defenses at no cost.
- To get started:
    - Email vulnerability@cisa.dhs.gov with the subject line "Requesting Vulnerability Scanning Services." Include the name of your utility, a point of contact with an email address, and the physical address of your utility's headquarters.
    - CISA will reply with a Service Request Form and Vulnerability Scanning Acceptance Letter to obtain the necessary information about your utility and your authorization to scan your public networks.

- Scanning typically begins within 10 days of receiving all completed forms.

Link: CISA's No-Cost Cyber Vulnerability Scanning for Water Utilities | CISA

Grants and Fundings

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

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

If your PWS is scheduled for a sanitary survey in 2026, MassDEP/DWP will inspect your cybersecurity assessment findings and plans during the upcoming sanitary survey cycle. Details here.
Please prepare your PWS for the MassDEP cybersecurity assessment review. Preparation may include:

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

13. Supply Chain Reminders

If your PWS experiences any supply chain issues, including the receipt of a Force Majeure letter from a chemical supplier, the MassDEP/DWP encourages you to report all supply chain issues to your MassDEP regional office Drinking Water Program contact and take the following steps:

- Review your PWS Emergency Response Plans (ERP) required by 310 CMR 22.04(13) and take planned actions identified for such an emergency. This should include any applicable work and conservation practices to extend the currently available supply.
- Implement the steps identified by DWP using the Steps to Prepare Your PWS For Supply Chain Disruptions Flyer and keep MassDEP/DWP informed of all Supply Chain issues.
- Check/Use 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.
- Join MassWARN.

14. *How To Subscribe to the In The Main Newsletter*

Subscribe to the *In The Main* Newsletter here!

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*, subscribe by completing the quick ITM Newsletter Sign-Up Form. This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in Massachusetts and is collected by public water systems. For more information about the Assessment Program, visit to the Safe Drinking Water Act Assessment Advisory Committee ("Section 70" Committee) Homepage.

15. *Drinking Water Trivia! Answer*

Answer: B

411.2 Water Consumption of WAC 51-56-0400 states 'the effective flush volume of all water closets shall not exceed 1.28 gallons per flush when tested'

Answer: D

All the steps can help reduce lead exposure, but at higher detection levels may require fixture replacement