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.

Willett Pond, Norwood, Photo by: Eric Cheung

This *In The Main* newsletter has these topics of interest 2025-04-04

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

Requests for Quotes due April 16: Consulting and Engineering Assistance

Conduct a Study of the Impact(s) of Transmission Lines and Substations on Groundwater

Massachusetts Department of Environmental Protection (MassDEP or the Department) is soliciting proposals through this Request for Quotes (RFQ, also referred to as the Bid in this article) from qualified firms off of the Operational Services Division's (OSD) Statewide Contract PRF77, Category A4 – Media Assessment (Facility Assessment - PO-22-1080-OSD03-SRC3-25026), (https://www.mass.gov/doc/prf77designateddcamm/download) to assist the Department in conducting a study to evaluate the impacts of transmission lines and substations on groundwater. The study will also identify specific actions needed to protect affected communities, including Environmental Justice communities, from such impacts.

MassDEP is required to produce this study, pursuant to Chapter 140 of the Acts of 2024. A final report detailing the results of the study will be provided to the following legislative bodies: the Massachusetts House and Senate committees on Ways and Means; the Joint Committee on Public Health; the Joint Committee on Environment and Natural Resources; and the Joint Committee on Telecommunications, Utilities and Energy.

The deadline for qualified environmental engineering consulting firms to submit quotes is **April 16, 2025 by 5:00 pm**. The goal is to have engineering firm(s) ready to work with MassDEP by late April. Contact the Drinking Water Program at program.director-dwp@mass.gov , Subject: Engineering Assistance to Conduct a Study of the Impact(s) of Transmission Lines and Substations on Groundwater and cc: Joseph Cerutti (Joseph.Cerutti@mass.gov) for more information.

Annual Statistical Report Status

In accordance with 310 CMR 22.15, all Public Water Systems (PWS) that operated for any period of time in 2024 were required to submit the Annual Statistical Report (ASR), regardless of the current operational status by midnight on March 31st, 2025, via eDEP (https://edep.dep.mass.gov/eDEP/).

Thank you to the 1,534 PWS (out of 1,576 registered active PWS) that submitted their required ASR reports or requested and was granted an extension by March 31, 2025. MassDEP/DWP will be initiating enforcement for the 42 PWS (2.7%) that failed to submit their report as required.

For all questions on this information please contact program.director-dwp@mass.gov, Subject: ASR.

Drinking Water Week Activities for Staff, Community, and Schools

Drinking Water Week 2025 is May 4th through May 10th. Drinking Water Week is the perfect time to highlight your 24-hour a day job of providing clean and safe drinking water to the public. Below are ideas for Drinking Water Week activities for your staff, community and schools. You can partner with other community organizations for some of these events.

Contact program.director-dwp@mass.gov with questions or to tell us how you celebrate Drinking Water Week. We may include your story in a future ITM newsletter.

Ideas for Staff Education During Drinking Water Week

Did you know that MassDEP's Drinking Water Program (DWP) manages over 50 Safe Drinking Water Act programs? Are you aware of DWP's training and compliance assistance programs? How familiar is your staff with these programs?

- Show your staff DWP's 13-minute video titled ***Who We Are and What We Do***, created by our staff, posted on MassDEP's YouTube channel at https://www.youtube.com/watch?v=kZbKpdjtVTA.
- Encourage your staff to take DWP's new ***Source Water Protection in Massachusetts*** self-guided training for 0.5 TCH at https://wateroperator.thinkific.com/courses/source-water-protection-in-massachusetts or the new ***Basic Cybersecurity Measures for Water and Wastewater Systems in Massachusetts*** self-guided training for 1.0 TCH at https://classes.wateroperator.org/courses/cybersecurity.

Ideas for Community Education During Drinking Water Week

There are lots of existing programs available to use during Drinking Water Week to educate your community about water supply operations, the challenges of maintaining clean drinking water 24 hours a day, and how they can support you locally.

The American Water Works Association (AWWA) website offers examples of programs for youth, community events, and communication to the public through social media. For downloadable logos, social media posts, radio public service announcements and press releases, go to Drinking Water Week - American Water Works Association.

Some ideas for activities include the following:

1) Community Events
   - Create a display at your public library with your town's water supply map and other information.
   - Partner with your local garden club to plant a small garden with labeled drought resistant plants in a public space.
   - Start an Adopt-a-Hydrant program.
2) Youth Focus
   - Hold a children's coloring, essay or poster contest about their local water supply.
   - Videotape a tour of your water facility and offer it to teachers.
   - Tell kids about what water operators do and why it is important.
3) Public Communication
   - Describe a day in the life of a water operator.
   - Coordinate distribution of AWWA news releases to your local newspaper.
   - Publicize your Consumer Confidence Report.

Ideas for School Education During Drinking Water Week

Activities for students, lesson plans, and teacher guides are posted at the links below. Public water suppliers can partner with local teachers to plan Drinking Water Week events or use the materials below.

If you would like to plan Drinking Water Week activities, here is a weeklong program.

- **Monday:** preschool
  - http://ftp.mwra.com/02org/html/dwayne.htm
- **Tuesday:** elementary grades – K-3
  - Drinking Water Week - American Water Works Association
  - https://www.epa.gov/sites/default/files/2021-04/documents/ws-earth-day-kids-tips-puzzles.pdf
- **Wednesday:** middle school – 4-8
  - 2022-KidsActivityBook-English.pdf
  - https://drinktap.org/Kids-Place/The-Story-Of-Drinking-Water/What-is-the-water-cycle
- **Thursday:** high school – 9-12
  - EnviroAtlas Educational Materials | US EPA
- **Friday:** community colleges, other higher education – Building Your Own Watershed & Topics for Discussions

- https://www3.epa.gov/safewater/kids//activity_grades_9-12_buildyourownwatershed.html
- https://www.bwsc.org/environment-education

LCR, LCRR, and LCRI Updates

LCRR Updates

IMPORTANT NOTICE Regarding Predictive Modeling and Statistical Analysis!

All Massachusetts COM and NTNC PWS should note that MassDEP is currently in the process of reviewing the MassDEP DWP Statistical Analysis and Predictive Modeling Guidance, based on the initial SLIs submitted which used statistical analysis and/or predictive modeling.

Please continue to read the biweekly *In the Main Newsletter* editions for all future updates on the status of the MassDEP DWP Statistical Analysis and Predictive Modeling Guidance. In addition, MassDEP DWP will provide updates to all NTNC and COM PWS through direct emailing when the new guidance is available.

MA Service Line Data as of March 31st!

MassDEP DWP was required to submit its SLI data to EPA by March 31, 2025. As of March 31, Massachusetts has a total 1,892,375 service lines! Of those over 1.8 million service lines, **78.84% are NON-LEAD!** For summary statistics of how many Non Lead, Unknown, Galvanized Requiring Replacement (GRR) and Lead service lines are in Massachusetts, see the **Service Line Inventory Summary Sheet.**

Public Water Systems Status

	# of COM PWS	# of NTNC PWS*	Total # of PWS**	% of Total PWS
# of PWS with LSL (Lead service Lines), GRR (Galvanized Requiring replacement), and/or Unknowns	234	2	236	30.93%
# of PWS with Only Non-Lead Service Lines	275	194	469	**61.47%**
# of PWS with No Service Lines	13	45	58***	7.60%
Total	522	241	763	100.00%

Service lines Status

	COM	NTNC	Total # Service Lines	% of Total Service Lines
LSL (Lead service Lines)	28,983	0	28,983	1.53%
GRR (Galvanized Requiring replacement)	11,434	0	11,434	0.60%
Unknowns	359,925	5	359,930	19.02%
Non lead	1,490,772	1,256	1,492,021	**78.84%**
Total	1,891,114	1,261	1,892,375	100.00

PWS should note that these numbers are subject to change as PWS and MassDEP/DWP continue to update SLI submissions.

** Please note that 3 PWS since October 16, 2024 have become transient non-community (TNCs) and are no longer regulated under the LCRR. These TNCs are currently tracked under the NTNC Columns, as they were classified as NTNCs when the LCRR became the compliant rule. All 3 TNCs are non lead systems.*

*** 3 PWS did not submit inventory information. Due to this, the table above includes all 763 PWS which submitted an SLI, instead of the total 766 which were subject to the LCRR.*

**** Please note that 58 PWS subject to the LCRR service line inventory requirements have zero (0) service lines.*

Note: Based on MassDEP/DWP last survey the average replacement cost for LSL in MA is $7,500: https://forms.office.com/g/5miTN1NZMn. This average replacement cost does not account for auxiliary costs such as outreach.

Additional information

Public drinking water is regularly tested for safety and compliance with local, state, and federal drinking water regulations, and Massachusetts public drinking water source water provided to each home meets the lead action level, however, lead can be picked up in the service lines and internal home or facility plumbing when the water is not used for several hours or more, if the home or facility plumbing contains lead. As such, consumers can protect themselves while addressing the removal of lead service line lines or plumbing by flushing the lines before using water for drinking or cooking. MassDEP has provided specific guidance on how to address lead in drinking water, both short and long term. See links below.

For consumers:

Frequently Asked Questions about the LCRR Service Line Inventory

Good Drinking Water Tips for ensure lead free water:

What you Should Know about Lead in Drinking Water and Consumer Notices

Is there lead in my tap water? | Mass.gov

Lead Consumer Notices: What you Should Know about Lead in Drinking Water and Consumer Notices

For PWS:

Guidance: How PWS can make their Service Line Inventories Accessible to the Public

LCRR Service Line Inventory Public Outreach Toolkit

For Media:

LCRR Service Line Inventory Press and Media Toolkit

PowerPoint Presentation of LCRR Service Line Inventory Press and Media Toolkit

Thank you to all of our public water systems for your dedicated efforts over the past years in completing these inventories. Your hard work is a significant step forward in safeguarding public health across the Commonwealth.

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, 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.

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 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

LCR Updates

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.

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 going forward.

LCRI Updates

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.

Manganese in Drinking Water

There has been a lot of interest in the press lately regarding manganese in drinking water and complaints by residents of discolored water.

As a reminder, Community and Non-Transient Non-Community PWS that have finished water manganese levels exceeding the EPA Health Advisory Level/MassDEP Office of Research and Standards Level of 0.3 mg/L should have submitted a Corrective Action Plan to the MassDEP Regional Office, Drinking Water Program, and be working to reduce manganese levels. To discuss and update your plan, please contact your MassDEP Regional Office.

MassDEP provides information for consumers and a map of manganese levels in Massachusetts drinking water at Public Water Supplies at: https://www.mass.gov/info-details/manganese-in-drinking-water

Even manganese levels below 0.3 mg/L can cause problems such as discolored water and staining of laundry. MassDEP and the EPA recommend that all PWS provide water that meets the Secondary Maximum Contaminant Level (SMCL) for manganese of 0.05 mg/L.

Updated Forms: ERP Compliance Checklist and Emergency Response Reporting Documents

DWP has recently updated several documents related to ERPs and Emergency Events reporting. These forms can be downloaded at https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#emergency-response-forms-.

- The Emergency Response Plan (ERP) Compliance Checklist was updated to include information about ADA and multilingual translation requirements and PWS procedures for contacting the DWP for Tier 1 Public Notifications.
- The Emergency Response Checklist was updated to include checklist items pertaining to cybersecurity incidents.
- The Emergency Response Report (After Action Report) and the two forms listed above were updated to request work/business contact information for any operators or points of contact for the PWS.

If you have any questions about these forms, please reach out to the Drinking Water Program at program.director-dwp@mass.gov.

ERP Compliance Checklists – Submit to 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 with the recently updated ERP Compliance Checklist document 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. **Reminder: PWS should NOT submit their full ERP documents to DWP, as those documents contain sensitive information about their system.**

Lead in Schools and Childcare Facilities Drinking Water Update

Important Information for PWS: LCRI Waiver Program for Lead in School and Childcare Facility Testing

Waiver Information and Criteria

Starting in November 2027, Public Water Systems (PWS) may receive a full or partial written waiver from MassDEP to exempt them from the school and childcare facility sampling requirements of the LCRI (40 CFR 141.92). PWS may receive this waiver if they have an existing lead sampling program that meets one of the following eligibility criteria:

1. The sampling program meets the LCRI frequency and protocol requirements for sampling for lead at schools and childcare facilities
2. The sampling program meets the LCRI frequency and protocol requirements, excluding for sample size and stagnation time AND remediation actions are required
3. The sampling program requires sampling less frequently than every 5 years, but remediation actions are required
4. The schools or childcare facilities maintain point-of-use devices certified to reduce lead in drinking water on all fixtures used for human consumption
5. **Sampling was conducted under the MassDEP/DWP Water-Smart Pilot Program for PWS**

To download the waiver application go to https://www.mass.gov/doc/lead-testing-waiver-application-for-schools-and-childcare-facilities/download . PWS that are interested in receiving a waiver should contact the MassDEP Drinking Water Program early to ensure that their sampling programs meet the waiver requirements.

Waivers will be available for sampling programs that meet the above criteria developed after the LCRI compliance date of November 1, 2027, **OR** for any sampling program that meets the above criteria where sampling occurred between January 1, 2021, and November 1, 2027. **This includes sampling conducted as part of the MassDEP/DWP Water-Smart Pilot Program for PWS since 2022.** To date the following PWS are participating in the MassDEP/DWP Water-Smart Pilot Program for PWS:

- Chelsea Water Department (3057000)
- Chicopee Water Department (1061000)
- Dracut Water Supply District (3079000)
- Fitchburg DPW Division of Water Supply (2097000)
- Framingham Water Department (3100000)
- Gloucester Public Utility Division (3107000)
- Haverhill Water Department (3128000)
- Lowell Regional Water Utility (3160000)
- Lynn Water and Sewer Commission (3163000)
- Pittsfield DPU Water Department (1236000)
- Springfield Water and Sewer Commission (1281000)
- West Springfield DPW Water Division (1325000)

PWS that are interested in joining the MassDEP/DWP Water-Smart Pilot Program for PWS should email the Drinking Water Program at Program.Director-DWP@mass.gov, subject Water-Smart Pilot Program.

Details of the frequency, protocol, waiver and other LCRI requirements related to sampling for lead at schools and childcare facilities can be found at 40 CFR 141.92 (https://www.ecfr.gov/current/title-40/section-141.92) or in EPA's Lead in Schools and Child Care Facilities LCRI Technical Factsheet (https://www.epa.gov/system/files/documents/2024-10/final_lcri_fact-sheet_schools-and-child-care.pdf)

Continued Requirements for PWS Under the LCRI

It is important that PWS participating in the MassDEP/DWP Water-Smart Pilot Program, or otherwise anticipate receiving a waiver, understand the ongoing public education and reporting requirements they must adhere to, regardless of waiver status. These include:

Public Education and Outreach Activities:

- Develop and maintain a list of schools and childcare facilities served by the PWS that were constructed and did not have full plumbing replacement before January 1, 2014, and/or are served by a lead, galvanized requiring replacement or unknown service line.
- Within the first five years after November 1, 2027, and at least once every five-year period after, either certify in writing to MassDEP that there have been no changes to the list or submit a revised list to MassDEP.
- Provide annual public education to schools and childcare facilities on the list to provide information about the health risks of lead in drinking water and steps consumers can take to reduce their exposure.
- Continue to notify schools and childcare facilities annually that they are eligible to be sampled for lead by the PWS upon request.

Reporting Activities:

- Provide sampling results and information about remediation options to the sampled school or childcare facility, DPH, the local board of health, and MassDEP no later than 30 days after receipt.

- Beginning January 30, 2029, and annually thereafter, submit a report to MassDEP that summarizes the previous year's activities. This report must include:
    - Certifications that
        - A good faith effort was made to identify schools and childcare facilities in the PWS's service area;
        - The required information about health risks from lead in drinking water and steps consumers can take to reduce their lead exposure was delivered to the schools and childcare facilities on the list;
        - The notification and sampling requirements for elementary schools, secondary schools, and childcare facilities were met; and
        - Sampling results were provided to schools, childcare facilities, DPH and the local boards of health.
    - The number and names of the schools and childcare facilities sampled in the previous year.
    - The first five reports must also include:
        - The number and names of the elementary schools and childcare facilities that declined sampling or were non-responsive; and
        - Information about the outreach attempts that were declined or not responded to.

For more information on the Water-Smart Program see https://www.mass.gov/water-smart

Water-Smart Program Shoutout in the Massachusetts Association of School Committees March Bulletin:

See information about the MassDEP-DWP Water-Smart Program in last month's MASC Newsletter (Tools for Schools article): https://www.masc.org/wp-content/uploads/2025/03/March25Bull2.pdf

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PFAS Update

New NSF Certification of Drinking Water System Components

NSF has updated its standards (NSF-61 and NSF-600) to align with the new EPA PFAS National Primary Drinking Water regulations. The standard now requires PFAS testing of products, components, and materials that come into contact with drinking water, such as pipes, tanks and coatings. Federal and state regulations and plumbing codes require drinking water components to be certified to the NSF-61 standard for chemical contaminants and impurities.

The NSF Drinking Water Treatment Units Joint Committee is still working to update the NSF standards for PFAS treatment (NFS 53 and NSF 58) to align with the new EPA PFAS MCLs. The current versions of the treatment standards are based on updates made in 2022 to ensure water treatment devices can reduce various PFAS in addition to PFOA and PFOS. The NSF added PFHpA, PFHxS, PFNA, and PFBS to create a "Total PFAS" reduction claim, and lowered the limit of combined PFAS from 70 ppt to 20 ppt.

New MassDEP webpage and resources for AFFF

MassDEP has created a new AFFF webpage with resources to address PFAS in firefighting foam. It includes a video of a seminar "Life Without AFFF" conducted by the Massachusetts Firefighting Academy.

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 a use for PFAS?

A. Water Resistance
B. Allows easier chemical bonding
C. Flavor enhancer
D. Improves water quality

Which of the following is NOT a source of lead?

A. Steel
B. Paint
C. Drinking water
D. Cosmetics

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, Subject DWP Trivia.

Training Calendar

When you need training, please look at the training calendar located at: http://www.mass.gov/eea/agencies/massdep/water/drinking/drinking-water-training-class-schedules.html.

Board of Certification Training Page and List of Approved Courses

You may also want to go to the Board of Certification of Operators of Drinking Water Supply Facilities Operators training page and view the approved education courses to sit for examination. Go to: https://www.mass.gov/info-details/board-of-certification-of-operators-of-drinking-water-supply-facilities-approved-education-courses-to-sit-for-examination

Some Newly Added Trainings on the Calendar

CRT425BT: BACKFLOW PREVENTION DEVICE TESTER RECERTIFICATION REVIEW TRAINING
Tuesday, April 8, 2025; 8:00 a.m. – 4:30 p.m. ET; Holliston
This course blends refresher information with hands-on testing and covers key areas of cross connection and backflow prevention control. It also incorporates a thorough hands-on review of testing procedures on various devices from different manufacturers. Students may opt to take just this course, just the practical exam, or both the course and exam (although the course is recommended for anyone wishing to take the practical exam). 0.5 CEUs, CRT425BT, $455 Training & Exam. Register here

SCS425AT: OSHA CONFINED SPACE SAFETY
Tuesday, April 8, 2025; 8:30 a.m. – 3:30 p.m. ET; Holliston
This course will help participants gain insight into the importance of developing and implementing a confined space safety program at their own utility or organization. More than 200 persons die each year in confined spaces. These deaths are preventable if confined space entry procedures, required by OSHA regulations, are followed. This course will also have a special safety equipment demonstration session. Specific content includes: an introduction to regulations, training requirements, examples, categories, and hazards of confined spaces; toxic atmospheres as well

as testing and monitoring; lockout tagout; permits; and duties of those working in the confined space. 0.6 CEUs SCS425AT; $195 Member /$355 Non-Member. Register here

Get Up to Speed with Variable Frequency Drives (VFDs)
Wednesday, April 9, 2025; 8:30 – 10:00 a.m. ET; webinar
Variable Frequency Drives (VFDs), also known as a Variable Speed Drives (VSDs), can run a pump much more efficiently and result in less wear and tear than their fixed-speed counterparts. Recent advancements in power electronics and microprocessors have made them more reliable and less expensive. $35 Members; $60 Nonmembers. Register here

EPA Emergency Response Research Webinar Series: Leveraging Stormwater Modeling to Prepare and Recover from Emergencies
Wednesday, April 9, 2025; 2:00 – 3:00 p.m. ET; webinar
Responding to disasters is difficult enough, but adding potential impacts from rainstorms can exacerbate those response and recovery efforts. Stormwater can transport pollutants, such as heavy metals, pathogens, and nutrients, which threaten the quality of rivers, lakes, and oceans. Many emergency personnel and stormwater operators have not considered or planned for the challenges in predicting and mitigating transport of biological agents (e.g., anthrax-causing bacterium) or long-lasting radionuclides (e.g., cesium-137) that may result from a contamination event. Over the last five years, EPA's Homeland Security Research Program has demonstrated how EPA's Storm Water Management Model (SWMM) can be used to track the fate and transport of contaminants through multiple case studies. The program has developed a Stormwater Emergency Response Tool and Optimizer (SERTO) to leverage SWMM to plan sensor detection networks prior to an emergency. This presentation will provide an overview of how these tools can be used for emergency response and preparedness through the case studies' key findings and preview of SERTO. Register here

BBR425AT: IDENTIFYING AND CORRECTING POTENTIAL BACTERIAL RESISTANCE TO DISINFECTION
Thursday, April 10, 2025; 8:30 – 11:45 a.m. ET; Holliston
This course will provide detailed information regarding the growth of bacteria in drinking water and explore recent concerns indicating possible resistance of these organisms to chlorine disinfection. Just as the medical profession has seen an increase in antibiotic resistance, water operators may discover that disinfection doesn't work as well as it used to in some cases. This course will discuss current concerns with bacterial resistance and how to identify if this phenomenon is occurring in your system. It will also outline several methods to address this challenge. If you are using a disinfectant in your distribution system and have challenges keeping your system doses adequate to curb total coliform appearance, this course will be of value to you. 0.3 CEUs; $145 Member/ $305 non-member Register here

MFS425AT: THE FIRST TIME SUPERVISOR
Thursday, April 10, 2025; 8:30 a.m. – 3:30 p.m. ET; Holliston
If you're a first-time supervisor, two questions have probably already come to mind: just what is supervision and how do I go about it? Being a supervisor can challenge and reward you. Specific skill sets will help you make the transition from front-line worker to effective supervisor. You'll learn and practice key communication and work-management skills, as well as how to manage time. You'll also learn specific skills for your new position such as how to report upwards to your supervisor using the four key element model, how to give effective feedback using the 3-F model, how to use different strategies to motivate your staff, and how to delegate effectively. This course is for drinking water professionals who are entering into a supervisory or management role at their utility or organization and who need to build the basic skills needed to be an effective supervisor. Those who are currently managers will find this course a beneficial review as well. 0.6 CEUs MFS425AT, $195 member rate/ 355 non-member Register here

CBF425DT: BACKFLOW PREVENTION DEVICE INSPECTORS/TESTER TRAINING
Tuesday, April 15 through Friday, April 18, 2025; 8:00 a.m. – 4:30 p.m. ET; Boston
This course will help students understand cross connection control and provide them with the knowledge to test backflow prevention devices. Written and practical exams for students to become a NEWWA-certified Backflow Prevention Device Inspector/Tester are given on the last day of the course. Classroom and hands-on instruction will

cover cross connections and their health hazards; backflow and its many types; how to test three types of backflow prevention devices; how to choose the appropriate device for a facility; troubleshooting; and regulations and codes. Note that NEWWA certification is universally accepted (except with Aqua America in Pennsylvania), however, some states such as Massachusetts, Connecticut, and New York require their own certification, separate from the NEWWA certification. This will be discussed during the course. Boston Water & Sewer Commission CBF425DT 2.0 CEUs. Registration Fee $750 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

DAD425AT: TECHNICAL TRAINING AND DRINKING WATER OPERATOR EXAM PREP, GRADE D1
Wednesdays, April 16 through May 21, 2025; 1:00 – 4:15 p.m. ET; Holliston
This in person course will help you prepare for the Grade D1 operator exam. Topics covered include: basic math, safe work practices, pumps, pipe installation and maintenance, services, meters, valves, hydrants, backflow prevention, storage tanks, basic hydraulics, disinfection, records, and regulations. April 16th, 23rd, 30th, May 7th, 14th, 21st Wednesday afternoons 1pm -4:15pm, 1.8 CEUs, $595 member/ $755 non-member, DAD425AT Register here

TCT425AT: TECHNICAL TRAINING AND DRINKING WATER OPERATOR EXAM PREP, GRADE T1
Wednesdays, April 16 through May 21, 2025; 8:30 – 11:45 a.m. ET; Holliston
This in person course will help you prepare for the Grade T1 operator exam. Topics covered include: basic math and conversions, basic chemistry, disinfection, ion exchange, fluoridation, laboratory tests, aeration, taste and odor control, iron and manganese removal, regulations, and operation and maintenance of pumps and motors.

April 16th, 23rd, 30th, May 7th, 14th, 21st Wednesday mornings 8:30am- 11:45am, TCT425AT 1.8 CEUs, $595 member/ $755 non-member Register here

EPA Small Drinking Water Systems Webinar Series: Lead Chemistry, Communication, and Local Engagement
Tuesday, April 29, 2025; 1:00 – 4:00 p.m. ET; webinar
This special extended webinar event includes talks given at the 21st Annual EPA Drinking Water Workshop on September 17-19, 2024. Presentations will include overviews of lead corrosion and release basics, research on pipe scale sampling and analysis, best practices for starting and maintaining corrosion control treatment, Ohio's lead strategy and engagement toolkit, and the impact of Michigan's Safe Drinking Water Act on compliance lead service line sampling and system and customer communication. Information on the annual drinking water workshop: 21st Annual EPA Drinking Water Workshop: Small System Challenges and Solutions | US EPA. 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/eisIsdQnXqE

- **Environmental Finance Center Network**
  For a complete list of trainings webinars and in-person trainings please go to:
  https://efcnetwork.org/training-events/

- **EPA**

For a complete list of trainings, webinars and in-person trainings, please go to: https://www.epa.gov/dwreginfo/drinking-water-training.

- **Mass Rural Water Association**
  For a complete list of trainings, webinars and in-person trainings, please go to: https://www.massrwa.org/p/14/Trainings—Events.

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

- **NEWWA**
  For a complete list of trainings, webinars and in-person trainings, please go to: https://communityhub.newwa.org/nc__upcomingevents.

- **Water ISAC**
  For a complete list of trainings, webinars and in-person trainings, please go to: https://www.waterisac.org/resources.

- **RCAP Solutions**
  For a complete list of trainings, webinars and in-person trainings, please go to: https://www.rcapsolutions.org/events/

- **AWWA**
  For a complete list of trainings, webinars and in-person trainings, please go to: https://www.awwa.org/event-calendar/

Training Refresher

If you need a refresher on recently given trainings, you can review several training videos located at: https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m
or click here: YouTube

To subscribe to the *In The Main Newsletter*, send a blank email to join-dep-dwp-subscribers@listserv.state.ma.us.
MassDEP is sending this important drinking water information to all PWS responsible persons who are listed on the state database. If you are no longer the correct responsible person for the PWS please reply with the correct contact information. MassDEP needs one responsible contact person from each PWS. Operators, consultants, and others who are interested in Drinking Water Program updates are encouraged to request to be subscribed to this email list. To subscribe to the *In The Main Newsletter*, send a blank email to join-dep-dwp-subscribers@listserv.state.ma.us. This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in Massachusetts and is collected by public water systems. For more information about the Assessment Program, go https://www.mass.gov/service-details/safe-drinking-water-act-assessment-advisory-committee-section-70-committee.

Cybersecurity, Emergency Preparedness, and You!

2025-04-04

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

Insider Threat Incident – Former Employee Pleads Guilty to Tampering with Utility's Water Supply
A former employee of the Stoughton Water Department has pleaded guilty to tampering with the town's drinking water system. The individual illegally accessed the water treatment facility's control system on multiple occasions after resigning, risking the safety and integrity of the public water supply. On the evening of Nov. 29, 2022, Bullock went into one of the Water Department's pumping stations and turned off the pump that introduces chlorine into drinking water. As a result, insufficiently disinfected water was introduced into the drinking water system. Read the full article here: Former Stoughton Water Department Employee Pleads Guilty to Tampering with Drinking Water

Important Tips: When thinking about cybersecurity, it's essential to take a broader view- physical security plays a critical role. Unauthorized physical access can lead to tampering with systems, plugging in malicious devices, or bypassing digital safeguards altogether. **Protecting cyber assets requires the same attention to physical measures, such as securing doors, gates, and locks, as it does to implementing firewalls and using strong passwords.**
Also timely revocation of access credentials is important for security. Organizations should have clear, written policies to immediately revoke both physical and online access when an employee retires, resigns, or is terminated. Delays can leave systems vulnerable to intentional or accidental harm.

NEW Critical Infrastructure Security Updates:

Ivanti Connect Secure Vulnerability Actively Exploited by China-Nexus Group

- Ivanti released a security advisory regarding the active exploitation of a critical security flaw affecting vulnerable Ivanti Connect Secure, Pulse Connect Secure, Policy Secure, and ZTA gateway products.
- Successful exploitation of the security flaw allows remote unauthenticated threat actors to gain remote code execution capabilities on vulnerable instances.
- User are encouraged to upgrade affected Ivanti products to remediate this vulnerability as soon as possible. Full article.

CISA and Partners Release Cybersecurity Advisory "Fast Flux: A National Security Threat"

- CISA released a joint Cybersecurity Advisory "Fast Flux: A National Security Threat."
- According to the advisory "many networks have a gap in their defenses for detecting and blocking a malicious technique known as "fast flux." This technique poses a significant threat to national security, enabling malicious cyber actors to consistently evade detection."
- This advisory warns organizations, internet service providers (ISPs), and cybersecurity service providers of the ongoing threat of fast flux enabled malicious activities and provides guidance on detection and mitigations to safeguard critical infrastructure and national security.
- Access advisory here CSA-FAST-FLUX.PDF

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 for Free:** https://classes.wateroperator.org/courses/cybersecurity

2025 Sanitary Surveys and Cybersecurity
Is your PWS scheduled for a sanitary survey in 2025? If your PWS is scheduled for a sanitary survey in 2025 MassDEP/DWP will inspect your cybersecurity assessment findings and plans during the upcoming sanitary survey

cycle**.** Any findings will be incorporated in a separate action plan and your PWS will receive technical assistance to assist you to address the findings. Please remember all cybersecurity information is considered as sensitive information and must be kept confidential. If you have any questions on this information, you may also contact the Drinking Water Program at program.director-dwp@mass.gov.

Have you completed a cybersecurity assessment for your PWS? If not, sign up free today!
Register for a free cyber assessment with simple steps by using the following link: https://www.epa.gov/waterresilience/forms/epas-water-sector-cybersecurity-evaluation-program.

All PWS are required to have a cybersecurity plan/program and complete a cybersecurity assessment as part of their Emergency Response Planning (ERP) responsibilities.

Please Note: MassDEP includes cybersecurity checks in capacity evaluations for PWS for DWSRF grant and loans and during or after sanitary surveys or as needed. In addition, the DWSRF program encourages cybersecurity assessments through its Asset Management Planning Grant activities, as well as offers financing for cybersecurity related equipment and software. See details here https://www.mass.gov/state-revolving-fund-srf-financial-assistance-program

Grants and Funding

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

Frequently Asked Questions:
Can a PWS choose its own vendor/consultant, and if so, is prior approval from MassDEP required?
PWSs are encouraged to work with contractors listed under the OSD ITS78 Statewide Contract for Data, Cybersecurity, and Related Audit Compliance and Incident Response Services. However, they may also use their existing vendors/contractors if already onboard.
Regarding prior approval, PWSs can submit their cybersecurity application along with details of their chosen contractor or consultant. MassDEP/DWP will review the provided information. In some cases, PWSs prefer to work with their long-term consultants, with whom they have established trust and familiarity, especially given the sensitive nature of their projects. If the PWS meets the qualifications, the contractor is approved.

Upcoming Trainings

Water Sector Cyber Resilience Briefing
Wednesday, April 23, 2025; 2:00 - 3:00 p.m. ET
On April 23, WaterISAC will convene its monthly Water Sector Cyber Resilience Briefing. Presenters will cover the latest cyber threats facing the water and wastewater sector. Event details.

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**.

Answers: A, A