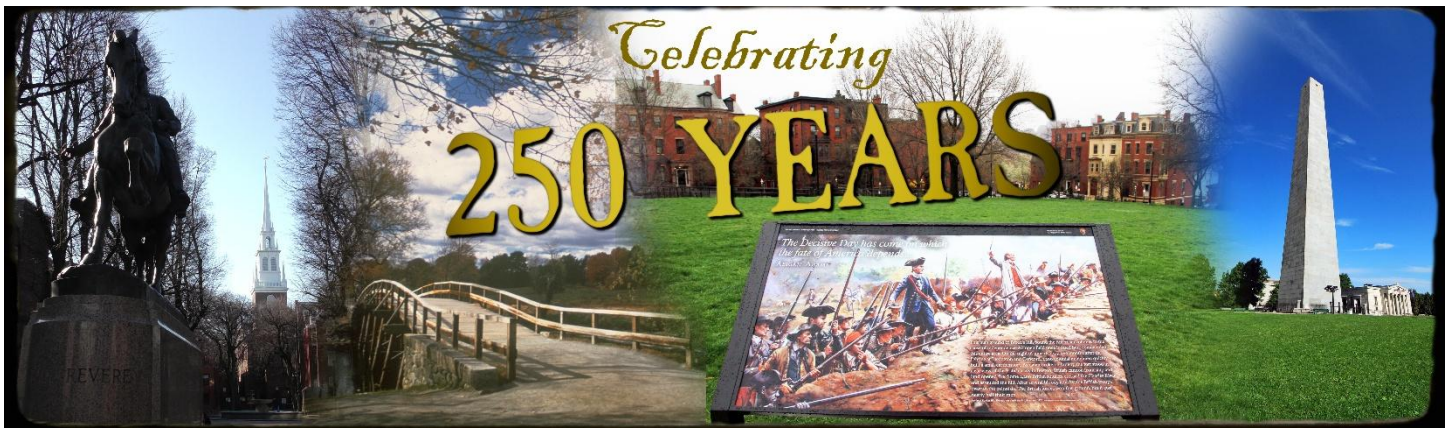
MassDEP / Drinking Water Program
100 Cambridge Street – 9th Floor; Boston, MA 02114
Program.Director-DWP@mass.gov or 617-292-5770
In The Main - The Drinking Water Updates can be found online at:
mass.gov/lists/communication-to-public-water-suppliers or at the Statehouse Archives at:
https://archives.lib.state.ma.us/handle/2452/826119 which has a searchable database.



Paul Revere Mall Photo by: Eric Cheung, North Bridge, Concord Photo from the National Park Service, Bunker Hill Park Photo by: Ingfbruno, Bunker Hill Memorial Photo by: Chensiyuan

This *In The Main* newsletter has these topics of interest 2025-04-18

1. Engineering Assistance for Small Public Water Suppliers
2. Eighth Public Posting of UCMR5 Data
3. Technical Assistance Available for Manganese Treatment
4. Drought Conditions Improve Across Several Regions in Massachusetts
5. AWIA Compliance Round 2: RRA and ERP Deadlines and ERP Support
6. Lead & Copper eDEP Uploads
7. LCR, LCRR, and LCRI Updates
8. Lead in Schools and Childcare Facilities Drinking Water Update
9. Drinking Water Trivia!
10. Training Calendar
11. Cybersecurity, Emergency Preparedness, and You!
12. 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

Engineering Assistance for Small Public Water Suppliers

Developing Engineering & Design Plans to Help Small PWS Obtain Financial Assistance

Recently, Massachusetts Department of Environmental Protection (MassDEP) sought proposals through a Request for Quotes (RFQ) from qualified environmental engineering consulting firms off of the Operational Services Division's (OSD) Statewide Contract PRF77, Category B - Design and Construction Administration

(https://www.mass.gov/doc/prf77designateddcamm/download) for the selection of multiple qualified engineering consultants, **to develop engineering and design plans for the mitigation of emerging contaminants including PFAS for Small and Disadvantaged Community (COM), Non-Transient Non-Community (NTNC), and non-profit Transient Non-Community (NTC) Public Water Systems (PWS)**. MassDEP is currently reviewing the bids and hopes to select the firms soon.

Firms hired through this RFQ by MassDEP will provide engineering and design planning assistance to small PWS, who often lack the financial resources to hire a firm on their own. The design plans developed by these firms may enable small PWS to apply for financial assistance from the State Revolving Fund to implement a project; qualify for an Emerging Contaminants in a Small or Disadvantaged Communities (EC-SDC) grant offered through the MassDEP DWP; and/or proceed with other financial support opportunities.

With "readiness to proceed" being a significant eligibility criterion for financial assistance, many small PWS will benefit from these planning and design services. PWS eligible for these services must be located in a small community (COM) serving under 10,000 residents, a Non-Transient Non-Community (NTNC), or a non-profit transient non-Community (TNC) Public Water Systems (PWS). It is important to note that there are specific requirements involved for different financial assistance options. For example, a PWS that is small but not disadvantaged must be able to demonstrate lack of capacity to incur debt sufficient to finance a project to be eligible for an EC-SDC grant. In contrast, to be eligible for an SRF loan, the opposite holds true – a PWS must have the capacity to incur debt.

MassDEP hopes to launch this new effort within the next several weeks and will provide updates in future issues of *In The Main*. Contact the Drinking Water Program at program.director-dwp@mass.gov, Subject: Engineering and Design Assistance, and CC Janine Bishop (Janine.Bishop@mass.gov) for more information.

Eighth Public Posting of UCMR5 Data

Later this month, the EPA will be releasing the eighth batch of UCMR5 data to the National Contaminant Occurrence Database (NCOD). The occurrence data and the data summary document will be posted here: https://www.epa.gov/sdwa/national-contaminant-occurrence-database-ncod. The time stamp of this UCMR5 data will be April 11th, 2025.

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 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 violate the Massachusetts Maximum Contaminant Level for PFAS6, then your PWS also has public notification requirements under 310 CMR 22.07G and you 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	Christine.Simard@mass.gov
Central	Paula Caron	Paula.Caron@mass.gov
Northeast	Amy LaPusata	Amy.Lapusata@mass.gov
Southeast	William Schwartz	William.Schwartz@mass.gov
Boston	Program.director-dwp@mass.gov Subject UCMR5, 617-292-5770	

Technical Assistance Available for Manganese Treatment

Participate in a study of cost-effective manganese treatment for small systems

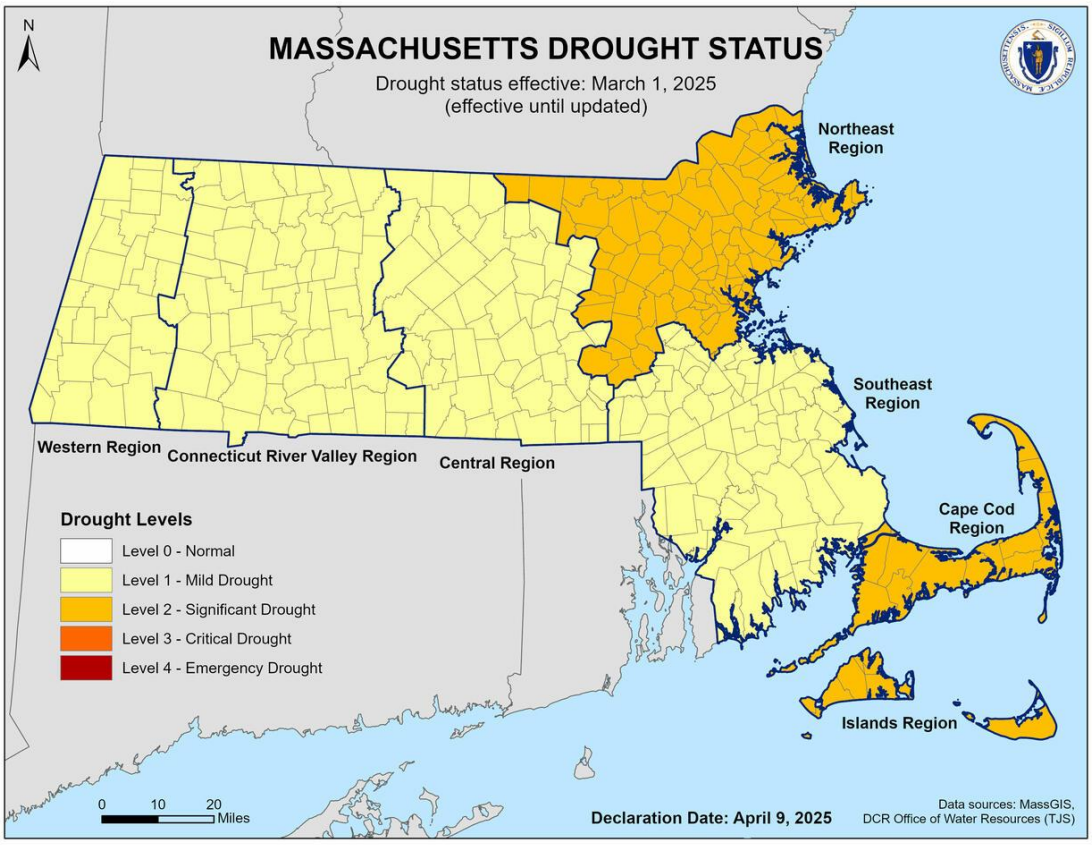
The Cornwell Engineering Group in conjunction with the U.S. EPA are commencing a project to support small utilities (≤ 10,000 population) in manganese treatment. They are interested in signing up utilities that have manganese treatment but may have issues with the treatment or utilities that have no manganese treatment but elevated levels of manganese in their source water. The goal of the project is to create a guidance manual and tools for general use and to provide specific information for individual utilities that participate.

For more information about the project see: https://www.epa.gov/research-grants/grant-treatment-technology-demonstrations-using-practical-and-affordable-manganese Or you can email the researchers with any questions or to be part of the study: Benjamin Swaringen BSwaringen@cornwellinc.com or Everett Skipper Eskipper@cornwellinc.com.

Drought Conditions Improve Across Several Regions in Massachusetts

On **April 9, 2025**, following two months of above normal precipitation, the Executive Office of Energy and Environmental Affairs (EEA) has downgraded the drought declarations in the Connecticut River Valley, Central,

Southeast and Western regions to a Level 1 – Mild Drought status and the Northeast region to a Level 2 – Significant Drought status. The Cape and Islands regions have remained at a Level 2 – Significant Drought.



Level 1 ("Mild Drought") and Level 2 ("Significant 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 2 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.

AWIA Compliance Round 2: RRA and ERP Deadlines and ERP Support

Deadlines for submitting certification to EPA 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 at least 100,000 must certify updates to their ERPs within six months after the date they submitted their RRA certification, but not later than September 30, 2025.**
- ★ **Community Public Water Systems serving a population of 50,000 to 99,999 must certify updates to their RRAs by the end of this year, December 31, 2025.**

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
3,301 – 49,999	June 30, 2026	December 30, 2026

The American Water Infrastructure Act (AWIA) was passed in 2018 and requires community water systems to certify that they have prepared and updated their RRAs and 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.

What are RRAs and ERPs?

A **Risk and Resiliency Assessment (RRA)** is an assessment of a water system's assets and the risks to and resilience of those assets to malevolent acts and natural hazards. RRAs include an evaluation of the capital and operational needs for a system's risk and resilience management. RRAs include an assessment of items such as, but not limited to:

1. the risk to the system from malevolent acts and natural hazards;
2. the resilience of the pipes and constructed conveyances, physical barriers, source water, water collection and intake, pretreatment, treatment, storage and distribution facilities, electronic, computer, or other automated systems (including the security of such systems) which are utilized by the system;
3. the monitoring practices of the system;
4. the financial infrastructure of the system;
5. the use, storage, or handling of various chemicals by the system; and
6. the operation and maintenance of the system.

An **Emergency Response Plan (ERP)** is a document that incorporates the findings from the RRA to create action plans and gather critical information for water systems to respond to emergencies in their system. ERPs include, but are not limited to:

1. strategies and resources to improve the resilience of the system, including the physical security and cybersecurity of the system;
2. plans and procedures that can be implemented, and identification of equipment that can be utilized, in the event of a malevolent act or natural hazard that threatens the ability of the system to deliver safe drinking water;
3. actions, procedures, and equipment which can lessen the impact of a malevolent act or natural hazard on the public health and the safety and supply of drinking water provided to communities and individuals, including the development of alternative source water options, relocation of water intakes, and construction of flood protection barriers; and
4. strategies that can be used to aid in the detection of malevolent acts or natural hazards that threaten the security or resilience of the system.

All PWS in Massachusetts are required to have an updated ERP (310 CMR 22.04(13)). PWS can refer to Chapter 12 and Appendix O of the *Guidelines* for more resources about ERPs.

Is my PWS required to certify updates to my RRA and ERP?

If you had to create and/or update an RRA and ERP during the first round of AWIA compliance (in 2020/2021), then you are required to do so for the second round of AWIA compliance. If you are still unsure if your PWS is required to meet AWIA requirements, you can refer to the EPA's AWIA Compliance Data Table, which shows a list of all COM PWS serving over 3,300 that are required to certify updates to their RRA/ERP. You can access this table at https://www.epa.gov/waterresilience/awia-section-2013sdwa-section-1433-compliance-data.

Updates to 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.

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 certification 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.

Submitted 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. **Reminder: PWS should NOT submit their full ERP documents to DWP, as those documents contain sensitive information about their system.**

MassDEP 6-Month ERP Certification Reminder for Community PWS Serving at least 100,000

On April 14, 2025, MassDEP/DWP sent a letter to Community PWS serving at least 100,000 to provide a 6-month reminder about the ERP certification deadline of September 30, 2025. You can find that letter at https://www.mass.gov/doc/reminder-6-month-notice-for-emergency-response-plan-erp-certification-for-pws-serving-100000/download.

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

Community water systems serving less than 3,301 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 here: https://www.epa.gov/waterresilience/resources-promote-rras-and-erps-cws-serve-less-3301-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: https://www.mass.gov/doc/guidelines-for-public-water-systems-chapter-12-emergency-response-planning-0/download
- MassDEP *Guidelines for Public Water Systems*, Appendix O – Handbook for Water Supply Emergencies: https://www.mass.gov/doc/guidelines-for-public-water-systems-appendix-o-handbook-for-water-supply-emergencies-0/download
- Previous MassDEP *In the Main* newsletters, including March 7, 2024; September 6, 2024; December 13, 2024; January 10, 2025; March 7, 2025; and March 21, 2025
- 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

Lead & Copper eDEP Uploads

General Information

Lead and copper monitoring is required by 310 CMR 22.06B. To determine lead and copper levels, PWSs need to sample in accordance with the regulations and their sampling schedules and send the samples to a certified lab per 310 CMR 22.11A. Note that tap sample results are due to MassDEP within the first ten days following the end of each applicable monitoring period specified in 310 CMR 22.06B(7) and (8) (i.e., every six-months, annually, every three years, or every nine years).

All lead and copper data require an electronic submittal in eDEP. Please work with your certified laboratory to ensure that lead and copper data is reported correctly.

eDEP Uploads

School / Childcare Facility Lead & Copper Results

Results that were obtained from schools and childcare facilities must get uploaded to eDEP using the LCCA report type. This is important because LCCA data transfers to the EEA Data Portal for public consumption. Each school and childcare facility has a unique org code and location codes, which can be found at the links below. To track school and childcare facility samples taken during PWS sampling as per 22.06B(7)(a)9., PWSIDs should be entered into the sample comments field, to distinguish these results from other non-LCR samples uploaded using the LCCA report type.

Information on how to sample for lead and copper at schools and childcare facilities is available here: Sampling for Lead and Copper at Schools and Childcare Facilities | Mass.gov.

Other Lead & Copper Results

All other lead and copper data must get uploaded to eDEP using the LCR report type, which doesn't transfer to the Public Portal.

eDEP Resources

- LCCA Org Codes
- LCCA Location Codes
- eDEP Upload Guidance

If you have any questions about eDEP uploads, contact the Program Director at program.director-dwp@mass.gov, Subject: eDEP Uploads, and CC Andrew Durham (Andrew.Durham@mass.gov) and Sage Grace (Sage.Grace@mass.gov).

LCR, LCRR, and LCRI 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 any 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 via direct email when the new guidance is available.

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, galvanized requiring replacement (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 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 create guidance in the future for PWS to create and update their own SLI consumer outreach programs.

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 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.

Regional LCR Contacts	
Western	**Central**
Tim Vreeland: Timothy.C.Vreeland@mass.gov David Averill: David.Averill@mass.gov	Alexandra Wahlstrom: alexandra.wahlstrom@mass.gov Andrea Lemerise: andrea.lemerise@mass.gov Nicole Orzechowski: nicole.orzechowski@mass.gov
Northeast	**Southeast**
Melissa Balcourt: melissa.balcourt@mass.gov Melika Uter: melika.uter@mass.gov	Nicholas Shuler: nicholas.shuler@mass.gov Courtland Ridings: courtland.ridings@mass.gov

Helpful Resources to Answering Consumer Questions when Receiving SL Notices

PWS should check and may refer consumers to the MassDEP LCRR Consumer's Frequently Asked Questions (FAQ) This webpage is a compilation of frequently asked questions regarding consumer notices, SLIs, what a service line is, and so on.

Do you have questions that 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

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.

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, 1,108 schools and EECFs are participating in the program and 705 (64%) of participating facilities are within environmental justice communities. To date, 987 schools and EECFs have completed testing. Of facilities that have tested and received results, 663 (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://tinyurl.com/Water-SmartProgram

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.

Where was the first filter facility located?

A. Athens, Greece
B. Paisley, Scotland
C. Chelsea, England
D. Hamburg, Germany

What is the slogan of Earth Day 2025?

A. Our Power, Our Planet
B. Nurture the earth, It's our worth
C. Be the change, Save the earth
D. Pollution is not a solution

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

Training Calendar

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

Board of Certification Training Page and List of Approved Courses

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

Some Newly Added Trainings on the Calendar

State Revolving Fund (SRF) Technical Assistance & Open Office Hours: Is Free Money Actually Free?
Monday, April 21, 2025; 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. Submit your questions in advance or bring them to the session for real-time support from our experts. Register here

WWQ425AT: PREPARING FOR AND RESPONDING TO CUSTOMER WATER QUALITY COMPLAINTS
Tuesday, April 22, 2025; 8:30 – 11:45 a.m. ET; Holliston, MA
This course will allow participants to carefully plan how to create an effective program for receiving water quality complaints, and how to deal with the various types of expected and unexpected water quality complaints. Because of serious liability issues, as well as the need to learn more about your system's water quality, an overview of how to properly receive and record complaints will be presented along with proven remedies to ease any fears in the minds of the customer. Sound practices for setting up and completing a site visit, if required, will be discussed along with a list of the most common types of water quality complaints, and how to satisfy the customer. $145 member / $305 non-member. Register here

Treat & Meet: Dracut Water Supply District's New Drinking Water Treatment Plant
Tuesday, April 22, 2025; 4:00 p.m. ET; Dracut, MA
Join the MWWA's Emerging Water Professionals as we tour the Dracut Water Supply District's new Water Treatment Plant which is located just over the border in Tyngsborough MA. This state-of-the-art facility is designed to significantly enhance water quality by removing iron and manganese which are the primary causes of discolored water. Following the tour, we will gather for socializing with light bites and drinks. MWWA will provide the food; you will be on your own to purchase drinks. Register here

Eurofins: PFAS Basics, Part 1
Tuesday, April 22, 2025; 1:30 – 2:30 p.m. ET; webinar
This presentation will provide an important foundation for understanding the history of PFAS, uses and sources, simplify the complexity around the chemistry and nomenclature of PFAS, provide an introduction to sampling and analytical considerations, and provide an awareness of how PFAS are being addressed across the country today. Register here

RCAP: Hydrant Assessments for Asset Management
Tuesday, April 22, 2025; 1:00 – 2:00 p.m. ET; webinar
Hydrants are an important feature of water system asset management plans and GIS mapping data. How do you assess their condition and age? This webinar will be taught from the experience of completing many drinking water asset management projects and working with firefighters. The learning objectives will be to determine a hydrant's age if the date stamp is hidden or does not exist. This webinar will cover the various popular styles of hydrants by decade and manufacturer and will discuss how assets such as the mains and valves may help solve any unknown hydrant age mysteries. Other learning objectives will be how to assess the condition of a hydrant from a visual inspection. We will go over logging data such as physical accessibility to the hydrant and knowing the parts of a hydrant for any conditional issues. This webinar is funded under RCAP's Environmental Finance Center (EFC) grant. Register here

AWWA's New Guidebook: Climate Change Impacts in Water Demand Forecasting
Wednesday, April 23, 2025; 1:00 – 2:30 p.m. ET; webinar
This webinar will provide attendees with a look inside the development, findings, and key takeaways of AWWA's new "Guidance on Integrating Climate Change Impacts into Water Demand Forecasting" Guidebook. Developed by Carollo Engineers as an AWWA Technical and Educational Council-funded project, this guidebook incorporates the latest information regarding the data needed and best practices for integrating climate change impacts into water demand forecasting. It aims to aid utilities in planning for and responding to pressures resulting from climate change, and thereby help increase water supply sustainability. Seeking to incorporate example utilities that are already accounting for climate change in their forecasting efforts, Carollo collected a selection of case studies for the guidebook to analyze existing methodologies and tools used to estimate current and future climate change impacts on water demand. $75-member, $120-nonmember. Register here

TUT425AT: UNDERSTANDING THE IMPORTANCE OF CONTACT TIME (CT) IN DISINFECTION

Wednesday, April 23, 2025; 8:30 – 11:45 a.m. ET; Beverly, MA
This half-day class is designed to provide participants with an understanding of the concept of Contact Time (CT) used in providing effective disinfection of water. Beginning with a full explanation of CT, the reasons for use of tables supported by sound science and research will be examined as it relates to water microbiology. A brief explanation of Irradiation Time (IT) will be covered to assist in understanding similar concepts in the use of ultraviolet energy as an effective disinfectant. The various types of chemical disinfectants will be examined, with an explanation of the most successful methods that are used to provide the best methods of pathogen elimination. Lastly, a brief exercise will follow related to the use of CT tables and how to use the tables for compliance with the Safe Drinking Water Act. $145 member/$305 non-member. Register here

BMC425AT: WATERWORKS MATH
Thursdays, April 24 through May 29, 2025; 8:30 a.m. – 12:15 5.m. ET; Holliston, MA
Math skills often make the difference in passing certification exams. This course will provide a concentrated, thorough review of basic math and related applications for drinking water operators preparing to take the certification exam. Each session will focus on a specific topic area, building in opportunities for review and problem-solving practice. This is a hands-on course requiring all to participate in class exercises with the goal of students leaving with a mastery of math skills and effective problem solving. $595 member/ $755 non-member. Register here

Green Infrastructure Webinar Series: Funding Green Infrastructure
Thursday, April 24, 2025; 12:00 – 1:15 p.m. ET; webinar
In order to implement green infrastructure, obtaining and effectively managing funding is essential. In this webinar, you will learn about some key funding sources for green infrastructure at both the federal and state levels. Federal funding includes the Section 319-grant program and the New EPA Grant OSG Program (Sewer Overflow and Stormwater Reuse Municipal Grant Program). At the state level, funding opportunities include the Clean Water State Revolving Fund, as well as other state-specific incentives. Building on the co-benefits analysis method explored in Webinar 3, we will revisit how to leverage the multiple benefits of green infrastructure to obtain funding. Finally, this webinar will explore methods for funding the longevity and sustainability of GI planning for the entire infrastructure lifecycle, including, importantly, operations and maintenance. Guest Presenter: Mike Crowley, Senior Director, Quantified Ventures. Register here

MWWA Drinking Water Operator Study Group
Thursday, April 24, 2025; 2:30 p.m. ET; webinar
Are you preparing for the drinking water operator exam and feeling stuck on certain topics? You're not alone, and we're here to help! Join us for a relaxed and supportive virtual study group designed to make things easier. This is a no-judgment zone—just water professionals helping each other get ready for test day. Bring your questions, some scratch paper, a pencil, a calculator, ABC Formula Sheet, and a willingness to learn! Don't let tricky topics hold you back. Let's tackle them together and make sure you're ready to succeed. Register here

Chemical Feed Pumps
Tuesday, April 29, 2025; 8:30 a.m. – 12:00 p.m. ET; Fall River, MA
The Massachusetts Water Works Association is offering a training on chemical feed pumps which are an integral component of water works facilities. This course will provide an overview of MassDEP's regulatory requirements regarding chemical feed pumps. It will also provide valuable insight in the selection, installation, operation, routine maintenance, and basic repair of the most common types of chemical feed pumps. Cost: $75 Members; $130 Nonmembers. Register here

WEO425AT: ETHICS AND WATER SYSTEM OPERATIONS
Tuesday, April 29, 2025; 8:30 – 11:45 a.m. ET; Holliston, MA
This course will introduce the importance of ethics in the drinking water profession. Often times we are all faced with the temptation to do something that we believe is harmless and will temporarily make our lives easier, but may be contrary to what we believe is "right". By establishing a proper code of conduct, and training employees to follow that code, many of the temptations can be avoided. This course will explain what "ethics" entails, define how

to create a code of conduct, describe the methods of applying the code to everyday workplace situations, and incorporate a group exercise for further illustration. Member rate $145/ Non-Member rate $305 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

DHM425AT: HANDS-ON HYDRANT OPERATION AND MAINTENANCE
Wednesday, April 30, 2025; 8:30 a.m. – 3:30 p.m. ET; Holliston, MA
This course will benefit all distribution system personnel, especially those responsible for installing, inspecting, maintaining, and repairing fire hydrants, their valves, and associated water mains. It will enable experienced utility personnel to stay informed on current accepted practices and provide an orientation for new water operators. $195 member/$355 non-member. Register here

Microplastics 2025: The Health Effects Synopsis
Wednesday, April 30, 2025; 11:00 a.m. – 12:30 p.m. ET; webinar
Despite the demonstrated ubiquity of microplastics in both the environment and the human body, the clear determination of health effects remains elusive. This webinar discusses the reasons for these challenges and provides a briefing on our current understanding of microplastics toxicology. Thus, the goal of this webinar is to provide a substantive update on the contemporary understanding of microplastics' health effects, focusing on three parts: 1) the complexities of microplastics as a drinking water contaminant; 2) the potential impact of microplastics themselves; and 3) the toxicity of polymer additives. Register here

MFL425AT: HOW TO PROVIDE EFFECTIVE FRONT LINE CUSTOMER SERVICE
Thursday, May 1, 2025; 8:30 a.m. – 3:30 p.m. ET; Holliston, MA
Providing effective customer service as a front-line employee can be both challenging and rewarding. Whether you are behind a desk or part of a field crew, you may find yourself dealing with the public on a regular basis. To serve customers effectively, you need to communicate, manage conflict, problem solve, and be a professional representative of your utility or organization. Effective customer service can go miles toward building and maintaining positive relationships between the public and municipal or private employees. Through the use of lecture, case studies, and small-group activities participants will identify specific strategies that can be immediately applied to their next customer service interaction. $195 member/$355 non-member. Register here

WaterNow Alliance: Community Climate Resilience in Rural Water Systems
Tuesday, May 6, 2025; 1:00 – 2:00 p.m. ET; webinar
Rural water, wastewater, and stormwater systems face growing risks from climate change impacts, leaving decision-makers to grapple with complex realities as they seek to develop strategies to build resilience. This webinar explore the complex challenges facing rural water systems, and the ways climate change intensifies these issues. It will highlight practical strategies for advancing community resilience, showcasing examples from research and real-world implementation. This webinar has three objectives: 1) Describe the impacts of climate change on rural water systems, and the considerations decision-makers face in creating strategies and responses that build resilience to these changes; 2)Explore pathways to and examples of successful responses to climate change in rural water management; and 3) Demonstrate the types, forms, and availability of technical assistance for small, rural and Tribal communities, to address these challenges. Register here

360-Degree Resilience Readiness for Your Water System's Service Continuity
Thursday, May 15, 2025; 12:00 – 1:15 p.m. ET; webinar

This webinar, hosted by the Environmental Finance Center (EFCN), will lead you through a quick scan to check on your all-around needs for resilience to protect water service continuity in the face of disruptions and stressors. Service impacts come in many forms, from unpredictable emergency events but also from risks that build quietly over time and are internal as well as external. Resilience needs exist in every aspect of your business. In this webinar you'll use a 360 approach to identify needs to strengthen resilience in multiple areas including, but more than, natural hazards such as cybersecurity, fiscal readiness, workforce and more. You'll leave the webinar with a punch list of any priority needs, and opportunities to connect to further training and technical assistance. 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!

2025-04-18

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

Ongoing Cyber Attacks Targeting Critical Infrastructure: Urgent Updates for Public Water Systems
Recent Threat Insights

- **VPN Breach & Credential Exposure**: A recent incident involved a cyber threat actor who had offered for sale on the dark web the administrative access to the Virtual Private Network (VPN) of a PWS in MA. At this time, it is unknown if the offer was real. This type of breach can provide attackers with remote access to operational networks if multi-factor authentication (MFA) is not enabled.
- **SCADA System Outages**: A water utility experienced an incident where access to its SCADA system was temporarily blocked due to persistent alarms. While it remains unclear whether the disruption was caused by a cyberattack or a technical malfunction, the utility was able to successfully resolve the issue and restore normal operations. This highlights the importance of having robust manual operation protocols in place and staff trained for such contingencies.

Mitigation Tactics

PWS are urged to take the following actions immediately:

- **Review and Update VPN Access:** Ensure multi-factor authentication (MFA) is enabled. Audit all remote access credentials and revoke those that are no longer in use.
- **Harden SCADA Systems**: Separate Operational Technology (OT) networks from Information Technology (IT) networks and restrict components that are accessible from the internet.
- **Patch and Update**: Ensure that security patches are applied to all systems, including PLCs, HMIs, and software that controls treatment operations.
- **Conduct Cybersecurity Assessments for Your PWS:** Periodically assess systems to identify and address vulnerabilities.
- **Develop an Incident Response Plan:** Establish and test protocols for responding to cybersecurity incidents.
- **Train Staff:** Provide regular cybersecurity training to employees so they can recognize and respond to threats

Cybersecurity Incident Response Awareness and Preparation- MassDEP/DWP Trainings

- MassDEP's Drinking Water Program (DWP) is increasing its efforts to raise awareness of cybersecurity issues in response to ongoing cybersecurity threats and is pleased to announce a series of upcoming

trainings, including cybersecurity webinars and an in-person Tabletop Exercise (TTX). Please see below for information on the first webinar of the series:

Incident Case Study Webinar- Free and 1 TCH

In 2023 Littleton's Electric Light Department was successfully targeted by the Chinese Volt Typhoon campaign. Their water department was also involved with the response. Learn valuable lessons from Littleton's case study as they describe their first-hand experiences.

When: Wednesday, April 30, 2025
Time: 10:00 am – 11:00 am (ET)
Where: Virtual meeting
TCHs: 1 TCH
REGISTRATION LINK: https://attendee.gototraining.com/r/7741899310364440323

NEW Critical Infrastructure Security Updates:

Four Practices for Enhancing Email Security

- Just as businesses depend on email for work, threat actors count on it for conducting malicious activity.
- According to Cofense, the three most prevalent types of attacks against email systems in 2021 were credential phishing, business email compromise (BEC), and malware delivery.
- Specifically, the data revealed that 70 percent of all email attacks were credential phishing.
- Regardless of the type of attack, there are a few email fundamentals that organizations can implement to increase overall cybersecurity and resilience.
    - **First,** user awareness training is critical for fostering a disciplined and informed workforce that can carefully discern legitimate email communications from phishing scams.
    - **Second,** employees should know how to report a suspicious email as soon as they detect one.
    - **Third**, security personnel should be able to conduct a rapid response to remediate potential threats after employees have identified one, that means ensuring a phishing email identified by one employee is scrubbed from across the company's email system.
    - **Finally,** companies should have some type of post-delivery analysis capability that can proactively detect threats in an email server. Typically, secure email gateways (SEGs) are used for this, and entities often stack SEGs to increase the chances of catching a threat. Details at SecurityWeek.

Building Resilient ICT Supply Chains: 8th Annual Supply Chain Integrity Month (Source- WaterISAC)

- April is Supply Chain Integrity Month, providing an opportunity for government, industry, and other stakeholders to increase collaboration and the sharing of best practices, risk mitigation strategies, and innovative solutions to safeguard supply chains from threats such as cyberattacks, counterfeiting, and disruptions.
- This year, CISA is promoting resources, tools, and information divided into four themes that help partners and stakeholders increase ICT supply chain resilience**. Full article at WaterISAC.**

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 Free Trainings with TCHs

EPA Training: Cybersecurity Refresher
Wednesday, May 28, 2025: 1:00 pm - 2:00 pm EDT
Approved for 1 TCH
EPA's Water Infrastructure and Cyber Resilience Division (WICRD) will provide a cybersecurity technical assistance course to water and wastewater utilities to reinforce foundational understandings of cybersecurity and how it applies to the Water Sector. Register Here

EPA Training: Cybersecurity 102
Thursday, May 29, 2025: 1:00 pm - 2:30 pm EDT
Approved for 1.5 TCHs
EPA's Water Infrastructure and Cyber Resilience Division (WICRD) will provide this course to build upon Cybersecurity 101. The technical assistance course will offer deeper insights into cybersecurity for those with basic knowledge in the field, as it applies to Operational Technology (OT). Whether you are an IT professional, business owner, or simply interested in protecting yourself online, this course will equip you with practical skills to navigate today's digital threats. **Register Here**

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: B, A