



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.



Finish Line at the 2023 River Rat Race, Miller's River, Orange, MA Photo by: Eric Cheung

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

2023-04-21

1. The 2023 Public Water System Award Program
 2. Updates on Drinking Water Operator License Metrics
 3. Are You Interested in Pursuing a Career as a Drinking Water Operator in Massachusetts?
 4. Lead in Schools and Childcare Facilities Drinking Water Assistance Program Update
 5. First Prize for UMass Student Poster on MassDEP DWP Project at 2023 NEWWA Conference!
 6. Annual Statistical Report
 7. Point of Use (POU) Water Treatment Units on Facilities' Internal Plumbing: Brigham and Women's Hospital Incident Example
 8. PFAS Update
 - Impact of EPA's Proposed MCLs for PFAS on Massachusetts PWS
 9. Training Calendar
 10. Cybersecurity, Emergency Preparedness, and You!
 11. Supply Chain Reminders
-

The 2023 Public Water System Award Program

The Public Water System Awards Program has been in existence since 1986; we are in the 37th year of celebrating Drinking Water Day. Traditionally Massachusetts Drinking Water Day is celebrated during National Drinking Water Week which is May 7th through May 13 this year. This year is no exception; Drinking Water Day will be celebrated at the Massachusetts State House on May 11, 2023.

There are two sections to the Awards Program: the Compliance Awards and the Nominated Awards. For the Compliance Awards systems must have clean compliance records for all of 2022 and going back 5 years. Then they must have gone above and beyond compliance by completing non regulatory things such as testing for secondary contaminants, good capacity rating, joining groups such as the HHAN or WARN, received DPH fluoride awards, etc. The Nominated Awards are for systems that have gone out of the ordinary and completed a task that was not

required of them. These awards for this year include Water Conservation, Consistent Performers, STARL Award (lead in schools), Regional Recognition, and Distinguished Operator.

Please go to <https://www.mass.gov/info-details/2023-public-water-system-awards> to get all the details of this year's Award Recipients.

We thank the sponsors of this year's Public Water System Awards Program for making this day possible: Barnstable County Water Utilities Association; US Environmental Protection Agency; Massachusetts Department of Environmental Protection; Massachusetts Rural Water Association; Massachusetts Water Works Association; Middlesex-Worcester County Water Works Association; New England Water Works Association; Plymouth County Water Works Association; Rural Community Assistance Partnership; Western Massachusetts Water Works Association.

Updates on Drinking Water Operator License Metrics

The DWP's Capacity Program has been analyzing data on drinking water operator licenses. We will be sharing more information about the analyses in future In the Main newsletters, but here is a snapshot showing the number of licenses now versus 2020. The overall number of licenses has increased. The number of Type "C" licenses, which stopped being issued in the late 1980s, continues to drop while slight or modest increases occurred in most other license grades.

License Type	2020 Licenses	2023 Licenses
C1	17	11
C2	31	17
C3	13	4
C4	62	21
D1	398	404
D2	618	620
D3	470	462
D4	247	248
D1- OIT	462	530
D2- OIT	310	302
D3- OIT	193	212
D4- OIT	195	208
T1	406	416
T2	368	375
T3	262	274
T4	277	273
T1- OIT	508	532
T2- OIT	337	367
T3- OIT	210	234
T4- OIT	188	187

VSS/VND	211	176
Total Number	5,783	5,873

For questions, please contact MassDEP Drinking Water Program at program.director-dwp@mass.gov, Subject: Certified Operator

Are You Interested in Pursuing a Career as a Drinking Water Operator in Massachusetts?

Whether you are a student, a job seeker, or just curious about the field, there are several ways to get started and learn more about this important profession. In this article, we will outline some resources and opportunities available for individuals interested in becoming a drinking water operator in Massachusetts.

1. **Check with public water suppliers for upcoming positions:** One way to begin your journey is by checking with public water suppliers for upcoming positions. You can find a list of active public water suppliers and their contact information at <https://www.mass.gov/doc/pws-active-sources-and-contacts-spreadsheet-rev-april-2023/download>. Many public water suppliers offer in-house training to prepare for the Board of Certification exams and promotional opportunities.
2. **Take and pass the certified operator exams and use that information when applying to public water suppliers:** You can find information on getting certified to become a drinking water certified operator at
 - ✓ <https://www.mass.gov/how-to/apply-for-a-drinking-water-operator-in-training-certificate#:~:text=In%20order%20to%20be%20licensed,of%20Drinking%20Water%20Supply%20Facilities.>
 - ✓ <https://www.mass.gov/get-a-drinking-water-supply-facility-operators-license>
 - ✓ <https://www.mass.gov/service-details/drinking-water-operator-training-very-small-system-operator>
3. **Look for internship opportunities at local water suppliers** (see list above) and the MassDEP Drinking Water Internship opportunity at <https://www.mass.gov/service-details/green-jobs-drinking-water-operator-training-initiative>

Additionally, MassDEP/DWP offers trainings that provide exposure to the field and help people learn more about managing and operating water systems. Topics for trainings include water sampling, well and source protection, water treatment and distribution, risk management, etc. MassDEP/DWP also provides certification exam preparation for people interested in becoming certified drinking water operators. You can find dates and times for all available no-cost trainings, courses, and exam preparation on the MassDEP calendar at https://calendar.google.com/calendar/u/o/embed?src=md6gfnpj4p3pti4t39ub82moig@group.calendar.google.com&ctz=America/New_York.

Other Useful Drinking Water Information:

In addition to the resources mentioned above, there are several organizations that provide useful information and training for aspiring drinking water operators.

- The American Water Works Association (AWWA) offers a comprehensive certification guide that can be found at <https://www.awwa.org/Portals/0/Awwa/Professional%20Development/OperatorCertificationGuide.pdf>.
- The New England Water Works Association (NEWWA) provides certification and licensing opportunities that can be found at <https://newwa.org/TrainingCertification/CertificationLicensing.aspx>.
- The Massachusetts Water Work Association (MWWA) offers a variety of training sessions and events that can be found at https://mwwa.memberclicks.net/index.php?option=com_jevents&task=icalevent.detail&evid=31.
- The Massachusetts Rural Water Association (MRWA) provides trainings and events that can be found at <https://massrwa.org/p/14/Trainings--Events>.

Lead in Schools and Childcare Facilities Drinking Water Assistance Program Update

The Expanded Assistance Program for Lead in Schools and Childcare Facilities Drinking Water provides free analysis of lead drinking water samples and technical assistance to schools and childcare facilities by assisting with sampling, results interpretation, and guidance on remediation actions.

Currently, 499 schools and childcare facilities are participating in the program and 284 (57%) of participating facilities are within environmental justice communities. To date, 367 schools and childcare facilities have completed testing. Of facilities that have tested and received results, 249 (68%) had one or more lead detections.

Six PWS are actively participating in a Pilot Program to offer to test schools and childcare facilities in their service area prior to the implementation of the LCRR in October 2024. To date, 20 facilities identified by PWS for testing have been sampled with results.

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

Eligible facilities may apply for assistance at https://script.google.com/macros/s/AKfycbyr_U8wEMrA-Q2XifkK4l58x4GDtYrltvpKIKUAhSxpw9pSZtA/exec

For additional information on the program see <https://www.mass.gov/service-details/technical-assistance-for-lead-in-school-and-child-care-center-drinking-water> or contact program.director-dwp@mass.gov, subject line Lead in Schools Program.

First Prize for UMass Student Poster on MassDEP DWP Project at 2023 NEWWA Conference!

Matthew Labasan is one of four UMass Amherst civil and environmental engineering undergraduate students currently working on the Well Location Project, a MassDEP Drinking Water Program (DWP) backed, multi-year effort to overhaul the data quality of the MassDEP Well Driller Database. Earlier this month, Matthew and Nelson da Luz - a postdoc at the UMass Civil and Environmental Engineering Department - attended the 2023 New England Water Works Association (NEWWA) at the Worcester DCU Center. Matthew and Nelson prepared a poster detailing their role in reviewing and correcting Well Completion Report (WCR) data and their efforts to make that data more accessible to the public. Matthew presented his work all morning and later defended it in front of a panel of judges. The judges were so impressed, he was awarded 1st place in the 2023 NEWWA Student Poster Conference and a \$250 cash prize!

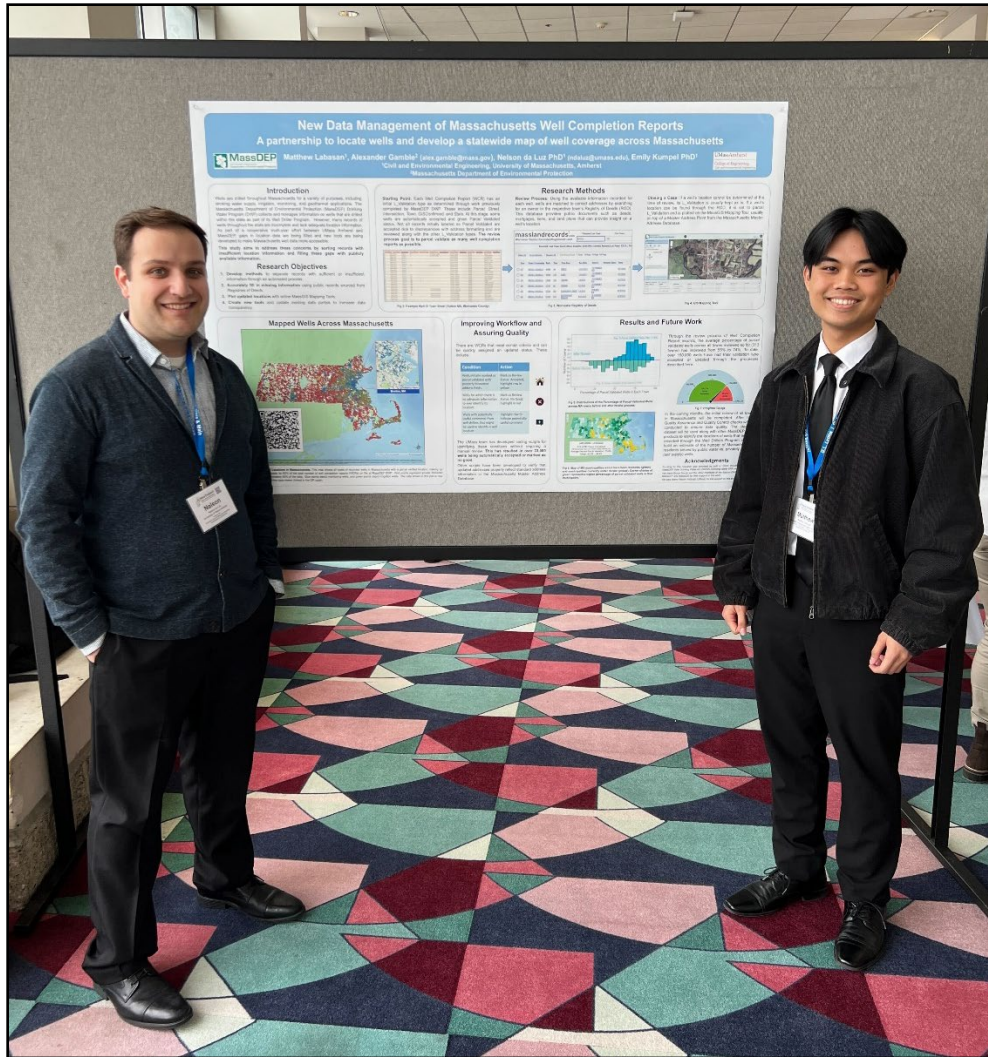


Image 1: Nelson da Luz, PhD, Left and Matthew Labasan, right (UMass '26)

Congratulations Matthew and Nelson! And thanks to all the UMass Amherst students and staff who have made the Well Location Project possible over the past year:

Vanya Golikov (UMass Amherst, '25)
 Matthew Labasan (UMass Amherst, '26)
 Theodore Lin (UMass Amherst, '26)
 Cooper Richman (UMass Amherst, '26)
 Herkus Rudzinskas (UMass Amherst, '23)
 Nelson da Luz, PhD, Post Doc - Kumpel Lab
 Carlos Veras, MS Student - Kumpel Lab
 Patrick Wittbold, Research Engineer - Kumpel Lab
 Dr. Emily Kumpel, Assistant Professor of Civil and Environmental Engineering, UMass Amherst

The Well Location Project involves an ongoing review of a backlog of 200,000 Massachusetts Well Completion Reports (WCRs) to validate their location data. This will result in a massive improvement to the utility and transparency of the MassDEP Well Driller Database. MassDEP DWP has just published a GIS Web Application depicting the location of 119,518 verified WCRs (about 60% of DWP's total database) on an interactive map. You can check it out at the link below:

Resources

[MassDEP Well Driller Program Website](#)

Funding for the Well Location Project was provided by both a USGS WUDR Grant and MassDEP Safe Drinking Water Act (SDWA) Drinking Water SRF set asides. If you have any questions about the well location project or the NEWWA Poster, please contact: alex.gamble@mass.gov or the Drinking Water Program at program.director-dwp@mass.gov

Annual Statistical Report

The Annual Statistical Report (ASR) was due on March 31, 2023. As of April 21st, 95% of systems have submitted the report via eDEP. Thank you to these systems for submitting the ASR. If you have not yet submitted the ASR you should do so as soon as possible before Notices of Non-Compliance are issued next month. If the status of your ASR transaction in eDEP is either “SIGNED” or “WORK IN PROGRESS” it means the transaction has not been submitted. If you need assistance with the ASR you can contact the Drinking Water Program at program.director-dwp@mass.gov, subject: Request for ASR Assistance.

Point of Use (POU) Water Treatment Units on Facilities’ Internal Plumbing: Brigham and Women’s Hospital Incident Example

Background

In March 2023, the MassDEP Drinking Water Program became aware of an incident at Brigham and Women’s Hospital in Massachusetts where the installation of POU treatment on a water dispenser and ice maker resulted in a removal of disinfection residuals resulting in the proliferation of bacteria that has now been attributed to three deaths. For more on this case, see the Boston Globe article and the publication in the Annals of Internal Medicine in the resources section below. As a result of this incident, we prepared the following answers in response to questions from public water systems.

Question 1. What occurred at Brigham and Women’s Hospital?

The installation of point-of-use devices (POUs) intended to enhance the aesthetic quality of patients' water and ice inadvertently depleted the chlorine residual present in tap water. With the chlorine removed, there was no disinfectant to limit the proliferation of mycobacteria- the bacteria that sickened four patients, three of whom died.

Question 2. What are POU devices? Does the MassDEP Drinking Water Program (DWP) regulate these devices?

Point-of-use devices (POUs) refer to treatment devices that are attached to faucets directly or under sink facilities. These devices may or may not be limited to filters.

The MassDEP regulations which apply to POU and Point of Entry (POE) devices can be found in 310 CMR 22.23. A copy of the MassDEP Drinking Water regulations can be located at <http://www.mass.gov/eea/agencies/massdep/water/regulations/310-cmr-22-00-massachusetts-drinking-water-regulations.html>

As these POUs were installed to treat water on a specific faucet or spigot at the hospital (i.e., not the entire hospital) and were added solely to enhance the aesthetic quality of the drinking water, they are not typically regulated by DWP, since the hospital does not store, sell, transport or chemically alter the water supplied by the

PWS; rather, only remove particulate matter from the water-310 CMR 22.03(3). (<https://www.mass.gov/doc/consecutive-water-systems-fact-sheet/download>).

Question 3. How has the Centers for Medicare & Medicaid Services (CMS) sought to control pathogens? How has the US Veterans Health Administration (VHA) sought to control pathogens in their facilities?

Please refer to [previous guidance](#) related to Legionella and other pathogens for all healthcare organizations. CMS and VHA have previously released guidance outlining expectations for healthcare facilities to have water-management policies, plans, and procedures to reduce the risk of growth and spread of Legionella and other opportunistic pathogens. The plan should include conducting a facility risk assessment, specific testing protocols with acceptable control ranges, corrective actions, and maintaining compliance with federal, state, and local regulations. VHA controls pathogens in their facilities by keeping hot water over 140°F (60°C), circulating hot water above 120°F (49°C) in all fixtures and circulating cold water at temperatures below 77°F (25°C). To avoid scalding at the point of use, the VHA adheres to plumbing and safety standards by using temperature control valves, *Note: Water testing for Legionella or other opportunistic waterborne pathogens is not required. Testing protocols are at the discretion of the provider.*

Question 4. What should a Public Water System (PWS) do if concerned about these types of situations?

- Ensure that the PWS' cross-connection program is active and up to date for the facility in accordance with 310 CMR 22.00 and that the system is maintaining a disinfection residual in its distribution system as required by 310 CMR 22.20A(3)(a)4. and (b)3.
 - Include questions on addition of treatment devices during cross connection surveys.
- Check the list of [health care facilities](#) to identify facilities that receive water from your water system.
- Check whether any of the facilities meet the Massachusetts Drinking Water Regulations definition of being a separate PWS and should be directly regulated by MassDEP. To make that determination the PWS should consider:
 - Any facility that serves 25 or more people, more than 60 days a year, that is receiving water from another public system and is considering adding treatment to the water served in the facility (e.g., hospital, hotel, casino, etc.), must comply with the Massachusetts Drinking Water Regulations, policies and guidelines.
 - Use the chart located at <https://www.mass.gov/doc/guide-for-determining-permanent-and-secondary-disinfection-requirements/download> and the form located at <https://www.mass.gov/doc/temporary-secondary-disinfection-form-a/download> to determine the steps facilities should take when considering installing drinking water treatment.
- For any of the facilities that are on your system you should inquire if there are changes within these facilities that could impact your system programs (e.g., cross-connection control or emergency-response program), or that would require the facility to become a consecutive public water supplier and thus be regulated by MassDEP (e.g., treatment addition) with the oversight of a Massachusetts licensed operator, with at least a T1 or D1 license.
- Even though not specifically required by the Massachusetts Drinking Water Regulations, if a PWS has concerns about facilities on its distribution system installing POUs for aesthetic purposes, the PWS should/may do the following:
 - Remind the Facility to check the Centers for Medicare & Medicaid Services and/or US Veterans Health Administration (if applicable) compliance practices of these facilities during your routine work (e.g., during cross-connection-control inspection)
 - Consider annually providing the facilities with information on maintaining safe drinking water for its consumers. This could be accomplished in the annual Consumer Confidence Report (CCR) to all consumers as well as included in cross connection inspection educational information. Below are examples of areas of concern that should be included in the information:

- The implication of the installation of POU's and continuing best practices in internal plumbing and cleaning, frequent monitoring of POU's, clear signage of potable water locations, and ideally a microbiological safety assurance plan.
- Special oversight for treatment units that remove disinfection. This is particularly important for water treated with activated carbon (such as in the noted POU's at Brigham and Women's Hospital) which can lead to an increase in heterotrophic bacteria concentrations. It may be necessary to use frequent backwashing, post contactor disinfection operational procedures, and HPC monitoring to ensure that the microbiological safety of the water is not compromised. The system should install an automatic monitoring, disinfection device or manually check residual disinfectant with a simple field kit to prevent future reoccurrence of such events.
- Importance of having staff with public drinking water certified operator training involved in the operations of such systems.
- Importance of informing the PWS and BOH as facility water treatment programs/plans are updated. The facility should at least annually or when significant changes are made, share its plans and practices with the local BOH, PWS, and Plumbing inspector.

Resources

As always, PWS may contact their Regional MassDEP office or the Drinking Water Program at program.director-dwp@mass.gov or 617-292-5770 to discuss any drinking water issue.

PFAS Update

Impact of EPA's Proposed MCLs for PFAS on Massachusetts PWS

On March 14, 2023, the EPA announced [proposed National Primary Drinking Water Regulations \(NPDWR\)](#) for six PFAS. The EPA proposed regulations would limit PFAS in Community (COM) and Non-Transient Non-Community (NTNC) PWS and are not enforceable until finalized.

EPA's draft Maximum Contaminant Levels (MCLs) are:

- PFOA – 4.0 parts per trillion (ppt)
- PFOS – 4.0 ppt
- PFHxS, GenX (HFPO-DA), PFNA, and PFBS – 1.0 Hazard Index (HI) (unitless)

MassDEP held a briefing on 4/10/23 for all PWS to make them aware of the EPA proposed MCL and potential impact. For information on all PWS briefing see <https://www.mass.gov/info-details/epa-proposed-maximum-contaminant-level-mcl-for-pfas>. MassDEP is recommending that all PWS review their recent PFAS results. PWS PFAS testing results are available on the [EEA data portal](#). Search under the chemical name: "PFAS6," or to see all the PFAS chemicals, search under the contaminant group "PFAS". Compare the testing results against EPA's proposed MCLs.

Based on recent testing results, MassDEP has preliminarily identified 198 PWS that could be impacted by the proposed MCLs if they become final. MassDEP is already working with 49 of these PWS that had testing results exceeding the Massachusetts PFAS6 MCL of 20 ppt. On April 21st, MassDEP sent letters to all 198 of the potentially impacted systems to offer technical assistance.

POTENTIAL IMPACT ON COM AND NTNC PWS IF EPA PROPOSED REGULATION BECAME FINAL

	Number of non-consecutive COM and NTNC PWS impacted by the draft EPA MCLs*	% of total non-consecutive impacted by the EPA MCLs
PWS currently over Mass PFAS6 MCL and working with MassDEP to reduce levels	49	
PWS newly impacted by draft EPA MCL	149	
Total PWS impacted by draft EPA MCL	198	

*Includes both PFOA, PFOS and HI impacted systems

Some PWS may have detected PFAS in one or more of their previous samples, but the most recent results are below 4 ppt. MassDEP is continuing to reach out to other PWS to make them aware of the impact of the EPA proposed MCLs if they become final.

If you have any questions, reach out to the MassDEP/DWP Regional PFAS Contact listed below:

Region	Name	Email Address
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
You may also contact the MassDEP/DWP at program.director-dwp@mass.gov Subject: PFAS or 617-292-5770.		

Training Calendar

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

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

Board of Certification Training Page and List of Approved Courses

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

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

Some Newly Added Trainings on the Calendar

From Variance to Best Practice: How Denver Water's Innovative Lead Reduction Program Became a Model for the US

Tuesday, April 25, 2023; 1:00 – 2:00 p.m. ET; webinar

In 2018, Denver Water faced a difficult choice to mitigate risks tied to their estimated 64,000-84,000 lead service lines: 1) Take the "standard" route by adding state-mandated orthophosphate by 2020, or 2) Seek a variance to launch a difficult and ambitious proactive Lead Reduction Program ahead of LCRR/LCRI requirements. Given

orthophosphates' potential environmental and health impacts in the region, Denver Water chose the proactive route, successfully obtaining a variance from the EPA to launch a proactive Lead Reduction Program to provide the greatest benefit to the 1.5 million people in its metro area. Join Denver Water, Corona Environmental Consulting, and Brita as they detail why and how Denver Water ultimately chose to launch its Lead Reduction Program. We will discuss the pros and cons of accelerating lead service line replacement vs. exclusively utilizing corrosion control and share results and lessons learned from Denver's proactive approach. [Register now.](#)

Breaking Down EPA's Proposed PFAS Drinking Water Rule

Wednesday, April 26, 2023; 1:00 – 2:30 p.m. ET; webinar

EPA is proposing federal national primary drinking water regulations for six per- and polyfluoroalkyl substances and anticipates finalizing the rule by the end of the year. All community and nontransient noncommunity water systems will be required to comply with the rule. Initial estimates are that the proposal will require more than \$3.8 billion annually to install treatment at an estimated 5,000 water systems. In addition, the webinar will describe the rule requirements, including a novel "hazard index" maximum contaminant level proposed by EPA. \$75 Member/\$120 Nonmember. [Register now.](#)

Properly Managing E-Cigarettes & Vaping Waste Streams

Thursday, April 27, 2023; 1:00 – 2:30 p.m. ET; webinar

This joint NEWMOA and NERC webinar will focus on proper management of waste from e-cigarettes and vaping, including any opportunities for recycling the materials. The presenters will provide an overview of these devices and their associated waste streams, whether any of the materials meet the definition of hazardous waste, what the commercial and institutional facilities that have these wastes are required to do, and what challenges are posed by these waste streams. One of the presenters will share the results of environmental inspections of vape shops and their waste streams. [Register now.](#)

CRT423AT: BACKFLOW PREVENTION DEVICE TESTER RECERTIFICATION REVIEW

Monday, May 1, 2023; 8:00 a.m. – 4:00 p.m. ET; Gardiner, ME

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). \$435 Training & Exam \$435.00. [Register now.](#)

Microplastics Monitoring: The Mandate and the Messaging Webinar

Wednesday, May 3, 2023; 1:00 – 2:30 p.m. ET; webinar

This webinar will provide attendees with an awareness of the California regulatory activity that could presage similar steps in other states and view the results of microplastics communications work conducted under Water Research Foundation 5155 and California's Consumer Messaging Workgroup. Since the invention of the first synthetic polymer in 1869, the category of materials that have come to be known as "plastics" has transformed the world in profound and productive ways, enabling advancements that would otherwise have been impossible. The worldwide proliferation of plastics has prompted anthropologists to characterize our present time as the "Plasticene Age." \$75 Member/\$120 Nonmember. [Register now.](#)

Data Rich and Now Insight Rich — How Digital Platforms Are Helping Utilities Solve Water

Thursday, May 4, 2023; 1:00 – 2:00 p.m. ET; webinar

Water utilities are continually facing a variety of issues— non-revenue water, customer satisfaction, aging infrastructure, and operational costs are just a few. Now, more than ever, utilities are turning toward digital technologies to gather additional data to balance their daily operations while preparing for future risks. Utilities have been harnessing basic data through sensors and meters, but now there's a necessity to do more. These new solutions help utilities gather their data and harness it to battle against these common utility issues. You'll hear from utilities discussing how they've transitioned from minimal data collection to rich data, allowing for better visualization and insights. Attendees will learn what a digitally charged utility looks like and how a digital approach has helped utilities unify operations, eliminate silos and gain system-wide visibility to save time, money, and water.

The webinar will also address the easy steps you can take to begin implementing these products and solutions into your network to solve your most pressing issues. [Register now](#).

- **MassDEP**
[Previous Cybersecurity Trainings now on YouTube:](#)
 - Basic Cybersecurity Measures for Water Utilities: <https://youtu.be/78v3eAyf1yE>
 - Ransomware Experiences, Defense, and Response: <https://youtu.be/eislsdQnXqE>
- **Environmental Finance Center Network**
For a complete list of trainings webinars and in-person trainings please go to:
<https://efcnetwork.org/upcoming-events/>
- **EPA**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.epa.gov/dwreginfo/drinking-water-training>.
- **Mass Rural Water Association**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.massrwa.org/p/14/Trainings—Events>.
- **MWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
[MWWA Calendar](#)
- **NEWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
https://communityhub.newwa.org/nc__upcomingevents.
- **Water ISAC**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.waterisac.org/resources>.
- **RCAP Solutions**
For a complete list of trainings, webinars and in-person trainings, please go to:
<http://www.rcapsolutions.org/community-resources-events/>.
- **AWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
https://www.awwa.org/Events-Education/Events-Calendar?utm_term=AWWA+Connections+10-8-2021&utm_content=Connections+10-8-2021&utm_source=communications&utm_medium=email&utm_campaign=connections.

Training Refresher

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

https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m

or click here:  **YouTube**

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

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

Cybersecurity, Emergency Preparedness, and You!

2023-04-21

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



Be Vigilant!



Report all incidents and anomalous activity to [CISA](#) and/or the FBI via your local [FBI field office](#) or the FBI's 24/7 CyWatch at 855-292-3937 or CyWatch@fbi.gov



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



[PA: Water Sector Cybersecurity Evaluation and Technical Assistance Program](#)

Keep Us Informed

Have you accessed EPA, CISA or other partners' offers for free cybersecurity vulnerability assessments? If yes, please let us know at program.director-dwp@mass.gov. Subject Cyber security.

Joint Cybersecurity Advisory Highlights Continued Risk Posed by Devices Left Unpatched

- While patching vulnerabilities is challenging for defenders, exploiting vulnerabilities left unpatched is not so challenging for threat actors. A new joint advisory provides details of known behaviors associated with APT28's exploitation of a five-year old SNMP Remote Code Execution Vulnerability impacting Cisco routers in 2021.
- This advisory is a reminder of the importance of timely patching and the need for organizations to remain vigilant against the actions of state-sponsored hacking groups. By keeping their devices up-to-date and verifying patch status for known exploited vulnerabilities, organizations can reduce the risk of falling victim to cyberattacks.
- For more details, visit [CISA](#).

Cyber Resilience – CISA Announces Plans to Establish Logging Made Easy Service

- The Cybersecurity and Infrastructure Security Agency (CISA) has announced plans to develop and establish an open-source log management solution called Logging Made Easy (LME) for Windows-based devices.
- Originally developed and maintained by the UK's National Cyber Security Centre (NCSC-UK), LME reduces the log management burden for users and provides greater transparency into operating system and network security.

The tool is particularly useful for organizations that manage their catalog of Windows-based equipment and lack the resources for a more robust commercial solution. CISA's commitment to developing and establishing LME demonstrates its dedication to providing accessible cybersecurity solutions to organizations of all sizes. [Read more at CISA](#).

Upcoming Trainings

SANS Webinar: Improve Your Cybersecurity Culture

Thursday, May 4, 2023; 10:00 a.m. ET; webinar

In this webinar, experts will discuss how to build a culture of cybersecurity within your organization in four steps. Participants will learn practical ways to improve their organization's cybersecurity culture by making it someone's job to be the "culture owner," using language that resonates, making cybersecurity part of employee evaluations, and conducting exercises and drills. [Register now](#)

MassDEP Cybersecurity Reminders:

- [EPA Free Cybersecurity Assessment and Technical Assistance](#)
- [CISA free testing and assessment services to critical infrastructure](#)
- [MassDEP posters with cybersecurity tips to help keep your systems secure <https://www.mass.gov/info-details/public-drinking-water-system-operations#cybersecurity>](#)

[Public Water Systems may include cybersecurity planning in DWSRF Asset Management Grant applications.](#)

Supply Chain Reminders

Supply Chain Integrity Month and CISA Resources:

The Cybersecurity and Infrastructure Security Agency (CISA) is partnering with various organizations, including the Office of the Director of National Intelligence National Counterintelligence and Security Center and the Department of Defense, to promote National Supply Chain Integrity Month throughout April.

Week 3: Cooking with Quality: Vendor/Supplier Trustworthiness:

- Take procurement seriously by seeing how well you know your suppliers and vendors. After all, their risks are your risks. To help organizations and businesses with this effort, CISA has developed multiple resources to understand not only your organization's immediate supply chain, but also the extended supply chains of your vendors and suppliers.
- The below tools are great resources to assist with sharing of SBOMs and for IT or cyber security personnel; acquisitions and procurement officials; and others who manage vendor and supplier lists:
 - ✓ [Mitigating ICT Supply Chain Risks with Qualified Bidder and Manufacturer Lists](#) provides organizations a list of criteria and factors that can be used to inform an organization's decision to build or rely on a qualified list for the acquisition of ICT products and services.
 - ✓ [Vendor SCRM Template](#) provides a set of questions regarding an ICT supplier/provider's implementation and application of industry standards and best practices that can help guide supply chain risk planning in a standardized way. The template provides organizations clarity for reporting and vetting processes when purchasing ICT hardware, software, and services. Additionally, watch this video to learn more about the above two resources:
 - ✓ [Software Bill of Materials \(SBOM\) Sharing Lifecycle Report](#) highlights solutions for sharing SBOMs and assist readers in considering appropriate solutions depending on their needs concerning the discovery, access, and transport of SBOMs.
 - ✓ [To learn more about CISA's supply chain efforts and to view resources visit CISA's website here.](#)

Week 4: Don't Poach Your Luck: Common Supply Chain Threats

- Today's threats do not recognize national boundaries and can have large economic consequences. And the increased number of cyberattacks have revealed the countless entries from which adversaries can spread risk to multiple organizations and nations. Mitigating threats to ICT supply chains cannot be done in silos, fragmented among specific individuals or departments responsible for a piece of an organization's risks.
 - To help organizations ensure they have security measures in place to mitigate against the most common supply chain threats, organizations can use the [ICT SRCM Task Force's Threat Scenarios Report \(Version 1, 2, and 3\)](#) which provide practical, example-based guidance on supplier SCRM threat analysis and evaluation that can be applied by acquisition/procurement personnel and others who manage supplier, product, and service lists as well as a lexicon of supply chain threats.
-

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.

Resources:

- MassDEP poster on supply chain issues planning and response with steps to prepare PWS for supply chain disruptions. See/download the poster here <https://www.mass.gov/doc/steps-to-prepare-your-public-water-system-for-supply-chain-disruptions/download>
- [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 be can also be useful for finding alternative chemical suppliers in the case of supply chain shortages.
- Join [MassWARN](#).



- [EPA page on supply chain disruptions](#), includes information on issues impacting availability and price and also provides recommendations utilities can take to respond to shortages and position themselves for the future.
 - [Water and Wastewater Supply Chain Case Studies](#)
 - [Water Treatment Chemical Supply Chain Profiles](#)
 - [Understanding Water Treatment Chemical Supply Chains and the Risk of Disruptions](#)
-