



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

## In the Main Newsletter – 05/01/2026

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



*Christian Herter Park, Boston, photo by Anonymous*

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## 1. New Drinking Water Operator Licensing Platform to Launch May 18, 2026

This month, multiple licensing boards under the Division of Occupational Licensure (DOL) will be switching to a new licensing platform. This includes the Board of Certification of Operators of Drinking Water Supply Facilities (the Board). The former platform, ePlace, will be phased out and replaced with a new licensing platform called eLIPSE. [View the announcement on the DOL website.](#)

This transition will occur from Thursday, May 14, 2026 at 5:00 PM through Monday, May 18, 2026 at 8:00 AM. During this migration period, all licensing functions will be unavailable on both ePlace and eLIPSE.

Applicants and licensees are directed to continue using ePlace until the migration begins. In the meantime, **if you are in the process of applying for a license on ePlace, please try to finish any ePlace tasks by Thursday, May 14, 2026 and 4:00 PM to avoid delays.**

DOL has published several [How-to-Guides](#) to help applicants navigate and use the new eLIPSE platform.

If you have any questions, please reach out to the Drinking Water Board at [DrinkingWaterBoard@mass.gov](mailto:DrinkingWaterBoard@mass.gov).

## 2. Drinking Water Week is May 3-9, 2026!

**Drinking Water Week 2026** is May 3rd through May 9th. Drinking Water Week is the perfect time to highlight your 24-hour-a-day job of providing clean and safe drinking water to the public. Below are ideas for Drinking Water Week activities for your staff, community and schools. You can partner with other community organizations for some of these events.

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

### Ideas for Staff Education During Drinking Water Week

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

- Show your staff DWP’s 13-minute video titled [MassDEP Drinking Water Program: Who We Are and What We Do](#), created by our staff, posted on MassDEP’s YouTube channel.
- Encourage your staff to take DWP’s new [Source Water Protection in Massachusetts](#) self-guided training for 0.5 TCHs or the new [Basic Cybersecurity Measures for Water and Wastewater Systems in Massachusetts](#) self-guided training for 1.0 TCH.

## Ideas for Community Education During Drinking Water Week

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

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

Some ideas for activities include the following:

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

## 3. Lead Service Line Replacement Plan Implementation Assistance Program for Small Systems Now Available

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

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

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

#### 4. Community outreach and engagement

### Eligibility

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

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

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

### Apply Today!

Eligible PWS interested in receiving assistance through this LSLRP Implementation Assistance Program should complete the [LSLRP Implementation Assistance Program Application Form](#).

For questions contact the MassDEP DWP at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), subject LSLRP Implementation Assistance Program.

## 4. MassDEP is Hiring a Director of the Laboratory Certification Program!

The Massachusetts Department of Environmental Protection (MassDEP) is currently seeking to fill its critical position, Director of the Laboratory Certification Program (LCP) (Laboratory Supervisor III), who directs and supervises the LCP operations at the Wall Experiment Station in Lawrence, MA. The program certifies and inspects all laboratories that test drinking water supplies in Massachusetts for chemical contaminants and pathogens and certifies laboratories for non-potable water analysis. This position is essential to ensuring safe drinking water in Massachusetts.

The incumbent must have extensive scientific and technical expertise in inorganic chemistry, organic chemistry and microbiological analytical methods, procedures and instrumentation for drinking water and other environmental media. Experience in the inspection and evaluation of inorganic chemistry, organic chemistry, radiochemistry, and/or microbiology laboratories for purposes of certification is preferred. Applicants who are EPA certified auditors through completion of the U.S. EPA Office of Ground Water and Drinking Water Laboratory Certification Officer Training Courses are preferred.

Interested? Please review the specific duties, preferred qualifications and application instructions described in the job announcement linked here: [LCP Job Announcement](#)

## 5. Free Information Session: Career Opportunities as a Drinking Water Operator

Learn how to become a **Very Small System (VSS), Distribution (D1), Treatment (T1)** Certified Drinking Water Operator!

Join this FREE virtual session to learn about the responsibilities involved in working as a VSS, D1, & T1 operator. Sponsored by MassDEP, UMass and MRWA.

This (1) hour virtual introductory course is designed for individuals interested in pursuing a career as a drinking water operator and covers the following topics: water quality sampling, wells and their source protection, water pipes, storage tanks, hydrants, valves, meters, water treatment, Massachusetts drinking water regulations, and more. This class will also discuss the steps needed to prepare for and pass the VSS, D1, and T1 exams and highlight current job opportunities. Water supply professionals will be available to answer questions and provide follow-up support.

**Dates:** June 23, 2026

**Time:** 5:00 pm - 6:00 pm

**Class Fee:** FREE

**Register here:** [Information Session - Career Opportunities as a Drinking Water Operator](#)

## 6. Training and Technical Assistance Opportunities with Massachusetts Rural Water Association (MassRWA)

### Free Training Opportunities

Massachusetts Rural Water Association (MassRWA) hosts free trainings for operators on topics such as cybersecurity, emergency response, leak detection, exam prep, and more. Below is a list of FREE training opportunities that are being offered by MassRWA. Spaces are still available.

To sign up for a course, [Register Online](#), or contact Erica Burns at [eburns@massrwa.org](mailto:eburns@massrwa.org).

- [VSS, D1, & T1 Certification Exam Preparatory Course: 3-Day \(18-hour\)](#)  
May 4, 11, & 18, 2026 (#2026-05) – Millbury, MA
- [Operator License Exam Refresher Blitz](#)  
May 19, 2026 (#2026-19)- Onset, MA
- [Water SCADA Cybersecurity: Threats, Mitigations, & Regulatory Readiness](#)  
May 26, 2026 (#2026-20) – Palmer, MA
- [Emergency Response/Disaster Recovery Workshop Exercise](#)  
May 27, 2026 (#2026-20)-
- [Meters, Testing & Leak Detection-](#)  
May 7, 2026 (#2026-10)- Aquinnah, MA  
May 21, 2026 (#2026-11)- Adams, MA

June 2, 2026 (#2026-12)- W. Springfield, MA

June 16, 2026 (#2026-13)- Acton, MA

## Career Night for Prospective Drinking Water Operators

On Tuesday, May 19, MassRWA is hosting a Water Operator Career Night for individuals interested in a career in drinking water. During the career night, attendees will learn about the role of drinking water operators, explore training and certification opportunities, meet local water professionals, and ask questions about careers in drinking water.

Date: Tuesday, May 19, 2026

Time: 5-7 pm

Location: Onset Fire Department Training Room, 8 Sand Pond Road, East Wareham MA 02538

## Technical Assistance for Small Public Water Systems

Technical Assistance Providers (TAPs) from both MassRWA and UMass Amherst are available to provide on-site technical assistance for small PWS (serving less than 10,000) on a variety of technical, financial, and managerial issues. These TAPs are well versed in drinking water operations and are available to help PWS with a host of drinking water and operator certification issues. Many of these TAPs are also certified operators. If you would like to request technical assistance, please reach out to the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) to be connected to technical assistance resources.

# 7. Now That Your TNC is Open: Maintain Your Water Quality After Seasonal Start-Up

With your seasonal start-up complete and your system back in operation, the focus now shifts to maintaining water quality and system reliability throughout the operating season. The first few weeks after start-up are especially important, as systems stabilize and usage patterns return to normal.

Even well-executed start-ups can be followed by water quality challenges if systems are not actively monitored and maintained. Taking a proactive approach now can help prevent violations, customer complaints, and costly corrective actions later in the season.

## Initial Weeks' Focus

Early in the season, watch for:

- Changes in taste, odor, or color;
- Pressure issues or air in the lines; and
- Low-use areas that may still experience stagnation.

Make sure to address customer concerns promptly. Addressing small issues early can prevent larger problems later.

## Keep Water Moving

Even after start-up flushing, some parts of the system may not see regular use. Establish a routine flushing schedule to:

- Prevent stagnation;
- Reduce buildup in pipes; and

- Maintain overall water quality.

Pay special attention to low-use or dead-end areas.

## Stay on Top of Sampling

After initial coliform testing, continue to meet routine monitoring requirements:

- Follow your system's sampling schedule
- Use proper sampling techniques
- Submit samples to a certified lab on time

If a coliform-positive result occurs, complete required repeat sampling promptly and investigate the cause.

## Maintain System Security

Continue to check that:

- Well caps and storage tanks are secure;
- Access points are protected;
- No new cross-connections exist; and
- Cybersecurity measures are in place for any connected systems (i.e. remote access is limited, software is up to date, etc.).

Routine checks help prevent contamination risks.

## Keep Good Records

Document:

- Flushing activities
- Maintenance and repairs
- Sampling results

Good records support compliance and make inspections smoother.

## Looking Ahead

As the season progresses, maintaining consistent operations and monitoring will help ensure your system continues to provide safe drinking water. In upcoming issues, we will cover additional topics such as common seasonal violations and how to avoid them, as well as best practices for preparing for seasonal system shutdown.

## Need Help?

If issues arise or you have questions, contact the MassDEP Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov)

# 8. LCR, LCRR, and LCRI Updates

Is your PWS using, or plans to use Statistical Analysis or Predictive Modeling to Identify Unknowns? [Read this Article!](#)

MassDEP DWP sent an email to PWS who had or currently have a SRF Grant or Loan on **Friday, April 24, 2026**, reminding PWS of the updates to [MassDEP Statistical Analysis and Predictive Modeling Guidance Document](#) and requirements made in July and September 2025. PWS must meet all requirements listed in this guidance document to create a statistical analysis or predictive model which may be accepted by MassDEP.

Some of the most relevant updates to the [MassDEP Statistical Analysis and Predictive Modeling Guidance Document](#) made in 2025 were:

1. PWS must **submit a request for approval** to use Statistical Analysis/Predictive Modeling as a verification method prior to beginning investigation work.
2. A **GRR Acceptance Limit and Process** was introduced that PWS must meet. This requirement limits the possible number of GRR service lines a PWS may discover in the future which are classified as Non-Lead by the analysis/model.
3. Clarification that PWS **cannot use service lines installed after 1986** to create their analysis/model.

This email also contained a reminder regarding Consumer Notification (CN) when updating your SLI using statistical analysis or predictive modeling:

- PWS cannot use a SLI with the verification method of Statistical Analysis/Predictive Modeling to distribute Consumer Notices or post a Non-Lead SLI Statement unless the PWS has received MassDEP approval.

The full email is available on the [Communication to Public Water Suppliers](#) website, please reach out to MassDEP at the [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) email address if you have any questions regarding Statistical Analysis or Predictive Modeling.

## Highlighting PWS's LCRR and LCRI Work! This Week's Highlight: Raynham Center Water District's Material Requirement Records and Completing Non-Lead Validations

The Raynham Center Water District is a PWS which formed in the late 1940s; for this PWS, their district had records of regulations which dictated the allowed service line material(s) starting in 1950. This regulation required that only cement lined cast iron service lines could be installed with copper goosenecks. Raynham Center Water District was able to trace changes to their allowed materials through records such as meeting minutes and revisions to this regulation over time. As part of inventory submissions, MassDEP reviews copies of these regulatory documents and compares them to the system's inventory, to ensure that the rule/regulation was followed during the relevant time ranges. Based on the strong and clear record keeping and service line installation standards, Raynham Center Water District was able to classify all service lines as non-lead in 2024.

This documentation also benefited Raynham during their Non-Lead validation\* process, as the District's regulations function similarly to a local lead ban. As a result, service lines installed after 1950 could be excluded from their validation pool, rather than using the MA Lead Ban date of January 1, 1986. This significantly reduced their number of required validations and allowed the District to complete validations in 2026 using its allotted SRF Grant.

### **Takeaways for Other Water Systems:**

Does your PWS have a local lead ban or written regulations which excluded lead prior to 1986? Reach out to MassDEP! If these records are supported by the composition of your inventory, they may be used to reclassify service lines to non-lead.

*\*Note, PWS are strongly encouraged to discuss your use of a local lead ban or similar regulation with MassDEP prior to beginning Non-Lead Validations.*

## MassDEP is looking to highlight your PWS's work to prepare for the LCRI!

MassDEP is looking for details about:

- your work identifying unknowns and replacing lead/GRR service lines,
- methods of outreach to your consumers that have been helpful to get the lead out/identify unknowns,
- methods to complete and refine your SLI (verification methods, record review methods, etc.), and
- success stories of using the MA-LSLI App!

Share them with MassDEP by emailing them to [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), subject: LCRR/LCRI Highlighted Work.

## 9. Water Smart

### MAAEYC Spring Conference

On Saturday, April 18, the Water-Smart Team attended the 35th Massachusetts Association for the Education of Young Children (MAAEYC) Spring Conference at Natick High School. The team included Eduardo Ceballos-Corro, Outreach Coordinator representing UMass Amherst and MassDEP, along with Luz Oyola and Marian Berkowitz serving as Technical Assistance Providers (TAPs) on behalf of UMass Amherst.



Attendance at the conference was high, providing a valuable opportunity to connect with a wide range of early childhood educators and organizations. The Water-Smart team distributed program materials and engaged in networking with attendees representing various organizations.

During networking sessions, the team also connected with other exhibitors to exchange ideas on effective outreach strategies. A common takeaway was that simple, clear materials tend to be the most

engaging, reinforcing the idea that “less is more.” Conversations throughout the event focused on child safety, educational programs, and strategies to better support children and families.

These interactions helped raise awareness of the Water-Smart Program and created opportunities for new partnerships with organizations serving various facilities. By connecting directly with educators and community partners, the team continues to expand outreach efforts and support increased participation in lead testing to help protect children’s health across Massachusetts.

## 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, 1,313 schools and EECFs are participating in the program and 1,152 (88%) of participating facilities are within economically disadvantaged communities. To date, 1,181 schools and EECFs have completed testing. Of facilities that have tested and received results, 782 (66%) had one or more lead detections.

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



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

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

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

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

Participating in the Pilot Program allows PWS to:

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

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

## 10. PFAS Update

On March 16th, EPA approved MassDEP's request for a Primacy Extension. A primacy extension is a formal request to the EPA for more time—up to two years beyond the deadline—to implement new federal drinking water regulations. This gives MassDEP until April 26, 2028, to promulgate new state PFAS regulations. EPA encouraged all states to apply for an extension due to their [plan to rewrite the federal rule](#). There is also an ongoing [lawsuit against the EPA](#) regarding the development of the federal PFAS drinking water standards.

## 11. 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.

What is the official state fish of Massachusetts?

- A. Striped bass
- B. Winter Flounder
- C. Atlantic Bass
- D. True Blue Elephant Tuna

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](mailto:program.director-dwp@mass.gov), Subject DWP Trivia.

## 12. Training Calendar

When you need training, please look at the [MassDEP Training Calendar for Public Water System Operators](#).

[Board of Certification Training Page and List of Approved Courses](#)

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

## Some Newly Added Trainings on the Calendar

### **EFCN - Finding a Unicorn Session 12: Office Hours: Indirect Rates and Closeout**

Tuesday, May 5, 2026; 1:00 – 2:00 p.m. ET; webinar

Bring your questions, compare notes with peers, and receive direct support from the Capacity Collaborative team will help you understand indirect rate calculations, evaluate best practices for audits, and prepare for funding award closeout at the end of your project. [Register for the webinar: EFCN - Finding a Unicorn Session 12: Office Hours: Indirect Rates and Closeout](#).

### **Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: What is the best way to calculate rates?**

Wednesday, May 6, 2026; 11:00 a.m. – 1:00 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. Session Themes: Prior session summaries can be found at <https://efcnetwork.org/event/virtual-office-hours-ask-me-anything-srf-technical-assistance-open-discussion/>. [Register for the webinar: Ask Me Anything! State Revolving Fund \(SRF\) Technical Assistance & Open Office Hours: What is the best way to calculate rates?](#).

### **LCRI Checklist: Staying on Track for Compliance**

Wednesday, May 6, 2026; 1:00 – 2:30 p.m. ET; webinar

A This webinar will review the LCRI requirements with a focus on the November 1st deadline and any changes to the regulation as a result of the legal challenges. Attendees will be provided with a printable checklist to stay on track with the requirements in the various areas of the LCRI. In addition, the webinar will address changes to tap sampling that water systems need to be aware of for 2028, including changes to tiers, sampling protocols, and a lower action level, as well as steps water systems can take now to prepare. Lastly, the presenters will review actions water systems can take to prepare for school and childcare sampling programs. At least 20 minutes will be reserved at the end for the expert panel to answer attendee questions. \$75-member, \$120-nonmember. [Register for the webinar: LCRI Checklist: Staying on Track for Compliance](#).

### **EFCN - Seasonal Challenges, Smart Solutions: Summer Operation of Wastewater Lagoons**

Thursday, May 7, 2026; 1:00 – 2:00 p.m. ET; webinar

As lagoon wastewater systems move into the summer months, warmer temperatures can create unique operational challenges that impact treatment performance, system health, and compliance. This one-hour webinar is designed specifically for licensed wastewater operators who manage lagoon systems and want practical, season-focused guidance. Participants will explore common warm-weather lagoon issues (including algae growth, odors, dissolved oxygen concerns, solids management, insect control, and storm-related impacts) and discuss realistic strategies to prevent problems before they escalate. The webinar will also highlight operational adjustments, routine monitoring practices, and protective measures that can help maintain stable treatment and extend the life of lagoon systems throughout the hottest months of the year. Presenter: Dr. Jason R. Barrett, Extension Professor and Director, Mississippi

Water Resources Research Institute at Mississippi State University [Register for the webinar: EFCN - Seasonal Challenges, Smart Solutions: Summer Operation of Wastewater Lagoons.](#)

### **Seismic Strength in Utilities: Global Lessons and Local Strategies**

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

Water utilities face growing seismic risks, but proven strategies can reduce service disruptions and speed recovery. Explore cutting-edge earthquake-resilient systems with international experts. Innovators in North America, Japan, Taiwan, and Türkiye will share creative solutions, mutual aid strategies, and new approaches to protect critical infrastructure. This session is ideal for utility leaders and engineers preparing for the next major quake. FREE-member, \$25-nonmember. [Register for the webinar: Seismic Strength in Utilities: Global Lessons and Local Strategies.](#)

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

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

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

### **Modernizing Water Assets with Polysiloxanes**

Thursday, May 14, 2026; 1:00 – 2:00 p.m. ET; webinar

As demand increases for coatings that balance performance, safety, and sustainability, polysiloxane technology stands out as a next-generation solution for long-term water storage protection. Attendees will learn how polysiloxane coatings can extend life expectancy compared to traditional epoxy/polyurethane alternatives based on their UV stability, reduced deterioration rates, and lower maintenance frequency. By the end of the webinar, attendees will understand the differences between polysiloxane and conventional coating technologies, as well as the advantages they offer, like improved durability, aesthetic retention, and better long-term cost efficiency. [Register for the webinar: Modernizing Water Assets with Polysiloxanes.](#)

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

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

SWIFT technical assistance is tailored to meet the needs of each utility request, from improving the understanding of natural hazard impacts to their system to quantifying the potential reductions in risk that specific projects can deliver. Learn how water sector utilities are benefitting from SWIFT technical assistance. **Hear directly from utility representatives** across the country that have engaged in the process to build system resilience to various natural hazards. [Register for the webinar: How Water Sector Utilities are Building Resilience to Natural Hazards: Utilities Recount their Engagement with EPA SWIFT Technical Assistance.](#)

## **Trainings by Organization**

- **MassDEP**
  - **Previous Cybersecurity Trainings now on YouTube:**
    - [Basic Cybersecurity Measures for Water Utilities](#)
    - [Ransomware Experiences, Defense, and Response](#)
- [Environmental Finance Center Network Trainings, Webinars and In-Person Trainings](#)
- [EPA Trainings, Webinars and In-Person Trainings](#)
- [Mass Rural Water Association Trainings, Webinars and In-Person Trainings](#)
- [MWWA Trainings, Webinars and In-Person Trainings](#)
- [NEWWA Trainings, Webinars and In-Person Trainings](#)
- [Water ISAC Trainings, Webinars and In-Person Trainings](#)
- [RCAP Solutions Trainings, Webinars and In-Person Trainings](#)
- [AWWA Trainings, Webinars and In-Person Trainings](#)
- [New England Section of AWWA, Webinars and In-Person Trainings](#)
- **SkillWorks**
  - SkillWorks offers Board-approved home-study correspondence courses to satisfy license renewal continuing education requirements. All correspondence courses use paper-based study materials and exams. Course work is submitted by mail. Mailed returns are processed and graded within 24 hours at no extra charge. Courses with optional online exams are processed and graded automatically to provide exam results and a printable Certificate of Completion instantly. View the list of approved courses and purchase a course online at [Massachusetts SkillWorks Trainings](#) website.

## Training Refresher

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

# 13. Cybersecurity, Emergency Preparedness, and You!

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

For additional information and alerts see [Cybersecurity Resource Hub for MA Public Water Systems \(PWS\)](#). The purpose of this hub is to provide resources for public water systems (PWS) to improve cybersecurity defenses, mitigate cyber-attack risks, and enhance overall resiliency and compliance.

### **CISA Released: New Zero Trust Roadmap for OT Environments**

- CISA, in coordination with the FBI and the Departments of War, Energy, and State, released a important joint guide: "Adapting Zero Trust Principles to Operational Technology."
- Zero trust is a modern, adaptive approach to cybersecurity that eliminates implicit trust and requires continuously validating access based on identity, context and risk.
- This 28-page document provides a strategic blueprint for critical infrastructure to shift from reactive perimeter defense to a proactive Zero Trust Architecture (ZTA).
- **Key focus areas include** establishing comprehensive asset visibility, proactively addressing supply chain risks, and implementing robust identity and access management. The document emphasizes layered security controls—encompassing network segmentation, secure communication protocols and vulnerability management—alongside a fundamental shift in security philosophy that assumes a breach occurred and prioritizes uninterrupted operations, safety, and reliability. The document aligns with the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF) 2.0 functions of Govern, Identify, Protect, Detect, Respond, and Recover.
- Access the full technical guidance here: [Adapting Zero Trust Principles to Operational Technology](#)
- Download the PDF version of the guide here [Adapting zero trust principles to OT -PDF](#) .

### **Joint Cybersecurity Advisory: Defending against China-nexus covert networks of compromised devices**

CISA and several international partners released a joint cybersecurity advisory explaining the widespread shift in tactics, techniques and procedures (TTPs) towards networks of compromised infrastructure, and how to defend against it.

- According to the advisory, over the past few years there has been a major shift in the tactics, techniques and procedures (TTPs) used by China-nexus cyber actors, moving away from the use of individually procured infrastructure, and towards the use of externally provisioned, large-scale networks of compromised devices.
- Most China-nexus threat actors are using these networks (hereafter “covert networks”), that multiple covert networks have been created and are being constantly updated, and that a single covert network could be being used by multiple actors. These networks are mainly made up of compromised Small Office Home Office (SOHO) routers, as well as Internet of Things (IoT) and smart devices.
- Anyone who is a target of China-nexus cyber actors may be impacted by the use of covert networks. They have been [used by Chinese state-sponsored actors Volt Typhoon](#) to pre-position offensive cyber capabilities on critical national infrastructure. The group [Flax Typhoon used a different covert network](#) of compromised infrastructure to conduct cyber espionage.
- The use of covert networks of compromised devices - also known as botnets - to facilitate malicious cyber activity is not new, but China-nexus cyber actors are now using them strategically, and at scale.
- Access the advisory here: [CISA Advisory- Defending against China-nexus covert networks of compromised devices.](#)

### **Grants and Fundings**

The Drinking Water State Revolving Fund in partnership with MassDEP/DWP, is offering grants funds of up to **\$50,000**, to PWSs that have a cybersecurity risk assessment and use operational technology equipment with an identified cybersecurity risk.

Details here: [Public Water Suppliers Cybersecurity Improvements Grant Program | Mass.gov](#).

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

If your PWS is scheduled for a sanitary survey in 2026, MassDEP/DWP will inspect your cybersecurity assessment findings and plans during the upcoming sanitary survey cycle. Details [here](#).

**Please prepare your PWS for the MassDEP cybersecurity assessment review. Preparation may include:**

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

## **14. Supply Chain Reminders**

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

- Review your PWS Emergency Response Plans (ERP) required by 310 CMR 22.04(13) and take planned actions identified for such an emergency. This should include any applicable work and conservation practices to extend the currently available supply.
- Implement the steps identified by DWP using the [Steps to Prepare Your PWS For Supply Chain Disruptions Flyer](#) and keep MassDEP/DWP informed of all Supply Chain issues.
- Check/Use [EPA Chemical Supplier and Manufacturer Locator Tool](#) : This tool allows water and wastewater utilities to search for suppliers and manufacturers across the U.S. that may be able to fulfill their chemical supply needs and increase resilience to supply chain disruptions. This tool can also be useful for finding alternative chemical suppliers in the case of supply chain shortages.
- Join [MassWARN](#).

## **15. How To Subscribe to the In The Main Newsletter**

[Subscribe to the In The Main Newsletter here!](#)

MassDEP is sending this important drinking water information to all PWS responsible persons who are listed on the state database. If you are no longer the correct responsible person for the PWS please reply with the correct contact information. MassDEP needs one responsible contact person from each PWS. Operators, consultants, and others who are interested in Drinking Water Program updates are encouraged to request to be subscribed to this email list. To subscribe to the *In The Main Newsletter*, subscribe by completing the quick [ITM Newsletter Sign-Up Form](#). This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in Massachusetts and is collected by public water systems. For more information about the Assessment Program, visit to the [Safe Drinking Water Act Assessment Advisory Committee \("Section 70" Committee\) Homepage](#).

## 16. *Drinking Water Trivia! Answer*

Answer: C

The Atlantic Cod was designated the official Massachusetts fish in 1974.