



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.



Waterfront Promenade Park, Newburyport, Photo by: Eric Cheung

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

2025-05-02

1. LCR, LCRR, and LCRI Updates
2. Lead in Schools and Childcare Facilities Drinking Water Update/Water Smart
3. PFAS Update
4. Drinking Water Trivia!
5. Training Calendar
6. Cybersecurity, Emergency Preparedness, and You!
7. 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>

LCR, LCRR, and LCRI Updates

Lead and Copper 90th Percentile Update and PWS Planning for the Upcoming New Lead Action Level

MassDEP Drinking Water Program routinely posts the lead 90th percentile results under the Lead and Copper Rule (LCR) on our web page. This posting occurs 3 times per year after each round of LCR monitoring (March, September and December). Please see the latest March update at [Results of lead sampling for Public Water Systems | Mass.gov](#).

PWS should note that this latest posting includes a total of 6 PWS which exceeded the current Lead Action Level (AL) of 15 parts per billion (ppb). One of these PWS was the first to exceed the AL after October 16, 2024, the LCRR Compliance date.

Did you know and are you preparing for when the lead action level drops to 10 ppb under the LCRI?

PWS should begin to check their 90th percentile information to determine if they are on track to still be in compliance with the Lead and Copper Rule Improvements (LCRI), and its lower AL of 10 ppb, that will become effective November 1, 2027.

Based on this latest 90th percentile results are you one of the PWS that will be within 80% of the LCRI lower lead action level? Is your system's 90th percentile currently over 8 ppb? If yes, you should begin to plan for how your PWS will be in compliance with the LCRI. Please be aware, if PWS were required to comply with the 10 ppb AL today, 28 PWS would have exceeded the LCRI AL. If we look at all PWS which had 90th percentile results over 8 ppb, an additional 19 PWS would be close to exceeding the LCRI AL.

How should a PWS prepare for when the lead action level drops to 10 ppb under the LCRI?

All PWS with 90th percentile results over 8 ppb are encouraged to begin planning for the LCRI, and its more stringent requirements. PWS with 90th percentile results over 8 ppb must think about the following:

- Does your PWS have lead or Galvanized Requiring Replacement (GRR) service lines? Check your current Service Line Inventory, and if so, can your PWS prioritize replacing them in the next 2-3 years?
- Does your PWS have unknown service lines? If yes, are your plans addressing the identification of these unknowns and removals of all lead?
- If you have corrosion control treatment, is it optimized? If it is not, is that something you should be considering now?

In addition to preparing for the LCRI, PWS must also be ready to issue a 24 Hour Tier 1 PN if you fail the current lead action level (15 ppb). Is your PWS ready to issue a Tier 1 PN within 24 hours?

24 Hour Tier 1 Public Notification (PN) Templates will now be required in PWS Emergency and Response Plans (ERP)

PWS should be aware that as required by the new LCRR (effective October 16, 2024), PWS must distribute a Tier 1 PN within 24 hours if the PWS exceeds the 15 ppb lead action level. This requirement began the day LCRR became the compliant rule, October 16, 2024.

To ensure that all PWSs are ready to comply when/if a 24 Hour Tier 1 PN is required, in accordance with 310 CMR 22.04(13), MassDEP DWP is requiring PWS subject to the LCRR to create a 24 Hour Tier 1 PN template and process and include it in their Emergency Response Plan (ERP) to use should the PWS have a lead action level exceedance.

Your PWS should ensure this template language has been approved by all necessary staff in the PWS and town/city, such as if your PWS has a town manager/city council, or similar board that need to approve documentation prior to distribution.

PWS are also encouraged to share their templates with MassDEP DWP staff ahead of time for pre-approval, (especially if you plan to deviate in any way from the MassDEP/DWP template) to ensure that these notices are issued within the required 24-Hour period. Tier 1 PNs are triggered once PWS learns of the lead action level exceedance, which could happen after normal business hours, or on the weekends, depending on the PWS and when sampling results are received. Receiving pre-approval from MassDEP DWP prior to an exceedance will allow PWS to ensure that their PN meets federal requirements prior to distribution. In addition to submitting the final PN

notice to MassDEP/DWP the PWS is also required to post a copy of the notice to the EPA electronic portal in the same required time frame. As such, any noncompliance with notification will also be recorded by EPA.

MassDEP DWP Sanitary Surveyors will begin asking to review PWS 24 Hour Tier 1 PN Templates during surveys, inspections and other opportunities going forward, to confirm if PWS has met this requirement and is ready to issue a Tier 1 PN within 24 hours. The MassDEP/DWP Tier 1 Lead PN Template is available here:

<https://www.mass.gov/lists/public-notification-forms-and-templates#tier-1-templates>.

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.

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>.

MassDEP/DWP Contacts

For all questions on LCR, LCRR and LCRI, please contact the Drinking Water Program at program.director-dwp@mass.gov.

Lead in Schools and Childcare Facilities Drinking Water Update

MassDEP DWP's Water-Smart Program Joins MAAEYC's Spring Conference to Promote Lead Free Drinking Water



Left to Right: Adam Horowitz and Alex Smith-Lin

The Massachusetts Department of Environmental Protection (MassDEP) Drinking Water Program (DWP) and UMass Amherst's Water-Smart Program proudly participated in the 2025 Massachusetts Association for the Education of Young Children (MAAEYC) Spring Conference held in Natick, MA on Saturday, April 26th. This annual gathering brings together early childhood educators, program directors, and advocates from across the Commonwealth, making it an ideal venue to highlight the importance of clean, lead-free drinking water in childcare environments.

While tabling at the event, Water Smart Program staff connected directly with childcare providers and early education leaders, sharing critical information about free lead-in-water testing available to licensed facilities and public schools. Attendees learned about the simple sign-up process, and the no-cost resources available for testing, communication, and follow-up.

The conference provided a valuable opportunity to raise awareness of environmental health in early education spaces and to build relationships with childcare organizations that play a vital role in protecting children's well-being. MassDEP and UMass Amherst look forward to continued collaboration with these dedicated professionals to ensure safe, healthy drinking water for all Massachusetts children.

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, 1,111 schools and EECFs are participating in the program and 706 (64%) of participating facilities are within environmental justice communities. To date, 999 schools and EECFs have completed testing. Of facilities that have tested and received results, 672 (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>

PFAS Update

Five Ipswich River Communities to Improve Water Supply and Treat PFAS

On April 28th the Healey-Driscoll Administration awarded \$950,000 in grants to help five communities enhance their public water supplies, improve water availability, and remove PFAS from drinking water. This is the second year for this grant program. The communities are the Town of Wilmington, the Town of Ipswich, Lynnfield Center Water District, and the Towns of Hamilton and Wenham. For more information see: <https://www.mass.gov/news/healey-driscoll-administration-awards-nearly-1-million-to-five-ipswich-river-communities-to-improve-water-supply-and-treat-pfas>

ASDWA-AWWA Release a New Framework for the Piloting and Design of PFAS Treatment

On April 21st, ASDWA and AWWA released a new technical guide: [PFAS Treatment Evaluation: Framework for Approaching Permit Plan Approval](#) that was developed in collaboration with Black & Veatch. The purpose of the guide is to assist drinking water systems as they evaluate their PFAS compliance options. The framework compiles disparate science about PFAS treatment and best practices for piloting treatment and streamlining the permit approval process.

Many water systems with PFAS levels exceeding the MCLs will need to install additional treatment, which typically requires a minimum of three (3) years for detailed design, bidding, and construction, though additional time is required on the front end for treatment alternative evaluations and selection. While specific requirements for permitting and approval vary by primacy agency, the primary intent of permitting is to ensure the proposed treatment approach will meet treatment objectives while avoiding potential pitfalls associated with treatment technologies for specific design criteria, water quality, and operations.

Treatment alternative evaluation methods include desktop evaluations, bench-scale testing, and/or pilot testing. Given the short timeframe for water systems to implement additional treatment if required to achieve regulatory compliance, all aspects of project development have little margin for schedule overruns. Given the relatively low PFAS concentrations in source water supplies and capacity of adsorptive media, pilot studies can extend for several years before PFAS is detected in the column effluent. Thus, when applicable, other, less time-consuming treatment evaluation methods may be appropriate if they can achieve the site-specific target objectives.

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 does lead taste like in water?

- A. Salty
- B. Bitter
- C. Tasteless
- D. Sweet

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

Training Calendar

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

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

Board of Certification Training Page and List of Approved Courses

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

Some Newly Added Trainings on the Calendar

SES425AT: EXCAVATION SAFETY: ARE YOU A COMPETENT PERSON?

Monday, May 5 to Tuesday, May 6, 2025; 8:00 a.m. – 4:00 p.m. ET; Holliston

OSHA's excavation standard states that a competent person is: "one who is capable of identifying existing and predictable hazards in the surroundings, or working conditions which are unsanitary, hazardous, or dangerous to employees and has authorization to take prompt corrective measures to eliminate them." This course covers the OSHA requirements that state a competent person have specific training in and knowledge about soil analysis, use of protective systems, hazardous atmospheres, excavation site safety, and hazard recognition. The course will also cover the daily inspections requirement and the need for inspection personnel to be trained in the OSHA regulations. SES425AT 1.2 CEUs \$390. [Register here](#)

Eurofins: PFAS Sample Collection, State of the Science, Part 2

Tuesday, May 6, 2025; 1:30 – 2:30 p.m. ET; webinar

In this webinar, Eurofins Environment Testing (EET) will explore potential sources of PFAS sample contamination, dispel some of the myths and speculation surrounding the issue, and catalog what research studies have shown us to date, what best practices to adopt, and what data gaps still exist. [Register here](#)

Community Climate Resilience in Rural Water Systems

Tuesday, May 6, 2025; 1:00 p.m. ET; webinar

Overview & Objectives: 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. [Register here](#)

CCC425AT: CROSS-CONNECTIONS SURVEYOR TRAINING

Tuesday, May 6 to Thursday, May 8, 2025; 8:30 a.m. – 4:00 p.m. ET; Wilmington

This 3-day course will allow students to learn the professional skills required to become a NEWWA Certified Cross Connection Control Surveyor. This course includes both classroom-based as well as field instruction and a written examination. Topics covered include terminology; where to look for cross connections; how to assess the degree of hazards; how to set up a cross connection control action plan and conduct a survey; how to review drawings and plans; the roles of the public water system, plumbing inspectors, states, local government, and others; how to utilize the six methods of protecting a cross connection; a review of the basic hydraulics of backflow and devices; and how to complete the common survey report forms. Each participant will receive a copy of the "AWWA Manual (M14), Recommended Practice for Backflow Prevention," pertinent plumbing code information by state, sample survey sheets, and other handouts such as segments of as-built drawings and plans. 1.7 CEUs Course code: CCC425AT, \$585 member/\$745 non-member [Register here](#)

Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: What is Environmental Reporting?

Wednesday, May 7, 2025; 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. Submit your questions in advance or bring them to the session for real-time support from our experts. [Register here](#)

SBH425BT: BACKHOE FRONT END LOADER OPERATOR TRAINING

Wednesday, May 7 to Friday, May 9, 2025; 7:30 a.m. – 2:30 p.m. ET; Holliston

This course will provide aspiring equipment operators (backhoe and front-end loader) with practical, classroom-based instruction coupled with thorough, hands-on skills training. Classroom sessions will cover machine and operating principles; trenching and excavating; and special safety considerations. Hands-on field training will utilize actual equipment and incorporate extensive, individualized instruction. Each registrant will have ample opportunity to train on each piece of equipment with close supervision to help develop specific skills varying from performing pre-operational inspections to loading and trenching. Class size is limited to optimize the learning experience. THE EXCAVATION SAFETY: ARE YOU A COMPETENT PERSON? COURSE IS A PRE-REQUISITE Day 1 May 7, 2025 7:30am - 11:45am (Classroom) DPS Exam at 2pm, Day 2 May 9, 2025 8:30am - 2:30pm (Field), SBH425BT 0.9 CEUs \$595.00 Training & Exam [Register here](#)

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PFAS Removal: Novel Adsorbents and Process

Thursday, May 8, 2025; 1:00 - 2:00 p.m. ET; webinar

This webinar will explore the novel sorbent(s) used in the AquaPRS PFAS Removal system process to achieve the new regulatory requirements. While meeting these requirements, the AquaPRS process provides customers with a low cost of ownership due to the reduced operating costs associated with sorbent usage and disposal/destruction costs. Attendees will be introduced to a novel solution to PFAS treatment that could be used in a range of applications within the water industry. You'll learn how these new technologies can handle low to high concentration PFAS waters while producing high-quality micro-filtration effluent water. [Register here](#)

SWS425AT: LIFTING, BACK SAFETY, LADDER SAFETY AND FALL PROTECTION

Wednesday, May 14, 2025; 8:30 a.m. – 3:30 p.m. ET; Holliston

This course will present an overview of the proper methods of protecting yourself from problems associated with lifting, the safe handling of ladders, and fall protection. Specifically, the course will explain the latest OSHA requirements along with the best methods of lifting safely; cover best practices in handling various types of ladders; and present the methods designed to protect against fall protection. May 14, 2025 8:30am - 3:30pm; 0.6 CEUs

SWS425AT; \$195 Member / \$355 Non-Member. [Register here](#)

WFL425AT: Surface Water Reservoir Dynamics: The Fundamentals of Limnology

Thursday, May 15, 2025; 1:00 – 4:15 p.m. ET; Holliston

Almost ¾ of the population in New England gets their drinking water from a surface water source, or reservoir. As a drinking water professional, it is important to understand the physical and chemical characteristics of your reservoir to provide the highest quality drinking water to your customers. In addition to those characteristics, participants of this class will learn about sources of pollution, and how to develop a plan for routine and emergency water quality monitoring. Learners will also be introduced to taste and odor algae and cyanobacteria, why they are important, and how to plan for cyanobacteria/cyanotoxin blooms. May 15, 2025 1pm - 4:15pm; WFL425AT 0.3 CEUs \$145 Member/ \$305 Non-Member. [Register here](#)

360° Resilience Readiness for Your Water System's Service Continuity

Thursday, May 15, 2025; 12:00 - 1:15 p.m. ET; webinar

This webinar 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. Presenter: Dr. Jack Kartez, Emeritus Director/Senior Advisor, New England Environmental Finance Center [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/eisl5dQnXqE>
- **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!

2025-05-02

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.



Cybersecurity Biweekly Spotlight

Multi-Factor Authentication (MFA): Facts and Tips

In the water sector, certain technology requires strategic security measures to protect important personal and private data and operational access. In an ever-evolving technological landscape however, adversaries such as cyber actors and hackers remain serious threats. Even public water systems (PWS's) are vulnerable. While a complex password is a strong first line of defense, Multi-Factor Authentication (MFA) or Two Step Authentication/Verification provides an extra layer of security, even if a password has been breached. **No PWS should have a remotely accessible operational technology (OT) system without MFA in place.**

What is MFA?

According to the Cybersecurity & Infrastructure Security Agency (CISA), MFA is a layered approach to securing account access. A combination of two or more different authenticators are set up to verify a user's identity so they can log in. Typically, there is a strong password combined with a second factor such as a biometric feature, a one-time passcode, or a phishing-resistant cryptographic passkey. MFA helps block unauthorized users even if a password was initially compromised.

Why is MFA Significant?

MFA is an important password security implementation because it poses a greater challenge to threat actors trying to access a PWS's information or operational technology systems, even if a password was compromised by phishing, identifying reused passwords, or other malicious means. With cyber actors developing sharper password harvesting techniques and their necessary technology becoming more affordable, the extra layer of defense MFA provides ultimately reduces many of these threats. For a public water system, this could be a critical step in ensuring quality, safe drinking water to the public.

MFA Methods by Effectiveness

- **Good- SMS or Voice:** text messages (SMS), voice message
- **Better- App Based:** Mobile push notification with or without number matching, One Time Password (OTP), Token based OTP
- **Best- Phishing Resistant:** Fast Identity Online 2 (FIDO2) Authentication, Public Key Infrastructure (PKI) based passkey

How to Generally Turn on MFA

1. Go to Settings (aka Account Settings, Profile, Preferences, Privacy or similar)
2. Select the security settings (aka Security, Password and Security or similar)
3. Look for and turn on MFA (aka two-factor authentication, two-step authentication or similar)
4. Confirm choice- some MFA options to choose from include:
 - a. Receiving a numeric text or email code
 - b. Using an authenticator app
 - c. Biometrics (facial recognition or fingerprints)
 - d. FIDO2 key / passkey

Additional/Helpful Resources:

More than a Password | CISA

<https://www.cisa.gov/MFA>

Multi-Factor Authentication Fact Sheet

<https://www.cisa.gov/sites/default/files/publications/MFA-Fact-Sheet-Jan22-508.pdf>

Turn On MFA | CISA

<https://www.cisa.gov/secure-our-world/turn-mfa>

(By Adam Horwitz)



EPA's Water Infrastructure and Cyber Resilience Division (WICRD) in collaboration with the MassDEP DWP is hosting a Cybersecurity Incident Response Plan Workshop and accompanying in-person Cybersecurity Overview and Tabletop Exercise for drinking water and wastewater utilities in Massachusetts.

Purpose: The workshop will assist utilities in developing cybersecurity incident response plans that can be tested against the cyber incident presented in the tabletop exercise. Attendance at both the workshop and training is highly encouraged.

Incident Response Plan Workshop (Remote)

EPA staff are hosting a workshop to assist Massachusetts utilities in developing cybersecurity incident response plans. Attend to get great guidance on how to begin a plan or improve the one you already have.

When: Wednesday, May 14, 2025

Time: 9:00 am – 10:00 am (ET)

Where: Virtual meeting

TCHs: 1TCH

REGISTRATION LINK: [Meeting Registration - Zoom](#)

Cybersecurity Overview and Tabletop Exercise (In-person)

The 3-hour training is an interactive, scenario driven discussion which allows participants to learn cybersecurity best practices and exercise cybersecurity incident response plans.

When: Thursday, June 12, 2025

Time: 8:30 am – 12:00 pm (ET)

Where : Karl Weiss Education & Conf. Center 75 North Street, Westborough, MA

TCHs: 3 TCHs

REGISTRATION LINK: <https://www.eventbrite.com/e/cybersecurity-overview-and-tabletop-exercise-for-massachusetts-utilities-tickets-1290334578459?aff=oddtcreator>

NEW Critical Infrastructure Security Updates:

NSA Publishes Recommendations for Smart Controller Security Controls and Technical Requirements for OT Environments

The NSA [released a Cybersecurity Technical Report \(CTR\)](#) to share recommendations for security policies and technical requirements for operational technology (OT) smart controller devices installed in National Security Systems (NSS). Full article at [WaterISAC](#).

FBI's IC3 Releases 2024 Internet Crime Report (Source WaterISAC)

The FBI's Internet Crime Complaint Center (IC3) released its 2024 Internet Crime Report. The report draws data from over 850,000 complaints of suspected internet crime reported to the FBI last year.

- In 2024, IC3 tracked potential losses exceeding \$16 billion—a 33% increase in losses from 2023.
- The top three cybercrimes reported by victims in 2024 were **phishing/spoofing, extortion, and personal data breaches**.
- IC3 received more than 4,800 complaints from organizations belonging to critical infrastructure sectors, and the **most reported cyber threats among critical infrastructure were ransomware and data breaches**.
- The majority of losses were reported as investment fraud, specifically involving cryptocurrency, totaling over \$6.5 billion. Read 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](#).

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**.

Answer: C