



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

In the Main Newsletter – 05/19/2026

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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.



Veteran’s Memorial Mall, Waltham, during the 2026 Watch City Steampunk Festival, photo by Eric Cheung

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1. MassDEP DWP’s In The Main (ITM) Newsletter Release Changing to Tuesdays!

The In the Main (ITM) Newsletter will continue to be distributed on a biweekly schedule; however, beginning with this issue, the newsletter release day will change from Fridays to Tuesdays.

This adjustment is intended to provide readers with access to Drinking Water Program updates, training opportunities, regulatory information, and other important announcements at the start of the work week. We appreciate your continued readership and look forward to continuing to share timely and helpful information every other Tuesday.

2. Consumer Confidence Reports (CCRs) for Calendar Year 2025 are due July 1st!

All **community** public water systems must prepare and deliver a Consumer Confidence Report (CCR) by July 1. Your CCR must be delivered to your customers, MassDEP, the Massachusetts Department of Public Health (DPH), and your local board of health by July 1st or you risk compliance enforcement.

Please see the [MassDEP Consumer Confidence Reports webpage](#) for guidance on making, distributing, and submitting your 2025 CCR. To access forms and templates visit the [MassDEP CCR Reporting Forms and Templates webpage](#).

To submit your CCR to MassDEP, please email a singular PDF file of your CCR Certification Form, the CCR, and any needed documentation with the naming convention **PWSID#-PWSNAME-CCRYEAR-CCR** to program.director-dwp@mass.gov, by July 1.

MassDEP prepares annual CCRs for NTNC and TNC systems and, when available, will post the 2025 CCRs on the [Public Water Supplier Document Search Tool](#).

If you need help or have questions, contact the MassDEP Drinking Water Program at Program.Director-DWP@mass.gov, Subject CCR, or 617-292-5770.

3. Reminder: New Drinking Water Operator Licensing Portal Launched May 18, 2026

Starting on May 18, 2026, multiple licensing boards under the Division of Occupational Licensure (DOL) switched to a new licensing platform. This includes the Board of Certification of Operators of Drinking Water Supply Facilities (the Board). The former platform, ePlace, was phased out and replaced with a new licensing platform called eLIPSE. [View the announcement on the DOL website.](#)

On May 8, 2026, all applicants and licensees with email addresses on file for Drinking Water should have received an email about the licensing platform transition. The email includes information about the reason for the transition, key information for licensees and applicants, instructions on how to create an account, changes licensees and applicants can expect to see on May 18, and links to how-to guides. If you did not receive this communication, please reach out to the Drinking Water Board at DrinkingWaterBoard@mass.gov.

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.

4. Outreach, Training, and Technical Assistance Opportunities with Massachusetts Rural Water Association (MassRWA)

Free Information Session – Career Opportunities as a 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](#)

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.

- [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) - Easthampton, MA
- [Meters, Testing & Leak Detection](#)
May 21, 2026 (#2026-11) - Adams, MA
June 2, 2026 (#2026-12) - W. Springfield, MA
June 16, 2026 (#2026-13) - Acton, MA
- [All Things Ductile: Pipe, Valves, Hydrants & Fittings with Best Practices](#)
June 23, 2026 (#2026-10) - Location TBD
- [Peristaltic Pumps & Certified Stenner Technician Certification \(CST\)](#)
June 24, 2026 (#2026-14) – Location TBD
- [Innovative Approaches in Water Treatment and Asset Management](#)
July 16, 2026 (#2026-18) – Turners Falls, 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 to be connected to technical assistance resources.

5. 2026 Drinking Water Day Congratulations

Earlier this month, from May 3 - May 9, was National Drinking Water Week. Massachusetts celebrates our Public Water Systems Awards during that week to help celebrate water!

This year's Public Water Systems Awards date was May 5, 2026, at The Bull Run in Shirley, Massachusetts. There were 33 Compliance Awards given to community and non-transient non-community systems during the awards.

To earn this qualification a system must be in compliance with all regulations for all of 2024, have no violations for the past five years, and go above and beyond compliance with accomplishing other items such as testing for the full suite of secondary contaminants, join the Health & Homeland Alert Network (HHAN), join the Massachusetts Water/Wastewater Agency Response Network (WARN), receive a fluoride certificate from the CDC and/or other compliance planning activities to make them the best of the best.

There were also 15 Nominated Award categories in which to receive awards such as Water Conservation, Energy Conservation, Lead Reduction in Schools, Regional Recognition, and Distinguished Operator. Yvette DePeiza, MassDEP's recently retired Drinking Water Program Director was also recognized for her 46+ Years of Dedicated Service.

This awards ceremony also featured a Special Guest, Kyle Kilroy, aka, "[The Sewer Singer](#)". See the list of award recipients here: <https://www.mass.gov/doc/2026-public-water-system-award-recipients/download> and the related [Press Release](#).



L to R:, MassDEP Commissioner Bonnie Heiple, Award Recipient – Retired MassDEP Drinking Water Program Director Yvette DePeiza, MassDEP Acting Drinking Water Program Director Michael Celona

Congratulations to Yvette DePeiza for 46+ years Protecting Public Water and the health of residents of Massachusetts. Yvette DePeiza began her career at MassDEP when Jimmy Carter was still president!

Long before becoming Director in 2013, she helped shape the Drinking Water Program into a national model—built over four decades of innovation, collaboration, and practical problem-solving.

She led the program through evolving challenges, from stricter contaminant standards to cybersecurity. Massachusetts became a national leader on PFAS, setting standards five years ahead of the EPA—an effort largely driven by Yvette. She balanced protecting public health with helping water systems manage real-world impacts.

Yvette also led major initiatives like the Compliance Assurance Initiative and pushed forward critical work on lead in schools through the Water-Smart program—driving statewide testing and putting kids’ health first.

On cybersecurity, she helped transform the program in just a few years into a nationally recognized leader, strengthening protections for public water systems.

Throughout her career, Yvette kept one focus front and center: public health. Her leadership leaves behind stronger water systems, better protections, and a generation of professionals ready to carry the work forward.

Congratulations to all systems and award recipients! And we thank all our partners and organizations that assisted with the 2026 Public Water System Awards!



Left to Right: Sean Nugent, MassDEP Acting Section Chief, CERO Drinking Water Program, Award Recipient- Distinguished Operator, Thomas Cutler, Richard LaFond, Webster Water Department, MassDEP Commissioner Bonnie Heiple



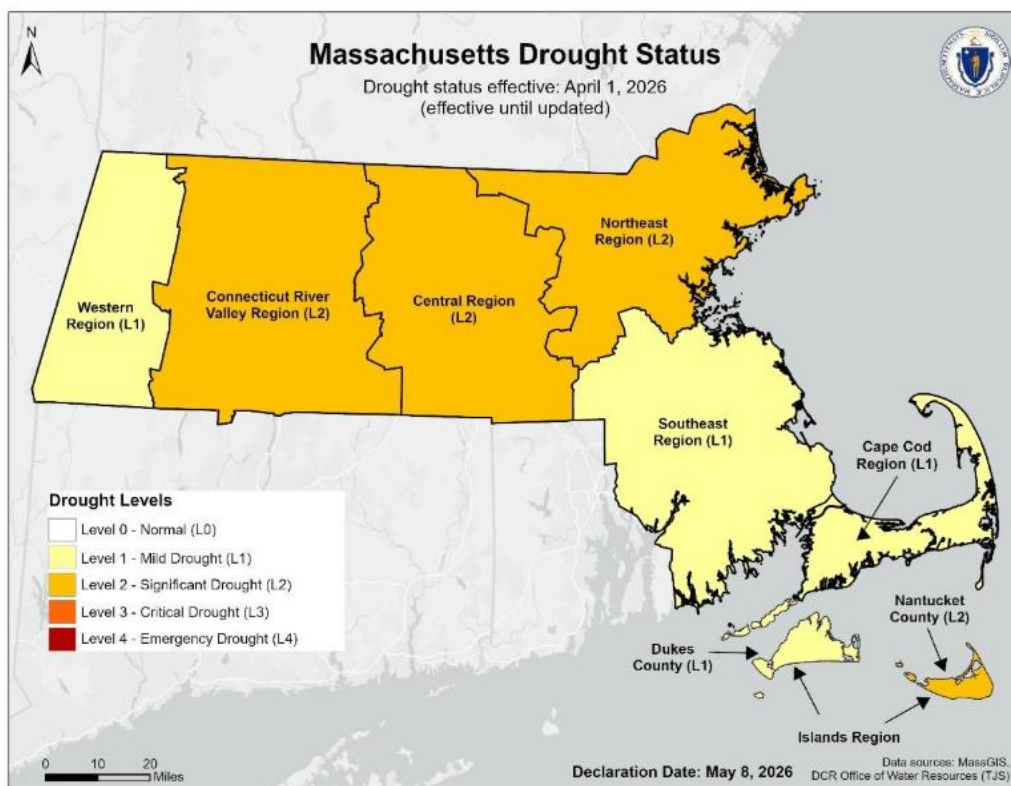
Left to Right: Jim McLaughlin, MassDEP Section Chief SERO Drinking Water Program, Award Recipient-Seekonk Water District, MassDEP Commissioner Bonnie Heiple

Where to see all photos of award recipients!

Photos of award recipients are available [here](#) and on the awards webpage below. We encourage awardees to download and share photos of their well-deserved awards.

6. Drought Conditions Worsen in Several Regions Across Massachusetts

On May 8, 2026, the Executive Office of Energy and Environmental Affairs (EEA) declared that drought worsened drought conditions in several regions of Massachusetts due to below-normal precipitation and declining streamflow. The Connecticut River Valley, Central, and Northeast Regions and Nantucket County are now in a Level 2 - Significant Drought. The Western and Southeast Regions and Dukes County have moved to a Level 1 - Mild Drought. Conditions have slightly improved in the Cape, which is now a Level 1 - Mild Drought. The most recent drought declaration can be read on the [Massachusetts Drought Status webpage](#).



Drought declarations require detailed monitoring of drought conditions; continued coordination among state and federal agencies to advance the implementation of water use restrictions; and engagement with municipalities, including local Boards of Health, to provide technical outreach and assistance to water suppliers and affected municipalities.

Below is a list of resources for communities to use related to drought outreach and education, water conservation, and drought status monitoring.

- The [Massachusetts Drought Dashboard](#) provides regularly updated maps monitoring drought conditions across the state.

- The [Drought Alert Flyer](#) provides information about current drought conditions and how communities across the state can help promote water conservation, fire prevention, and drought preparedness.
- The [Drought Management in Massachusetts webpage](#) includes several recommendations for residents, businesses, and communities during each level of drought (Level 1, Level 2, Level 3, and Level 4) related to water conservation and fire prevention.
- The [Water Resources Toolkit](#) offers many examples of outreach materials for communities to use related to droughts.
- Utilities are encouraged to develop a [Drought Management Plan](#) to identify preparedness, monitoring, response, and outreach procedures related to droughts.
- Information for private well owners can be found at the webpage [Information for Private Well Owners During a Drought](#)
- [Previous issues of In the Main](#) include additional resources related to drought preparedness and response resources.

7. Common Early Season Issues for Seasonal Systems

The first few weeks after opening are often when seasonal systems experience the most operational challenges. Changes in water demand, extended inactivity during the off-season, and aging infrastructure can all contribute to water quality or operational issues if systems are not closely monitored after start-up.

Common issues seen early in the season include:

- Low or fluctuating water pressure
- Discolored or cloudy water caused by disturbed sediment
- Leaks or equipment failures that developed during the off-season
- Stagnation in low-use areas or dead-end lines
- Coliform detections related to insufficient flushing or improper sampling techniques

Operators should continue routine inspections after opening and respond quickly to any unusual changes in water quality, pressure, or customer complaints.

Tips for a Smooth Operating Season

- Flush low-use areas regularly to maintain fresh water throughout the system
- Inspect pumps, storage tanks, valves, and treatment equipment for wear or leaks
- Maintain organized records of maintenance, flushing, and sampling activities
- Verify all monitoring schedules and laboratory deadlines are being met
- Confirm physical security measures remain in place and review cybersecurity protections for any connected equipment or remote access systems

A proactive approach early in the season can help reduce emergency repairs, improve water quality, and support ongoing compliance throughout the operating season.

For questions or assistance, contact the MassDEP Drinking Water Program at program.director-dwp@mass.gov.

8. LCR, LCRR, and LCRI Updates

NEWWA Releases 1st and 5th Liter LCRI Instructional Sampling Video

The New England Water Works Association (NEWWA) released a 1st and 5th Liter sampling instruction video, which can be sent to consumers at your Lead and Copper Sampling Locations if they are collecting 1st and 5th liters under the Lead and Copper Rule Improvements (LCRI). This video covers sampling preparation, technique, documentation, and timely return of the sample kit to protect public health. The video is available on the NEWWA YouTube channel here: [Homeowner's Video Guide to Lead in Drinking Water Sample Collection, 5 Liter Procedure](#)

Please remember that starting November 1, 2027, under the Lead and Copper Rule Improvements (LCRI), sampling sites served by a lead service line must collect five liter samples, for which the 1st and 5th liter will be analyzed for lead results. The highest of the two results will be used for 90th percentile calculations. Sampling sites which are not served by a lead service line will continue to only collect 1st liter samples, and all copper samples will be based on the results of the 1st liter samples at all sampling sites. For more information on LCRI lead and copper tap sampling protocols, visit the [EPA's LCRI Technical Fact Sheet: Tap Monitoring Requirements](#).

Reminder: Submit your Service Line Material Consumer Notice (CN) Certification Form by July 1, 2026!

This a reminder to all PWS that had lead, galvanized requiring replacement (GRR) and/or lead status unknown service lines in your SLI in 2025. You must certify that your 2025 Consumer Notices (CNs) were distributed by completing and submitting the [SLI CN Certification Form](#). Make sure to redownload the form if you haven't already, as this form was updated in 2025!

All PWS that were required to send out SLI CNs must submit their certification by July 1st, 2026. PWS which are documented as having lead, GRR, and/or Unknown service lines requiring notification that do not submit a SLI CN Certification Form will be referred to EPA for a violation of the LCRR (failure to certify).

Form Submission Reminders

PWS are reminded to submit a completed SLI CN Certification Form, submit an example copy of the applicable notices, and please make sure to include your PWSID # in the subject line of your email for tracking purposes. If your PWS has any questions while completing the form, please contact program.director-dwp@mass.gov, subject: LCRR SLI CN Certification Form-Your PWSID #.

If your PWS has already submitted your SLI CN Certification Form, MassDEP DWP thanks you for your submission!

9. Water Smart

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, 1,324 schools and EECFs are participating in the program and 1,160 (88%) of participating facilities are within economically disadvantaged communities. To date, 1,190 schools and EECFs have completed testing. Of facilities that have tested and received results, 784 (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 with the subject line: “Pilot Program for PWS.”

10. Radon and GAC

MassDEP Initializes Sampling for Radon at Homes with Private Wells Where PFAS Treatment was Installed

The MassDEP Bureau of Waste Site Cleanup (BWSC) has been installing PFAS treatment systems using Granular Activated Carbon (GAC) media at homes with private wells where PFAS6 level exceeds the Imminent Hazard Level of 90 ppt. While GAC is effective in removing PFAS from drinking water, in the case where radon is present in the water it can also be trapped in the GAC as the water passes through the media. The GAC will then accumulate radioactivity over time and can become a hazard and difficult to dispose of. Aeration of drinking water prior to treatment with GAC will remove and release the radon as a gas. MassDEP has installed or will be installing aeration systems if the radon concentration in the private water supply exceeds 5,000 picoCuries per liter (pCi/L). [MassDEP Drinking Water Program's Private Well Guidelines](#) recommend that activated carbon not be used to treat radon greater than 5,000 pCi/L because of potential exposure to radiation and issues with spent carbon disposal.

- Radon testing has been completed at 28 sites
- 6 of 28 sites detected radon greater than 5,000 pCi/L with 3 aeration systems installed
- MassDEP has installed 2 aeration systems (at sites with radon concentrations greater than 30,000 pCi/L) and 1 aeration system was already in existence.

Radon and Public Water Suppliers

In Massachusetts, there are 16 Public Water Suppliers using aeration for Radon removal as part of the treatment process at their water treatment plants. 15 of these are in the Central Region and one in the Northeast Region. EPA has mapped the [Radon zones in Massachusetts](#) showing the highest risk of radon in the Central and Northeast Regions.

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.

Which of the following does boiling water NOT remove?

- A. Bacteria

- B. Lead
- C. Viruses
- D. Protozoa

Regarding the previous trivia question, the correct answer was supposed to be listed as C. *Atlantic Cod* rather than Atlantic Salmon.

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

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

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.](#)

Microorganisms and PFAS Remediation: Practical Insights for Small Water and Wastewater Systems

Thursday, May 21, 2026; 2:00 – 3:00 p.m. ET; webinar

Per- and polyfluoroalkyl substances (PFAS), known as “forever chemicals,” are persistent contaminants that pose growing challenges for small water and wastewater systems. This presentation explores how aquatic microorganisms, particularly biofilms growing on submerged plants such as *Vallisneria americana*, respond to PFAS exposure. By examining both field and controlled studies, the session highlights how PFAS affects microbial communities and discusses the potential for certain bacteria to contribute to PFAS transformation or remediation. Participants will gain practical knowledge on microbial processes, monitoring considerations, and how biological approaches may support PFAS management in small systems. [Register for the webinar: Microorganisms and PFAS Remediation: Practical Insights for Small Water and Wastewater Systems.](#)

Introduction to Water Distribution System Modeling (Part 2)

Thursday, May 28, 2026; 1:00 – 2:00 p.m. ET; webinar

Water distribution system (WDS) hydraulic models are tools often used by engineers to perform complex hydraulic calculations during the design phase of a project. However, these models may also be used by system staff to improve knowledge and operations of their system, aid knowledge transfer, analyze system vulnerabilities, plan for future development, and troubleshoot problems in emergency scenarios. This training is Part 2 of the Introduction to WDS Modeling Series and will cover basic simulation types, modeling scenarios (demands, infrastructure), running steady state and extended period simulations, and how to view model output. [Register for the webinar: Introduction to Water Distribution System Modeling \(Part 2\)](#).

EPA Training: Cybersecurity 102

Wednesday, June 3, 2026; 1:00 – 2:00 pm ET; webinar

This training builds upon EPA's Cybersecurity 101 Training for Water Systems, offering deeper insights into cybersecurity for those with basic knowledge in the field as it applies to Operational Technology (OT). [Register for the webinar: Cybersecurity 102](#)

EPA Training: Cybersecurity 103

Wednesday, June 10, 2026; 1:00 – 2:30 pm ET; webinar

This training builds upon EPA's Cybersecurity 102 Training for Water Systems, providing further details on cybersecurity threats facing the water sector. [Register for the webinar: Cybersecurity 103](#)

EPA Training: Cybersecurity Refresher

Wednesday, June 17, 2026; 1:00 – 2:00 pm ET; webinar

EPA's Office of Water Emergency Response and Cybersecurity (OWERC) offers this refresher training to water and wastewater utilities to reinforce their foundational understanding of cybersecurity and how it applies to the water sector. [Register for the webinar: Cybersecurity Refresher](#)

EPA Training: Cybersecurity Procurement Checklist Tool Training

Thursday, June 25, 2026; 1:00 – 2:30 pm ET; webinar

EPA's Office of Water Emergency Response and Cybersecurity (OWERC) will demonstrate how to use EPA's Cybersecurity Procurement Evaluation Checklist for Drinking Water and Wastewater Systems to assess and compare cybersecurity-related vendors. [Register for the webinar: Cybersecurity Procurement Checklist Tool Training](#)

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



Cybersecurity Biweekly Spotlight

Insider Threats- Mitigation and Resources

- What is an Insider? An insider is any person who has or had authorized access to or knowledge of an organization's resources, including personnel, facilities, information, equipment, networks, and systems.

- Insider threat is the potential for an insider to use their authorized access or understanding of an organization to harm that organization. Insider threats often take two forms: calculated acts of harm and unintentional mistakes.
- Malicious insiders may exploit access for personal gain or revenge, causing severe damage to systems and trust, At the same time, negligence or simple human errors can open the door to vulnerabilities that adversaries can exploit.
- Whether driven by intent or accident, insider threats pose one of the most serious risks to organizational security and resilience- demanding proactive measures to detect, prevent and respond.

Mitigation:

- It is highly advised to set up an insider threat program in order to safeguard your utility against insider threats.
- The program should include strict identity and access management guidelines, regular account audits, established procedures for gathering and monitoring employee data and activity, and regular user awareness training.
- For additional details and tools on Insider Threats Mitigation Visit [CISA Guidance](#).

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: B. Lead

Lead is a heavy metal, not a microorganism, thus it doesn't evaporate. Boiling water with lead can actually concentrate the lead levels in the remaining water since it remains behind.