



MassDEP / Drinking Water Program

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In The Main - The Drinking Water Updates can be found online at:

[mass.gov/lists/communication-to-public-water-suppliers](https://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.



Lake Mattawa, Orange, MA Photo by: Eric Cheung

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

2024-05-31

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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>



## MassDEP Drinking Water Program (DWP)

Who is the architect behind drinking water testing information and technical tools available to PWS?

**Meet Tio Yano**, a standout performer and unsung hero on our drinking water team. Tio consistently goes above and beyond, bringing invaluable knowledge and expertise to the table. As a result of the myriad external and internal applications, forms, databases, and other tools he has designed and built over the years, Tio has significantly reduced drinking water violations and bolstered the capacity and planning for the future of these systems. Tio is integral to collecting, maintaining, and providing staff and consumers with user friendly reports and tools for 1608 public water system and 3686 drinking water sources for all Safe Drinking Water Act (SDWA) programs and related services.

One notable achievement is the Public Water Supplier Document Search tool (<https://www.mass.gov/info-details/public-water-supplier-document-search>) on the mass.gov website, providing all PWS with 24/7 access to crucial water data quality reports and sampling plans. Tio's efforts, from crafting sampling schedules, annual statistical reports (ASR), to generating weekly water quality reports, producing annual Transient Non-community Consumer Confidence Consumer reports, and building data collection tools have streamlined information flow, enhancing the reliability of our drinking water program.

Tio's innovative spirit shines in pioneering MassDEP programs like the Lead in Schools Assistance Program and PFAS testing in private wells, demonstrating his commitment to addressing emerging water quality challenges head-on. Behind the headlines he is responsible for building and maintaining the data systems used to run these programs, starting with the application forms, intake processes and workflows, and ending with the output reporting. Tio is also leading the development and maintenance of surveys for treatment and financial needs, public water system capacity status, and real time public health orders information at <https://www.mass.gov/guides/drinking-water-boil-orders-and-public-health-orders>.

His leadership has not only earned accolades locally but has also drawn national attention, with other states seeking guidance from our pioneering efforts. For instance, the MA Lead in Schools' Assistance Program, with Tio's dashboard model, serves as a blueprint for other states, with Colorado even adopting the LCCA Program Management Tool cloud application, a reporting and program management tool used by schools and childcare facilities was designed and built from the ground up by Tio, for their own dashboards. The LCCA Program Management Tool is currently used by more than 1850 schools and childcare facilities to track over 108,000 sampling locations and over 219,000 lead and copper sampling results and counting. You can find more information about the Assistance Program and the LCCA Program Management Tool at <https://www.mass.gov/assistance-program-for-lead-in-school-drinking-water> and <http://www.mass.gov/doc/lcca-program-management-tool-user-guide>, respectively.

Recently, Tio's work has focused on establishing data workflows and building data collection and storage solutions for the implementation of the Lead and Copper Rule, the Lead and Copper Rule Revisions, and the upcoming Lead and Copper Rule Improvements. Tio is responsible for building the data collection products and services currently used by public water suppliers to more easily manage reporting of their LCR sampling locations and to compile their service line inventories. To complement this data collection effort he designed the GIS database for housing this inventory data, in addition to the scripts required to validate and import the data, which will be used for mapping, internal tracking and analysis, and EPA reporting needs and requirements.

Tio's work has also enabled the participation of the community in drinking water-related activities. Recently, he designed a service line identification web-based product leveraging existing SaaS products (located here: [Mass Lead Service Line Identification \(MA-LSLI\) Web App \(smartsheet.com\)](#)) allowing consumers to assist their public water systems in identifying lead service lines by taking pictures of their home drinking water service line. This work will help communities across the state accelerate lead service line removals while protecting public health.

Currently, Tio is working to streamline our email communications with public water suppliers and other stakeholders by integrating our email distribution lists to work seamlessly with Constant Contact. He is also leading the effort to redesign and standardize more than 100 reporting forms currently available on our website, with the goal of making

these reporting forms easier to use, improving the quality of the data collected, and making our forms compatible with an upcoming document and forms upload portal for easier reporting by public water suppliers.

Join us in congratulating Tio for his great job. His contributions, from maintaining our website to wrangling and organizing our data, and creating consumer-driven applications, ensure that Massachusetts remains at the forefront of water quality management.

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## EPA Releases Pre-Publication Notice Proposing a Water System Restructuring Assessment Rule

On May 23, 2024, the United States Environmental Protection Agency (EPA) released a pre-publication notice proposing a [Water System Restructuring Assessment Rule](https://www.epa.gov/dwcapacity/water-system-restructuring-assessment-rule) [https://www.epa.gov/dwcapacity/water-system-restructuring-assessment-rule]. The rule is in response to the America's Water Infrastructure Act (AWIA), Section 2010(a), which requires EPA to promulgate a regulation which would provide a structure for states and public water systems to identify and assess restructuring alternatives for systems in chronic non-compliance.

The pre-publication notice outlines a framework for states, public water systems, and the communities they serve to evaluate options for restructuring to help ensure safe, reliable drinking water. Water system restructuring changes may include operational changes, upgrades to or replacement of water system infrastructure, interconnection with another system, consolidation, or transfer of ownership. The proposed rule would allow states to require an assessment of a water system and would establish incentives for the water system to identify options and submit restructuring plans, particularly for systems that regularly fail to meet SDWA requirements.

The proposed regulation includes three main elements:

- A new mandatory assessment authority for states;
- Requirements for implementing an assessment; and
- Incentives for water systems to restructure.

The incentives include eligibility to use Drinking Water State Revolving Fund (DWSRF) funds to implement the restructuring, protection under SDWA from previous enforcement actions for up to two years, and protection from fines or penalties for compliant water systems that consolidate with or acquire non-compliant water systems.

In addition to the regulatory requirements established by the proposed rule, EPA includes three guiding principles of restructuring that would help ensure that mandatory assessments and restructuring plans are the result of collaborative efforts between states, local authorities, water utilities, and community leaders. These principles include:

- Evaluate restructuring alternatives based on the needs of the community.
- Engage affected communities directly in restructuring decision making.
- Ensure community capacity to make affordable investments in safe drinking water.

EPA will be requesting comments on the proposal for 60 days after it is published in the Federal Register. To submit comments, visit <https://www.federalregister.gov/>, docket number EPA-HQ-OW-2022-0678.

On June 5, EPA is hosting an information webinar on the proposal. Registration can be found at <https://usepa.zoomgov.com/meeting/register/vJltfumqrjooGMjUgoe2l8Nki-BpOThId1U#/registration>.

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## WaterTA: Technical Assistance for PWS from EPA

EPA offers a free technical assistance program called [WaterTA](https://www.epa.gov/water-infrastructure/water-technical-assistance-waterta) [https://www.epa.gov/water-infrastructure/water-technical-assistance-waterta] to support communities to identify water challenges; develop plans for solutions; increase community engagement; improve compliance and access to safe and clean water services; build technical, financial, and managerial capacity; and develop application materials to access water infrastructure funding. WaterTA is used in a variety of EPA programs, which can be viewed at <https://www.epa.gov/water-infrastructure/water-technical-assistance-programs>.

WaterTA is available to local governments/communities, water utilities/systems (including drinking water, wastewater, and stormwater sectors), states, tribes, territories, and non-governmental organizations. The WaterTA program targets disadvantaged and underserved communities as well as those that may struggle to access funding to improve their water infrastructure. EPA will directly assist these communities and meet the communities where they are by building trust, adjusting to their needs, and being culturally competent.

EPA's [WaterTA services](https://www.epa.gov/water-infrastructure/water-technical-assistance-waterta-information#WaterTAservices) [https://www.epa.gov/water-infrastructure/water-technical-assistance-waterta-information#WaterTAservices] fall under the following categories:

- Planning and Assessment
- Project Development
- Partnerships and Engagement
- Funding and Financing
- Program Management Support

WaterTA can also provide engineering resources to help PWS complete Clean Water and Drinking Water State Revolving Fund (SRF) application requirements. Engineering support that can be provided by WaterTA includes project needs assessments, preliminary engineering reports, and preliminary project cost estimates.

To request technical assistance from EPA's WaterTA program, please fill out the request form, which can be found at <https://www.epa.gov/water-infrastructure/forms/water-technical-assistance-request-form>.

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## Updated Public Water System Staffing and Comprehensive Operations Plan Form Now Available

MassDEP/DWP has updated the Public Water System Staffing and Comprehensive Operations Plan form for PWS to use to update their system's staffing plan. These changes were made to allow PWS staff to provide more staffing details on the form, including operator information and treatment plant shift coverage. Additionally, the form was reorganized to minimize redundant fields and allow PWS more flexibility to add information that is relevant to their PWS staffing.

The Public Water System Staffing and Comprehensive Operations Plan form is required when a PWS experiences a staffing change, requests a staffing exemption, or at any other time deemed necessary by MassDEP/DWP.

The Staffing and Comprehensive Operations Plan form, now named the STAFF-PLAN form, has been reformatted and condensed to primarily contain the Primary and Secondary Distribution Operator information. PWS are then directed to complete a Treatment Plant Staffing form, now named the STAFF-PLAN-TP form, for each of their Treatment Plants and submit STAFF-PLAN-TP form(s) as an attachment to the primary STAFF-PLAN form. The purpose of this change is to reduce the number of times PWS must record their Distribution Operator information and customize the form(s) submission to match the PWS's number of treatment plants.



The Treatment Plant Staffing Form (STAFF-PLAN-TP) contains the Primary and Secondary Treatment Operator information as well as shift coverage/staffing information for that specific Treatment Plant.

Additionally, PWS have the option to submit three additional attachments if they need more space to add operator information. These forms should be included as attachments to the STAFF-PLAN and STAFF-PLAN-TP forms.

- STAFF-PLAN-DIST-ATTACH: PWS can complete this form if they have additional Secondary Distribution Operators that cannot fit on the STAFF-PLAN form.
- STAFF-PLAN-TP-ATTACH-1: PWS can complete this form if they have additional Secondary Treatment Operators that cannot fit on the STAFF-PLAN-TP form.
- STAFF-PLAN-TP-ATTACH-2: PWS can complete this form if they have additional shift coverage/staffing information for one of their Treatment Plants that cannot fit on the STAFF-PLAN-TP form.

The forms can be accessed at <https://www.mass.gov/lists/certified-operator-forms>.

If you have any questions, please contact [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), Subject: Staffing Form

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## REMINDER: DEP/WURP Service Area Mapping Project – ACTION REQUIRED for some PWS

MassDEP Drinking Water Program (DWP), in collaboration with the Water Utility Resiliency Program (WURP), distributed a letter on May 1, 2024, to some Community public water systems and on May 2, 2024, to some Non-Transient Non-Community (NTNC) public water systems regarding a distribution system service area mapping project.

If you received a letter from DWP/WURP, that means that you either:

- Need to **provide confirmation** that the service area that DWP/WURP has drafted is correct; or
- Need to **provide information** regarding the extent of your service area so that DWP/WURP can draft your service area.

DWP/WURP recently sent out e-postcards to PWS who have not responded to confirm or update their service area. If you received the letter and e-postcard and have not responded yet, please respond to DWP/WURP by 6/10/2024. If you received a postcard but did not receive the letter, please reach out to DWP, as your contact information may not be up to date.



So far, we have had 30 COM and 17 NTNC public water systems respond to confirm or update their service areas. Thank you to these systems listed below for their participation!

COM	NTNC
BRIMFIELD HOUSING AUTHORITY	JACOBS PILLOW DANCE FESTIVAL
CHESHIRE WATER DEPT	GABRIEL ABBOTT MEMORIAL SCHOOL
DEERFIELD FIRE DISTRICT	KLONDIKE CAMPGROUND
HAMPDEN HOUSING AUTHORITY	CLARKS CORVAIR PARTS
NORTHFIELD WATER DISTRICT	THOMAS PRINCE SCHOOL
BROOKSIDE VILLAGE	DENNETT ELEMENTARY SCHOOL
WOODLAND WALK APARTMENTS	DOROTHY L BECKWITH MIDDLE SCHOOL
BRIARWOOD TOWNHOMES	CCNS MARCONI AREA
FOUR MILE VILLAGE	85 SWANSON RD LLC
NORTH CHELMSFORD WATER DIST	BRIGHT HORIZONS DAYCARE
KINGSTON WATER DEPARTMENT	CARLISLE PUBLIC SCHOOL
BISHOPS LANDING CONDOMINIUMS	WESTOVER ARB
BEVERLY WATER DEPT	WEBCO CHEMICAL CORPORATION

THE GREENS WINTHROP WATER DIVISION, (MWRA) NORTHAMPTON WATER DEPT PEABODY WATER DEPT. TOWN OF AVON EAST BRIDGEWATER WATER DEPT OTIS AIR NATIONAL GUARD BASE M.A.M.O. REALTY LLC LOWELL REGIONAL WATER UTILITY SOUTHBOROUGH DPW WATER DIVISION (MWRA) GARDNER WATER DEPARTMENT WELLESLEY WATER DIVISION HERON POND AT STOCKBRIDGE INIMA USA / AQUARIA LLC LEOMINSTER WATER DIVISION SOMERSET WATER DEPARTMENT ASHFIELD WATER DISTRICT	BERLIN MEMORIAL SCHOOL LITECONTROL CORPORATION OLD COLONY REG.VOC.TECH. HIGH SCH. QUABBIN ADULT MEDICINE
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If you have any questions, please contact the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), Subject: PWS distribution map for [insert your PWS name].

## Joint MassDPH & MassDEP Fluoride Training Held on May 23rd

On May 23rd, the Massachusetts Department of Environmental Protection’s (MassDEP) Drinking Water Program and the Massachusetts Department of Public Health’s (MassDPH) Office of Oral Health conducted a community fluoridation training for Public Water Systems (PWS). The training included the roles in fluoridation for the two state agencies, fluoride regulations and how to report fluoride water test results on Consumer Confidence Reports. The recording of the fluoridation training, without TCHs, is available on MassDEP’s YouTube page at [https://youtu.be/ZIUAwcVD\\_IM](https://youtu.be/ZIUAwcVD_IM).

Ninety-two (92) people registered for the training. Forty-four (44) participants met MassDEP’s requirements to earn one Training Contact Hour (TCH) for virtual trainings and will receive their certificates within 10 business days. The official MassDEP Drinking Water Program Virtual Training Guidelines to earn Training Contact Hours is posted at [Drinking Water Training | Mass.gov](#).

Please contact the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) (subject: Fluoride Training) with any questions.

## EPA visits the City of Malden to Observe their Use of a BIL Lead Service Line Replacement Grant

The U.S. Environmental Protection Agency (EPA) visited the city of Malden on May 20, 2024, joined by other Massachusetts leaders to see the progress of Malden’s \$1.4 million Bipartisan Infrastructure Law (BIL) grant for lead service line replacements.

The city of Malden contains an extensive number of lead service lines (LSLs) and has been working towards identifying and replacing LSLs for close to 2 decades. 265 test pit explorations have been completed, and Malden is working to

identify 1600 unknown service lines. The funding provided by the BIL allows Malden to pay for both public and private service line replacements, and to ease the financial burden of their lower income residents.

Thank you, Malden, for your continuing efforts to identify and replace LSLs!

Click [here](#) to see Malden's LSL webpage, including their public map of their service line inventory:  
<https://www.cityofmalden.org/222/Find-out-if-You-Have-Lead-Service-Lines>

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## EPA's OIG States that they have Found Key Flaws in EPA's LSL Data and Funding Allotments

On May 15, 2024, EPA's Office of Inspector General (OIG) released a memo stating that they had found significant flaws in the EPA's verification of submitted data and "internal controls" when allotting LSL replacement funding for 2023, and it had raised doubts that Bipartisan Infrastructure Law (BIL) funds, and future funding, may not accurately reflect state's needs.

EPA originally announced it would use data from its 7th Drinking Water Infrastructure Needs Survey and Assessment (DWINSA) to calculate LSL replacement funding, however, based on state and PWS raised concerns, had launched a one-time opportunity for states and PWS to update their responses, and revised the DWINSA questionnaire response.

This methodology has been concerning to the OIG, as they have stated the EPA did not "take reasonable measures to verify the state-submitted data to identify anomalies or discrepancies" or request supporting documentation from states or PWS on how data submitted was reviewed or found.

OIG also noted in its memo that it is still in the initial stages of its investigation, and that it has not yet crafted concrete recommendations for the agency. A final report will be released with formal recommendations in the near future.

The EPA Office of Water has since released a statement, stating that they disagree with OIG's assertion. They have stated that "the SRF programs have several checks and balances to safeguard against any misuse of the funding, including a self-correcting mechanism where funding not used by states will be reallocated to states that need it."

The EPA states that it will continue to work closely with funding recipients to maintain their commitment to transparency and cooperation with the OIG.

To see the Full OIG Memo, see here: [Data Reliability Issues Impede the EPA's Ability to Ensure Its Allotment of Infrastructure Investment and Jobs Act Funding for Lead Service Line Replacements Reflects Needs \(epaoig.gov\)](#).

To see the full EPA Office of Water Statement, see here: [OIG Report: Evaluation of the EPA's 7th DWINSA and the Resulting Allocation for LSLRs | US EPA](#).

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# Consumers with Limited English Proficiency

## A Timely Reminder...

The past several years have seen greater federal and State focus under drinking water laws and regulations on requirements to ensure that public water suppliers who serve consumers with limited English proficiency notify those consumers in the appropriate language when a notice is important and sometimes require public water suppliers to offer translation services. Massachusetts public water suppliers who receive federal funds may also be aware of similar, but independent requirements under Title VI of the Civil Rights Act of 1964, and its implementing regulation 40 CFR Part 7, to provide such consumers with information in the appropriate language. But, did you know that in 2004 USEPA's Office of Environmental Justice and External Rights Compliance (OECRC) issued a guidance describing a "safe harbor" for recipients of federal funding regarding Title VI requirements for translating written materials? This guidance, entitled Guidance to Environmental Protection Agency Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, was published by the US Environmental Protection Agency in Federal Register, Volume 69 No. 122 (June 25, 2004) and is available [here](#). Suppliers in need of more information about the federal Title VI requirements, or who are interested in learning more about USEPA's "safe harbor" guidance, are encouraged to consult with their legal counsel.

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## Getting Ready for the LCRR

### Monthly Open House Hours - JUNE

MassDEP will be hosting open monthly calls for PWS with Service Line Inventory (SLI) related questions. **These calls are not trainings, therefore, no TCHs will be awarded.**

**Date:** Monday, June 17, 2024

**Time:** 1 PM. – 2P.M.

**Registration Link:** <https://us06web.zoom.us/meeting/register/tZYtcOutrTguHN3ydNqkTF351p46wW13umAY>

**How to Prepare? Please submit your questions ahead of time** to [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), subject: LCRR Open Office Hours.

### Lessons Learned: Common Errors When Validating Draft SLIs

After reviewing and validating the many SLIs that have been received in the past few months, there are some common errors that have been found more than once. We recommend PWS be aware of these errors and check for them in your own SLI prior to submission. **We thank all PWS that have submitted their draft SLIs**, so we may catch these errors ahead of time and create a smoother process of review prior to October.

**ALL ERRORS LISTED BELOW will require MassDEP to ask PWS to fix the errors and resubmit your SLI.**

Common Errors:

- **Invalid and/or incorrect service line classifications**

An incorrect service line classification error can be caused when the private and/or public service line material values are invalid or blank. Correcting the invalid values and recalculating the service line classifications can resolve this error.

- **Locational Identifiers are not unique.**



If there are multiple service lines on one property, a way to continue to use the address of the property as a unique locational identifier is to append letters, such as "a" and "b" to the address of both service lines. For example: "100 Smith Road-a" and "100 Smith Road-b".

- **Completed cells that must be left blank.**

PWS should note that certain cells should be left blank, and completing cells that are not required, even with a "N/A" or a space, will cause a validation error for that cell. If you are confused on which cells are required and which are not/optional, please review the "column definitions" tab of your workbook or click on the column headers.

- **Empty cells that must be completed.**

Required cells **MUST** be completed to avoid validation errors. If there is unknown information regarding your service line(s), please enter the valid value for "unknown" where applicable and enter all other information to the best of your ability. If you are confused over which cells are required and which are not/are optional, please review the "column definitions" tab, or click on the column headers.

- **Empty Rows**

Empty rows - rows which include NO service line information at all - will cause errors in your validation and SLI. Please delete all empty rows in your SLI excel file and csv file.

- **A PWS ID # was not set in the SLI workbook.**

Please enter your seven-digit PWS ID # and information as outlined on page 3 of the attached instructions. This is a required field that must be filled out. This value is used in the export file that gets generated from this tool. Also remember to check if your (COM) PWS contains more than 20% of structures are multi-family (MF) when in this context menu.

- **SLI was not submitted as a CSV file, using the workbook instructions.**

A CSV file, created using the method described in the workbook instructions, is important for MassDEP to review and validate your SLI.

To submit your SLI as a CSV file, please follow the instructions outlined on page 16 of the attached instructional file. When using the instructions, this method to creating a CSV file includes the creation of 3 columns not included in your workbook (SLI Workbook version, PWS ID, and whether your PWS contains more than 20% of multi-family (MF) structures).

- **SLI contains information for multiple service lines in one (1) row.**

Each service line in your SLI must be categorized in its own row, with its own unique locational identifier. All service lines in your service area must be included in the SLI.

- **Empty Sampling Location cells that must be completed.**

Columns R, T, and U are **required** for all service lines marked as **LCR Sampling Locations** ("YES" in Column C). Column V is also listed in this error file, however, with the likelihood of the LCRI being finalized prior to October 16, 2024, errors regarding column "V", Sampling Tier, will not be accounted for.

- **Incorrect use of "UNK" for "Presence of a Connector" (Column C)**

Column D (Connector Material) should not be completed if the status of a connector is unknown ("UNK").

PWS are **strongly encouraged** to validate their own SLI throughout the process of creating an SLI, and prior to submitting it to MassDEP. Instructions on how to validate your inventory, and find these possible errors, are available in the [SLI workbook instructions](https://www.mass.gov/doc/instructions-service-line-inventory-excel-workbook-template-for-systems-with-split-ownership-of-service-lines-for-version-103/download) here: <https://www.mass.gov/doc/instructions-service-line-inventory-excel-workbook-template-for-systems-with-split-ownership-of-service-lines-for-version-103/download>.

**IMPORTANT NOTICE: REQUIREMENTS to Meet When Submitting your Service Line Inventory**

The Service Line Inventory (SLI) Submission Deadline is coming up soon, and with about 5 months left to prepare, **PWS should be aware of the requirements of HOW to submit your SLI.**

- Your SLI should contain **all of your service lines**. This Inventory is a true, full inventory. It should contain all service lines, made of all materials, whether they are potable or non-potable. ALL service lines of ALL ownership types (customer owned, PWS owned) must be included in this inventory.
- **Your SLI MUST be submitted in the form of a CSV (Comma Separated Value) file.**
  - Why? Excel files are larger, and a CSV is much smaller. This reduced the stress on the MassDEP email account and eliminates the possibility of your email with your SLI being bounced back/not received by the MassDEP email account. The MassDEP SLI Template is a macro-enabled file. Macro-enabled files can be blocked by outgoing and incoming email service providers. The CSV file format ensures we will receive your submission.
- Your SLI workbook MUST be either the MassDEP created workbook or match the columns and values of the MassDEP workbook. **Your SLI CANNOT be submitted using another state/organization's workbook/excel template.**
  - MassDEP **WILL NOT** accept the following SLI Templates:
    - EPA SLI Template
    - AWWA SLI Template
    - Another State's SLI Template
  - **How do I make sure my own PWS created Workbook will be accepted?** See the MassDEP workbook instructions [here](https://www.mass.gov/doc/instructions-service-line-inventory-excel-workbook-template-for-systems-with-split-ownership-of-service-lines-for-version-103/download) [https://www.mass.gov/doc/instructions-service-line-inventory-excel-workbook-template-for-systems-with-split-ownership-of-service-lines-for-version-103/download]. The acceptable column headers are described on page 17 and the valid, acceptable values to use in the workbook are listed in the table on pages 3-14.
    - Why does MassDEP only accept certain columns and values?
      - ❖ MassDEP is stringent on the columns and values used as MassDEP will need to review and validate almost 800 SLIs after October 16<sup>th</sup>, 2024. To do so, MassDEP has created a validation process, based on those columns and values in the MassDEP workbook and described in the workbook instructions. MassDEP cannot validate the workbooks created by other states or organizations, and therefore cannot accept SLIs created using those templates.
      - ❖ If your PWS has been creating your SLI using another, incompatible state/organization template, the recommendation is to switch over to the MassDEP Workbook or edit your workbook to match the MassDEP formatting ASAP. ***If you are a small system, the MassDEP / UMass Amherst Free Small Systems SLI / LSLRP Technical Assistance Program can help with this process. Apply [here](#).***
- **PWS should VALIDATE their SLI workbook BEFORE submitting it to MassDEP.**
  - What is validation?
    - Validation is the process of running a macro in your workbook, which was created by MassDEP staff. This macro will review your workbook, and highlight workbook errors based on the information entered into the workbook. Errors include **invalid values, leaving cells empty, and incorrect classifications of service lines. These errors MUST be corrected before the SLI is submitted.**
    - The [MassDEP Workbook instructions](https://www.mass.gov/doc/instructions-service-line-) includes a section on how to validate your workbook on pages 13-15 [https://www.mass.gov/doc/instructions-service-line-

[inventory-excel-workbook-template-for-systems-with-split-ownership-of-service-lines-for-version-103/download](#)].

- PWS Should **CONFIGURE their SLI Workbook Settings** [page 3 of the [Workbook Instructions](#)] BEFORE submission.
  - What does “Configuring” the settings mean?
    - The **initial Configuration of your settings** is an important step in the workbook, to complete information particular to your system. For your SLI, you must include your PWS ID number, and also include information on the number of Multi Family homes in your service area, this information is needed to calculate sampling tiers within the workbook. Rather than have that information required for every row, the initial configuration of your settings allows you to only enter that information once. This step is very quick and is described in page 3 of your SLI workbook instructions.

If you have any questions about the Inventory process, email MassDEP/DWP at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) (subject: SLI Inventory).

## Have You Started Your Service Line Inventory? Get Assistance to Meet the October 16, 2024, Deadline!

Request help from the MassDEP / UMass Amherst Free Small Systems SLI / LSLRP Technical Assistance Program to catchup with the LCRR requirements.

**Need help creating or finishing your Service Line Inventory?** Remember that the Free Technical Assistance Program is available to help all NTNCs and small COMs complete both the SLI and the Lead Service Line Replacement Plan (LSLRP) if needed.

**Let’s clear something up:** All public water systems, even those without lead service lines, are required to submit a complete initial service line inventory (SLI) by October 16, 2024.

**How does it work:** The Free Technical Assistance Program will help you identify, compile, and review service line records, create a customer outreach plan, and complete the service line inventory before the **October 16, 2024** deadline.

**We strongly recommend** that all eligible public water systems [apply for the free assistance by completing the application survey](#) , or emailing [lsl@umass.edu](mailto:lsl@umass.edu) with the subject, Requesting assistance for the SLI.

## SLI Do It Yourself Resources

- Lead and Copper Rule Requirements Trainings: <https://www.mass.gov/info-details/lead-and-copper-rule-revisions#massdep-past-trainings-> or <https://youtu.be/L5FJ8PV9p1w?si=aEYMdlQon7RMBUrW>
- [Check out the Lead and Copper Rule Revisions webpage for various guidance’s including the following topics:](#)
  - [Predictive Modeling and Statistical Analysis](#)
  - [Electrical Resistance Testing](#)
  - [The LCRR Requirements that having Unknown Service Lines in your SLI Trigger](#)

- A NEW [Service Line Identification Guidance](#), which contains graphics of various service line configurations PWS may be confused on how to inventory. This guidance is for both COM and NTNC PWS.
- A condensed [NTNC and small COM Service Line Identification Guidance](#) which contains visuals of service line configurations more common for NTNC and small COM PWS.
- And more!
- Through the [Lead & Copper Forms and Templates webpage](#) you can access the following:
  - [Service Line Inventory Excel Workbook for Systems with Split Ownership \(Version 1.0.3\)](#)
    - This template is for a PWS, such as a fire district or municipality, that serves multiple buildings and owns the distribution system and part of the service lines serving individual buildings, i.e. split ownership of service lines. **This template is the same as the previous workbook titled “Service Line Inventory Excel Workbook”, newly title to differentiate it from the new Systems Without Split Ownership workbook. This Workbook has NOT changed.**
  - [Instructions: Service Line Inventory Excel Workbook for Version 1.0.3.](#) Once the SLI is complete it needs to be exported to a CSV file for submission to MassDEP.
  - [Service Line Inventory Excel Workbook for Systems WITHOUT Split Ownership \(Version 1.0.3\)](#)
    - A macro-enabled Excel workbook for producing the CSV service line inventory. This template is for a PWS, such as an NTNC or COM system WITHOUT split ownership of service lines. For example, a condominium or school where the PWS owns/controls all water system components. **This new version of the template is optional.**
  - [Instructions: Service Line Inventory Excel Workbook for Systems WITHOUT Split Ownership for Version 1.0.3.](#) Once the SLI is complete it needs to be exported to a CSV file for submission to MassDEP.
- [Template Letter for PWS to send to customers for the MA-LSLI App](#)
- [Instructions: Mass Lead Service Line Identification \(MA-LSLI\) Web App.](#) A tool created by MassDEP for customer identification of service lines and SLI participation.
- CDM Smith has created a [phased approach checklist](#) for the LCRR and proposed LCRI requirements here: <https://www.cdmsmith.com/en/Campaigns/LCRI-Phased-Approach-Checklist?>
- The CDM Smith checklist is based on the EPA [LCR Implementation Tools](#) webpage here: <https://www.epa.gov/dwreginfo/lead-and-copper-rule-implementation-tools>
- More!

## Shout Out to PWS that Have Submitted DRAFT and/or COMPLETED Service Line Inventories (SLI)

Thank you to all the PWS below that have submitted a service line inventory (SLI) for MassDEP to review! As of May 28, 2024, MassDEP has received 80 SLIs! This number includes draft SLIs, and SLIs that are completed, and will be considered final as of the October 16, 2024 LCRR deadline.

MassDEP recommends that PWS who would like feedback to submit their SLI draft **as soon as possible** for MassDEP to review, to provide the most time for feedback to be acted upon! MassDEP CANNOT guarantee

for PWS to receive feedback on their draft SLIs if they are submitted to MassDEP after August 2, 2024. MassDEP recommends all systems that would like feedback on their SLI to send them in prior to August 2, 2024.



**Important Note: A Service Line Inventory submitted between now and the October 16<sup>th</sup> deadline that is clearly marked as DRAFT does NOT trigger the LCRR requirements. Either add “DRAFT” to the subject line of your email or in the body of your email message.**

AMHERST DPW WATER DIVISION	FRAMINGHAM WATER DEPT. (MWRA)
ASHFIELD WATER DISTRICT	LINCOLN WATER DEPT
CATAMOUNT SPORTSMEN'S CLUB	LYNN WATER AND SEWER COMM
EGREMONT WATER DEPT	MELROSE WATER DIVISION (MWRA)
HAMPDEN HOUSING AUTHORITY	MERRIMAC WATER DEPARTMENT
VACATION VILLAGE IN THE BERKSHIRES	MILTON WATER DEPT. (MWRA)
HATFIELD WATER DEPT	NATICK WATER DEPARTMENT
TURNERS FALLS WATER DEPT	ROWLEY WATER DEPARTMENT
NORTHAMPTON WATER DIVISION	STONEHAM WATER DEPT (MWRA SUPPLY)
LINDA MANOR NURSING HOME	TEWKSBURY HOSPITAL
RUSSELL WATER DEPT	TYNGSBOROUGH WATER DISTRICT
SHELburne FALLS FIRE DISTRICT	WEST NEWBURY WATER DEPARTMENT
DRAGON HILL CONDOMINIUMS	ABINGTON/ROCKLAND JOINT WTR. WORKS
SOUTH HADLEY FD #1 (MWRA)	BROOKSIDE MOBILE HOME PARK
SPRINGFIELD WATER AND SEWER COMMISSION	TOWN OF AVON
WEST SPRINGFIELD DPW WATER DIVISION	CENTERVILLE OSTERVILLE MARSTONS MILLS WD
WORTHINGTON FIRE DISTRICT	BUZZARDS BAY WATER DISTRICT
BERLIN MEMORIAL SCHOOL	V A BOSTON HEALTHCARE SYSTEM BROCKTON
BOLTON COUNTRY MANOR	PINETREE VILLAGE
APPLEWOOD COMMUNITY CORPORATION	WATERVIEW PARK LLC
LFB USA 92 (RABBIT)	90 MAIN STREET LLC
GARDNER WATER DEPARTMENT	COHASSET WATER DEPT
HARVARD WATER DEPARTMENT	DUXBURY WATER DEPARTMENT
HOPKINTON WATER DEPARTMENT	FAIRHAVEN WATER DEPT
HUBBARDSTON HOUSE APARTMENTS	FALMOUTH WATER DEPT
LEICESTER WATER SUPPLY DISTRICT	HANOVER WATER DEPT
CHERRY VALLEY/ ROCHDALE WATER DISTRICT	MARION WATER DIVISION
HILLCREST WATER DISTRICT	MASHPEE WATER DISTRICT
MEDFIELD WATER DEPT.	MATTAPOISETT WATER DEPARTMENT
NORFOLK WATER DIVISION	OAK BLUFFS WATER DISTRICT
PAXTON WATER DEPARTMENT	PEMBROKE WATER DIVISION DPW
SOUTHBOROUGH DPW WATER DIVISION (MWRA)	THE NEW TESTAMENT CHURCH
AMESBURY DPW WATER DIV.	DENNETT ELEMENTARY SCHOOL
ARLINGTON WATER DEPT. (MWRA)	RAYNHAM CENTER WATER DISTRICT
BEDFORD VA HOSPITAL (ROGERS MEM. HOSP.)	OLD COLONY REG.VOC.TECH. HIGH SCH.
BOSTON WATER AND SEWER COMMISSION (MWRA)	TAUNTON WATER DIVISION
BROOKLINE WATER AND SEWER DIVISION	MARTHAS VINEYARD AIRPORT
EMERSON HOSPITAL	WAREHAM FIRE DISTRICT



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# Lead in Schools and Childcare Facilities Drinking Water Update

## Expanded Assistance Program Update

The Expanded Assistance Program for Lead in Schools and Early Education and Care Facilities (EECF) Drinking Water provides free analysis of lead drinking water samples and technical assistance to schools and 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. MassDEP also worked with the Clean Water Trust to secure additional funding to expand assistance to private schools.

Currently, 979 schools and EECFs are participating in the program and 622 (64%) of participating facilities are within environmental justice communities. To date, 754 schools and EECFs have completed testing. Of facilities that have tested and received results, 503 (67%) had one or more lead detections.

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

Eligible facilities may apply for assistance at [https://script.google.com/macros/s/AKfycbyr\\_U8wEMrA-Q2XifkK4l58x4GDtYrltvpKIKUAhSxpw9pSZtA/exec](https://script.google.com/macros/s/AKfycbyr_U8wEMrA-Q2XifkK4l58x4GDtYrltvpKIKUAhSxpw9pSZtA/exec)

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## PFAS Update

### Briefing for Public Water Suppliers on the new EPA Maximum Contaminant Levels for PFAS

On May 28, 2024, MassDEP held a briefing for PWS covering:

- EPA's timeline and the Massachusetts' timeline for implementing the federal regulations
- MassDEP's timeline for evaluating the science, holding public hearings and issuing state regulations.
- How EPA's MCLs differ from the Massachusetts PFAS6 MCL
- The impact of the EPA MCLs on Massachusetts' PWS and what PWS should be doing now to prepare for these regulations.

There were 157 attendees. A copy of the presentation can be downloaded here:

<https://www.mass.gov/info-details/epa-maximum-contaminant-levels-mcls-for-pfas#briefing-for-public-water-suppliers->

A copy of the questions and answers from the briefing will be posted within 10 business days at

<https://www.mass.gov/info-details/epa-maximum-contaminant-levels-mcls-for-pfas>.

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## 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

### Steps to Develop a Tribal Onsite Wastewater Program

Tuesday, June 4, 2024; 1:00 – 2:00 p.m. ET; webinar

Join us for an introduction to developing a Tribal onsite wastewater program. In this webinar we'll provide an overview of the administrative, managerial, and inspection tasks required to develop a tribal onsite wastewater program. By the conclusion of this 1-hour webinar, attendees will have gained a greater understanding of the four components of a tribal onsite wastewater program. Presenter: Gregory Pearson, Water & Wastewater Trainer, Great Lakes Environmental Infrastructure Center at Michigan Technological University [Register here](#)

### Overview of the Proposed Water System Restructuring Assessment Rule (WSRAR)

Wednesday, June 5, 2024; 1:00 – 2:00 p.m. ET; webinar

EPA will provide an overview of the proposed WSRAR for interested stakeholders. The webinar will identify the primary elements of the rulemaking, key principles of restructuring, and identified topics for public comment on the proposal. [Register here](#)

### AI Series, Part 3: Intelligent Water Systems: Navigating the Waters of Tomorrow

Wednesday, June 5, 2024; 1:00 – 2:30 p.m. ET; webinar

Emerging technologies compel water utilities to improve everyday practices. Advancements in instrumentation for water production, transmission, distribution, wastewater collection, and consumer endpoints allow for the optimization of water networks. While these innovations offer enhanced efficiency and reliability for water networks, the multitude of options available necessitates expert advice on the most valuable technologies and their optimal implementation strategies for utilities. This panel will discuss drivers, challenges, and opportunities of leveraging digital technologies and operationalizing data analytics including the application of AI/ML for better data-driven decision making. \$75 member, \$120 nonmember [Register here](#)

### PFAS Today, Tomorrow, and Forever: MCLs are Here! Now What?

Tuesday, June 11, 2024; 1:00 – 2:30 p.m. ET; webinar

It happened! The EPA finalized PFAS MCLs on April 10, 2024. So now what? This webinar will take an in-depth look at the MCLs for each of the six regulated PFAS, monitoring and compliance requirements for PWSs, and Primacy Agency requirements. We'll discuss the timeline to comply with the MCLs, and funding options to offset compliance and treatment costs. Join us for another session in our PFAS Today, Tomorrow, and Forever series followed by a half an hour for Q&A. Presenter: Will Shaffer, Project Engineer, EEC Environmental [Register here](#)

### Roundtable: Introduction to Public Water System Drought Plan Guidance

Tuesday, June 11, 2024; 2:30 – 3:30 p.m. ET; webinar

Massachusetts Water Works Association (MWWA) is partnering with the Massachusetts Department of Conservation and Recreation (DCR) and Comprehensive Environmental Inc (CEI) to provide this virtual roundtable that will introduce Public Water Suppliers (PWS) to a forthcoming 2024 Massachusetts Drought Management Plan Guidance document. This guidance is designed to help PWS develop their own system-specific drought plan. This is the first of a 2-part series which will go over the components of the guidance document to give the PWS a basic understanding of the guidance. [No TCHs are being given for this roundtable](#). This roundtable will be followed by a more in-depth training on June 26, 2024, during which 1.5 TCHs will be offered to those who complete the training. [Register here](#)

## Massachusetts Drought Management Planning Guidance for Public Water Suppliers

Wednesday, June 26, 2024; 8:30 – 10:30 a.m. ET; webinar

Massachusetts Water Works Association (MWWA) is partnering with the Massachusetts Department of Conservation and Recreation (DCR) and Comprehensive Environmental Inc (CEI) to provide this virtual training session that will assist Public Water Suppliers (PWS) in understanding and implementing the newly released 2024 Massachusetts Drought Management Plan Guidance document. This document will help PWS develop their own system-specific drought plan. This is the second of a 2-part series that will go over the components of the guidance document in more depth to help the PWS understand the data needed to develop metrics for monitoring their system and measures that might be implemented to try to prolong water supply in the face of drought conditions. The Learning Objectives of this training include reviewing data and resource requirements for local drought management planning, learning to implement each step of local drought management planning, and discussing important tips and lessons learned from PWS case studies. This course is approved for 1.5 TCHs (Training Contact Hours) for Massachusetts Drinking Water Operators. [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/eislsdQnXqE>

- **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](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/Events-Education/Events-Calendar?utm\\_term=AWWA+Connections+10-8-2021&utm\\_content=Connections+10-8-2021&utm\\_source=communications&utm\\_medium=email&utm\\_campaign=connections](https://www.awwa.org/Events-Education/Events-Calendar?utm_term=AWWA+Connections+10-8-2021&utm_content=Connections+10-8-2021&utm_source=communications&utm_medium=email&utm_campaign=connections).

## Training Refresher

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

[https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF\\_o\\_249m](https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m)

or click here:  **YouTube**

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To subscribe to the *In The Main* Newsletter, send a blank email to [join-dep-dwp-subscribers@listserv.state.ma.us](mailto: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](mailto: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>.

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# Cybersecurity, Emergency Preparedness, and You!

2024-05-31

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

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**New MassDEP Drinking Water Program Cybersecurity Grant Program** (Final grant application deadline June 1, 2024). **Have you applied yet? Do you have questions about the application forms? Contact us at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov): Subject Cybersecurity or 617-292-5770.**

The Drinking Water State Revolving Fund in partnership with the Massachusetts Department of Environmental Protection Drinking Water Program (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. More details <https://www.mass.gov/info-details/public-water-suppliers-cybersecurity-improvements-grant-program>.



**Check our cybersecurity hub daily (or at least regularly)** for cybersecurity alerts at [Cybersecurity Resource Hub for MA Public Water Systems \(PWS\) \(arcgis.com\)](#). 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.



**Incident Reporting:**

- CISA's 24/7 Operations Center at [Report@cisa.gov](mailto:Report@cisa.gov) or (888) 282-0870 .
- FBI via your local [FBI field office](#) or the FBI's 24/7 CyWatch at 855-292-3937 or [cywatch@ic.fbi.gov](mailto:cywatch@ic.fbi.gov).
- Contact the EPA Water Infrastructure and Cyber Resilience Division at [watercyberta@epa.gov](mailto:watercyberta@epa.gov) to voluntarily provide situational awareness.

Additionally, WaterISAC can be notified by emailing [analyst@waterisac.org](mailto:analyst@waterisac.org), calling 866-H2O-ISAC, or using the [online incident reporting form](#).



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



**EPA FREE CYBERSECURITY ASSESSMENT PROGRAM**

Register for a free assessment with simple steps by using the following link:

<https://www.epa.gov/waterresilience/forms/epas-water-sector-cybersecurity-evaluation-program>.



**CISA Free In-Person Cybersecurity Assessments for Selected PWS in Massachusetts**

**Do you want a cybersecurity assessment from the federal Cybersecurity and Infrastructure Security Agency (CISA)?** If you are interested, please let us know at your earliest convenience at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov). Subject: CISA Cybersecurity Assessments. PWS will be chosen based on criteria such as PWS type, size, and particularly the timing of their sanitary surveys.



### **Important Reminder: Sanitary Surveys and Cybersecurity**

**Is your PWS scheduled for a sanitary survey in 2024?** If your PWS is scheduled for a sanitary survey in 2024 **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.

- For details, please refer to the important notice, which was sent on December 28, 2023, to PWS, reminding them of their 2024 sanitary surveys and cybersecurity program assessment report/review: <https://www.mass.gov/doc/important-notice-your-pws-2024-sanitary-surveys-and-cybersecurity-programassessment-report-inspection-reminder/download>
- If you have any questions on this information, you may also contact the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov).

### **NEW Critical Infrastructure Security Updates:**

#### **\*\*Important\*\* Enforcement Alert to Drinking Water Systems to Address Cybersecurity Vulnerabilities**

- The U.S. Environmental Protection Agency (EPA) issued an enforcement alert outlining the urgent cybersecurity threats and vulnerabilities to community drinking water systems and the steps these systems need to take to comply with Safe Drinking Water Act (SDWA) Section 1433.
- Highlighting the sector's vulnerabilities to these threats, the alert states that Over 70% of the systems inspected by the EPA since September 2023 are in violation of basic SDWA 1433 requirements, including missing specific sections of the RRA and ERP.
- When on-site, EPA inspectors have identified alarming cybersecurity vulnerabilities at drinking water systems across the country and taken actions to address them.
- For example, some water systems failed to change default passwords, use single logins for all staff, or failed to curtail access by former employees.
- EPA also has found instances of inadequate RRAs and/or ERPs because analysts did not, for example, include an assessment of the resilience of systems or strategies and resources to improve the resilience of the cybersecurity of those system.
- MassDEP/DWP is sharing this alert to emphasize and amplify its message so that public water systems (PWS) understand the ongoing cyber threat and comply with the Safe Drinking Water Act (SDWA) Section 1433.
- Alert link: [Enforcement Alert: Drinking Water Systems to Address Cybersecurity Vulnerabilities | US EPA](#)

#### **Threat Awareness – Threat Actors Target Insecure VPN Instances for Initial Access to Enterprise Networks**

- Threat actors have been identified targeting VPN solutions from various cybersecurity vendors for initial access into enterprise networks.
- Cybersecurity firm Check Point has monitored such login attempts where attackers leveraged old VPN local accounts with password-only authentication and don't appear to involve exploitation of a software vulnerability.
- Utilities utilizing VPN solutions are advised to review the use of local accounts and disable them if not needed. If local accounts are needed, authentication should be made more secure by adding an additional layer of authentication, such as multi-factor authentication (MFA) and certificates. It is important to not rely on password-only authentication.
- Full article: <https://www.waterisac.org/portal/threat-awareness-%E2%80%93-threat-actors-target-insecure-vpn-instances-initial-access-enterprise>

#### **Cyber Resilience – 4-Steps to Mapping and Securing Organizational Critical Assets**



- One of the many challenges that cybersecurity teams of all sizes face, is knowing where to focus their limited efforts and resources. This is why one of the first things any cybersecurity team should be preoccupied with is obtaining a clear picture of the business-critical assets of their organization, and to maintain a proper inventory of the technology used.
- In a recent article, The Hacker News shares a four-step approach to mapping and securing the most critical assets of an organization. [Full article](#)

## Upcoming Trainings

### **CISA Webinar: Active Shooter Preparedness**

Thursday, June 6, 2024; 1:00 - 3:00 p.m. ET; webinar

CISA Region 1 (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont) is hosting a 2-hour webinar to enhance awareness of, and response to, an active shooter incident. During the webinar, participants will discuss the elements of active shooter incident response planning with guidance from expert instructors and learn to recognize common behaviors, conditions, workplace violence indicators, and situations associated with active shooter events. Attendees will also learn about best practices, communications protocols, and resources that will assist stakeholders to develop or enhance their emergency planning, preparedness, and response to active shooter incidents. [Register now](#)

### **CISA Webinar: Water & Wastewater Sector Cyber Incident Response**

Tuesday, June 18, 2024; 12:00 - 1:00 p.m. ET; webinar

CISA Region 8 (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming) is hosting a webinar that will review the Water and Wastewater Sector Cybersecurity Toolkit, including the Incident Response Guide which outlines how water utility owners and operators can expect to work with federal partners as they prepare for, respond to, and mitigate the impact of a cyber incident. [Register now](#)

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## Supply Chain Reminders

### **Suspension of Vessel Traffic at the Port of Baltimore: Current Status and Possible Impact on Supply Chain Disruptions**

In response to the collapse of the Francis Scott Key Bridge in Baltimore, Maryland earlier this week, the EPA established a website to track potential supply chain disruptions. Utilities can help mitigate the risk of supply chain shocks by understanding their supplier dependencies and planning for disruptions. [Full article](#)

### **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.**