



MassDEP / Drinking Water Program

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Program.Director-DWP@mass.gov or 617-292-5770

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

mass.gov/lists/communication-to-public-water-suppliers or at the Statehouse Archives at:
<https://archives.lib.state.ma.us/handle/2452/826119> which has a searchable database.



Hibiscus Pond, Forest Hills Cemetery Photo by: Mary Beth LaRivee

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

2023-06-02

1. Safe Drinking Water Act Assessment Advisory Committee 2022 Annual Report to the Legislature
2. Results From the LCR Sampling Site and Sampling Plan Form Update Training
3. Community Water Fluoridation – CDC Reporting Update
4. Well Driller Program Reminders
5. New Certified Operator License Renewal Training Fact Sheet
6. Lead in Schools and Childcare Facilities Drinking Water Update
7. PFAS Update
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10. Supply Chain Reminders

Safe Drinking Water Act Assessment Advisory Committee 2022 Annual Report to the Legislature

Today, the Safe Drinking Water Act Assessment (Section 70) Advisory Committee's *Annual Report to the Legislature* for 2022 is being delivered to the Massachusetts Legislature. The Annual Report and other information about the Assessment Program and the Advisory Committee are posted on MassDEP's web site at <https://www.mass.gov/service-details/safe-drinking-water-act-assessment-advisory-committee-section-70-committee>.

The *Annual Report to the Legislature* for 2022 was prepared pursuant to [Section 18A of MGL Chapter 21A](#), established in 1993. Section 18A requires that an annual report be sent to the House and Senate Committees on Ways & Means and the Joint Committee on Environment, Natural Resources & Agriculture that provides an overview of the Assessment Program, the Advisory Committee, and highlights of program activities.

The 2022 report includes information on funding sources for Public Water Systems; an update on the Lead in Schools Program; and highlights of other accomplishments supported by the SDWA Assessment over the past year.

Please contact program.director-dwp@mass.gov, subject line: Assessment Program, with any questions.

Results from the LCR Sampling Site and Sampling Plan Form Update Training

This training focused on discussing the upcoming new sampling location form, **The Lead and Copper Sampling Locations – Modification/Approval Request Form (LCR-LOC-MOD)**. PWS will be using this form soon to update or change the sampling locations that are included in their sampling plans. Over 60 Public Water Suppliers participated in the Training, there were 123 participants, and Training Contact Hours (TCH) were issued. TCH were issued to all participants who attended the full hour of training, answered the zoom polls, and completed the evaluation survey at the end of the training session.

The LCR-LOC-MOD Form was updated to minimize data errors, to ensure all sampling locations are verified, to track all changes in one document, and to prepare for the LCRR in 2024. The Form is prepopulated with data for each PWS and must be requested from your MassDEP regional office. This form will be required for the Fourth Quarter of 2023 sampling and every future sampling.

The recorded version of this training can be found at <https://youtu.be/ql97WxcteHA>.

This training also covered information on the LCRR in 2024, as well as tools and funding that PWS may want to take advantage of to become compliant. Below are a few of the helpful tools and funding opportunities mentioned during this training.

- MassDEP has a lead service line inventory workbook you may use to help organize your inventory. The Inventory Workbook on Excel is available here: <https://www.mass.gov/media/2480901/> and the instructions are available here: <https://www.mass.gov/media/2480886/>
- The SLI Crowdsourcing web application can be a great tool to fill out your inventories. The application allows homeowners and residents to submit pictures of their service lines for PWS to identify. Instructions for signing-up and using the SLI Crowdsourcing App: <https://www.mass.gov/media/2480891/>.
- There are multiple funding opportunities like the **DW SRF LSL Planning Program Grant** or the upcoming **LSL Planning Technical Assistance for Small COM and NTNC**. More information is available at <https://www.mass.gov/info-details/lead-service-line-planning-program>.

For more information on the new LCR-LOC-MOD Form, you can go to the MassDEP YouTube channel, where there is a how-to video that will walk you through each section of the form. You can go to this video by clicking this link: [\(143\) LCR Sampling Plan and Sampling Plan Change Form - Training Video - YouTube](#).

You can also contact MassDEP's Drinking Water Program at program.director-dwp@mass.gov for more information.

Community Water Fluoridation – CDC Reporting Update

As of June 1, 2023, “Advanced Level” community water fluoridation reporting via the CDC’s [My Water’s Fluoride](#) website is available for Massachusetts.

- This information is based directly on monthly reporting submitted by water operators to the Office of Oral Health at the Massachusetts Department of Public Health.
- Water operators may receive questions from consumers and stakeholders.
- The Office of Oral Health may also reach out to water operators and/or redirect inquiries as needed.

For questions on fluoridation, please contact the Massachusetts Department Of Public Health, Office of Oral Health at oral.health@mass.gov.

Well Driller Program Reminders

Well Completion Reports

When Public Water Suppliers (PWSs) are installing a well, they should ensure that the well driller submits a Well Completion Report (WCR) to MassDEP Drinking Water Program. Under 310 CMR 46.03(3) of the *Well Driller Regulations*, **well drillers must submit a WCR to MassDEP Drinking Water Program -Well Driller Program within 30 days of completing a job and must provide a copy to the municipal Board of Health (BOH).** In addition to public water supply wells, other well types, unless identified in 310 CMR 46.02(1), are also subject to the *Well Driller Regulations*. These include irrigation, geothermal, monitoring, and private domestic wells.

The submittal of the WCR is integral to the well drilling process. In most communities, well drilling activity requires a local permit. This mechanism helps in ensuring that a WCR is filed for every well and that municipal officials are kept informed of all well drilling activity in their community. For instance, if a drilling permit was issued and the BOH did not receive the WCR by the required due date, the BOH may conduct a site visit to determine if the well had been installed. Likewise, local officials can follow up on reports that a well is being drilled without the required local permit. All communities with existing or potential well drilling activity should consider establishing a local permitting process.

Well Driller Certification

MassDEP *Well Driller Regulations* also require that the well installation be performed by a certified well driller. Under 310 CMR 46.02, persons engaged in the business of well drilling must hold a current MassDEP Well Driller Certificate. Certifications must be renewed annually. If a non-certified well driller is performing the work, a certified well driller must be on site to observe critical aspects of the drilling process. To ensure that only authorized well drillers perform the drilling or are on site for observation, local officials can require that a copy of their ‘Massachusetts Well Drillers Certificate’ be shown prior to drilling, or they may check MassDEP’s website for a list of certified well drillers (see “Helpful References” below).

Municipalities are an important partner in ensuring safe drinking water. With continued assistance from municipalities, compliance, and enforcement of well driller certifications and proper drilling protocols throughout the Commonwealth can be maintained. If it appears that a well has been installed by a non-certified driller, or a WCR has not been filed or contains incorrect information, MassDEP requests that municipal staff take one of the following actions:

- **Issue Enforcement.** BOHs may be able to issue enforcement through their regulations. When BOHs issue enforcement, MassDEP expects them to submit a copy of the enforcement action to MassDEP Drinking Water Program at the email addresses below; or
- **Notify the MassDEP Well Driller Program.** If a BOH does not issue enforcement, the BOH or other interested parties are encouraged to contact MassDEP Drinking Water Program and provide a brief description of the issue along with the supporting facts.

For questions about well drilling or WCRs, or to notify MassDEP of unauthorized well drilling, please contact the MassDEP Drinking Water Program at Program.Director-DWP@mass.gov, Subject: Well Driller Program, or 617-292-5770.

Helpful References found on MassDEP's Website:

[MassDEP Well Driller Program Website](#)

[List of Certified Well Drillers](#)

[MassDEP GIS Well Location Viewer](#)

New Certified Operator License Renewal Training Fact Sheet

The Board of Certification of Operators of Drinking Water Supply Facilities has posted a new fact sheet about training contact hours that operators need in order to renew their licenses. As a reminder- all licenses will need to be renewed at the end of this year. The fact sheet can be found at: [Information on Required Training for License Renewal | Mass.gov](#)

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 approximately \$1.6 million 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, 515 schools and EECFs are participating in the program and 310 (60%) of participating facilities are within environmental justice communities. To date, 381 schools and EECFs have completed testing. Of facilities that have tested and received results, 259 (68%) 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

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

Pilot Program for Testing Schools and Childcares for Lead Ahead of the LCRR

Our LCRR Pilot Program is designed to help PWS offer testing to schools and EECFs in their service area prior to the LCRR October 2024 requirements using the existing MassDEP Expanded Assistance Program for Lead in School and EECF Drinking Water. Sampling conducted through the Expanded Assistance Program is comprehensive and exceeds the LCRR requirements for sampling at schools and EECFs. Six PWS are actively participating in this Pilot Program, and to date 23 facilities identified by PWS for testing have been sampled with results.

MassDEP plans to expand this Pilot Program to additional Community PWS in towns where few or no EECFs have participated in the assistance program to date, or where there has been a recent lead Action Level exceedance.

What action to take:

- If your PWS meets the criteria, MassDEP will reach out to you with an invitation to participate. If you receive an invitation and are interested in participating, reply to the email indicating your interest.
- If you do not receive an invitation but are interested in participating in this Pilot Program, please contact the Drinking Water Program at program.director-dwp@mass.gov, subject line LCRR Pilot Program.

2016-2018 Assistance Program Report Now Available On-line!

The 2016-2018 Massachusetts Assistance Program for Lead in School and Early Education and Care Facility Drinking Water Report is now available at <https://www.mass.gov/lists/massachusetts-assistance-program-for-lead-in-school-drinking-water-annual-reports>. This report summarizes and describes the work conducted and results collected through the Assistance Program between 2016 and 2018.

For the most up-to-date information about the program see the [Assistance Program web map](#).

PFAS Update



Comment Period Closes on EPA Proposed MCLs for PFAS

The comment period closed on May 30th for EPA's proposed MCLs for PFOS and PFOA and to regulate 4 other PFAS as a mixture using a Hazard Index MCL. The regulations are expected to be finalized by the end of the year.

All comment letters, including MassDEP's will be posted on the EPA's website:
<https://www.regulations.gov/docket/EPA-HQ-OW-2022-0114/comments>



Massachusetts Department of Public Health Tests Bottled Water for PFAS

The MassDPH Food Protection Program conducted a pilot surveillance program to test bottled water sold in Massachusetts for PFAS.

In FY22, they completed Phase 1 of the program by purchasing samples from retail stores that sell water from out-of-state bottling plants. All the bottled water they tested met the Massachusetts PFAS6 MCL and EPA's proposed MCLs for PFAS.

In SFY23, they are conducting Phase 2 of the program by collecting samples during routine inspections of in-state bottling plants.

For information on this MassDPH program see <https://www.mass.gov/info-details/water-quality-standards-for-bottled-water-in-massachusetts#pfas-bottled-water-pilot-program>

Training Calendar

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

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

Board of Certification Training Page and List of Approved Courses

You may also want to go to the Board of Certification of Operators of Drinking Water Supply Facilities Operators training page and view the approved education courses to sit for examination. Go to:
<https://www.mass.gov/doc/drinking-water-board-approved-education-courses-updated-september-2020/download>.

Some Newly Added Trainings on the Calendar

Fixed Film Secondary Wastewater Treatment Processes

Monday, June 5, 2023; 12:00 – 1:00 p.m. ET; webinar

Join us for a discussion of “fixed film” secondary wastewater treatment processes focusing on Trickling Filters and Rotating Biological Contactors (RBCs). We will discuss the equipment types, process mechanics and biology, modes of operation, typical operational parameters, loading rate calculations, and the pros and cons of their use. We will also cover process monitoring and control and basic maintenance and troubleshooting activities. [Register now](#).

Environmental Justice Perspectives

Tuesday, June 6, 2023; 12:00 – 1:00 p.m. ET; webinar

What is environmental justice? In this session, we will learn about environmental justice and equity in the water industry, and ways we can use these perspectives to manage our utilities and make decisions with the communities we serve in mind. [Register now](#).

Leading with Social and Emotional Intelligence

Tuesday, June 6, 2023; 4:00 – 5:00 p.m. ET; webinar

Understanding and recognizing our emotional responses and acknowledging the feelings of our peers and teammates can fundamentally change our approach as leaders. Emotions matter, and they are a part of our work day whether we invite them in or not. Therefore, our ability to effectively manage and navigate them is crucial to success. Leading with social and emotional intelligence can support enhanced team performance, communication, stress management, and resilience across industries and sectors. As water professionals, learning about social and emotional intelligence and challenging ourselves to prioritize its application are the first steps. [Register now](#).

CWSRF Funding Process Virtual Workshop Series: Assessing Financial Condition to Prepare for SRF Application

Thursday, June 15, 2023; 12:00 – 1:00 p.m. ET; webinar

Join experts from the Environmental Finance Center Network for a no-cost webinar series on the Clean Water State Revolving Fund (CWSRF). This monthly series is intended to help you better understand the CWSRF funding process. Sessions will be held on the third Thursday every month. Description: This session is designed to equip you with the knowledge and skills necessary to evaluate your organization's financial health and readiness when applying for funding through the State Revolving Fund (SRF). During this webinar, Melanie Sanchez (Project Director at the Environmental Finance Center) will guide you through the essential components of assessing your financial condition and help you better understand the key factors that SRF administrators consider during the application process. You will learn how to conduct a comprehensive financial analysis, identify potential challenges, and develop strategies to strengthen your financial position. [Register now](#).


- **MassDEP**
[Previous Cybersecurity Trainings now on YouTube:](#)
 - Basic Cybersecurity Measures for Water Utilities: <https://youtu.be/78v3eAyf1yE>
 - Ransomware Experiences, Defense, and Response: <https://youtu.be/eislsdQnXqE>
- **Environmental Finance Center Network**
For a complete list of trainings webinars and in-person trainings please go to:
<https://efcnetwork.org/upcoming-events/>
- **EPA**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.epa.gov/dwreginfo/drinking-water-training>.

- **Mass Rural Water Association**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.massrwa.org/p/14/Trainings—Events>.
- **MWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
[MWWA Calendar](#)
- **NEWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
https://communityhub.newwa.org/nc__upcomingevents.
- **Water ISAC**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.waterisac.org/resources>.
- **RCAP Solutions**
For a complete list of trainings, webinars and in-person trainings, please go to:
<http://www.rcapsolutions.org/community-resources-events/>.
- **AWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
https://www.awwa.org/Events-Education/Events-Calendar?utm_term=AWWA+Connections+10-8-2021&utm_content=Connections+10-8-2021&utm_source=communications&utm_medium=email&utm_campaign=connections.

Training Refresher

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

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

or click here:  **YouTube**

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. You may also request to be unsubscribed by replying to this email.

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

Cybersecurity, Emergency Preparedness, and You!

2023-06-02

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



Be Vigilant!



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



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



Cybersecurity review is an important part of your sanitary surveys. Have you signed up with USEPA for a free cybersecurity assessment? See [EPA Free Cybersecurity Assessment and Technical Assistance](#)

Keep Us Informed About Your Success in Scheduling or Receiving Free Cybersecurity Assessments

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



Important Reminder: EPA Cybersecurity Requirements for Public Water Systems

In response to the US EPA March 3, 2023, [memorandum](#), MassDEP strongly encourages water systems to take advantage of the [free EPA evaluations](#) before their sanitary survey inspections and to be prepared for MassDEP/DWP to evaluate the results of their cybersecurity assessments and their ERPs during sanitary surveys.

- **EPA Free Cybersecurity Evaluation Program:** EPA's Cybersecurity Evaluation Program will conduct a cybersecurity assessment for PWS. The assessment will follow the checklist in the guidance on Evaluating Cybersecurity in PWS Sanitary Surveys which will then generate a report that will highlight gaps in cybersecurity, including potential significant deficiencies.

How to Apply : Use the following link to apply today for free EPA cyber evaluations

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

- For more details and step by step guidance, see the following MassDEP informational flyers: Comprehensive Cybersecurity Assessment Resources During Sanitary Surveys: A Detailed Guide <https://www.mass.gov/doc/comprehensive-cybersecurity-assessment-resources-during-sanitary-surveys-a-detailed-guide/download>

NEW Critical Infrastructure Security Updates:

Threat Awareness – Phishing Attack Employs Encrypted File Attachments to Steal Microsoft Account Credentials

- Threat actors have recently been observed utilizing encrypted attachments sent via compromised Microsoft 365 accounts to steal Microsoft credentials in targeted phishing attacks designed to evade detection by email security gateways, according to security researchers at Trustwave.
- RPSMSG files (restricted permission message) are encrypted email message attachments created using Microsoft's Rights Management Services (RMS).
- The phishing emails are sent from a compromised Microsoft 365 account to users working in the billing department of the recipient business. To view the message, victims are asked to sign in with their Microsoft 365 email account or to request a one-time passcode and are then directed through various additional spoofed pages to access the documents. [Full article](#).

Security Awareness – Password Protected Files Becoming Increasingly Popular Method to Bypass Traditional Email Security

- Threat actors are increasingly using password-protected files as an attack vector, and Infosecurity Magazine has written an article discussing this trend.
- This method of malware delivery has grown in popularity because it enables threat actors to use filesharing channels other than email, such as SMS, workplace collaboration tools, or social media messaging, to drop payloads.

The article suggests that organizations broaden their security responsibilities to include browser security, as this tactic takes advantage of the average employee's relative lack of browser security training in comparison to email security awareness. [Full article](#)

Upcoming Trainings

EPA Webinar: Understanding Water Treatment Chemical Supply Chains and the Risk of Disruptions

Tuesday, June 20, 2023; 1:00 p.m. ET; webinar

This webinar will describe the impacts of chemical supply chain disruptions on the Water Sector and the conditions that lead to these disruptions, including case studies of disruptions that have occurred in recent years. In addition, the webinar will demonstrate a new resource: Water Treatment Chemical Supply Chain Profiles and describe how these resources can be used by individual water systems to improve their supply chain resilience. [Register now](#)

SANS Webinar: Breaking IT-OT Silos with OT/ICS Visibility

Tuesday, June 27, 2023; 10:30 a.m. ET; webinar

In this webinar, SANS Instructor Jason Christopher and TrendMicro VP of Infrastructure Strategies William Malik will discuss the main takeaways from a recent SANS survey, which explores the various capabilities that encompass a working definition of OT/ICS visibility, including monitoring of specific systems, threat detection, and possible areas for automation and SOC integration. The webinar will also look at existing barriers to improving the overall security posture of industrial systems and their overarching detection programs. [Register now](#)

MassDEP Cybersecurity Reminders:

- [EPA Free Cybersecurity Assessment and Technical Assistance](#)
 - [EPA Cyber Incident Reporting Factsheet](#)
 - [CISA free testing and assessment services to critical infrastructure](#)
 - [MassDEP Informational Flyer : Comprehensive Cybersecurity Assessment Resources During Sanitary Surveys: A Detailed Guide](#)
 - [MassDEP posters with cybersecurity tips to help keep your systems secure <https://www.mass.gov/info-details/public-drinking-water-system-operations#cybersecurity>](#)
 - [Public Water Systems may include cybersecurity planning in DWSRF Asset Management Grant applications.](#)
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Supply Chain Reminders

PWSs are reminded to implement the steps identified by DWP at <https://www.mass.gov/doc/steps-to-prepare-your-public-water-system-for-supply-chain-disruptions/download> and keep MassDEP/DWP informed of all Supply Chain issues.

Resources:

- MassDEP poster on supply chain issues planning and response with steps to prepare PWS for supply chain disruptions. See/download the poster here <https://www.mass.gov/doc/steps-to-prepare-your-public-water-system-for-supply-chain-disruptions/download>
 - [EPA Chemical Supplier and Manufacturer Locator Tool](#): This tool allows water and wastewater utilities to search for suppliers and manufacturers across the U.S. that may be able to fulfill their chemical supply needs and increase resilience to supply chain disruptions. This tool can be can also be useful for finding alternative chemical suppliers in the case of supply chain shortages.
 - Join [MassWARN](#).
 - [EPA page on supply chain disruptions](#), includes information on issues impacting availability and price and also provides recommendations utilities can take to respond to shortages and position themselves for the future.
 - [Water and Wastewater Supply Chain Case Studies](#)
 - [Water Treatment Chemical Supply Chain Profiles](#)
 - [Understanding Water Treatment Chemical Supply Chains and the Risk of Disruptions](#)
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