



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

In the Main Newsletter – 06/02/2026

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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.



Gloucester, Photo by: Anonymous

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1. Consumer Confidence Reports (CCRs) are due July 1st!

Don't wait until the last minute- submit early!

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.

The deadline is 30 days away! To date, only 12% of applicable PWS have submitted their CCRs to MassDEP. If you have not done so, please submit your CCR at your earliest convenience. Don't wait until the last minute!

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.

2. Space Available! – Free Information Session for 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!

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](#)

3. AWIA Round 2 Compliance Deadlines on June 30, 2026!

There are several deadlines related to AWIA Round 2 Compliance next month:

- Community PWS serving a population between 3,301 and 50,000 are required to certify to EPA updates to their Risk and Resiliency Assessments (RRAs) by **June 30, 2026**.
- Community PWS serving a population between 50,000 and 99,999 are required to certify to EPA updates to their Emergency Response Plans (ERPs) by **June 30, 2026**.

| Community Water System size (by population served as of March 31, 2024) | Certify Risk & Resilience Assessment (RRA) by: | Certify Emergency Response Plan (ERP) within 6 months of RRA, but no later than: |
|---|--|--|
| ≥ 100,000 | March 31, 2025 | September 30, 2025 |
| 50,000 – 99,999 | December 31, 2025 | June 30, 2026 |
| 3,300 – 49,999 | June 30, 2026 | December 31, 2026 |

The American Water Infrastructure Act (AWIA) was first passed in 2018 and requires community water systems to certify that they have prepared and updated their Risk and Resilience Assessments (RRAs) and Emergency Response Plans (ERPs). Community water systems are required to recertify to EPA that their RRAs and ERPs are up to date every five years. With changes from the past five years including supply chain issues, cybersecurity concerns, and increased funding opportunities, public water systems may have a lot to update in their RRAs and ERPs.

A comprehensive list of requirements, resources, FAQs, fact sheets, training recordings, and guidance for preparing and certifying updates to your RRAs and ERPs with the EPA can be found at the [AWIA Section 2013/SDWA Section 1433: Risk and Resilience Assessments and Emergency Response Plans Webpage](#).

How do I certify my RRA and ERP to EPA?

Public Water Systems can certify updates to their RRA and ERP by filling out the RRA/ERP Certification Statement and uploading the signed document using one of three methods:

1. Electronic submission
2. Email
3. Regular mail

EPA strongly recommends submitting RRA/ERP Certification Statements via electronic submission. Guidance for submitting your RRA/ERP and downloading the Certification Statement documents can be found at [the EPA: How to Certify Your Risk and Resilience Assessment or Emergency Response Plan Webpage](#). **Do not submit your updated RRA and ERP to EPA or to MassDEP, as those documents may contain sensitive information about your system.**

How do I submit ERP Compliance Checklists to MassDEP/DWP?

DWP requires PWS to submit an ERP Compliance Checklist whenever there are substantive changes to a PWS's ERP. PWS should submit an updated ERP Compliance Checklist once they have made updates to their ERP. PWS can submit their updated checklists to the Program Director at program.director-dwp@mass.gov, Subject: ERP Compliance Checklist for AWIA Round 2. **Reminder: PWS should NOT submit their full ERP documents to DWP, as those documents contain sensitive information about their system.**

MassDEP RRA/ERP Certification Reminder Letters for Community PWS

On May 28, 2026, MassDEP/DWP sent a letter to Community PWS serving a population between 50,000 and 99,999 to provide a 1-month reminder about the ERP certification deadline of June 30, 2026. On May 28, 2026, MassDEP/DWP also sent a letter to Community PWS serving a population between 3,301 and 50,000 to provide a 1-month reminder about the RRA certification deadline of June 30, 2026. You can find these letters at the webpage [Communication to Public Water Suppliers – Emails and Direct Mail](#).

Where can I find more information about this topic?

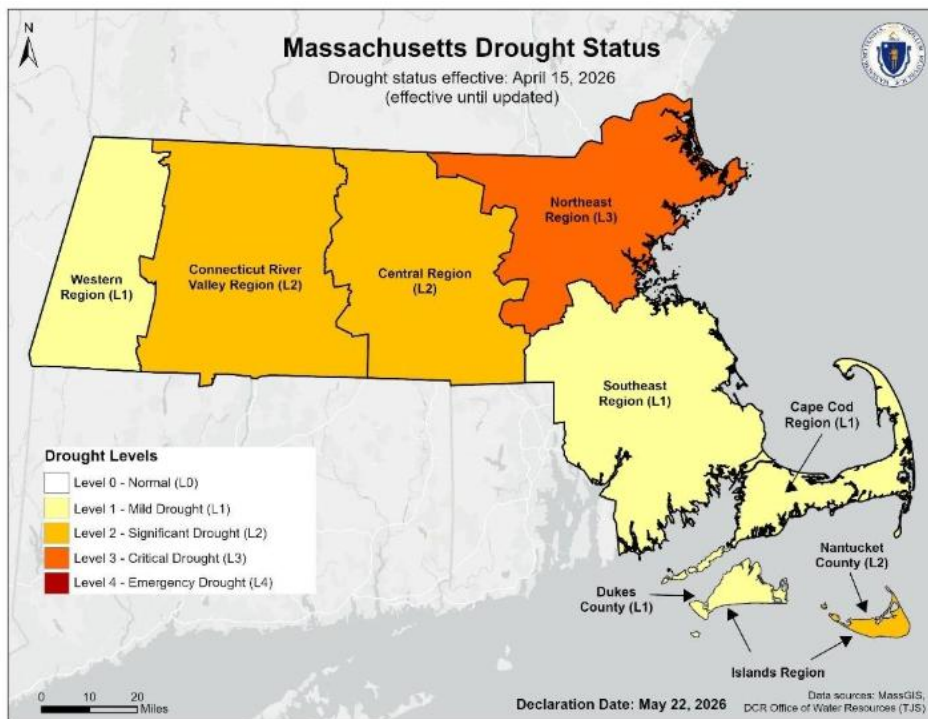
Use the following resources to learn more about RRAs, ERPs, AWIA, and more.

- [MassDEP Guidelines for Public Water Systems, Chapter 12 – Emergency Response Planning Requirements](#)
- [MassDEP Guidelines for Public Water Systems, Appendix O – Handbook for Water Supply Emergencies](#)
- Previous [MassDEP In the Main newsletters](#)
- [EPA Drinking Water and Wastewater Resilience Webpage](#)
- [EPA Water Resilience - AWIA Section 2013 Webpage](#)
- [EPA How to Certify Your RRA or ERP Webpage](#)

4. Northeast Region Worsens to Critical Drought as Rainfall and Streamflow Continue to Decline

On May 22, 2026, the Executive Office of Energy and Environmental Affairs (EEA) declared a Level 3 – Critical Drought for the Northeast Region. The designation follows years of below-average rainfall and

declining streamflow across the state, signaling worsening drought conditions and increasing stress on local water supplies. All other regions remain at the drought levels announced on May 8, 2026. 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.

5. EC-SDC Program Update

Emerging Contaminants in Small or Disadvantaged Communities Grant Program

The EPA announced [the allotments of the FY 2026 Infrastructure Investment and Jobs Act Appropriations for the EC-SDC grant program](#) on May 18th. The MassDEP EC-SDC grant program has been allotted \$18,607,000. This is the last allotment from EPA for the EC-SDC grant program, and is in addition to the \$77,007,000 already awarded. MassDEP anticipates being awarded this FFY26 funding by the end of September. If your PWS is small or disadvantaged and has financial needs to address an emerging contaminant, such as PFAS or manganese, and has not already completed a [Needs Assessment form](#), please complete one and return it to MassDEP Drinking Water Program at Program.Director-DWP@mass.gov, Subject: EC-SDC, PWS ID#, Needs Survey. Please note, MassDEP DWP is accepting surveys on a rolling basis.

Visit the MassDEP DWP's [EC-SDC grant page](#) for more information about the grant program and for a map of grantees. To date, 63 grants have been awarded to 62 PWS, totaling about \$46,300,000 in EC-SDC funding (Western Region: 13, Central Region: 20, Northeast Region: 11, and Southeast Region: 19).

6. Transient Non-Community Public Water Systems (TNC PWS's) in Massachusetts

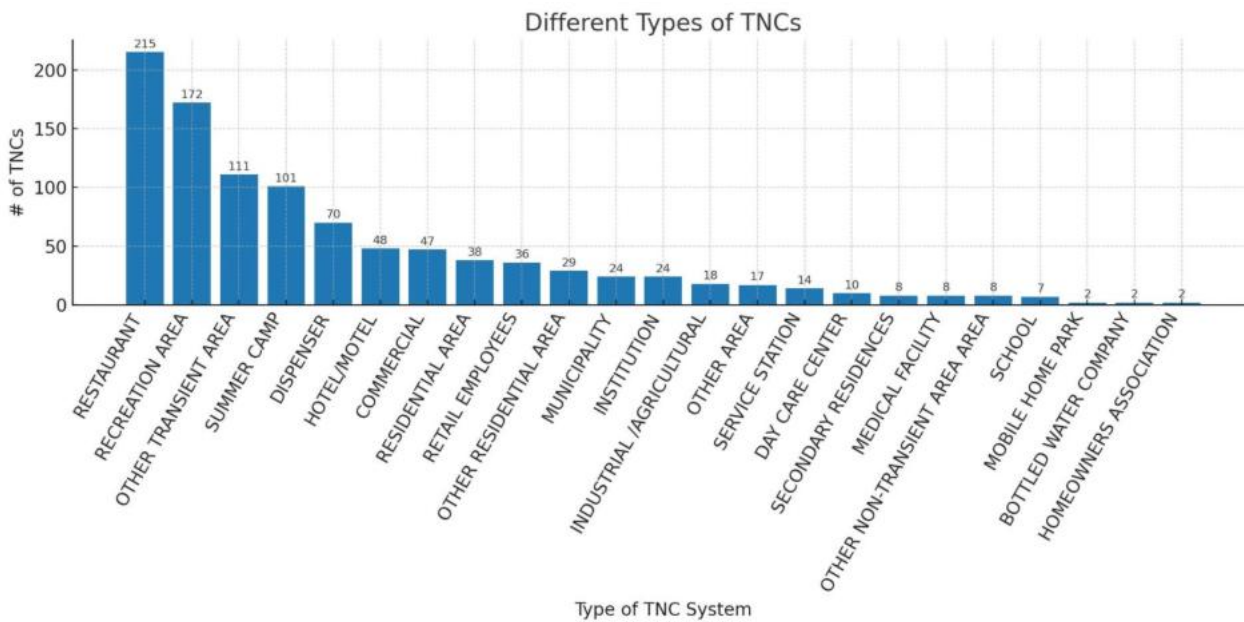
A **Transient Non-Community Public Water System (TNC PWS)** is a type of water system that provides water to the public in settings where people do not remain for long periods of time. By definition, a TNC serves at least 25 different people for at least 60 days per year, but it is not intended to serve permanent residents.

Typical examples of TNCs include:

- Restaurants
- Recreation areas
- Summer camps
- Hotels and motels
- Gas stations and convenience stores
- Other businesses or facilities where water is provided to staff, customers, or visitors

These systems are regulated under the Massachusetts Drinking Water Regulations (310 CMR 22.00), which set standards for water quality, monitoring, and system operation. Compliance ensures that safe drinking water is provided to the public even in temporary or high-turnover settings.

Types of TNC Systems in Massachusetts



Massachusetts has a diverse mix of TNC PWSs across the state. Based on current data, the most common types are:

- Restaurants (215) – The largest category, representing dining establishments.
- Recreation Areas (172) – Parks, campgrounds, and recreational facilities.
- Other Transient Areas (111) – Businesses or facilities serving transient populations not captured in other categories.
- Summer Camps (101) – Seasonal youth and family camps.
- Dispensers (70) – Water vending machines or small stand-alone sources.
- Hotels/Motels (48) – Lodging facilities.
- Commercial Businesses (47) – Retail and service establishments.
- Residential Areas (38) – non-permanent housing or rental settings.
- Retail Employees (36) – Workplaces providing water to staff.
- Other categories – Institutions, agricultural/industrial sites, schools, medical facilities, day care centers, and more, each with smaller counts.

Types of TNC Systems in Massachusetts

Boards of Health and the Massachusetts Department of Environmental Protection (MassDEP) both play a role in monitoring TNC PWSs. MassDEP conducts sanitary surveys and enforces compliance with **310 CMR 22.00**, while local Boards of Health often provide day-to-day oversight and guidance.

Through this oversight, Massachusetts ensures that drinking water provided at restaurants, camps, parks, and other public venues remains safe and reliable, even when populations are transient and facilities vary widely. If you have any questions about TNC Systems, please contact MassDEP DWP at program.director-dwp@mass.gov.

7. LCR, LCRR, and LCRI Updates

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](#). **All PWS that were required to send out SLI CNs must submit their certification by July 1st, 2026.** Make sure to redownload the form if you haven't already, as this form was updated in 2025!

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

Updated and New Lead Public Notification (PN) and Public Education (PE) Templates Available!

MassDEP DWP has updated all Lead and Copper PN and PE templates for PWS to meet upcoming federal accessibility requirements, standardize templates, and to include LCRI compliant language and content. A list below is provided with all templates which are new or revised. These templates are available for download on the [Public Notification Forms and Templates](#) and the [Lead & Copper Forms and Templates](#) webpage.

New Templates

Tier 1 PN Templates: Lead Action Level Exceedance

The Tier 1 24 Hour PN Template, used if a PWS's 90th Percentile exceeds the lead action level, has been updated and several alterative versions have been released. As the original Tier 1 PN Template was geared towards municipality community (COM) systems, very small COM and Non-Transient Non-Community (NTNC) Systems had to spend more time during their allotted 24 hours altering language to correct language which was not applicable to their system. These additional versions were created to help very small COM and NTNC PWS reduce the time spent on altering their PN.

- [PN Tier 1 Template: Lead Action Level Exceedance \(for Community Systems\)](#)
- [PN Tier 1 Template: Lead Action Level Exceedance \(for very small Community systems\)](#)
- [PN Tier 1 Template: Lead Action Level Exceedance \(for Non-Transient Non-Community Systems\)](#)

Tier 1 PN Template: Combined PN and PE Template for Lead Action Level Exceedance

This PN Tier 1 Template may be used to satisfy both public notification (PN) and public education (PE) requirements for exceeding the lead action level. This template may only be used by NTNCs and very small community water systems which only consist of one or a few residential buildings, such as apartment buildings and condo associations, as the notice must be provided to every consumer served within 24 hours to meet both PN and PE requirements.

- [PN Tier 1 and PE Combined Template: Lead Action Level Exceedance \(for Non-Transient Non-Community and very small Community Systems\)](#)

Tier 2 PN Template: Loss of or Failure to Maintain Corrosion Control Treatment (CCT)

These PN templates cover additional situations where there is a loss of CCT for 7 or more days (2-8a) or if a PWS does not maintain CCT in the required parameter range for more than 9 days within a 6-month period (2-8b), which used to require additional modification to the 2-8 template language to explain accurately.

- [PN Tier 2 Template: LCR Temporary Loss/Change of Treatment \(2-8a\)](#)
[PN Tier 2 Template: LCR Failure to Maintain Corrosion Control Treatment \(2-8b\)](#)

LCRR Templates

The following Tier 2 and 3 templates were created for use when a PWS violated a LCRR requirement.

- [PN Tier 2 Template: LCRR Failure to Complete and/or Make Service Line Inventory Publicly Accessible \(2-28\)](#)
- [PN Tier 3 Template: LCRR Failure to Report Initial Service Line Inventory to MassDEP](#)
- [PN Tier 3 Template: LCRR Failure to Certify Notification to Consumers Served by Known or Potential Service Line Containing Lead](#)

Updated Templates

Tier 2 Template Updates

These Tier 2 Templates were updated to meet federal accessibility requirements, and to standardize the instructions for all lead and copper PN Templates.

- [PN Tier 2 Template: LCR Failure to Install/Maintain Corrosion Control \(2-8\)](#)
- [PN Tier 2 Template: LCR Failure to Remove the Required Number of LSLs \(2-27\)](#)

Public Education Template Updates

The Lead Public Education Templates were updated to include LCRI requirements, and to standardize language and instructions across all PN and PE templates.

- [Instructions for Using Lead Public Education Template Language](#)
- [Template Brochure: Lead Public Education \(for systems with corrosion control treatment\)](#)
- [Template Brochure: Lead Public Education \(for systems without corrosion control treatment\)](#)

What To Do When You Discover or Disturb a Lead, Galvanized Requiring Replacement (GRR) or Unknown Service Line

As summer gets closer, many PWS are preparing for or have already begun regular distribution system work, including replacement of water mains and other work that may disturb or unearth service lines.

Under the current LCRR requirements in effect, if a PWS disturbs a lead, GRR, or unknown service line during distribution work there are no additional actions a PWS needs to do to comply with the LCRR. If a PWS discovers a lead, GRR, or unknown service line, the LCRR requires that the PWS send the consumer(s) at the premise address served by the discovered lead/GRR/unknown service line a consumer notice (CN) in the next round of annual notification.

However, the LCRI, starting November 1, 2027, will have requirements for consumer notification and risk mitigation regarding the disturbance of lead, GRR, and unknown service lines which MassDEP DWP

encourages PWS to prepare for now, and consider implementing now to be more proactive in protecting public health, if it's feasible to do so.

LCRI Required Actions

PWS that cause disturbance to a lead, GRR, or unknown service line due to actions that could result in pipe scale dislodging and associated release of particulate lead due to physical action or vibration of the service line must provide consumers served at the premise address with information about the potential for elevated lead levels in drinking water as a result of the disturbance.

Public education materials must include the following content/required language:

- Health effects of lead,
- Sources of lead,
- Consumer steps to reduce lead exposure,
- Information on lead, galvanized requiring replacement, and unknown service lines (opportunities for replacement/identification, information on how to view the SLI and SLRP, etc.),
- contact information for the water system; and
- Instructions for a flushing procedure to remove particulate lead.

If the disturbance is due to the replacement of an inline water meter, a water meter setter, or connector, or from the replacement of a water main whereby the service line pipe is physically cut, the PWS must also provide a pitcher filter or point-of-use device certified by an ANSI accredited certifier to reduce lead, instructions to use the filter, and six months of filter replacement cartridges.

PWS will need to provide these public education materials (and filter if applicable) prior to turning back on water service, or within 24 hours if the water service was not turned off during the disturbance. The PWS must also provide the public education materials to the property owner within 30 days if the property owner does not reside on the premise.

Recommended Procedure:

If a PWS discovers a lead, GRR, or unknown service line during distribution work, PWS are encouraged to:

1. Alert the consumers served by the lead/GRR/Unknown service line as soon as possible, by providing them with a consumer notice.
2. Replace Lead (and GRR) service lines when discovered, if feasible.

If a PWS disturbs a lead, GRR, or unknown service line during distribution work:

- PWS are encouraged to follow the upcoming LCRI requirements, and provide the consumers served by the disturbed service line public education materials and flushing information.

8. Water Smart

Congratulations School and Day Care Lead-Reduction Advocates

This year, we are proud to recognize two outstanding advocates for their dedication to helping reduce lead exposure in childcare drinking water across Massachusetts.

Claudia Vega is recognized for her continued support of childcare providers and her commitment to promoting safer drinking water practices. At MassDEP's seminar in Malden, she shared her experience with the Water-Smart Program and provided helpful insight to encourage participation and awareness among facilities.

Gloria Jackson is recognized for her leadership and participation in the Water-Smart Program. Through her efforts coordinating sampling at eight Head Start facilities, she helped support lead testing and increase awareness of potential drinking water risks in childcare settings.

We proudly recognize both individuals for their continued advocacy, leadership, and commitment to improving drinking water safety throughout the Commonwealth. Their efforts help build healthier communities and brighter futures for children across Massachusetts.

STAR-L Community Recognition Award

This year, we are proud to recognize Amherst DPW Water Division as a recipient of the STAR Award for Lead Awareness and Reduction (STAR-L) for its exceptional commitment to drinking water safety and lead reduction efforts.

Amherst demonstrated outstanding leadership by testing 11 facilities, joining the Water-Smart Pilot Program, and successfully completing all Pilot Program requirements. In addition, the community took proactive steps to further protect public health by applying for SWIG grants to support lead reduction initiatives.

Amherst's dedication to identifying potential lead risks, improving drinking water safety, and investing in long-term solutions reflects a strong commitment to protecting children, families, and the broader community. Their efforts serve as a model for other communities across Massachusetts and exemplify the goals of the Water-Smart Program.

Congratulations to Amherst DPW on this well-deserved recognition!

Water-Smart Program Update

The Water-Smart program continues offering free analysis of lead drinking water samples and technical assistance to eligible public and private schools and early education and childcare facilities (EECFs). Currently, 1,331 schools and EECFs are participating in the program and 1,165 (88%) of participating facilities are within economically disadvantaged communities. To date, 1,198 schools and EECFs have completed testing. Of facilities that have tested and received results, 793 (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

MassDEP continues inviting all Community PWS to the *Water-Smart Pilot Program for PWS* – a forward-thinking initiative designed to help water systems stay ahead of upcoming federal regulations.

Participating in the Pilot Program allows PWS to get ahead on their November 1, 2027 [LCRI Testing Offering Requirements](#) by leveraging the pre-existing Water-Smart Program. The Pilot Program:

- Offers valuable free lead testing to schools and childcare centers now,
- Fulfills 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.”

9. PFAS Update

U.S. EPA Publishes Draft Revisions to Federal PFAS Regulations

On May 18, 2026, the EPA published two proposed [revisions to the PFAS National Primary Drinking Water Rule](#). The revisions were published in the Federal Register, and written comments can be submitted until July 20, 2026.

The two proposed revisions are:

- Keeping the Maximum Contaminant Levels (MCLs) of 4 ppt each for PFOS and PFOA. Rescinding the MCLs for PFHxS, PFNA, HFPO-DA (GenX), and the hazard index of these three plus PFBS.
- Allow water systems to seek an exemption to the MCL compliance deadline of April 2029 for PFOA and PFOS for two additional years (to 2031). The exemption isn't permanent but allows systems additional time. There are additional measures that must be taken for water systems with PFOS or PFOA levels over 12 ppt to obtain an extension including implementing control measures and issuing a public notice.

The EPA will hold a virtual public hearing on July 7, 2026, where the public is invited to provide verbal comments on the proposed rule. During the hearing, EPA will present information on the proposed rule and then receive comments from the public. Registration to attend and/or provide verbal comment during the hearing is required and the last day to pre-register to provide public comment is July 1, 2026. Information and registration for the public hearing is available [here](#).

10. 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 do basic water filters NOT remove (or at least reduce)?

- A. Sodium
- B. Lead
- C. Chlorine
- D. Sediments

Filters remove different contaminants depending on the specific filter type

- A. True
- B. False

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.

11. 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

EPA Training: Cybersecurity 102

Wednesday, June 3, 2026; 1:00 – 2:00 p.m. 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](#)

Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: Federal award compliance, part 2

Wednesday, June 3, 2026; 11:00 a.m. – 1:00 p.m. ET; webinar

Ask Me Anything SRF Office Hours will expand your knowledge and enhance your ability to navigate the SRFs. These sessions are tailored for state agencies, utility operators, and stakeholders who support water infrastructure projects. Each session will feature a specific theme, providing clarity, strategies, and practical insights for preparing and managing an SRF funded project. Participants can attend all sessions or select those that best meet their needs. [Register for the webinar: Ask Me Anything! State Revolving Fund \(SRF\) Technical Assistance & Open Office Hours: Federal award compliance, part 2](#)

EFCN Webinar: Understanding the PFAS Regulatory Framework – What to Know and Watch For

Thursday, June 4, 2026; 12:00 – 1:00 p.m. ET; webinar

PFAS regulations are rapidly evolving at the federal and state levels, creating new compliance challenges and financial pressures for water systems across the country. Small and mid-sized utilities, in particular, must navigate an increasingly complex regulatory landscape while managing limited resources. Understanding what’s required now – and what’s on the horizon – is critical to protecting both public health and system sustainability. This one-hour webinar will break down the current PFAS regulatory framework, highlight key compliance risks and monitoring requirements, and explore practical, cost-effective strategies for managing PFAS-related obligations. The session is designed for utility managers, public works directors, finance and grant administrators, and organizations focused on safe drinking water who are looking to stay informed on regulatory developments and plan effectively for the future. [Register for the webinar: Understanding the PFAS Regulatory Framework – What to Know and Watch For](#)

EPA Training: Cybersecurity 103

Wednesday, June 10, 2026; 1:00 – 2:30 p.m. 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](#)

Water 2050: Innovative Technologies Shaping the Future of the Water Sector

Wednesday, June 10, 2026; 1:00 – 2:30 p.m. ET; webinar

AWWA’s Technology and Innovation Strategic Implementation Team (SIT) Subcommittee is advancing key technology themes to support a resilient, equitable, and secure water sector. This webinar will highlight five priority focus areas and preview recommendations from the upcoming Strategic Implementation Plan white paper. \$75-member, \$120-nonmember. [Register for the webinar: Water 2050: Innovative Technologies Shaping the Future of the Water Sector](#)

Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: Set-Asides: what are they and how can they be used?

Monday, June 15, 2026; 2:00 – 4:00 p.m. ET; webinar

Ask Me Anything SRF Office Hours will expand your knowledge and enhance your ability to navigate the SRFs. These sessions are tailored for state agencies, utility operators, and stakeholders who support water infrastructure projects. Each session will feature a specific theme, providing clarity, strategies, and practical insights for preparing and managing an SRF funded project. Participants can attend all sessions or select those that best meet their needs. [Register for the webinar: Ask Me Anything! State Revolving Fund \(SRF\) Technical Assistance & Open Office Hours: Set-Asides: what are they and how can they be used?](#)

EPA Training: Cybersecurity Refresher

Wednesday, June 17, 2026; 1:00 – 2:00 p.m. 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 p.m. 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](#)

EPA 2026 National Cyber Drill: Pre-Drill Information Session

Thursday, June 4, 2026; 1:00 – 2:00 p.m. ET; webinar

In preparation for U.S. Environmental Protection Agency’s (EPA) 2026 Drinking Water and Wastewater Cyber Drill: A Day without SCADA on July 8th, EPA is hosting an informational session for drinking water

and wastewater utilities. This 1-hour informational session is designed for utilities interested in participating in the 2026 drill, with a focus on testing the transition to manual operations and operating in a degraded state before or during the drill. The session will provide practical guidance. Subject matter experts will be available to answer questions and offer support on planning and executing manual operations testing. [Register for the webinar: EPA 2026 National Cyber Drill: Pre-Drill Information Session](#)

EPA 2026 National Cyber Drill: A Day without SCADA

Wednesday, July 8, 2026; 1:00 – 3:00 p.m. ET; webinar

Join the U.S. Environmental Protection Agency (EPA) for the 2026 National Cybersecurity Drill, “A Day without SCADA.” This year’s exercise will challenge drinking water and wastewater utilities to operate and maintain critical functions in an environment where telecommunications and internet access are unavailable or unreliable. The exercise is built around a simulated scenario in which cyber and/or physical incidents degrade or disable commercial telecommunications infrastructure, internet service providers, and associated systems. As a result, participating organizations must operate in a “disconnected” environment with limited or no access to Supervisory Control and Data Acquisition (SCADA) remote connectivity, cloud-based services, email, Voice over IP (VoIP), and other digital communication tools. This exercise is designed to strengthen sector-wide resilience by testing operations under progressively degraded conditions. It enables participants to identify barriers and dependencies while reinforcing continuity of safe and reliable water and wastewater services in the absence of telecommunications and internet connectivity. [Register for the webinar: National Cyber Drill: A Day without SCADA](#)

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](#).

12. Cybersecurity, Emergency Preparedness, and You!

For additional information and alerts see [Cybersecurity Resource Hub for MA Public Water Systems \(PWS\)](#).



Biweekly Spotlight

Multi-Factor Authentication (MFA): Facts and Tips: While a complex password is a strong first line of defense, Multi-Factor Authentication (MFA) or Two Step Authentication/Verification provides an extra layer of security, even if a password has been breached. No PWS should have a remotely accessible operational technology (OT) system without MFA in place.

What is MFA?

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

Why is MFA Significant?

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

MFA Methods by Effectiveness

Good- SMS or Voice: Text messages (SMS), Voice message

Better- App Based: Mobile push notification with or without number matching, One Time Password (OTP), Token based OTP

Best- Phishing Resistant: Fast Identity Online 2 (FIDO2) Authentication, Public Key Infrastructure (PKI)-based passkey

How to Generically Turn on MFA

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

Additional/Helpful Resources: Visit [Turn On MFA | CISA](#)

Grants and Fundings: [Public Water Suppliers Cybersecurity Improvements Grant Program | Mass.gov.](#)

13. 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](#).

14. 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](#).

15. Drinking Water Trivia! Answer

Answer: A. Sodium

Basic filters are designed to remove aesthetic impurities and certain heavy metals, but they have trouble removing dissolved minerals or bacteria.

Answer: A. True

Filters are designed so that they remove certain contaminants more effectively than others. For example, there are filters that remove lead more effectively than a standard filter.