



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.



Frederick Douglass Mural, Roxbury, Boston, Photo by: Eric Cheung

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

2025-06-13

1. Important Update: Tier 1 Public Notice (PN) Instructions and Template for the Revised Total Coliform Rule (RTCR)
2. NEW Revised Total Coliform Rule (including RTCR) Webpage is Live!
3. LCR, LCRR, and LCRI Updates!
4. Lead in Schools and Childcare Facilities Drinking Water Update
5. Consumer Confidence Reports (CCRs) are due July 1st!
6. Waterfest at the Metropolitan Waterworks Museum
7. Water Rate Survey
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13. Supply Chain Reminders



Are you looking for past issues or topics in our *In the Main* newsletter?

Use the search function in the Statehouse Archives at:

<https://archives.lib.state.ma.us/handle/2452/826119>



Important Update: Tier 1 Public Notice (PN)

Instructions and Template for the Revised Total Coliform Rule (RTCR)

Massachusetts Department of Environmental Protection (MassDEP) Drinking Water Program (DWP) has made critical updates to the **Tier 1 Public Notification (PN) (Boil Water Order) instructions** as well as associated templates to address changes from the **Revised Total Coliform Rule (RTCR)** and other important updates.

All Public Water Suppliers should have received a letter from MassDEP DWP on 6/11/25 describing the changes to the Tier 1 PN instructions. A corrected version of this letter, with updated links, was sent on 6/12/25. Please start using the updated information and template immediately.

If you are a PWS and did not receive this letter, please see a copy at <https://www.mass.gov/lists/communication-to-public-water-suppliers#emails-and-direct-mail> or reach out to the Drinking Water Program at program.director-dwp@mass.gov, Subject: Tier 1 PN.

MassDEP/DWP Public Notification (PN) regulations (310 CMR 22.16) include specific requirements for notifying the public of all emergencies involving violations of drinking water regulations. If a “Do Not Drink,” “Boil Water,” or “Do Not Use” order is issued, the public notice process should be initiated immediately upon determination by MassDEP/DWP and comply with the public notification and reporting requirements of 310 CMR 22.00. Tier 1 PNs, which are required for violations and situations with significant potential to have serious adverse effects on human health as a result of short-term exposure, require PWS to provide public notice to their impacted consumers within 24 hours of learning of the emergency. During this 24-hour period, PWS must also contact and consult with their MassDEP/DWP Regional Office to determine any additional PN requirements.

MassDEP DWP strongly recommends that PWS have all PN outreach materials prepared and pre-approved as part of their Emergency Response Plans (ERP) so that in an emergency, these resources can be quickly customized and disseminated to all relevant parties.

The updated RTCR Tier 1 PN (Boil Water) information is located on our website at <https://www.mass.gov/doc/pn-tier-1-template-coliform-rule/download>.

Additional Resources

- Public Notification Forms and Templates can be downloaded from the MassDEP website at <https://www.mass.gov/lists/public-notification-forms-and-templates>.
- The Public Notification Fact Sheet can be accessed at <https://www.mass.gov/info-details/fact-sheet-drinking-waterpublic-notification>.
- The Public Notification FAQ page can be accessed at <https://www.mass.gov/info-details/faqsdrinking-water-public-notification>.
- Additional information about Public Notification and Communication during Emergencies can be found in the *In the Main* newsletter from 5/30/2025: <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-05-30-2025/download>

For any additional questions, please contact the Drinking Water Program at program.director-dwp@mass.gov, Subject: Tier 1 PN.

NEW Revised Total Coliform Rule (including RTCR) Webpage is Live!

All of your TCR including RTCR materials available in one place!

MassDEP DWP has just released a new RTCR webpage, which compiles all RTCR resources, documents, and webpages in 1 place. Here's what it covers:

- What is Total Coliform?
- Total Coliform Rule (TCR)
- Revised Total Coliform Rule (RTCR)
- Public Health Information and Guidelines
- Public Notification
- Guidance for People with Severely Weakened Immune Systems
- Coliform Bacteria Level 1 Assessment
- Coliform Bacteria Level 2 Assessment
- Seasonal Start-Up Procedure for Non-Community Systems
- Revised Total Coliform Rule Sampling Resources

See the full webpage here: <https://www.mass.gov/info-details/revised-total-coliform-rule-rtcr>

LCR, LCRR, and LCRI Updates!

Remember to Submit your Service Line Material Consumer Notice (CN) Certification Form by July 1, 2025!

This a reminder to all PWS that had lead, galvanized requiring replacement (GRR) and/or lead status unknown service lines in your initial accepted SLI. You must certify that your 2024 Consumer Notices (CNs) were distributed by submitting the SLI CN Certification Form, available here:

<https://www.mass.gov/doc/lcrr-certification-of-service-line-inventory-consumer-notice/download>.

All PWS that were required to send out SLI CNs must submit their certification by July 1st, 2025. The required PWS that do not submit a certification form by July 1st, 2025, will be referred to EPA. Non-submission of the certification form is a violation of the LCRR and PWS may be subject to **enforcement**.

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

SLI Consumer Notice Resources!

Based on the questions and responses MassDEP DWP received about the 2024 Service Line Material Consumer Notices, we have created new resources over the past year to answer consumer's questions! See below, for the many resources PWS are encouraged to include in their notices and websites for consumers:

1. [MassDEP DWP Consumers Frequently Asked Questions \(FAQ\) about the SLI Webpage](#). A webpage with the questions we expect consumers to ask, and answers to questions we have received last year.
2. A [spreadsheet](#) on the [How to Find a Certified Laboratory for Drinking Water Webpage](#) with labs that consumers can send their drinking water samples to test for lead.
3. The **Service Line Inventory Consumer Notification Guide, presented by MassDEP Drinking Water Program** video, which explains to consumers what their Consumer Notice is, and how to read it! Walks consumers through the notice: https://youtu.be/21gs7FQqoX8?si=YGO_UjRfQZvXNEjL. Add this video link, this tiny url: <https://tinyurl.com/MA-Service-Line-CN-Video>, or a QR Code!
4. The **Massachusetts Service Line Inventories Hub Site**. An interactive map with Public Water System's Service Line Inventory (SLI) Submissions for public viewing.

MassDEP DWP recommends that PWS review the 4 resources provided above and consider including them in your consumer notices. Please also make sure your contact information is clearly included for consumers. If you've created a new webpage with lead and copper/SLI information, a link or a QR code to the webpage that is prominently displayed for consumers is a great resource to include.

2025 SLI Consumer Notice Templates Updated!

The service line (SLI) Consumer Notice (CN) templates have been updated for this year, based on the comments and questions received from last year's initial consumer notice templates!

The new templates are available here: [https://www.mass.gov/lists/lead-copper-forms-and-templates#lead-&copper-rule-revisions-\(lcrr\)-](https://www.mass.gov/lists/lead-copper-forms-and-templates#lead-&copper-rule-revisions-(lcrr)-)

PWS must use these newly updated templates going forward! Please download these updated templates and remove the old templates used last year.

NEW! Lead and Copper Rule Improvements (LCRI) Webpage Live!

MassDEP DWP has just launched our new LCRI Webpage, available here: <https://www.mass.gov/info-details/lead-and-copper-rule-improvements>

This webpage is where all future LCRI materials will be hosted, such as guidance documents, fact sheets, and future recorded trainings! Keep an eye out for new LCRI guidance documents, which PWS will be notified about right here in the ITM when released!

LCRR Required CCR Changes Going Forward

Have you updated your Consumer Confidence Report (CCR) with the newly required Lead and Copper language and information that needs to be included starting this year (2025)?

For this year (2025) and going forward, your CCR must include the following:

- Range of Tap Sampling Results ([pages 57-58](#))
- A Statement that a Service Line Inventory (SLI) was prepared and instructions on how to access it (even if it only consists of a statement that there are no Lead, GRR, or Unknown service lines) ([page 60](#))
- Modified Informational Statement on Lead (per LCRR requirements) ([page 22](#))
- Modified Health Effects Language for Lead ([page 59](#))

See Appendix M for full statements and language at the referenced pages above:

<https://www.mass.gov/doc/preparing-your-massachusetts-drinking-water-consumer-confidence-report-o/download>

Remember that due to the CCR Rule Revisions and LCRI, CCR language requirements will change for the CCR sent after 1/1/2027 and 11/1/2027. Save these dates and keep an eye out for those updates as we get closer to 2027!

IMPORTANT NOTICE Regarding Predictive Modeling and Statistical Analysis!

All Massachusetts COM and NTNC PWS should note that MassDEP is currently in the process of reviewing the [MassDEP DWP Statistical Analysis and Predictive Modeling Guidance](#), based on the initial SLIs submitted which used statistical analysis and/or predictive modeling.

Please continue to read the biweekly *In the Main Newsletter* editions for any future updates on the status of the MassDEP DWP Statistical Analysis and Predictive Modeling Guidance. In addition, MassDEP DWP will provide updates to all NTNC and COM PWS via direct email when the new guidance is available.

MassDEP/DWP Contacts

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

Lead in Schools and Childcare Facilities Drinking Water Update



Water-Smart Program Update

Water-Smart (formally known as the Expanded Assistance Program) provides free analysis of lead drinking water samples and technical assistance to eligible public and private schools and early education and childcare facilities (EECFs) by assisting with sampling, results interpretation, and guidance on remediation actions. The program is

funded by a grant from the Water Infrastructure Improvements for the Nation (WIIN) Act from the U.S. Environmental Protection Agency and the Massachusetts Clean Water Trust.

Currently, 1127 schools and EECFs are participating in the program and 985 (87%) of participating facilities are within economically disadvantaged communities. To date, 1034 schools and EECFs have completed testing. Of facilities that have tested and received results, 685 (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: <https://tinyurl.com/Water-SmartProgram>.

Get Ahead with Lead Testing: Join the Water-Smart Pilot Program for Public Water Systems

The Massachusetts Department of Environmental Protection (MassDEP) is proud to invite all Community Public Water Systems (PWS) to the *Water-Smart Pilot Program for PWS*- a forward-thinking initiative designed to help water systems stay ahead of upcoming federal regulations.

Starting **November 1, 2027**, all PWS will be **required to offer** lead testing to schools and childcare facilities that were built or have not had plumbing replacements since 2014 under the federal Lead and Copper Rule Improvements (LCRI). Rather than wait, the *Pilot Program* gives PWS a head start—leveraging the well-established **Water-Smart Program**, which has already tested over 1,000 schools and childcare facilities across the Commonwealth.

Through the pilot program, MassDEP and UMass Amherst cover the cost of lead testing and provide all necessary outreach materials, sampling plans, and follow-up support. PWS simply help identify eligible facilities, assist with local outreach and help collect samples. The process is simple, cost-free, and designed to set you up for success when the rule goes into effect.

Participating in the Pilot Program allows PWS to:

- Offer a valuable service to schools and childcare centers now,
- Fulfill future federal requirements early,
- Build community trust, and
- Access expert technical support at no cost.

Don't wait for 2027—Be Proactive, get ahead today. To join the pilot program or receive more information, email **Program.Director-DWP@mass.gov** with the subject line: **“Pilot Program for PWS.”**

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

All community drinking water systems in the United States must make a Consumer Confidence Report (CCR) and deliver it by July 1 to all customers and state agencies.

The deadline is 18 days away! Please avoid the rush to submit on the last days.

Your CCR must be delivered to your customers, MassDEP, Mass DPH, and your local board of health by July 1 or risk compliance enforcement. Please email a PDF of your CCR Certification Form, the CCR, and any needed documentation to Program.DirectorDWP@mass.gov by July 1. If you need help, contact the Program Director at the above address and they can get you in contact with staff to help you. You can also go to: <https://www.mass.gov/lists/consumer-confidence-reporting-forms-templates> to obtain needed forms, guides, and templates.

Waterfest at the Metropolitan Waterworks Museum

Free Event, Rain or Shine!

Date: Saturday, June 21, 2025

Time: 11 am – 3 pm

Location: Metropolitan Waterworks Museum, 2450 Beacon Street, Boston, MA 02467

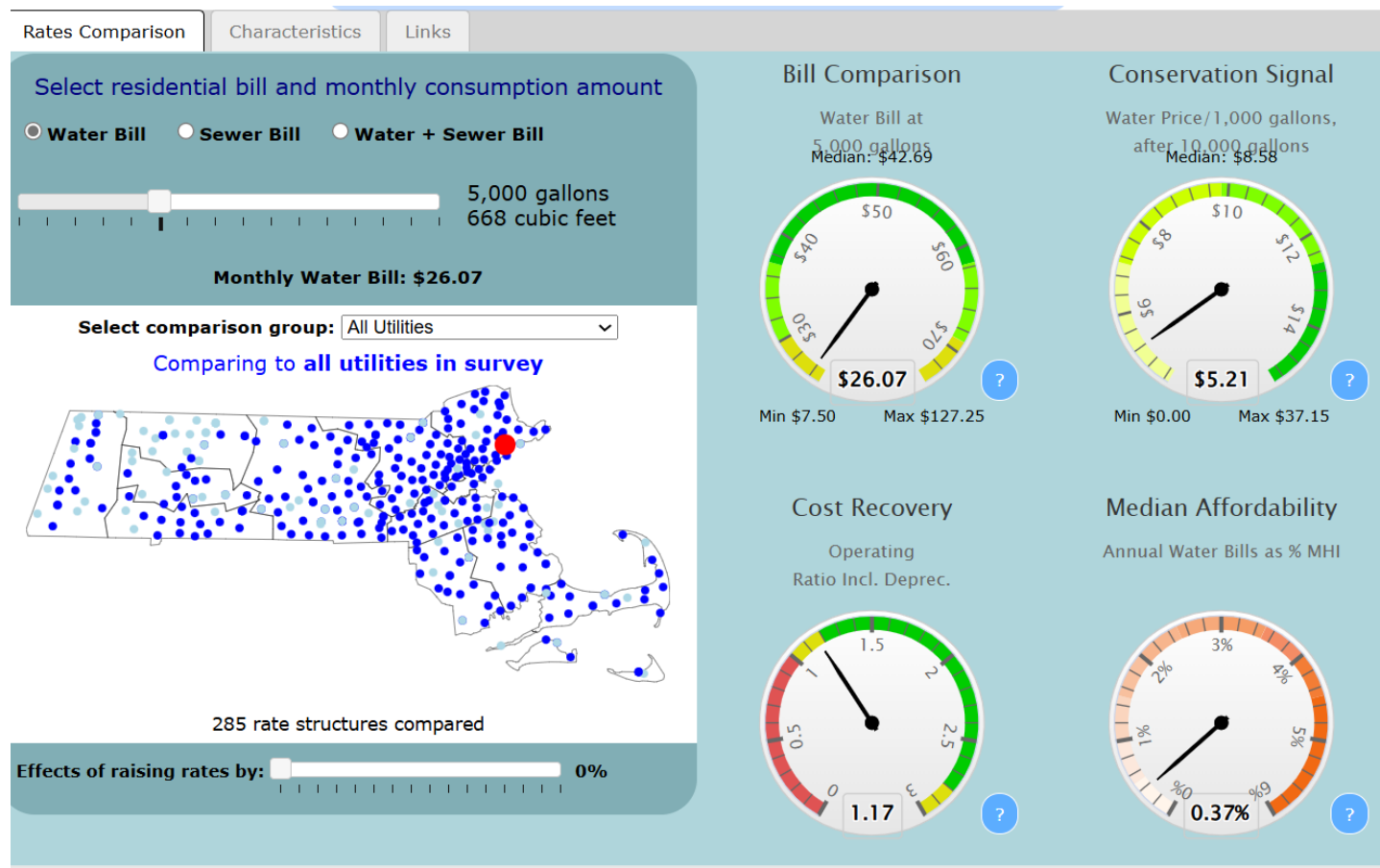
Join MassDEP and other organizations that promote clean water at the Metropolitan Waterworks Museum for the annual Waterfest event! Enjoy family friendly crafts and activities and learn about local global water issues. There will be facepainting, a Science Magic Show, Giveaways and more. This event is fun for all! Hope to see you there!

More information can be found at the Metropolitan Waterworks Museum website at <https://waterworksmuseum.org/events/waterfest-5/>.

Water Rate Survey

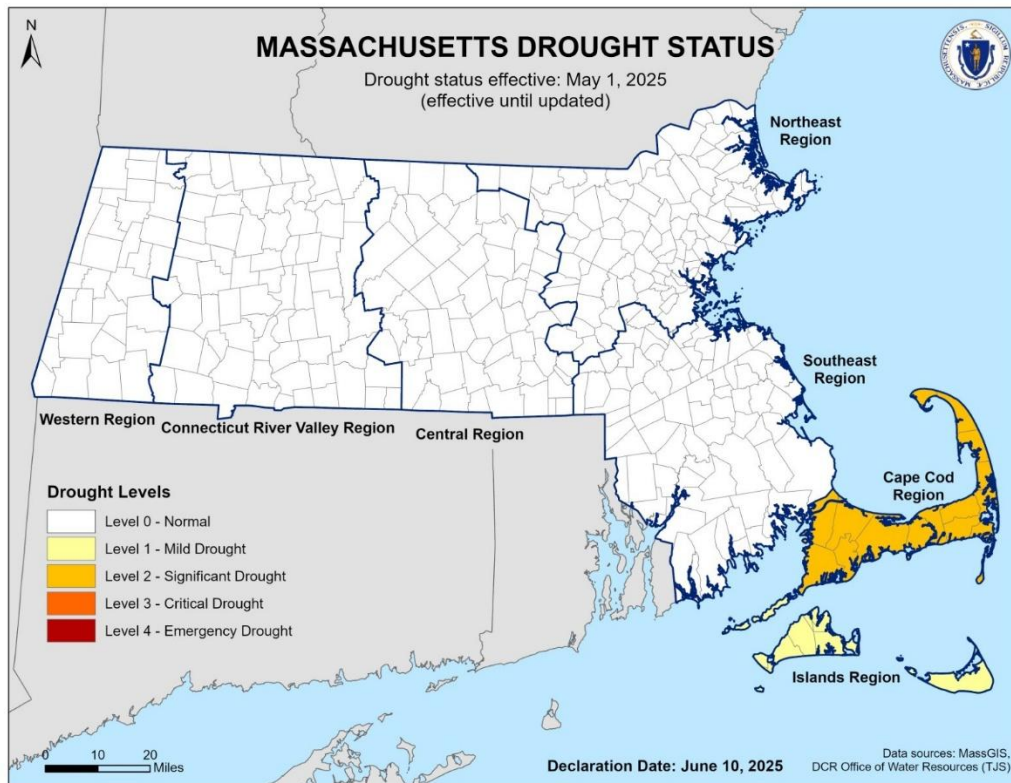
Massachusetts Dashboard Now Available

The Water & Wastewater Rates Dashboard, developed by the Environmental Finance Center (EFC) at the University of North Carolina in partnership with Tighe & Bond, is now updated with the most recent rate survey data from 2024. This interactive dashboard is designed to assist utility managers and local officials with benchmarking residential water and wastewater rates. It includes rate data for 326 public, quasi-public, and private utility companies, representing approximately 85% of water and sewer utilities in the Commonwealth. You can view the dashboard at <https://dashboards.efc.sog.unc.edu/ma>



Improving Conditions Lift Drought in Three Massachusetts Regions

On **June 10, 2025**, the Executive Office of Energy and Environmental Affairs (EEA) downgraded the drought declaration in the Southeast Region from Level 1 – Mild Drought to Level 0 – Normal Conditions. The Islands Region remains at a Level 1 – Mild Drought, and the Cape Cod Region remains at a Level 2 – Significant Drought. Recent rains have provided relief from drought conditions, but more precipitation is still needed to restore water system and groundwater levels in certain areas of the state.



Level 1 (“Mild Drought”) and Level 2 (“Significant Drought”) 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 dashboard can be accessed at <https://www.mass.gov/info-details/massachusetts-drought-resources>.
- 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 most recent Drought Alert flyer is posted at <https://www.mass.gov/info-details/drought-tips-tools-resources#drought-alerts->.
- The **Drought Management in Massachusetts** webpage includes several recommendations for residents, businesses, and communities during Level 1 and Level 3 droughts related to water conservation and fire prevention. These tips can be found at <https://www.mass.gov/guides/drought-management-in-massachusetts>.
- The **Water Resources Toolkit** offers many examples of outreach materials for communities to use related to droughts. These resources can be downloaded at <https://www.mass.gov/info-details/water-resources-toolkit-library-of-outreach-materials>.
- Utilities are encouraged to develop a **Drought Management Plan** to identify preparedness, monitoring, response, and outreach procedures related to droughts. The Drought Management Plan guidance can be found at <https://www.mass.gov/doc/massachusetts-drought-management-plan/download>.
- Information for **private well owners** can be found at <https://www.mass.gov/info-details/information-for-private-well-owners-during-a-drought>
- Previous issues of *In the Main* include **additional resources** related to drought preparedness and response resources. Previous issues of *In the Main* can be found at <https://www.mass.gov/lists/communication-to-public-water-suppliers>.

PFAS Update

Federal PFAS MCLs to Change

On May 13th, EPA announced changes to the Maximum Contaminant Levels (MCLs) for PFAS. EPA announced it will keep the MCLs of 4 parts per trillion (ppt) for PFOA and PFOS; however, EPA intends to rescind the regulations for PFHxS, PFNA, HFPO-DA (commonly known as GenX), and the Hazard Index mixture of these three compounds plus PFBS. See the announcement: [EPA Announces It Will Keep Maximum Contaminant Levels for PFOA, PFOS | US EPA](#)

States are required to establish regulations that are no less stringent than the federal standards within 2 years of the promulgation of the federal rule (by April 2026), with the possibility of an extension up to 2 years. EPA has encouraged all states to apply for an extension due to the plan to rewrite of the federal rule/regulations. EPA plans to issue a proposed rule this fall and finalize this rule in the Spring of 2026.

Significant Work Underway by PWS to address PFAS and More to Come

79 new water treatment facilities (WTFs) or additions to existing WTFs have been constructed and activated by PWS since 2020 (temporary and permanent systems) to remove PFAS from drinking water. See Tab 6 on the PFAS StoryMap for details: <https://www.mass.gov/info-details/per-and-polyfluoroalkyl-substances-pfas#pfas-detected-in-drinking-water-supplies-in-massachusetts>. In addition, 6 small PWS were connected to a municipal water system and declassified as a PWS.

MassDEP and the Clean Water Trust have issued 53 loans totaling over \$530 million at a 0% interest rate for construction projects to address PFAS contamination of drinking water; see the Clean Water Trust webpage: <https://www.mass.gov/info-details/pfas-mitigation-loans-0-interest>

Over \$32 million has been awarded under the Emerging Contaminants in Small or Disadvantaged Communities Grant Program: <https://www.mass.gov/info-details/emerging-contaminants-in-small-or-disadvantaged-communities-grant>.

More PWS will need to address PFAS over the coming years. MassDEP evaluated the most recent PFAS testing results and identified 163 PWS having PFOA/PFOS results > 4ppt. Keep in mind that compliance with the MCLs is based (in the current Federal regulations) on a calculation of the Running Annual Average, so this is just a snapshot in time.

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.

During a flood, approximately how much running water can move a vehicle?

- A. 1 foot
- B. 2 feet
- C. 3 feet
- D. 4 feet

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

Training Calendar

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

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

Board of Certification Training Page and List of Approved Courses

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

Some Newly Added Trainings on the Calendar

Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: What is the Best Way to Calculate Rates?

Monday, June 16, 2025; 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. Submit your questions in advance or bring them to the session for real-time support from our experts. [Register here](#)

BCR425AT: A Chemistry Refresher for Water System Operators

Tuesday, June 17, 2025; 8:30 a.m. – 3:30 p.m. ET; Holliston

Chemistry is a very important part of everyday operations in a public drinking water system. This course will serve as a refresher to review the basic concepts of the chemistry of water and how chemistry affects water quality, treatment, and contaminant removal. By focusing on what chemistry is and how it can be useful in controlling both treatment and distribution processes, the course will look to provide insight on how to understand and improve chemical treatment including taste & odor control, coagulation, disinfection and corrosion control. 0.6 CEUs \$195 Member/ \$355Non-Member [Register here](#)

PSB425AT: Water 101: Understanding Water System Basics

Tuesday, June 17, 2025; 8:30 a.m. – 3:30 p.m. ET; Holliston

This course will provide an overview of water system basics for those needing an introduction into the water works environment. The course will cover the definitions of a public water system; water sources and water supply management; water quality and treatment; transmission and distribution; costs, billing, rates, and conservation; and working with customers. This introductory course is for those new to the water works profession or for those who need a simple, yet comprehensive explanation of how a water system works. 0.6 CEUs \$195 Member/ \$355Non-Member [Register here](#)

Optimizing Lift Station Maintenance: SCADA Basics and Monitoring Tools

Tuesday, June 17, 2025; 1:00 – 2:00 p.m. ET; webinar

This practical webinar is designed for wastewater system managers, operators, and engineers who are responsible for maintaining lift stations and pump systems. We'll focus on the fundamentals of lift station maintenance, covering common issues, preventative maintenance practices, and troubleshooting techniques to keep pumps operating efficiently and reliably. Additionally, we'll introduce monitoring tools and system options that support your maintenance efforts, including basic SCADA (Supervisory Control and Data Acquisition) features that help track performance and alert you to potential issues early. Whether you're looking to improve routine maintenance practices or explore simple ways to remotely monitor your system, this session will offer valuable guidance to help extend equipment life, reduce emergency repairs, and maintain compliance. Presenter: Jeremy Fletcher, Sales Representative, Hydra Service Inc. [Register here](#)

EPA's Flood Cleanup Resources: Promoting Community Resilience through Risk Communication

Wednesday, June 18, 2025; 3:00 – 4:00 p.m. ET; webinar

After a flood, affected residents often want to assess the condition of their homes and businesses, get rid of debris and muck, and repair damaged property—however, flooded buildings contain potential health risks. Getting information to the public after a disaster about what these health risks are and how to avoid them can be difficult. EPA's Office of Research Development and Region 4 (Southeast) used the EPA's risk communication framework and human-centered design techniques to figure out what information people affected by a flood need and how they make cleanup decisions. They used this input to create a website on how to safely clean out and fix up flooded homes. The website contains short how-to videos with step-by-step instruction from safely entering a flooded building to mold remediation techniques. The public can use this website to reduce hazards in the home after a flooding event to protect their health. It helps communities recover as quickly and safely as possible. The webinar will review the risk communication and human-centered design strategies used to develop the [Flooded Homes Cleanup Guidance website](#) and provide an overview of the website and its key features. [Register here](#)

BWH425AT: THE FUNDAMENTALS OF WATER SYSTEM HYDRAULICS

Monday, June 23, 2025; 8:30 a.m. – 3:30 p.m. ET; Holliston

This course will provide an introduction and overview of essential hydraulic concepts encountered in water systems from source to tap, and focus on helping students develop a sound understanding of these concepts and a strong foundation for their application to real-world, in-the-field problem solving. Students will also participate in small-group problem-solving sessions utilizing real-world water system calculations. Previous coursework in hydraulics is not required. 0.6 CEUs \$195 Member/ \$355Non-Member [Register here](#)

SHC425AT: HAZARD COMMUNICATION USING OSHA REQUIRED GHS SAFETY DATA SHEETS & PPE

Tuesday, June 24, 2025; 8:30 a.m. – 3:30 p.m. ET; Holliston

This course will help participants learn how to protect themselves from most environmental hazards. Beginning with an overview of toxicology, the course will then cover the revised OSHA Hazard Communication Act (including the new GHS labeling requirements), and explain the revised Safety Data Sheets (SDS) to allow students to understand the chemicals used in the drinking water profession and how to respond to chemical spills. The instructor will also demonstrate various types of Personal Protective Equipment (PPE). The PPE discussion will include chemical handling with eye, face, foot, and hand protection as well as a presentation of standards for head and hearing protection. 0.6 CEUs \$195 Member/ \$355Non-Member [Register here](#)

BBT425AT: HANDS-ON BENCH TOP LABORATORY SKILLS

Thursday, June 26, 2025; 8:30 a.m. – 3:30 p.m. ET; Holliston

This course will help students develop strong, basic drinking water laboratory analysis skills and an overall awareness of their importance in water quality assurance. Specifically, it will present an overview of key techniques utilized in drinking water analysis through a mixture of in-class lectures and four laboratory workstations that will cover pH, hardness, alkalinity, turbidity, chlorine residual, temperature, colorimetry/spectrophotometry, and microbiology. 0.6 CEUs \$195 Member/ \$355Non-Member [Register here](#)

Wellhead Protection Concepts and Practices

Tuesday, July 8, 2025; 1:00 p.m. – 2:00 p.m. ET; webinar

This 1-hour webinar covers design, construction, planning, and monitoring tasks necessary to develop and maintain an effective wellhead protection program. Attendees will be able to describe construction components of groundwater wells that prevent contamination, discuss the characteristics of confined and unconfined aquifers, explain how groundwater can become polluted with contaminants, apply aquifer metrics to predict rate of plume movement, and analyze wellhead protection scenarios. Don't miss out on this opportunity to strengthen your understanding of wellhead protection and groundwater contamination. [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.
- **Water ISAC**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.waterisac.org/resources>.
- **RCAP Solutions**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.rcapsolutions.org/events/>
- **AWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.awwa.org/event-calendar/>

Training Refresher

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

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

or click here:  **YouTube**

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

MassDEP is sending this important drinking water information to all PWS responsible persons who are listed on the state database. If you are no longer the correct responsible person for the PWS please reply with the correct contact information. MassDEP needs one responsible contact person from each PWS. Operators, consultants, and others who are interested in Drinking Water Program updates are encouraged to request to be subscribed to this email list. To subscribe to the *In The Main* Newsletter, send a blank email to join-dep-dwp-subscribers@listserv.state.ma.us. This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in Massachusetts and is collected by public water systems. For more information about the Assessment Program, go <https://www.mass.gov/service-details/safe-drinking-water-act-assessment-advisory-committee-section-70-committee>.

Cybersecurity, Emergency Preparedness, and You!

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

For additional information and alerts see [Cybersecurity Resource Hub for MA Public Water Systems \(PWS\)](#). The purpose of this hub is to provide resources for public water systems (PWS) to improve cybersecurity defenses, mitigate cyber-attack risks, and enhance overall resiliency and compliance.



Cybersecurity Biweekly Spotlight

WaterISAC – EPA: National Security Information Sharing Bulletin - Q2 2025

- WaterISAC and EPA have released the latest quarterly edition of the *National Security Information Sharing Bulletin* (ISB), developed for water and wastewater utilities. Each issue focuses on key security and resilience topics, including cybersecurity, physical security, and natural disasters.
- As cyber actors increasingly target the water and wastewater sector, building a sector-wide security mindset has never been more urgent.
- This issue reinforces the vital role we all play in protecting our nation's critical infrastructure. It also highlights several free government cybersecurity services that utilities are encouraged to consider.
- Access the full Bulletin [here](#).

Grants and Funding

The Drinking Water State Revolving Fund in partnership with MassDEP/DWP, is offering grants funds of **up to \$50,000**, to PWSs that have a cybersecurity risk assessment and use operational technology equipment with an identified cybersecurity risk. Details here: [Public Water Suppliers Cybersecurity Improvements Grant Program | Mass.gov](#).

NEW Critical Infrastructure Security Updates:

#StopRansomware: Play Ransomware Advisory

- CISA, the Federal Bureau of Investigation (FBI), and the Australian Signals Directorate's Australian Cyber Security Centre (ASD's ACSC) have issued an [updated advisory on Play ransomware](#), also known as Playcrypt. This advisory highlights new tactics, techniques, and procedures used by the Play ransomware group and provides updated indicators of compromise (IOCs) to enhance threat detection.
- Since June 2022, Playcrypt has targeted diverse businesses and critical infrastructure across North America, South America, and Europe, becoming one of the most active ransomware groups in 2024. The FBI has identified approximately 900 entities allegedly exploited by these ransomware actors as of May 2025.

Recommended mitigations include:

- Implementing multifactor authentication;
- Maintaining offline data backups;
- Developing and testing a recovery plan; and
- Keeping all operating systems, software, and firmware updated.

Access full advisory [here](#).

Reminders

Self-Paced Course on Basic Cybersecurity Measures for Water and Wastewater Systems in Massachusetts (Massachusetts Board of Certification Approved for 1 TCH)

- Participants will learn about water sector threats, basic cybersecurity measures, incident response, system resilience, and valuable resources, with the goal of fostering a culture of cybersecurity within their organizations.
- **Enroll Here for Free:** <https://classes.wateroperator.org/courses/cybersecurity>

2025 Sanitary Surveys and Cybersecurity

Is your PWS scheduled for a sanitary survey in 2025? If your PWS is scheduled for a sanitary survey in 2025 MassDEP/DWP will inspect your cybersecurity assessment findings and plans during the upcoming sanitary survey cycle. Any findings will be incorporated in a separate action plan and your PWS will receive technical assistance to assist you to address the findings. Please remember all cybersecurity information is considered as sensitive information and must be kept confidential. If you have any questions on this information, you may also contact the Drinking Water Program at program.director-dwp@mass.gov.

Have you completed a cybersecurity assessment for your PWS? If not, sign up free today!

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

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

All PWS are required to have a cybersecurity plan/program and complete a cybersecurity assessment as part of their Emergency Response Planning (ERP) responsibilities.

Please Note: MassDEP includes cybersecurity checks in capacity evaluations for PWS for DWSRF grant and loans and during or after sanitary surveys or as needed. In addition, the DWSRF program encourages cybersecurity assessments through its Asset Management Planning Grant activities, as well as offers financing for cybersecurity related equipment and software. See details here <https://www.mass.gov/state-revolving-fund-srf-financial-assistance-program>

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.

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.

Answer: A or B (A for cars, B for Trucks/ SUVs)