



MassDEP / Drinking Water Program

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

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



Old State House, Boston, Photo by: Eric Cheung

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

2024-06-28

1. DWP Staff Published Article in NEWWA Journal On Operator Licensing
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Are you looking for past issues or topics in our *In the Main* newsletter?

Use the search function in the Statehouse Archives at:

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

## DWP Staff Published Article in NEWWA Journal On Operator Licensing

MassDEP/DWP staff Xochitl Perez and Michael Celona recently published an article in the New England Water Works Association (NEWWA) Journal titled *Drinking Water Systems: A Comprehensive Analysis of Public Water Systems*,

*Including Treatment and Distribution Classification, Operator Licensing, and Future Demands – A Massachusetts Case Study.* The article discusses the data in Massachusetts surrounding treatment and distribution classifications for public water systems and the associated operator licensing data. The analysis includes the state of operator licensing and the impact that the new EPA PFAS regulations could have on public water system classifications and operator licensing in the state. The article can be accessed online at [https://www.journalofnewwa-digital.com/newq/0224\\_june\\_2024/MobilePagedArticle.action?articleId=1985410#articleId1985410](https://www.journalofnewwa-digital.com/newq/0224_june_2024/MobilePagedArticle.action?articleId=1985410#articleId1985410).

While the online version of the NEWWA Journal is currently open to the public, physical copies are reserved for NEWWA members only. Individuals who are interested in physical copies of the Journal and guaranteed access to digital versions of the Journal in the future should refer to the NEWWA webpage on how to become a member and receive this member benefit: <https://www.newwa.org/MembershipResources/Membership.aspx>.

PWS can learn more about professional associations at <https://www.mass.gov/info-details/public-water-system-capacity-development#technical-assistance->.

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## How MassDEP/DWP Can Support PWS Finding Certified Operators

All PWS must have a certified operator per the requirements in 310 CMR 22.11B. MassDEP/DWP recognizes the challenges that may arise when a PWS loses a certified operator and can assist PWS in retaining and training a certified operator in the following ways:

- MassDEP/DWP regional staff provide notices and technical assistance to PWS without certified operators to help them find certified operators and/or train operators to meet the certification requirements detailed in 236 CMR 4.
- MassDEP/DWP Boston and regional staff allow PWS to apply for Temporary Emergency Certification and Provisional Certification with the Board of Operators of Drinking Water Supply Facilities (the Board). Those applications can be found at the Division of Occupational Licensure (DOL) website at <https://www.mass.gov/lists/operators-of-drinking-water-supply-facilities-forms>. These temporary certifications are valid for six months each and cannot be renewed.
- MassDEP/DWP Boston and regional staff also allow PWS to hire contract certified operators while they find a new operator. Alternatively, they can opt to use contract certified operators as the certified operator of their PWS. MassDEP/DWP provides a list of contract certified operators, but do not recommend a specific contract certified operator to the PWS. The list of contract certified operators can be found at <https://www.mass.gov/info-details/certified-operator-directory>.
- MassDEP/DWP Boston staff perform extensive outreach to the PWS prior to issuing any enforcement, e.g. Notices of Noncompliance (NONs).
  - For some PWS, NONs can help PWS emphasize to their funding managers, e.g. Town Mayors, select board, etc., the financial necessity for hiring new certified operators and/or raising the pay of current operators, and communicate the importance of certified operators in protecting public health and preventing future potential penalties from DEP.
- Through the MassDEP/DWP Capacity Development program, DWP provides trainings for operators and works on workforce recruitment and development to address the aging workforce and bring new individuals into the water operations industry. DWP also provides internship opportunities with information located at <https://www.mass.gov/info-details/green-jobs-drinking-water-operator-training-initiative>. MassDEP/DWP encourages PWS to build a future bench of operators by providing training and internships for internal staff and future hires.

- MassDEP/DWP uses this bi-weekly *In The Main* newsletter to highlight existing internship and training programs and encourage other PWS to follow the model. For example, the Springfield Water and Sewer Commission has developed a Pipeline Program for high school students to explore careers related to water and sewer in Springfield, MA. You can learn more about this program at <https://waterandsewer.org/education/pipeline-program/>.

To request technical assistance with certified operator recruitment issues, contact the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), Subject: Certified Operator.

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## MassDPH Bureau of Climate and Environmental Health Heat Education and Alert Tools (HEAT)

The Massachusetts Department of Public Health (MassDPH) [Bureau of Climate and Environmental Health \(BCEH\)](https://www.mass.gov/orgs/bureau-of-climate-and-environmental-health) [https://www.mass.gov/orgs/bureau-of-climate-and-environmental-health], in collaboration with the [Office of Preparedness and Emergency Management \(OPEM\)](https://www.mass.gov/orgs/office-of-preparedness-and-emergency-management) [https://www.mass.gov/orgs/office-of-preparedness-and-emergency-management] and the [Office of Local and Regional Health \(OLRH\)](https://www.mass.gov/orgs/office-of-local-and-regional-health-o) [https://www.mass.gov/orgs/office-of-local-and-regional-health-o] created a new **Heat Education and Alert Tools (HEAT)** response initiative to increase awareness of climate change and extreme heat, enhance preparedness for extreme heat events, and improve the collective response to these health hazards. Read more about the initiative and access HEAT resources at <https://www.mass.gov/news/bceh-announces-new-heat-education-and-alert-tools-heat-response-initiative>.

The HEAT initiative uses the new CDC/NOAA [NWS HeatRisk Tool](https://www.wpc.ncep.noaa.gov/heatrisk/) [https://www.wpc.ncep.noaa.gov/heatrisk/] to provide timely and accurate extreme heat forecast information. The NWS HeatRisk Tool combines health, heat, socio-demographic, and natural/built environment data to forecast community health risk.

The HEAT initiative has both educational and alert components:

### **Educational Components:**

- Amplify climate and extreme heat-related information to health officials and the public via social media and other digital platforms.
- Target outreach to high-risk communities, centering health equity and environmental justice.
- Provide factsheets, web pages, and presentations to help raise awareness, understand the public health impacts of climate change, and prepare communities for extreme heat.

### **Alert Components:**

- Monitor the NWS HeatRisk Tool for extreme heat events.
- Notify healthcare professionals, local health departments, and other stakeholders through the Health and Homeland Alert Network (HHAN) to ensure timely and effective responses to extreme heat conditions.

This effort will help to protect Massachusetts communities from the adverse effects of extreme heat and better prepare the healthcare sector, local health departments, and communities to respond to extreme heat events and the climate crisis. By partnering with a broad range of stakeholders and leveraging our evidence-based resources, Massachusetts can position itself as a leader addressing the serious threat to public health caused by climate change. Combating the climate crisis together can build capacity, instill resiliency, especially for the most vulnerable communities, and protect the public's health.

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# Safety Tips and Resources for PWS Regarding Extreme Heat

Last week, record high temperatures hit Massachusetts and the rest of New England. The occurrence of extreme heat events such as this one are expected to increase as climate change impacts temperatures across the globe. Extreme heat can be dangerous and even life-threatening if proper precautions are not taken. MassDEP/DWP reminds PWS of safety tips for operators and other staff who work outside, as well as emergency preparedness measures for responding to extreme heat and power outages that could result from extreme heat events.

## Safety Tips for PWS Operators

- Stay hydrated and maintain an ample supply of water and other hydrating liquids. Avoid alcoholic beverages and liquids high in sugar and caffeine.
- Use sun protection such as sunscreen and hats.
- Wear lightweight, loose-fitting, light-colored clothing.
- Recognize the signs of heat stroke and other heat-related illnesses caused by over-exposure to the sun.
- If possible, limit outdoor activities to the morning and evening hours, which may be cooler than mid-day temperatures.

## Extreme Heat and Emergency Response

Extreme heat has the potential to cause power outages when electrical equipment overheats due to increased electricity demand. If power outages occur, PWS should refer to their Emergency Response Plans to respond to the power outage accordingly, including any required reporting to MassDEP/DWP. PWS can use the following resources to prepare for extreme heat and power outages.

- USEPA Incident Action Checklist – Power Outages: [https://www.epa.gov/sites/default/files/2019-11/documents/191126-incidentactionchecklist-po-form\\_508c.pdf](https://www.epa.gov/sites/default/files/2019-11/documents/191126-incidentactionchecklist-po-form_508c.pdf)
- USEPA Incident Action Checklist – Extreme Heat: [https://www.epa.gov/system/files/documents/2021-10/incident-action-checklist-extremeheat\\_508c-final.pdf](https://www.epa.gov/system/files/documents/2021-10/incident-action-checklist-extremeheat_508c-final.pdf)
- MassDEP Emergency Response for Public Water Systems: <https://www.mass.gov/lists/emergency-response-for-public-water-systems>
- MassDEP Public Drinking Water System Operations – Emergency Response & Public Notification: <https://www.mass.gov/info-details/public-drinking-water-system-operations#emergency-response-&-public-notification->
- MassDEP Guidelines for Public Water Systems – Appendix O – Handbook for Water Supply Emergencies: <https://www.mass.gov/doc/guidelines-for-public-water-systems-appendix-o-handbook-for-water-supply-emergencies-o/download>

## Extreme Heat and Increased Water Demand

Extreme heat can cause increases in water demand due to increased outdoor use and consumption. Surges in water demand can cause water discoloration when the increased production to keep water storage tanks sufficiently full causes scouring in distribution piping. Discoloration from scoured pipes is not always a health hazard, but PWS may see customers complain about water discoloration and express concerns about water safety.

In many cases, increased demand is primarily caused by increased outdoor water usage (watering lawns, etc.). PWS can recommend to customers the discontinuation or restriction of outdoor water usage.



PWS should monitor customer complaints and take corrective actions to address the discolored water in their system. PWS can proactively take bacteria samples if water quality is a concern. PWS can perform hydrant flushing on certain hydrants to flush discolored water from water mains. If necessary, PWS can make bottled water available to residents. If water quality does not improve, PWS should reach out to their MassDEP/DWP regional office to discuss next steps and keep MassDEP/DWP updated on the situation.

## Additional Resources

- Massachusetts Emergency Management Agency – Extreme Heat Safety Tips: <https://www.mass.gov/info-details/extreme-heat-safety-tips>
- Massachusetts Emergency Management Agency – Power Outage Safety Tips: <https://www.mass.gov/info-details/power-outage-safety-tips>
- Massachusetts Department of Public Health – Climate and Health: <https://www.mass.gov/climate-and-health>
- USEPA - Extreme Heat: <https://www.epa.gov/natural-disasters/extreme-heat>
- Water Main Flushing Factsheet for Consumers  
<https://www.mass.gov/doc/water-main-flushing-fact-sheet-faq-for-consumers-o/download#:~:text=In%20the%20event%20customers%20draw,after%20three%20to%20four%20hours%3F>

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# Technology Review

## Product Equivalency

With an increasing demand for treatment products such as media, especially as they relate to PFAS, Public Water Systems (PWS) have expressed an interest in an expedited approval process for substitution of one product for an equivalent product when the original product is unavailable or cost prohibitive.

MassDEP/DWP is evaluating Product Equivalency as an alternative.

- The Equivalency process may allow PWS some flexibility in terms of cost, shorter review time, piloting of products prior to installation, more media availability and use, additional vendors to choose from, emergency applications, and media performance while maintaining continuous excellent water quality results.
  - MassDEP/DWP will also allow emergency applications for Equivalency when there is a need for immediate application of a media/chemical due to a PWS emergency. Emergency applications will require prior or immediate notification of MassDEP/DWP (following MassDEP/DWP emergency procedures) and other actions as approved by MassDEP.
  - The equivalent product must have compatible physical and chemical properties and be as effective in the treatment of drinking as the original product. PWS requesting product Equivalency must submit the Equivalency request to the MassDEP Regional Office /Drinking Water Program for review and approval. MassDEP/DWP product Equivalency review will evaluate and determine if a “proposed equivalent product” can perform the same functions with the same level of accuracy and reliability as the current MassDEP approved product, per 310 CMR 22.04(8). After initial review of the submittal, conditional approval will be granted and a demonstration performance up to a year may be required prior to issuance of final approval. The demonstration may occur online.
- The proposed product must appear on the MassDEP New Technology Approval list, or the manufacturer/purveyor must apply for New Technology Approval and meet all the requirements of
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310 CMR 22.04(8). See MassDEP/DWP list of approved technologies at <https://www.mass.gov/doc/list-of-massdep-approved-new-drinking-water-technologies/download>

### What is MassDEP/DWP's position on the bidding of "or equal" products?

As it relates to the procurement process for treatment technologies, it is not MassEP/DWP's intent to prohibit or prevent the bidding of "or equal" products. Equivalency may be used during bidding as part of the procurement process for new treatment equipment and associated media and/or chemicals. However, the New Technology proponent or PWS must evaluate and demonstrate to MassDEP/DWP's satisfaction, that the use of the "or equal" product operates the same or better than the specified MassDEP-approved product.

If you have any questions, please contact the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), Subject: Product Equivalency.

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## Consumer Requested Samples and the Lead and Copper Rule

### Reminder

Mass DEP/DWP reminds PWS subject to the Lead and Copper Rule (LCR) that when collecting consumer requested complaint samples or other LCR special samples that they must be careful to following the Guidance provided by EPA to ensure no conflicts with the LCR 90<sup>th</sup> percentile requirements. PWSs must also ensure that the chain of custody form is fully completed. Please see the EPA's guidance and other information at <https://www.epa.gov/dwreginfo/public-water-system-supervision-program-water-supply-guidance-manual>, then search for 174.

MassDEP/DWP encourages PWSs to work cooperatively with their consumers and collect and analyze consumer requested or other LCR special purpose samples under a PWS planned and written Standard Operations Procedure (SOP).

If you have any questions on this information, please contact [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) Subject: LCR or 617-292-5770.

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## Getting Ready for the LCRR

**Coming Soon!** In-person Open House sessions in regional offices. More information on this technical assistance opportunity will be available soon.

### LCRR Open House Hours – June Q & A

#### Q1: How should you inventory a service line where the private side consists of multiple materials?

A: To inventory a service line where one section (private or public) contains two or more materials, then the service line material that makes up the largest amount, i.e. percentage or majority, of the service line should be entered into the corresponding inventory column, and the other material(s) should be entered into the comments field, **unless the smaller portion of the service line is lead, galvanized, or unknown**. If the materials of a service line are equal length, use the ranking below to decide which material to enter into the main column that tracks service line material:

The rank of risk of contributing higher lead levels is as follows, with 1 being the highest priority, and 5 being the lowest.

1. Lead
2. Galvanized
3. Unknown
4. Iron/Steel and other Metal Materials
5. Plastic

For a visual of this situation, please see the Service Line Identification Guidance (page 18):  
<https://www.mass.gov/doc/lcrr-service-line-identification-guidance/download>

**Q2: Do we have a final answer as to when the Lead and Copper Improvements (LCRI) will be published?**

A: We do not have an official date from EPA, but based on our discussions with EPA, EPA has stated that they are on time and expect to have the LCRI published prior to the LCRR deadline of October 16, 2024.

**Q3: When will Massachusetts have their LCRR/LCRI Regulations finalized?**

A: MassDEP, and most other state agencies, have agreed with EPA to not update their regulations until the LCRI is published. Trying to release regulations at the state level for the LCRR and then needing to adjust those regulations immediately for the LCRI would be a very confusing and time-consuming process, both for state officials and for the public due to the public commenting and reviewing period and would be confusing all around. MassDEP will begin to work on the regulations after the LCRI is published and will have state regulations finalized before the LCRI goes into effect.

Due to this, the EPA will have primacy over the LCRR; meaning, if there are any needs for enforcement, EPA will coordinate with MassDEP/DWP but will be responsible for enforcement related to the LCRR until the state regulations are promulgated.

**Q4: If a PWS is aware of the number of service lines on the public side, and aware of the number of service lines on the private side, but cannot match them, (i.e., they are not sure which public service line is attached to which private service line) can the service lines be considered unknown but definitely not lead or galvanized (UNK-NOLG) in the workbook?**

A: This would depend on the information available to the PWS. If you are unaware of the materials of the service lines, and the date of installation is not after the lead ban (after 1986), then such service lines cannot be categorized as “UNK-NOLG”. If the materials of all 3 service lines are known, or the date of installations are after the lead ban (after 1986), then this method can be used, and PWS should note this situation in the comments for future reference.

**Q5: When should PWS submit their Service Line Inventory? Will submitting it before October 16, 2024 trigger any LCRR requirements, such as consumer notifications?**

A: PWS may submit their SLI at any time they would like, prior to the October 16, 2024 deadline. MassDEP will accept SLIs prior to October 16<sup>th</sup> and not consider them final until the October 16<sup>th</sup> deadline. This is a stance that EPA's recent LCRR documentation released has upheld.

PWS should, however, keep in mind that submitting a SLI with unknown, lead, and GRR service lines too early may be perceived negatively by the public. PWS that have unknowns, lead, and GRR service lines may benefit from holding off on submission to try and identify as many service lines as possible prior to the deadline. PWS are welcome to submit their SLIs as drafts to MassDEP, to receive feedback and comments to ensure their SLI is completed accurately through this process. MassDEP can ensure that comments will be provided to PWS if their draft SLIs are submitted to MassDEP prior to August 2<sup>nd</sup>, 2024. Drafts received after this date may not be reviewed or have comments provided in a fast enough time frame for PWS to utilize them prior to the October 16 deadline.

**Q6: If the LCRI is published before the LCRR deadline (October 16, 2024) will PWS need to submit annual inventory updates?**

A: No, If the LCRI is published before the LCRR deadline, PWS will be required to submit the initial inventory October 16, 2024, then they will be required to submit a baseline inventory, required under the LCRI, when the LCRI goes into effect. This will be 3 years after the LCRI is published. Annual updates between these two inventories will not be required. However, PWS should remember that annual consumer notifications are still required. Service line consumer notification templates can be found here: <https://www.mass.gov/lists/lead-copper-forms-and-templates>

## Did you Receive a LCRR related mailing from MassDEP?

On June 12, 2024, MassDEP sent out a mailing to all COM and NTNC PWS regarding important information related to the LCRR, and the required Service Line Inventories that PWS must submit by October 16, 2024. PWS are **strongly encouraged** to read the entirety of this mailing, and its attachments, as it contains important information regarding your SLI.

A copy of the mailing is available on the Drinking Water Program webpage [here](https://www.mass.gov/lists/communication-to-public-water-suppliers#emails-and-direct-mail-):  
<https://www.mass.gov/lists/communication-to-public-water-suppliers#emails-and-direct-mail->.



## When is all SLI Required Documentation Due?

**Service Line Inventory is due** October 16, 2024

All public water systems, even those without lead service lines, are required to submit a complete initial service line inventory (SLI) by October 16, 2024.

Your SLI must be submitted as a CSV file using the [SLI workbook instructions](#)

**LCRR Certification of Non-Lead Service Lines and Request for Approval** ([LCRR-NONLSL Cert Form](#)): October 16, 2024

**A publicly accessible SLI or [No-Lead Statement](#):** October 16, 2024



MassDEP recommends that PWS that have no Lead, GRR, or UNK service lines submit their SLI and NON-LSL Certification form **prior to October 16, 2024**, to receive approval for your SLI prior to October 16, 2024. However, PWS **MUST** make their SLI publicly accessible or post a No-Lead statement in a publicly accessible location **by October 16th**.

#### **Service Line Inventory Certification Form: October 30, 2024**

The SLI Certification Form is provided upon the submission of your SLI. This document is only available upon the submission of the SLI and is **not available online**.

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

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

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

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

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

### **SLI Do It Yourself Resources**

- Lead and Copper Rule Requirements Trainings: <https://www.mass.gov/info-details/lead-and-copper-rule-revisions#massdep-past-trainings-> or <https://youtu.be/L5FJ8PV9p1w?si=aEYMdlQon7RMBUrW>
- Check out the [Lead and Copper Rule Revisions webpage](#) for various guidance's including the following topics:
  - [Predictive Modeling and Statistical Analysis](#)
  - [Electrical Resistance Testing](#)
  - [The LCRR Requirements that having Unknown Service Lines in your SLI Trigger](#)
  - The Service Line Identification Guidance
  - A NTNC and Small COM Service Line Identification Guidance
  - And more!
- Through the [Lead & Copper Forms and Templates webpage](#) you can access the following:
  - [Service Line Inventory Excel Workbook for Systems with Split Ownership \(Version 1.0.3\)](#)
    - This template is for a PWS, such as a fire district or municipality, that serves multiple buildings and owns the distribution system and part of the service lines serving individual buildings, i.e. split ownership of service lines. **This template is the same as the previous workbook titled “Service Line Inventory Excel Workbook”, newly title to differentiate it from the new Systems Without Split Ownership workbook. This Workbook has NOT changed.**

- o [Instructions: Service Line Inventory Excel Workbook for Version 1.0.3.](#) Once the SLI is complete it needs to be exported to a CSV file for submission to MassDEP.
- o [Service Line Inventory Excel Workbook for Systems WITHOUT Split Ownership \(Version 1.0.3\)](#)
  - A macro-enabled Excel workbook for producing the CSV service line inventory. This template is for a PWS, such as an **NTNC** or COM system WITHOUT split ownership of service lines. For example, a condominium or school where the PWS owns/controls all water system components. **This new version of the template is optional.**
- o [Instructions: Service Line Inventory Excel Workbook for Systems WITHOUT Split Ownership for Version 1.0.3.](#) Once the SLI is complete it needs to be exported to a CSV file for submission to MassDEP.
- o [Template Letter for PWS to send to customers for the MA-LSLI App](#)
- o [Instructions: Mass Lead Service Line Identification \(MA-LSLI\) Web App.](#) A tool created by MassDEP for customer identification of service lines and SLI participation.
- o More!

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## Lead in Schools and Childcare Facilities Drinking Water Update

### The Expanded Assistance Program is now **Water-Smart!**

The Expanded Assistance Program for Lead in Schools and Early Education and Care Facilities (EECF) Drinking Water is now Water-Smart! For more information see the Water-Smart webpage at <https://www.mass.gov/water-smart>



Water-Smart provides free analysis of lead drinking water samples and technical assistance to eligible public and private schools and EECFs by assisting with sampling, results interpretation, and guidance on remediation actions. The program is funded by a grant from the Water Infrastructure Improvements for the Nation (WIIN) Act from the U.S. Environmental Protection Agency and the Massachusetts Clean Water Trust.

Currently, 993 schools and EECFs are participating in the program and 634 (64%) of participating facilities are within environmental justice communities. To date, 774 schools and EECFs have completed testing. Of facilities that have tested and received results, 518 (67%) 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://script.google.com/macros/s/AKfycbyr\\_U8wEMrA-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpw9pSZtA/exec](https://script.google.com/macros/s/AKfycbyr_U8wEMrA-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpw9pSZtA/exec)

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## PFAS Update

### Where to find information on PFAS

- PWS PFAS testing results: search under the chemical name: “PFAS6” or to see all the PFAS chemicals, search under the contaminant group “PFAS” on the [EEA data portal](#).
  - PWS with testing results above the PFAS6 MCL of 20 ppt: see Tab 3 of the [storymap on our PFAS webpage](#)
  - PFAS treatment systems installed by PWS: see Tab 6 on the [PFAS storymap](#)
  - Documents associated with investigations into the sources of PFAS contamination. Search by town name on the EEA data portal <https://eeaonline.eea.state.ma.us/portal/#!/search/wastesite>
  - Bottled water requirements and PFAS testing results by the Dept. Of Public Health [Water Quality Standards for Bottled Water in Massachusetts | Mass.gov](#)
  - General information about PFAS from MassDEP <https://www.mass.gov/info-details/per-and-polyfluoroalkyl-substances-pfas>
  - The new EPA PFAS MCLs and a video of the briefing held by MassDEP on May 28th <https://www.mass.gov/info-details/epa-maximum-contaminant-levels-mcls-for-pfas>
  - PFAS in Private Wells [PFAS in Private Well Drinking Water Supplies FAQ | Mass.gov](#)
  - EPA information about PFAS <https://www.epa.gov/pfas>
  - CDC ATSDR health information for the public and for clinicians <https://www.atsdr.cdc.gov/pfas/resources/index.html>
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## Training Calendar

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

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

### Board of Certification Training Page and List of Approved Courses

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

### Some Newly Added Trainings on the Calendar

#### **The Inflation Reduction Act and Energy-Related Tax Incentives for Water Utilities**

Wednesday, July 10, 2024; 1:00 – 2:30 p.m. ET; webinar

This interactive dialogue between leading financial, consulting, and municipal utility sector leaders focuses on evolving potential opportunities for water utilities to take advantage of incentives available to them through recent large-scale federal funding initiatives (Bipartisan Infrastructure Law and Inflation Reduction Act). In the last two years, the federal government has made billions of new dollars available to water, wastewater, and combined systems through the Bipartisan Infrastructure Law, including recent grant funding to begin to address PFAS. In addition, the Inflation Reduction Act offers new incentives for wastewater utilities and combined systems, to advance energy recovery and renewable natural gas (RNG) projects. This funding and financing evolution comes at a time of increasing focus on the challenges water utilities face in delivering ever more expensive and complex technology (including to address PFAS) and to advance their utility decarbonization agendas in the context of an increasing economy wide demand for RNG as a decarbonization fuel. \$75 member, \$120 nonmember. [Register here](#)

- **MassDEP**  
**Previous Cybersecurity Trainings now on YouTube:**
  - Basic Cybersecurity Measures for Water Utilities: <https://youtu.be/78v3eAyf1yE>
  - Ransomware Experiences, Defense, and Response: <https://youtu.be/eislsdQnXqE>
- **Environmental Finance Center Network**  
For a complete list of trainings webinars and in-person trainings please go to:  
<https://efcnetwork.org/training-events/>
- **EPA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<https://www.epa.gov/dwreginfo/drinking-water-training>.
- **Mass Rural Water Association**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<https://www.massrwa.org/p/14/Trainings—Events>.
- **MWWA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
[MWWA Calendar](#)
- **NEWWA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
[https://communityhub.newwa.org/nc\\_\\_upcomingevents](https://communityhub.newwa.org/nc__upcomingevents).
- **Water ISAC**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<https://www.waterisac.org/resources>.
- **RCAP Solutions**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<https://www.rcapsolutions.org/events/>
- **AWWA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
[https://www.awwa.org/Events-Education/Events-Calendar?utm\\_term=AWWA+Connections+10-8-2021&utm\\_content=Connections+10-8-2021&utm\\_source=communications&utm\\_medium=email&utm\\_campaign=connections](https://www.awwa.org/Events-Education/Events-Calendar?utm_term=AWWA+Connections+10-8-2021&utm_content=Connections+10-8-2021&utm_source=communications&utm_medium=email&utm_campaign=connections).

## Training Refresher

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

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

or click here:  **YouTube**

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

MassDEP is sending this important drinking water information to all PWS responsible persons who are listed on the state database. If you are no longer the correct responsible person for the PWS please reply with the correct contact information. MassDEP needs one responsible contact person from each PWS. Operators, consultants, and others who are interested in Drinking Water Program updates are encouraged to request to be subscribed to this email list. To subscribe to the *In The Main* Newsletter, send a blank email to [join-dep-dwp-subscribers@listserv.state.ma.us](mailto:join-dep-dwp-subscribers@listserv.state.ma.us). This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in

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# Cybersecurity, Emergency Preparedness, and You!

2024-06-28

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



Check out the MassDEP Drinking Water Program cybersecurity resource hub (StoryMap) for what you need to know: [Cybersecurity Resource Hub for MA Public Water Systems \(PWS\) \(arcgis.com\)](https://arcgis.com). The purpose of this hub is to provide resources for public water systems (PWS) to improve cybersecurity defenses, mitigate cyber-attack risks, and enhance overall resiliency and compliance.

- On the Hub, see **\*\*Important\*\* Cybersecurity Alert for Public Water Systems and Well Drillers on Phishing Attempt on Maine Water Operators and Well Drillers**



## The MassDEP Drinking Water Program Cybersecurity Grant Program

**The grant application deadline has been extended to October 1, 2024. Have you applied yet?**

The Drinking Water State Revolving Fund in partnership with the Massachusetts Department of Environmental Protection Drinking Water Program (MassDEP DWP), is offering grants funds of up to \$50,000, to PWSs that have a cybersecurity risk assessment and use operational technology equipment with an identified cybersecurity risk. More details <https://www.mass.gov/info-details/public-water-suppliers-cybersecurity-improvements-grant-program>.



## Incident Reporting:

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

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



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



## EPA FREE CYBERSECURITY ASSESSMENT PROGRAM

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

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



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

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



## Important Reminder: Sanitary Surveys and Cybersecurity

**Is your PWS scheduled for a sanitary survey in 2024?** If your PWS is scheduled for a sanitary survey in 2024 **MassDEP/DWP will inspect your cybersecurity assessment findings and plans during the upcoming sanitary survey cycle.** Any findings will be incorporated in a separate action plan and your PWS will receive technical assistance to assist you to address the findings. Please remember all cybersecurity information is considered as sensitive information and must be kept confidential.



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

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

Please visit MassDEP/DWP [Cybersecurity Resource Hub for MA Public Water Systems \(PWS\)](#) routinely for alerts/ new critical infrastructure security updates and resources.

### **Upcoming Trainings**

#### **Water Sector Physical Threat Briefing - Insider Threats: Understanding and Managing the Risk**

Wednesday, July 17, 2024; 2:00 - 3:00 p.m. ET

On July 17, WaterISAC will convene its quarterly Water Sector Physical Threat Briefing. Presenters will cover the latest physical threats facing the water and wastewater sector. [Event details](#)

#### **CISA Webinar: People's Republic of China Cyber Threats**

Wednesday, July 10, 2024; 10:30 - 11:00 a.m. ET; webinar

For this webinar- "People's Republic of China Cyber Threats and What We Can Do" on LinkedIn Live. Andrew Scott, CISA's Associate Director for China Operations, will discuss why cyber actors from the People's Republic of China (PRC) pose one of the most significant threats to the U.S. critical infrastructure. This event offers critical infrastructure owners and operators, stakeholders, and all participants an opportunity to hear about CISA's efforts to detect, prevent, and defend against PRC cyber actors' efforts to pre-position for disruptive or destructive attacks against U.S. critical infrastructure. Learn about information, tools, technical assistance and other resources available through CISA and bring your questions for the live Q&A. [Access the event page](#)

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## **Supply Chain Reminders**

### **Tools and Resources:**

- [EPA Chemical Supplier and Manufacturer Locator Tool](#): This tool allows water and wastewater utilities to search for suppliers and manufacturers across the U.S. that may be able to fulfill their chemical supply needs and increase resilience to supply chain disruptions. This tool can also be useful for finding alternative chemical suppliers in the case of supply chain shortages.
- **PWSs are reminded to implement the steps identified by DWP** at <https://www.mass.gov/doc/steps-to-prepare-your-public-water-system-for-supply-chain-disruptions/download> and keep MassDEP/DWP informed of all Supply Chain issues.