



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 or at the Statehouse Archives at:
<https://archives.lib.state.ma.us/handle/2452/826119> which has a searchable database.



Cape Cod Canal Railroad Bridge, Buzzards Bay, Bourne, MA Photo by: Grace Ronca

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

2024-07-25

1. Source Water Protection at the Top of Water Industry Issues in AWWA 2024 State of the Water Industry Report
2. Source Water Protection Training Reminder
3. Getting Ready for the LCRR
4. Lead in Schools and Childcare Facilities Drinking Water Update
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6. Cybersecurity, Emergency Preparedness, and You!
7. 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>

Source Water Protection at the Top of Water Industry Issues in AWWA 2024 State of the Water Industry Report

Source Water Protection has risen to the top of the list of water industry issues in the American Water Works Association (AWWA) 2024 *State of the Water Industry Report* for the first time in 21 years. The report, posted at [State of the Water Industry | American Water Works Association \(awwa.org\)](https://www.awwa.org), is based on a survey of more than 2,400 water professionals and covers other priority topics such as aging infrastructure, PFAS, cybersecurity, climate change, workforce, and more. This ranking emphasizes the need to protect the quality and quantity of the nation's

drinking water supplies against factors like climate change, drought, and emerging contaminants such as PFAS. The AWWA Report highlights that 61.3% of water utilities responding to the survey have implemented or are in the process of implementing source water protection plans and programs.

Source Water Protection Training Reminder

Take MassDEP's free Source Water Protection self-guided training for 0.5 Training Contact Hours at [Source Water Protection in Massachusetts \(wateroperator.org\)](https://wateroperator.org).

Getting Ready for the LCRR

How to Collect Special Samples: Post Lead Service Line Replacement Samples

Public Water Suppliers (PWS) should be aware that the samples taken after Lead Service Line Replacements (LSLR) under the Lead and Copper Rule (LCR) are excluded from 90th percentile calculations. These results are excluded as “special samples”, however, PWSs must ensure they are collecting and labeling these samples in a proper manner to ensure there is no confusion when reporting sampling results.

Samples taken after **partial** LSLRs must be 1 liter in volume and collected after 6 hours of stagnation. There are 2 possible ways to collect this sample according to current federal LCR guidance, including:

- At the interior tap (e.g., kitchen or bathroom tap) after flushing the volume of water between the tap and the lead service line. The volume of water shall be calculated based on the interior diameter and length of the pipe between the tap and the lead service line.
- If the sampling site is a building constructed as a single-family residence, allowing the water to run until there is a significant change in temperature which would be indicative of water that has been standing in the lead service line.

The EPA guidance which describes the requirements for sampling post replacement in more detail is available here: <https://nepis.epa.gov/Exe/ZyPDF.cgi?Dockkey=901U0200.txt>

Samples taken after full LSLRs are encouraged to be collected using a sampling bottle smaller than 1 liter, such as a 500 ml or 750 ml bottle. This will eliminate the possibility of accidentally including these samples in the 90th percentile calculations.

How to Submit Post Replacement Samples

Samples collected post partial and full LSLR must be marked as “SS” or special samples, and PWS should include a comment in eDEP for these samples, which describes that such samples were taken post lead service line replacement.

Any PWS that collects a drinking water sample following a partial lead service line replacement must report the results to the state within the first 10 days of the month, following the receipt of lab results (LCR 22.06B(11)(e)).

Did You Know? Non-Lead Statement Edition

Did you know that if your PWS posts a non-lead statement, it also must **be shared** in a manner that must be reasonably calculated to reach all persons served by the system, **using two or more of the following methods**:

- Web posting,
- hand or direct delivery,

- posting in conspicuous locations,
- local newspaper,
- radio,
- television,
- reverse 911 phone calls,
- email, and
- other methods approved by MassDEP.

This requirement is **in addition** to the requirement that PWS must ensure that their non-lead statement is **publicly accessible** until further notice, and instructions to access it must be included in the CCR.

Non-Lead Statement Template: <https://www.mass.gov/doc/lcrr-no-lead-service-lines-statement-template/download>

Non-Lead Statement Certification Form: <https://www.mass.gov/doc/lcrr-certification-of-non-lead-service-lines-request-for-approval/download>

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=aEYMdIQon7RMBUrW>
- Check out the [Lead and Copper Rule Revisions](#) webpage for guidance documents on the following topics:
 - [LCRR Links of Interest](#)
 - [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](#)
 - [How to Submit Your Initial SLI](#)
 - [Lessons Learned: Common Validation Errors Found in Submitted SLIs](#)
 - 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 titled to differentiate it from the new Systems Without Split Ownership workbook. This Workbook has NOT changed.**
- [Instructions: Service Line Inventory Excel Workbook for Version 1.0.3](#). Once the SLI is complete it needs to be exported to a CSV file for submission to MassDEP.
- [Service Line Inventory Excel Workbook for Systems WITHOUT Split Ownership \(Version 1.0.3\)](#)
 - A macro-enabled Excel workbook for producing the CSV service line inventory. This template is for a PWS, such as an NTNC or COM system WITHOUT split ownership of service lines. For example, a condominium or school where the PWS owns/controls all water system components. **Use of this alternate version of the workbook template is optional.**
- [Instructions: Service Line Inventory Excel Workbook for Systems WITHOUT Split Ownership for Version 1.0.3](#). Once the SLI is complete it needs to be exported to a CSV file for submission to MassDEP.

- [Template Letter for PWS to send to customers for the MA-LSLI App](#)
- [Instructions: Mass Lead Service Line Identification \(MA-LSLI\) Web App](#). A tool created by MassDEP for customer identification of service lines and SLI participation.
- And more!

Frequently Asked Questions (FAQ) About the LCRR Now Updated

The LCRR FAQ document has been updated with relevant questions asked by PWSs in the months of June and July 2024. The Links of Interest section at the end of this document has also been updated to reflect the many guidance documents and updated materials provided in the past several months.

The LCRR FAQ is available here: <https://www.mass.gov/doc/frequently-asked-questions-about-the-lead-and-copper-rule-revisions-lcrr/download>

What Service Line Inventory Documentation is Required for PWS, and When Should you Submit it?

Service Line Inventory: 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 catch up with the LCRR requirements.

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

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

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

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

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, 1006 schools and EECFs are participating in the program and 644 (64%) of participating facilities are within environmental justice communities. To date, 804 schools and EECFs have completed testing. Of facilities that have tested and received results, 543 (68%) 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-Q2XifkK4l58x4GDtYrltpKIKUAhSxpw9pSZtA/exec

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


EPA Tools & Resources Training Webinar – Tools for Adaptation Planning: LASSO and ICLUS

Thursday, August 1, 2024; 3:00 – 4:00 p.m. ET; webinar

This training webinar will highlight two EPA tools that can be used for adaptation planning – LASSO and ICLUS. The Locating and Selecting Scenarios Online (LASSO) tool guides you step-by-step through the process of identifying and downloading climate change scenarios—or projections—that are relevant to your interest or research question. The Integrated Climate and Land-Use Scenarios (ICLUS) project explores future changes in human population, housing density, and impervious surfaces for the United States. This webinar will provide an overview of the two tools and show interested users how to access and use them. [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/Events-Education/Events-Calendar?utm_term=AWWA+Connections+10-8-2021&utm_content=Connections+10-8-2021&utm_source=communications&utm_medium=email&utm_campaign=connections.

Training Refresher

If you need a refresher on recently given trainings, you can review several training videos located at: https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m or click here:  **YouTube**

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!

2024-07-25

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 a 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 grant funds of up to \$50,000, to PWSs that have completed a cybersecurity risk assessment and use operational technology equipment with an identified cybersecurity risk. More details are available here: <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 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.
- Contact the EPA Water Infrastructure and Cyber Resilience Division at watercyberta@epa.gov to voluntarily provide situational awareness.

Additionally, WaterISAC can be notified by emailing 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. 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.

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.

****Important**** Widespread IT Outage Due to CrowdStrike Update (CISA)

CrowdStrike continues to provide updates to its [guidance](#), including:

- An [instructional video](#) to guide users through a self-remediation process.
- An update to their initial remediation that accelerates remediation of impacted systems; CrowdStrike encourages customers to “follow the Tech Alerts for latest updates as they happen”.
- A “Preliminary Incident Review,” which provides answers to why and how the outage occurred and how they will prevent such outages going forward.
- CrowdStrike also published a [list of domains impersonating the CrowdStrike brand](#), which threat actors could use to deliver malicious content.
- [Microsoft released a recovery tool](#) that uses a USB drive to boot and repair affected systems.

Upcoming Trainings

SANS Webinar: 2024 Top Attacks and Threats Report

Wednesday, July 31, 2024; 10:30 a.m. ET; webinar

This year’s webinar on SAN’s 2024 Top New Attacks & Threats Report will take a deep dive into emerging threats and look at numerous other noteworthy attacker trends. Specifically, the event will discuss the security cost of technical debt; verifying identity in the age of AI; Large Language Models (LLMs) hyper-accelerate the exploitation lifecycle; the use of AI to defeat novel malware; the organizational risks associated with generative AI; and developing detection mechanisms for detecting deepfakes & gaining digital trust. [Register now](#)

Water Sector Natural Disaster Threat Briefing - Don’t Get Burned! Build Your Utility’s Resilience to Extreme Heat

Wednesday, August 14, 2024; 2:00 - 3:00 p.m. ET

On August 14 at 2 pm ET, WaterISAC will convene the next event in its quarterly Water Sector Natural Disaster Threat Briefings, this time focusing on extreme heat and what utilities can do to protect and mitigate their facilities and personnel from these events. [Register now.](#)

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.