



MassDEP / Drinking Water Program

100 Cambridge Street – 9<sup>th</sup> Floor; Boston, MA 02114

[Program.Director-DWP@mass.gov](mailto: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](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.



Charles River, Cutler Park Reservation, Needham, Photo by: Grace Ronca

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

2025-07-25

1. Deadlines, New Templates, Forms, Guidance, & More
2. EPA SDWA Hotline Phone Number is no longer Available
3. 2025 TNC and NTNC Water Quality Reports Are Available to Download
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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>



## Deadlines, New Templates, Forms, Guidance, & More

### NOTICE: EPA SDWA Hotline Phone Number Has Been Changed to an Email Address

The U.S. Environmental Protection Agency (EPA) Safe Drinking Water Act (SDWA) Hotline phone number is no longer available as of July 2025. The number has now been replaced with a dedicated EPA email address that

consumers, regulators, media and water professionals, academia and media may contact instead: [safewater@epa.gov](mailto:safewater@epa.gov). Also refer to the article “EPA SDWA Hotline Phone Number is no longer Available” for additional information.

## UPDATED Service Line Inventory (SLI) Consumer Notice Templates

PWS with lead, GRR, and/or unknown service lines in their SLI must send out SLI Consumer Notices (CNs) **annually**. **This is a new recurring requirement** under the Lead and Copper Rule Revisions (LCRR). SLI CNs required for 2025 must be distributed by December 31, 2025! Updated (as of June 2025) templates are available on the Lead and Copper Forms and Templates webpage: [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)). Also refer to the article “LCR, LCRR, and LCRI Updates” for additional information.

## UPDATED Statistical Analysis and Predictive Modeling Guidance Released!

MassDEP DWP has released an updated Statistical Analysis and Predictive Modeling Guidance, which is effective as of July 3, 2025. This guidance was updated based on the review of how statistical analysis was used by Massachusetts PWS in their initial SLIs submitted in 2024. The updated guidance is available here: <https://www.mass.gov/doc/statistical-predictive-modeling-guidance-for-evaluating-unknown-service-lines/download>. Also refer to the article “LCR, LCRR, and LCRI Updates” for additional information, including where to access a redlined version.

## AVAILABLE TO DOWNLOAD: TNC and NTNC Water Quality Reports

Every year MassDEP makes available water quality reports, commonly called Consumer Confidence Reports (CCR), for all NTNC and TNC systems. The 2025 TNC and NTNC reports are now available for download on the mass.gov website at <https://www.mass.gov/service-details/public-water-supplier-document-search>. Refer to the article “2025 TNC and NTNC Water Quality Reports Available to Download” for instructions on how to access and post your report for consumers to read.

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# EPA SDWA Hotline Phone Number is no longer Available

## Safewater@epa.gov Email Address is Replacing the Phone Number

The U.S. Environmental Protection Agency (EPA) Safe Drinking Water Act (SDWA) Hotline phone number is no longer available as of July 2025. The EPA SDWA Hotline has been federally mandated to be included in Consumer Confidence Reports (CCRs), and MassDEP has included it in many of our Tier 1 and Tier 2 Public Notification templates and outreach material.

The number has now been replaced with a dedicated EPA email address that consumers, regulators, media and water professionals, academia and media may contact instead: [safewater@epa.gov](mailto:safewater@epa.gov).

MassDEP Drinking Water Program has reviewed its web content and files for this hotline phone number and replaced the phone number with the new email address. This update has affected the following files:

- [Tier 1 Public Notice Templates](#)
- [Tier 2 Public Notice Templates](#)
- [Guidance and Factsheets to Include with Public Notices](#)
- [Consumer Confidence Reporting \(CCR\) Forms and Templates](#)
- [Managing Your TNC Drinking Water System: A Guide to the Massachusetts Requirements for Transient Noncommunity Public Water Systems \(TNC\)](#)
- [A Business Owner’s Guide to Complying with MA Drinking Water Rules](#)

Please make sure your PWS downloads the latest Public Notice and CCR files that have been updated. If your PWS refers to these other impacted documents, please replace your documents with the updated versions.

If your PWS discovers additional MassDEP/DWP resources which use the hotline phone number, please reach out to DWP by emailing [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), subject: SDWA Hotline Update.

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## 2025 TNC and NTNC Water Quality Reports Are Available to Download

Every year MassDEP makes available water quality reports, commonly called Consumer Confidence Reports (CCR), for all NTNC and TNC systems. Only community systems make their own CCRs. Consumers who drink your water have a right to know what is in their water and to be able to make choices according to their health concerns.

The 2025 TNC and NTNC reports are now available for download on the mass.gov website at <https://www.mass.gov/service-details/public-water-supplier-document-search>. Using the pull-down arrows, search for either your PWS name or ID number and click on it. Then click the “Retrieve Documents” button. Scroll down a little and you will see info about your system and several documents ready for you to download. Select “Water Quality Report” and a PDF of your report will pop up. Print it. Sign it. And then post in conspicuous places around your establishment for your customers to read. Water vending machines might find it helpful to print multiple copies and make them available for your customers to take with them.

You do not need to send a copy back to MassDEP. During site visits, staff or potentially your Board of Health will be looking for these posted documents. It is a state requirement to post these for your customers to review. If you should find any inconsistencies in your report, promptly contact the [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), Subject: Non-Community Water Quality Report.

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## Invalidation of Water Samples

Public Water Systems (PWS) collect water samples for drinking water compliance monitoring throughout the year, and most of the time, valid results are obtained. However, there are a few situations where sample invalidations are necessary due to laboratory error(s).

Please remember that the MassDEP Drinking Water Program (DWP) is responsible for compliance with the drinking water regulations and is the appropriate regulatory authority to contact in these cases, even if the MassDEP Wall Experiment Station (WES) Certified Laboratory Program is also involved for corrective action purposes. Sample invalidations are only approved after DWP works with WES to determine if there is a valid laboratory error.

For any questions or issues related to the invalidation of compliance samples, reach out directly to your MassDEP DWP Regional contact, as DWP is ultimately responsible for determining whether a sample collected under 310 CMR 22.00 can be invalidated.

If you have any questions, please email us at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), Subject: Water Sample Invalidation.

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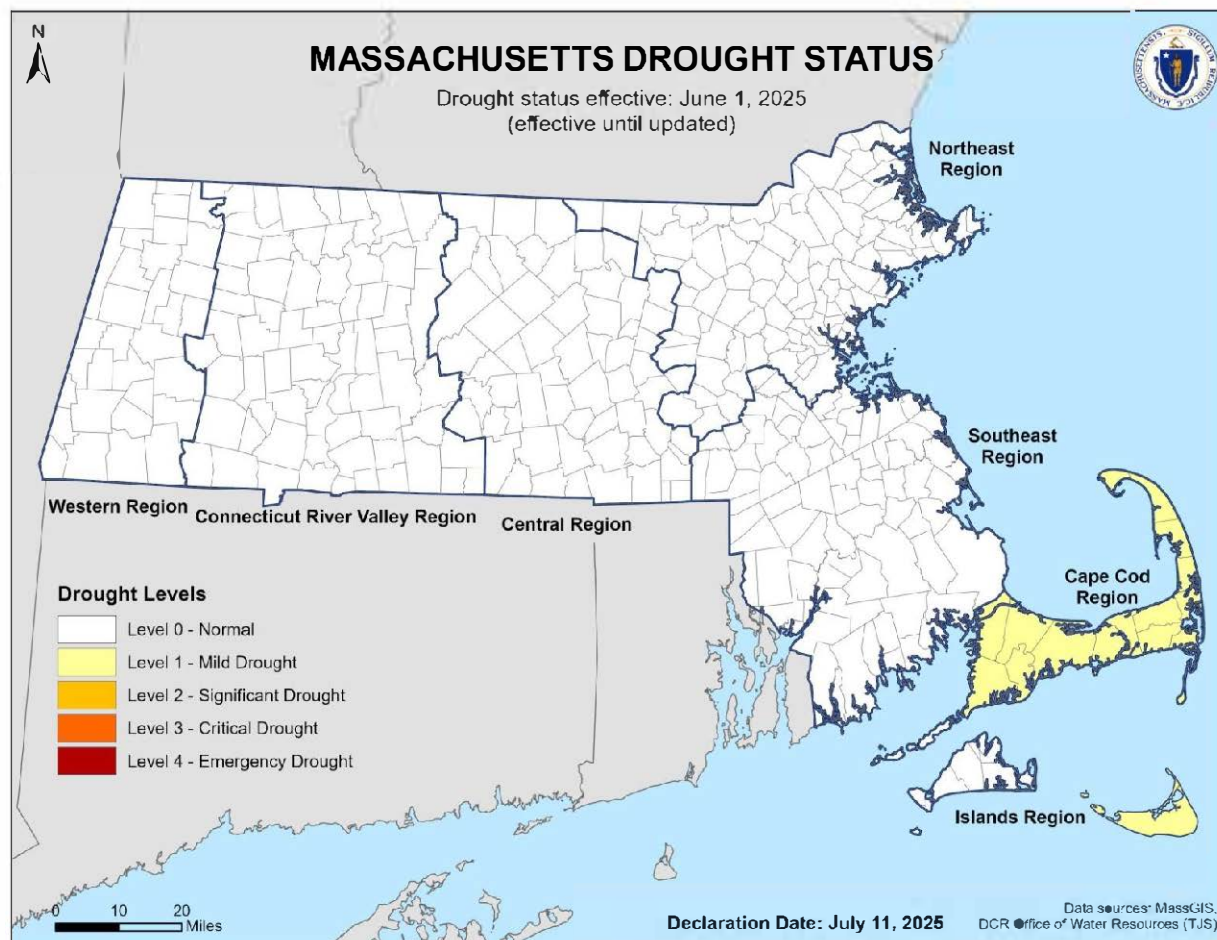
## Consumer Confidence Report (CCR) 2024 Compliance

Thank you to all Community PWS that provided their 2024 Consumer Confidence Report to their consumers, MassDEP Drinking Water Program and Mass DPH by midnight on July 1<sup>st</sup>, 2025, as required. **The CCR submittal compliance rate for CY24 was 99.2%** (517 of 521 Community PWSs). Four (4) did not submit a CCR and seven (7) submitted CCRs late. These PWS will all receive notice of their violations and corrective actions and will not be

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## Drought Conditions Improve in Cape & Islands Regions

On **July 11, 2025**, the Executive Office of Energy and Environmental Affairs (EEA) downgraded the drought declaration in the Cape Cod Region to a Level 1 – Mild Drought. Additionally, EEA downgraded the drought declaration in the Islands Region to Level 0 – Normal Conditions, with the exception of Nantucket County, which remains at a Level 1 – Mild Drought. Despite somewhat lower-than-normal precipitation in the month of June, rains over the last several months have provided relief to water supplies across the state. However, more precipitation is still needed to restore water system and groundwater levels.



Level 1 (“Mild 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>.

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## LCR, LCRR, and LCRI Updates

### Remember to send out your 2025 Service Line Inventory (SLI) Consumer Notices this year!

This is a reminder to systems that if your PWS has lead, GRR, and/or unknown service lines in your SLI, you must send out SLI CNs **annually**. This is a new recurring requirement under the Lead and Copper Rule Revisions (LCRR). If your system has identified any unknowns, or replaced any lead/GRR service lines, your PWS is encouraged to submit an updated SLI a few days before distributing your consumer notices, so when your system certified their distribution next year, MassDEP has an accurate, updated SLI to compare your certification form to.

2025 SLI CNs must be distributed by December 31, 2025! Updated (as of June 2025) templates are available on the Lead and Copper Forms and Templates webpage: [https://www.mass.gov/lists/lead-copper-forms-and-templates#lead-&-copper-rule-revisions-\(lcr\)-](https://www.mass.gov/lists/lead-copper-forms-and-templates#lead-&-copper-rule-revisions-(lcr)-).

### NEW Statistical Analysis and Predictive Modeling Guidance Released!

MassDEP DWP has released an updated Statistical Analysis and Predictive Modeling Guidance, which is effective as of July 3, 2025. This guidance was updated based on the initial SLIs submitted in 2024, after careful review of their reports and how statistical analysis was used for Massachusetts PWS.

The updated guidance is available here: <https://www.mass.gov/doc/statistical-predictive-modeling-guidance-for-evaluating-unknown-service-lines/download>.

#### Key Points, New Additions, and New Requirements:

- All systems that would like to use statistical analysis and/or predictive modeling as a verification method must be **approved** to use this method prior to conducting work (page 1).
- A clear section on the limitations of statistical analysis and predictive modeling, which PWS should consider prior to planning to conduct either method (pages 2-5)
  - Systems which find lead in their initial investigations, **or have lead in their SLI already**, cannot use statistical analysis as a verification method alone (page 3)
- Systems must meet a GRR acceptance limit and process to have their statistical analysis approved for use:
  - **Galvanized Requiring Replacement (GRR) acceptance limit and process: A maximum of 2.5% of all service lines verified by statistical analysis, which must be less than or equal to 25 service lines, that could be GRR if the material is discovered to be a galvanized material is acceptable** (page 4).

- PWS which meet the GRR acceptance limit and process must also provide for MassDEP/DWP's approval a Non-Lead Validation Compliance Plan, which describes the PWS's approach to finding possible GRR service lines during non-lead validations) (page 4).
- A new Q&A section (pages 8-10).
- Clearer requirements listed in the General Statistical/Predictive Model Verification Method Requirements table (pages 5-7).

### Why was this guidance changed?

This guidance was updated as MassDEP DWP had concerns with systems which found GRR service lines during their investigations, and also systems which did not find GRR service lines during investigations but had a high rate of non-lead service lines which could be GRR if the private service line material is galvanized.

Some systems which discovered galvanized and GRR service lines, due to the amount of inspections, had a truly small chance of finding further GRR service lines in the future, while others which did not find GRR service lines had a large chance of this, because of the amount of galvanized service lines found.

Our initial guidance did not address the complexity of GRR service lines in a statistical analysis, which is important to address for public health protection. Many initial SLIs also only used a private service line statistical analysis, which can cause a higher possible rate of GRR, since the public service lines are largely unknown, or unknown if they were ever lead.

Because of this, MassDEP DWP will be reviewing all statistical analysis and predictive modeling requests going forward for approval, to ensure PWS that plan to use this method and invest heavily are aware of the requirements and only systems which are likely to meet these approval requirements are allowed to use these methods.

A redlined copy of this guidance, including all changes made from the May 2024 version, is available here: <https://www.mass.gov/doc/lcrrlcri-statistical-modeling-and-predictive-model-guidance-redline-2024-2025-version/download>

### MassDEP/DWP Contacts

For all questions on LCR, LCRR and LCRI, please contact the Drinking Water Program at [program.director-dwp@mass.gov](mailto: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, 1143 schools and EECFs are participating in the program and 1001 (88%) of participating facilities are within economically disadvantaged communities. To date, 1056 schools and EECFs have completed testing. Of facilities that have tested and received results, 694 (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](mailto:Program.Director-DWP@mass.gov) with the subject line: **"Pilot Program for PWS."**

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## PFAS Update

### Ongoing Lawsuits

#### AFFF Settlement

Payouts to Public Water Suppliers (PWS) are set to begin this year from the [Aqueous Film-Forming Foam \(AFFF\) Products Liability Litigation](#) settlement from the U.S. District Court in Charleston, South Carolina. Settlement amounts are to be paid out over 13 years:

- \$10.3 Billion from 3M
- \$1.18 Billion from DuPont
- \$312.5 Million from BASF
- \$750 Million from Tyco Fire Products

The amount of money that each PWS will receive under the settlement has not formally been announced. The amount depends on the number of PWS participating in the settlements, the level of PFAS contamination, and the size of the water system. **PWS should consult their legal counsel about this lawsuit.**

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## Attorneys General

Several Attorneys General filed lawsuits on behalf of their states. Those lawsuits are still pending.

## Personal Injury

Law firms are trying to solicit people for personal injury claims due to PFAS contaminated water. They may list on their website all of the PWS who were part of the AFFF litigation without giving any context as to whether the community's water currently meets or exceeds the PFAS MCLs.

The Massachusetts WaterWorks Association recommends “Proactive, positive communication through social media sites about the quality of your water might be a good antidote to the negative attention that something like this can generate. CCRs were just released so it might be a good time to remind folks where they can find yours. If your water doesn't meet the MCL, reminding residents about the steps you are talking to come into compliance would be good.”

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## 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.

Water is the only substance found on Earth naturally as a solid, liquid and gas?

- A. True
- B. False

Only areas close to the coast are at risk of floods

- A. True
- B. False

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

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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

#### Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: Importance of Projecting Budgets

Wednesday, August 6, 2025; 11:00 a.m. – 1:00 p.m. ET; webinar



Ask Me Anything SRF Office Hours will expand your knowledge and enhance your ability to navigate the SRFs. These sessions are tailored for state agencies, utility operators, and stakeholders who support water infrastructure projects. Each session will feature a specific theme, providing clarity, strategies, and practical insights for preparing and managing an SRF funded project. Participants can attend all sessions or select those that best meet their needs. Submit your questions in advance or bring them to the session for real-time support from our experts. [Register here](#)

### **Microgrids for Water Utilities**

Thursday, August 7, 2025; 1:00 – 2:00 p.m. ET; webinar

This webinar explores the challenges water utilities face from Black Sky Events (e.g., hurricanes, wildfires, power outages) and how microgrids provide a reliable backup power solution. Featuring Matt Froelich, District Engineer at BGE, this session will highlight the successful deployment of a 2.4 MW natural gas microgrid at the North Fort Bend Water Authority (NFBWA) in Texas. Learn how NFBWA replaced unreliable diesel generators with a microgrid that ensures uninterrupted water service and reduces maintenance and fuel logistics. [Register here](#)

### **Nutrient Removal Optimization for Small Wastewater Treatment Plants**

Thursday, August 7, 2025; 1:00 – 2:00 p.m. ET; webinar

This 1-hour session will walk through key strategies to improve nitrogen and phosphorus removal using biological processes. Whether you're troubleshooting performance or planning upgrades, you'll gain actionable insights to help your plant run more efficiently. Presenter: Gregory Pearson, Water & Wastewater Trainer, Great Lakes Environmental Infrastructure Center. [Register here](#)

- **MassDEP**

**Previous Cybersecurity Trainings now on YouTube:**

- Basic Cybersecurity Measures for Water Utilities: <https://youtu.be/78v3eAfy1yE>
- 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/event-calendar/>


- **SkillWorks**

SkillWorks offers Board-approved home-study correspondence courses to satisfy license renewal continuing education requirements. All correspondence courses use paper-based study materials and exams. Course work is submitted by mail. Mailed returns are processed and graded within 24 hours at no extra charge. Courses with optional online exams are processed and graded automatically to provide exam results and a printable Certificate of Completion instantly. View the list of approved courses and purchase a course online at <https://www.skillworks.com/state/massachusetts/>.

## 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 Massachusetts and is collected by public water systems. For more information about the Assessment Program, go <https://www.mass.gov/service-details/safe-drinking-wateract-assessment-advisory-committee-section-70-committee>.

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# Cybersecurity, Emergency Preparedness, and You!

2025-07-25

**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

**Microsoft Releases Guidance on Exploitation of SharePoint Vulnerabilities- Source CISA, WaterISAC & EPA**

**Water and wastewater system owners and operators should direct their IT/OT system administrators to review this alert for further use and implementation. If you rely on third party vendors for technology support, then you are encouraged to contact them to confirm their awareness of this threat.**

- Due to reports of active exploitation, utilities that use Microsoft SharePoint Server on-premises are urged to review this advisory and the guidance from [CISA](#) and [Microsoft](#) to address high-severity vulnerabilities in SharePoint Server.
- This may require utilities that outsource technology support to consult with their service providers for assistance with remediation actions.

- This exploitation activity, publicly reported as “ToolShell,” provides unauthenticated access to systems and enables malicious actors to fully access SharePoint content, including file systems and internal configurations, and execute code over the network.

### **Mitigations/ Immediate Actions:**

**All drinking water and wastewater systems with Microsoft SharePoint servers are strongly encouraged to implement the following mitigations immediately to enhance resilience against this compromise:**

- Apply the necessary security updates released by Microsoft.
- Configure [Antimalware Scan Interface \(AMSI\)](#) in SharePoint and deploy Microsoft Defender AV on all SharePoint servers.
- Rotate ASP.NET machine keys, then after applying Microsoft’s security update, rotate ASP.NET machine keys again, and restart the Internet Information Services (IIS) web server.
- Disconnect public-facing versions of SharePoint Server that have reached their end-of-life (EOL) or end-of-service (EOS) from the internet.
- Conduct scanning for IPs 107.191.58[.]76, 104.238.159[.]149, and 96.9.125[.]147, particularly between July 18-19, 2025.
- Monitor for malicious POST requests to `/_layouts/15/ToolPane.aspx?DisplayMode=Edit`
- Update intrusion prevention system and web application firewall rules to block exploit patterns and anomalous behavior.
- Implement comprehensive logging to identify exploitation activity.
- Audit and minimize layout and admin privileges.
- **Access the full alert at [CISA](#).**

### **AWWA’s New and Revised Cybersecurity Resources (Source: WaterISAC)**

- The American Water Works Association (AWWA), with the help of many subject matter experts (SMEs) within the water sector including WaterISAC, has released significant updates and revisions to its cybersecurity resources to aid utilities in building their cyber resilience.
- This comes as water and wastewater systems in the U.S. are being advised to remain vigilant amidst escalating global tensions that may threaten critical infrastructure, including but not limited to the conflict involving Iran.
- The new [Water Sector Cybersecurity Risk Management Guidance](#) has been revised to engage water systems wherever they are in their cybersecurity journey, starting with the fundamentals for supporting increasing levels of maturity. The objective was to provide systems with actionable steps that provide the most immediate risk reduction value. AWWA has prepared a suite of updated resources that are freely available on its [cybersecurity resource page](#).
- Visit AWWA for more details [here](#).

Visit AWWA for more details [here](#).



### **Training Opportunity for Your PWS Staff to Get Hands-On OT Cybersecurity Training**

**September 2-4, 2025, 9:00 AM- 4:00 PM : In person at Bridgewater State University Cyber Range**

- PWS and wastewater staff can now take part in Mastering OT Governance, a 3-day, real-world training on Operational Technology (OT) cybersecurity governance.
- This intensive, hands-on training is designed for professional looking to secure critical infrastructure and lead cybersecurity initiatives in the OT environment.
- Participants will gain practical skills in OT frameworks, risk management, and incident response.
- **Please note:** A registration fee applies. Municipal staff in Massachusetts are eligible for a discounted rate.
- Learn more and register [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](#).

## Upcoming Trainings

### Water Sector Cyber Resilience Briefing- APT Tactics Deep Dive – Efficient Strategies to Mitigate APT Threats in Critical Infrastructure

Wednesday, July 30, 2025; 2-3pm ET

This webinar will cover how state and non-state sponsored groups are using Advanced Persistent Threat (APT) tactics to successfully breach critical infrastructure—and the most efficient ways to stop them. **Register** [here](#)

### AI Security 101: How to Protect your People, Data, and Brand

Thu, Jul 31; 12:00 PM - 12:45 PM EDT

Register [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](mailto: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>

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## Supply Chain Reminders

PWSs are reminded to implement the steps identified by DWP at <https://www.mass.gov/doc/steps-to-prepare-your-public-water-system-for-supply-chain-disruptions/download> and keep MassDEP/DWP informed of all Supply Chain issues. Email us at [Program.director-dwp@mass.gov](mailto:Program.director-dwp@mass.gov), Subject Supply Chain

Tools and Resources:

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- [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.
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Answers:

A, B