



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.



Fresh Pond Reservoir, Cambridge, MA Photo by: Grace Ronca

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

2024-08-22

1. Emergency Response Reminders Following Tropical Storm Debby
2. Updated Guidance from MDAR About Treating Poison Ivy
3. World Water Week is August 25-29, 2024
4. UMass - Technical Assistance Providers for Public Water Systems for the USEPA Emerging Contaminants in Small or Disadvantaged Communities Grant Program (EC-SDC Grant Program)
5. Pesticide Reminders for Public Water Systems - Links Updated
6. PWS Distribution System Service Area Mapping
7. Getting Ready for the LCRR
8. Lead in Schools and Childcare Facilities Drinking Water Update
9. PFAS Update
10. Guidance to Public Water Suppliers on Dual Purpose PFAS Testing
11. Training Calendar
12. Cybersecurity, Emergency Preparedness, and You!
13. Supply Chain Reminders



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

Use the search function in the Statehouse Archives at:

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

## Emergency Response Reminders Following Tropical Storm Debby

During the weekend of August 9-11, Tropical Storm Debby hit the New England area and caused heavy rainfall, high winds, flooding, and power outages. Hurricanes and strong storms like Tropical Storm Debby can cause flooding, power outages, and damage to critical infrastructure.

MassDEP/DWP reminds public water systems of the resources available to reference for storm preparedness and emergency response, tips for preparing for emergency events, and the procedures for contacting MassDEP during and after a severe storm event.

## Tips for Preparing for Emergencies

- Exercise Emergency Response Plans (ERPs) regularly to train staff on emergency procedures.
- Ensure personnel are aware of their roles during emergencies and have adequate personal protective equipment (PPE) and other equipment as needed.
- Fill or top-off all water storage.
- Prepare emergency vehicles, including topping off fuel tanks and ensuring vehicles and other equipment are accessible and in working order.
- Ensure that water treatment facilities have adequate chemical volumes for all chemicals.
- Ensure all communication equipment is in working order.

## Resources

The following resources can be used to learn more about how water systems can properly prepare for and respond accordingly to hurricanes and related storm events.

- MassDEP Storm Preparedness & Emergency Response Resources – Water Supply: <https://www.mass.gov/info-details/storm-preparedness-emergency-response-resources#water-supply>
- EPA Incident Action Checklist – Hurricane: [https://www.epa.gov/system/files/documents/2021-10/incident-action-checklist-hurricanes\\_508c-final.pdf](https://www.epa.gov/system/files/documents/2021-10/incident-action-checklist-hurricanes_508c-final.pdf)
- EPA 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)
- EPA Incident Action Checklist – Flooding: [https://www.epa.gov/system/files/documents/2021-10/incident-action-checklist-flooding\\_508c-final.pdf](https://www.epa.gov/system/files/documents/2021-10/incident-action-checklist-flooding_508c-final.pdf)
- 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 Emergency Response for Public Water Systems: <https://www.mass.gov/lists/emergency-response-for-public-water-systems>
- MassDEP Preparing for Extreme Weather Events and Response Guidance: <https://www.mass.gov/info-details/preparing-for-extreme-weather-events-and-response-guidance>
- 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>

## Communication with MassDEP

During or after a storm event, if you suspect contamination from oil and/or other hazardous materials, contact both your local fire department and the MassDEP Emergency Response hotline at 1-888-304-1133.

In the event of an emergency during or after a storm event, water systems should contact MassDEP per the procedures listed in Appendix O of the Guidelines for Public Water Systems (Attachment C and D).

- During working hours (Monday – Friday between 9:00 AM and 5:00 PM), contact your DEP Regional Office.
- Outside of working hours, on weekends, and on holidays, contact the DEP 24-hour Emergency Response hotline at 1-888-304-1133, followed by your DEP Regional Office.

Following a storm event, water systems have 30 days to file an Emergency Response Report with their MassDEP regional office. Refer to the [Emergency Response Reporting Guidance](https://www.mass.gov/info-details/emergency-response-reporting-guidance) [https://www.mass.gov/info-details/emergency-response-reporting-guidance] page for more information about the report requirements, including the report template and an example report.

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## Updated Guidance from MDAR About Treating Poison Ivy

MassDEP's Regional and Boston Drinking Water Program staff sometimes receive calls or emails from water suppliers with questions about spraying herbicides for poison ivy near drinking water reservoirs. Below is some guidance from the MA Department of Agricultural Resources (MDAR) and UMass Extension for managing poison ivy.

### UMass Extension Information on Managing Poison Ivy

Guidance for managing poison ivy is available from the UMass Extension Landscape, Nursery and Urban Forestry Program ([Landscape: Poison Ivy | Center for Agriculture, Food, and the Environment at UMass Amherst](#)). This guidance includes the following:

When attempting to control poison ivy, one should dress appropriately (see document linked to above). Physical or mechanical strategies are not encouraged for the control of poison ivy due to the risk of allergic reaction. An application of an herbicide will control plants and reduce the risk of an allergic reaction.

Herbicides that contain the active ingredient(s) Glyphosate and/or Triclopyr will effectively control poison ivy. Grasses are tolerant of triclopyr, therefore the use of triclopyr would be selected over glyphosate in areas where grasses are maintained. Exercise caution around broadleaf plants to be maintained, as both herbicides will harm or injure these plants.

Application to poison ivy should be made after full leaf expansion and when the plant is actively growing. In New England, the application period is late June through early September. It is important to note that the urushiol [the compound causing allergic reactions] is active in dead plant material for several years. Unknowingly digging and hand-pulling poison ivy roots can result in severe dermatitis on unprotected hands.

### MDAR Pesticide Product Registration Information

Information regarding specific products containing Glyphosate and/or Triclopyr that are labeled for poison ivy control and are registered in Massachusetts can be identified by accessing in the following resource:

Massachusetts Pesticide Product Registration Information: <https://www.kellysolutions.com/ma/pesticideindex.htm>

- To identify products for poison ivy control, it is suggested to select the option 'Search by Product Name' and enter 'poison ivy'. This will provide a list with MA-registered products that are specifically named and labeled for poison ivy control.
- By clicking on the product name, one can view additional product information, including 'Active Ingredients' and 'EPA Stamped Label'.
- It should be noted that some products have additional active ingredients besides glyphosate or triclopyr that may further aid in the weed control.

### Use of the Pesticide Product:

- Read the pesticide product label carefully for details on how to use the product correctly and legally. Labels also contain information on potential hazards associated with the product and instructions you should follow in the event of a poisoning or spill. Following label instructions will allow you to minimize the risks and maximize the benefits.
- Licensing: A pesticide applicator license is required of anyone who is applying pesticides as part of their occupation.

Contact Hotze Wijnja at MDAR (email: [Hotze.wijnja@mass.gov](mailto:Hotze.wijnja@mass.gov); phone: 857-972-4670) for more information.

## Resources:

- Landscape: Poison Ivy | Center for Agriculture, Food, and the Environment at UMass Amherst: <https://ag.umass.edu/landscape/fact-sheets/poison-ivy>
- Massachusetts Rights of Way Sensitive Area Materials List: <https://www.mass.gov/info-details/rights-of-way-sensitive-area-materials-list>
- Triclopyr Factsheet: [www.mass.gov/doc/triclopyr-2011pdf/download](http://www.mass.gov/doc/triclopyr-2011pdf/download)
- Triclopyr General Fact Sheet (orst.edu): <http://npic.orst.edu/factsheets/triclopyr.html>
- Glyphosate Factsheet: [www.mass.gov/doc/glyphosate-factsheet-2022-updated-may13/download](http://www.mass.gov/doc/glyphosate-factsheet-2022-updated-may13/download)
- Glyphosate General Fact Sheet (orst.edu): <http://npic.orst.edu/factsheets/glyphogen.html>

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## World Water Week is August 25-29, 2024



World Water Week 2024, August 25-29, is centered on water cooperation, for peace and security in its broadest sense. The theme, *Bridging Borders: Water for a Peaceful and Sustainable Future*, asks us to recognize the regional and global interconnectivity of communities and nations, and underscores the collaborative effort needed to achieve a peaceful and sustainable future.

Learn more about World Water Week at <https://www.worldwaterweek.org/>.

MassDEP is planning to send out tweets next week to bring awareness to public drinking water. **Sign-Up, Subscribe or Follow MassDEP** at <https://www.mass.gov/info-details/sign-up-subscribe-or-follow-massdep>.

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# UMass - Technical Assistance Providers for Public Water Systems for the USEPA Emerging Contaminants in Small or Disadvantaged Communities Grant Program (EC-SDC Grant Program)

## Job Description

The MassDEP Drinking Water Program (DWP) partners with UMass Amherst to provide training and technical assistance to small and/or disadvantaged public water systems (PWS) in Massachusetts. UMass Amherst / MassDEP is currently looking to hire individuals to assist small and/or disadvantaged PWS with aspects of the USEPA EC-SDC Grant Program to address emerging contaminants in drinking water.

This work may include assisting PWS through one or more of the following tasks:

- Complete grant paperwork such as Project Scopes of Work, budget forms, and associated documentation
- Evaluate PWS grant eligibility and financial need
- Use federal and/or state tools for demonstrating grant eligibility and financial need and collect documentation to support eligibility and need
- Assist PWS with project planning to address emerging contaminants such as PFAS or manganese
- Ensure PWS compliance with grant requirements throughout the project timeline such as BABA, MEPA, MassDEP permits, etc.
- Complete monthly project reporting forms for PWS grantees
- Coordinate with PWS owners, operators, and/or contractors throughout the entire grant period
- Develop training and guidance materials
- Conduct training for PWS owners and/or operators
- Respond to phone and email inquiries about the grant program
- Attend periodic virtual (video conference) project meetings

Several positions are available. The selected candidate(s) will provide technical assistance primarily via phone/email and virtual meetings. Some in person meetings may occur on a case- by-case basis. Applicants must have a background in drinking water, engineering, grant management, or other closely related field. Basic computer and communication/people skills are required. Candidates of all experience and skill levels are encouraged to apply. Schedule: 10-20 hours per week

Compensation: \$18-45/hr depending on experience. This is an hourly, non-benefitted position.

Please send a resume and a brief statement of interest to [drinkingwater@umass.edu](mailto:drinkingwater@umass.edu) . Include “EC-SDC TAP Position” in the email subject line.

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## Pesticide Reminders for Public Water Systems - Links Updated

There are federal, state, and local requirements for the application of pesticides to water. Herbicides are a type of pesticide that are sometimes used to manage aquatic invasive species. Products containing copper may be applied for algal control.

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The Drinking Water Program's Reminders for Massachusetts Public Water Systems Applying Pesticides to Reservoirs has been updated. This checklist is posted at <https://www.mass.gov/doc/applying-pesticides-to-reservoirs-checklist-o/download>.

MassDEP Drinking Water Regulations: In 310 CMR 22.20B(8), the Drinking Water Regulations require that: No person shall apply herbicides to any surface water body including but not limited to any reservoir and their tributaries, which serve as a public water supply without a permit issued by the Department pursuant to MGL Chapter 111, section 5E. This requirement does not apply to the application of algaecides containing copper by the public water system. However, the public water system shall notify the Department in writing prior to the application of such algaecides. The form titled Notification of Copper Algaecide Application is posted at Groundwater, Wellhead Protection, and Surface Water Supplies | Mass.gov. The completed form shall be submitted to the MassDEP Regional Office and emailed as a PDF to [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) (subject: herbicide application).

More information about pesticides in Massachusetts is posted on the Massachusetts Department of Agricultural Resources web site at <https://www.mass.gov/orgs/pesticide-program>.

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## PWS Distribution System Service Area Mapping

At present, there are sixty (60) community PWSs that have not yet responded to MassDEP/Drinking Water Program request to confirm the map of their distribution system. A physical postcard has been mailed to each of these PWS this week requesting their updated information by August 30, 2024.

This is a very important effort to confirm information on the geographic extent of PWS distribution systems (service areas) and to assist PWS in bringing their distribution system information into a digital format. MassDEP is providing this service **at no cost** to PWS that may not otherwise be able to digitize their service area information. This effort will result in a comprehensive, GIS dataset of all areas served by Community PWS distribution systems in Massachusetts. Additionally, mapping distribution area serves to assist MassDEP, and your PWS with the following activities:

- identifying PWS funding opportunities;
- identifying emergency response options including interconnections;
- identifying Environmental Justice (EJ) and Limited English Proficiency (LEP) customers to facilitate Public Education and Public Health Notice requirements;
- enabling other state and federal agencies to assist PWSs;
- identifying PWS consolidation opportunities;
- identifying potential contamination sources;
- preparing Emergency Response Plans; and
- ensuring transparency for customers and consumers.

If you have any questions on PWS Distribution System Service Area Mapping, please contact the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) or 617-292-5770.

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## Getting Ready for the LCRR

### In-Person LCRR Office Hours at Your MassDEP Regional Office

Each MassDEP regional office will be or has hosted in person LCRR office hours for the month of August. Any operators with questions related to the LCRR and upcoming requirements are encouraged to attend. MassDEP Boston staff will be attending all regional office hours to help answer your questions.

Each MassDEP regional office has planned to host 1 office hour in the month of August for interested parties to ask their LCRR and SLI related questions in person. The Northeast and Central Regional office hours are scheduled for the last week of August. Please see the table below to find out when these hours are scheduled and how to register.

Region	Regional Office Address	Office Hours Date and Time	Register By
Northeast Region (NERO)	<a href="#">150 Presidential Way, Woburn, MA 01801</a>	August 28, 2024 at 10 a.m.	August 26, 2024
Central Regional (CERO)	<a href="#">8 New Bond Street, Worcester, MA 01606</a>	August 29, 2024 at 10 a.m.	August 26, 2024
<b>Please register ahead of time for any office hours you plan to attend, by completing the registration form here: <a href="https://forms.office.com/g/Y7EJGK19wA">https://forms.office.com/g/Y7EJGK19wA</a>.</b>			
Note: Virtual Office Hours are also available based on requests! Please contact us if you are interested in attending a virtual LCRR office hour.			

## Did you Receive the Latest LCRR Mailing?

All COM and NTNC PWS Owners and Contacts were sent a LCRR Mailing with the following topics:

1. LCRR In-Person Office Hours for the Month of August!
2. Please Complete the SLI Check-in Survey!
3. PWS Are Encouraged to Submit their SLIs Before October 16, 2024!
4. EPA Enforcement Following October 16, 2024 Deadline
5. Available Resources

If you did not receive this mailing, it can be downloaded here:

<https://www.mass.gov/doc/important-notice-service-line-inventories-sli-are-due-in-2-months/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:
  - o [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.**
- 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.
- [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!

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

**Service Line Inventory (SLI):** 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 do not have Lead, Galvanized Requiring Replacement (GRR), or Unknown (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**.



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# 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 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, 1015 schools and EECFs are participating in the program and 650 (64%) of participating facilities are within environmental justice communities. To date, 812 schools and EECFs have completed testing. Of facilities that have tested and received results, 547 (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

### New Law Will Help Protect Firefighters from Equipment Containing PFAS

On August 15<sup>th</sup>, Governor Healy signed a law which phases out the use of PFAS in firefighters' protective gear. <https://www.mass.gov/news/governor-healey-signs-bill-protecting-firefighters-from-toxic-chemicals-in-gear>  
Effective January 1, 2025, manufacturers and sellers of personal protective equipment for firefighters will be required to provide written notice to the purchaser, stating whether the equipment contains PFAS chemicals, and effective January 1, 2027, they will be prohibited from knowingly selling gear containing "intentionally added PFAS"

### MassDEP Drinking Water State Revolving Loan Fund (DWSRF) Works to Address PFAS

The [MassDEP DWSRF Program](#) received 51 Project Evaluation Forms from Public Water Suppliers (PWS) for proposed drinking water construction projects for the 2025 solicitation period. The 2025 solicitation period ended July 26, 2024. Twenty-four of the projects address PFAS in drinking water, through construction of treatment systems or interconnection with other PWS. MassDEP is now evaluating the submittals.

MassDEP and the Clean Water Trust have already issued 43 loans totaling over \$357 million at a 0% interest rate for construction projects to address PFAS contamination of drinking water; see the [Clean Water Trust webpage](#) for details. MassDEP has also issued Project Approval Certificates (loan commitments) for another \$121 million, totaling \$478 million in loans to address PFAS.

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# Guidance to Public Water Suppliers on Dual Purpose PFAS Testing

Public Water Systems (PWS) who are currently participating in the monitoring required by UCMR5 may reduce their PFAS testing costs by having their UCMR5 laboratory also do their MassDEP PFAS compliance reporting.

MassDEP has issued Policy #: BWR/DWP 2024-01, “Policy on PFAS Public Drinking Water Testing Using EPA Method 533 and EPA Method 537.1, v. 2”. The policy is posted here: <https://www.mass.gov/doc/drinking-water-policy-bwrwp-2024-01-policy-on-pfas-public-drinking-water-testing-using-epa-method-533-and-epa-method-5371-v2/download>

UCMR5 results obtained before the effective date of Policy #: BWR/DWP 2024-01 can’t be used to comply with MassDEP monitoring unless all the analytical requirements of the policy were met by the laboratory, and they are able to meet the reporting requirements. *All the requirements detailed in the Policy must be met.*

PWS should ask these questions of their [UCMR5 approved laboratories](#):

- Does your lab achieve Minimum Reporting Levels (MRLs) that meet the lower requirements of the MassDEP PFAS regulation? If not, can you?
- Is your lab willing to meet UCMR5 and MassDEP requirements for dual purpose PFAS testing?
- What would be the cost of dual purpose PFAS testing and reporting?

This policy will remain in effect until MassDEP revises 310 CMR 22 to accept the two new laboratory methods and to grant laboratory certification. Until this occurs, laboratories can report Method 533 and Method 537.1 v.2 results to MassDEP using the Laboratory Analytical form available here: <https://www.mass.gov/lists/laboratory-analytical-forms>

**Note: This state form will not be accepted for other analytical methods. PFAS results obtained using method 537 ver. 1.1 or 537.1 ver. 1 must be reported electronically.**

If you have any questions on this information, please contact the MassDEP/Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), Subject PFAS Analytical Methods- Policy #: BWR/DWP 2024-01 or 617-292-5770.

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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

**Wading Into Water Quality Modeling: Tackling Distribution System Challenges and Improving Decision-Making**  
Wednesday, August 28, 2024; 1:00 – 2:30 p.m. ET; webinar

Maintaining water quality in water distribution systems is critical to utilities, but predicting water quality can be challenging. Water quality models can be utilized to help predict concentrations and can provide insights that support informed decisions. Key components of maintaining water quality conditions will be discussed alongside these water quality models. Discussions will provide an opportunity to explore applications of water age, disinfection, and multi-species models. Following this webinar, attendees will be able to understand critical water quality components in distribution systems and identify corresponding challenges and potential solutions that utilities may face. Attendees will also be able to understand water quality modeling and how to apply hydraulic water quality assessments like source traces and water age, constituents like disinfection and disinfection by-products, and multi-species modeling through advanced tools like MSX. \$75 member, \$120 nonmember. [Register here](#)

### **PFAS Forensics: Best Practices for Unwinding Complex PFAS Sources**

Wednesday, August 28, 2024; 1:30 – 3:00 p.m. ET; webinar

Please join NEWMOA for a webinar to learn more about sorting out different contributors to detected PFAS contamination. Bring your questions! This webinar is presented for informational purposes. The views expressed do not necessarily reflect those of each of the NEWMOA-member states, and the strategies and technologies discussed should not be considered an endorsement by NEWMOA or its members. Elizabeth Denly, TRC will present Whose PFAS is it? Tips for Forensic Evaluations. Matthew Dunn, TetraTech will present Precursor PFAS: A New Fluorinated Feedback Loop. [Register here](#)

### **Webinar on Corrosion Protection for assets in Water Utility**

Thursday, August 29, 2024; 8:00 – 9:00 a.m. ET; webinar

In this webinar, you'll hear about the techniques and best practices for Corrosion Protection and Control in India. Corrosion, a silent destroyer of infrastructure, poses a significant threat to India's water utilities. Aging pipelines, exposure to harsh conditions, and corrosive elements in water accelerate this process. The consequences are severe: water loss, contamination, service disruptions, and increased costs. Speakers will focus on such issues. Topics will also include Cathodic protection systems, anti-corrosion, design and use of coating systems, and solutions to corrosion issues associated with water. [Register here](#)

### **Preparing for Federal Environmental Enforcement Initiatives & Securing IRA Funding to Aid Compliance**

Wednesday, September 4, 2024; 1:00 – 2:30 p.m. ET; webinar

Geared for water utility leaders, this virtual roundtable will provide an update on federal environmental enforcement initiatives, including those impacting the drinking water sector, and best practices for preparing for inspections. The program will also cover Inflation Reduction Act (IRA) funding available to drinking water utilities for projects that aid compliance. With federal environmental enforcement initiatives on the horizon, including those impacting the drinking water sector, learn best practices for preparing for inspections, as well as Inflation Reduction Act funding available to drinking water utilities for projects that aid compliance. \$75 member, \$120 nonmember. [Register here](#)

### **PFAS: Investigating Inputs to Wastewater Treatment Plants**

Wednesday, September 4, 2024; 1:30 – 3:00 p.m. ET; webinar

Please join NEWMOA for a webinar to learn more about sorting out different contributors to detected PFAS contamination. Bring your questions! This webinar is presented for informational purposes. The views expressed do not necessarily reflect those of each of the NEWMOA-member states, and the strategies and technologies discussed should not be considered an endorsement by NEWMOA or its members. Logan Hayes, California DTSC will present Cosmetics Contribute to PFAS at Wastewater Treatment Plants in California's Dense Urban Environments. Anne Tavalire, Michigan EGLE will present Reducing PFAS Discharged to Wastewater Treatment Plants: the Michigan Experience. [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>

## 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-water-act-assessment-advisory-committee-section-70-committee>.

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## Cybersecurity, Emergency Preparedness, and You!



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.



#### **Free Cybersecurity Health Check Program- Office of Municipal and School Technology (OMST)**

PWS can apply for this free program at no cost and access a variety of services. If PWS are unsure about which service to choose the Executive Office of Technology Services and Security (EOTSS)- OMST staff will assist them in selecting the service that best meets their needs. **Apply Today** <https://www.mass.gov/info-details/cybersecurity-health-check-program> Note: PWS are free to apply independent of their municipality.



#### **Apply Today for Municipal Cybersecurity Awareness Grant Program (MCAGP) and Receive Free Cybersecurity Training for Your Staff**

The [Municipal Cybersecurity Awareness Grant Program](#) in Massachusetts offers funding for training and awareness initiatives to help PWS and local governments protect their systems and data from cyber threats. PWS are encouraged to apply for this valuable program. It's an excellent opportunity to enhance your cybersecurity measures at no cost, ensuring the protection of critical infrastructure and services. **Apply today** [here](#). Note: PWS are free to apply independent of their municipality.



#### **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](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:**



#### **Pause, Verify, Report: Protect Your PWS From Phishing Attacks**

Phishing occurs when criminals try to get us to open harmful links, emails or attachments that could request our personal information or infect our devices. Phishing messages or “bait” usually come in the form of an email, text, direct message on social media or phone call. These messages are often designed to mimic a trusted person or organization, to get us to respond. (CISA)

**Remember:** Clicking links and opening email attachments can expose your data to attackers, for PWS these attacks pose a significant threat. A successful phishing attempt could lead to compromised security, unauthorized access to systems, or even disruptions in essential services. Given the critical nature of water infrastructure, it's crucial for staff to be vigilant and apply a **"Pause, Verify, Report" approach:**

- **Pause:** Before clicking on any link or responding, take a moment to carefully examine the message. If a link looks a little off, think before you click. It could be an attempt to get sensitive information or install malware.
- **Verify:** The best way to avoid phishing attacks is to always verify or confirm requests. Contact the person who supposedly sent the message to ensure it's legitimate. Carefully review the sender's details and look for red flags, like suspicious links or urgent demands. Never share sensitive or personal information requested via email.
- **Report:** Report all suspected attacks right away to your supervisor or IT department.

PWS should review the MassDEP DWP poster on phishing scams and use mitigation techniques to protect themselves against phishing attacks. See/download the poster <https://www.mass.gov/doc/cybersecurity-tips-for-public-water-systems-phishing/download>.

#### **Cyber Resilience – The Importance of Following Through with Employee Offboarding Processes**

- Effective offboarding is critical for ensuring security and safeguarding organizational assets.
- Promptly revoking access and collecting physical things, such as keys and badges, helps to prevent unwanted entry.
- A clearly stated policy guarantees that the procedure is consistent and thorough. This technique reduces the likelihood of security breaches and protects both physical and digital surroundings.
- Full article [Cyber Resilience – The Importance of Following Through with Employee Offboarding Processes | WaterISAC](#)

#### **Upcoming Trainings**

**Virginia Fusion Center Webinar: Not Just Another Phish In The Water System - How To Catch A Phishing Attempt And What To Do With It**

**Thursday, August 29, 2024; 1:30 - 2:30 p.m. ET; webinar**

Interested in learning more about one of the more frequent yet least discussed social engineering techniques impacting water and wastewater systems' cybersecurity? Join the Virginia Fusion Center as presenters discuss phishing and cyber hygiene in a webinar intended for an audience of all technical levels. [Register now](#)

### **CISA Webinar: Using the CISA Incident Response Playbook at your Organization (IR211)**

**Tuesday, September 10, 2024; 9:00 a.m. - 1:00 p.m. ET; webinar**

CISA is proud to be hosting their "Using the CISA Incident Response Playbook at your Organization (IR211)" Cyber Range Training event. These 200-level training events are open to critical infrastructure partners. Please use your organization email address when registering. This course is ideal for those working in cybersecurity roles who are interested in learning technical incident response skills and requires active engagement from all participants. The course assumes a mixed audience (e.g., from disparate teams and organizations) of mixed capability. [Register now](#)

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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.**