



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.



Boston Harbor, Photo by: Anonymous

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

2025-08-22

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2. Transient Non-Community Public Water Systems (TNC PWSs) in Massachusetts
3. Dos and Don'ts of Using Radio and Television to Distribute a Tier 1 Public Notice
4. MassDEP Gap IV Energy Grant Now Available!
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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>

Press Release: MassDEP Penalizes Unregistered Public Water System in Middleborough

August 12, 2025 – Boston – The Massachusetts Department of Environmental Protection (MassDEP) has fined 691 Wareham, LLC, \$30,754 for operating an unregistered community public water system at its newly constructed apartment development located on Jake’s Path in Middleborough.

A drinking water supplier is considered a public water system if it provides water for human consumption to at least 15 service connections or regularly serves an average of at least 25 individuals daily for at least 60 days of the year. 691 Wareham exceeded those thresholds and violated state regulations by not registering its water system, not providing ongoing oversight by a certified water operator, and not sampling or reporting water quality data.

“Multi-unit developments like apartment complexes can qualify as public water systems,” said Gerard Martin, director of MassDEP’s southeast regional office in Lakeville. “Because of the direct public health implications, owners are legally required to properly register systems, conduct regular testing, and have professional oversight. Massachusetts’ drinking water regulations are designed to ensure consumers are provided clean and safe drinking water wherever they are located across the state.”

In addition to the \$30,754 penalty, 691 Wareham has been registered as a public water system by MassDEP, and the Company is required to immediately hire a certified operator, collect water quality samples and operate its system in compliance with the drinking water regulations. It must also evaluate the proper location for a new well that would comply with all regulatory requirements for public water systems.

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The press release can be accessed online at <http://mass.gov/news/massdep-penalizes-unregistered-public-water-system-in-middleborough>. Please contact Fabienne Alexis, Public Affairs Assistant Director/MassDEP at Fabienne.alexis@mass.gov with any questions.

Transient Non-Community Public Water Systems (TNC PWSs) in Massachusetts

What are TNCs and What Kinds Are There?

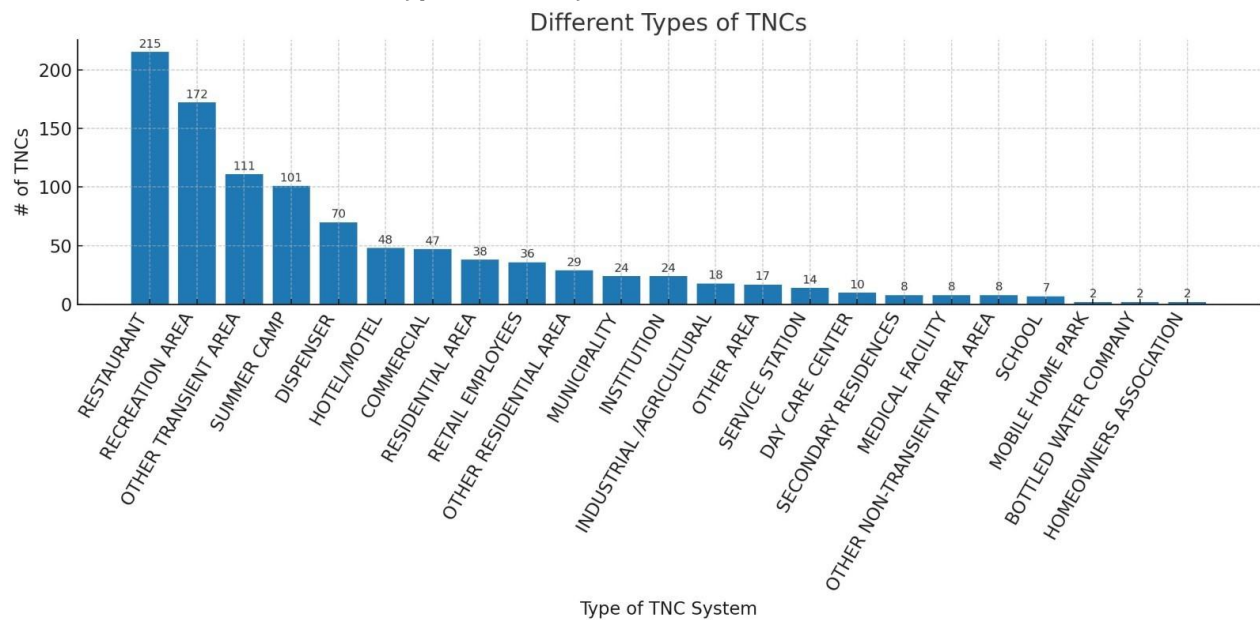
A **Transient Non-Community Public Water System (TNC PWS)** is a type of water system that provides water to the public in settings where people do not remain for long periods of time. By definition, a TNC serves at least 25 different people for at least 60 days per year, but it is not intended to serve permanent residents.

Typical examples of TNCs include:

- Restaurants
- Recreation areas
- Summer camps
- Hotels and motels
- Gas stations and convenience stores
- Other businesses or facilities where water is provided to staff, customers, or visitors

These systems are regulated under the Massachusetts Drinking Water Regulations (310 CMR 22.00), which set standards for water quality, monitoring, and system operation. Compliance ensures that safe drinking water is provided to the public even in temporary or high-turnover settings.

Types of TNC Systems in Massachusetts



Massachusetts has a diverse mix of TNC PWSs across the state. Based on current data, the most common types are:

- Restaurants (215) – The largest category, representing dining establishments.
- Recreation Areas (172) – Parks, campgrounds, and recreational facilities.
- Other Transient Areas (111) – Businesses or facilities serving transient populations not captured in other categories.
- Summer Camps (101) – Seasonal youth and family camps.
- Dispensers (70) – Water vending machines or small stand-alone sources.
- Hotels/Motels (48) – Lodging facilities.
- Commercial Businesses (47) – Retail and service establishments.
- Residential Areas (38) – Non-permanent housing or rental settings.
- Retail Employees (36) – Workplaces providing water to staff.
- Other categories – Institutions, agricultural/industrial sites, schools, medical facilities, day care centers, and more, each with smaller counts.

Importance of Oversight

Boards of Health and the Massachusetts Department of Environmental Protection (MassDEP) both play a role in monitoring TNC PWSs. MassDEP conducts sanitary surveys and enforces compliance with **310 CMR 22.00**, while local Boards of Health often provide day-to-day oversight and guidance.

Through this oversight, Massachusetts ensures that drinking water provided at restaurants, camps, parks, and other public venues remains safe and reliable, even when populations are transient and facilities vary widely.

Dos and Don'ts of Using Radio and Television to Distribute a Tier 1 Public Notice

If a PWS has a violation or situation which requires a Tier 1 Public Notification (PN), the PWS must share the PN in a way that is reasonably calculated to reach all persons served by the PWS. This includes residential, transient, and non-transient consumers.

Remember the purpose of distributing your PN is to reach all consumers, including transient and non-transient consumers. These consumers will likely not see local cable access channels, not receive Reverse 911 calls, and may

not be following your PWS/City/Town social media accounts or see their posts. Broadcast media and radio stations are the most effective methods to alert both residential and non-residential consumers within a 24-hour period.

The following are approved methods PWS can use to distribute their public notice. PWS must use 1 or more of these methods to reach all consumers. (It is always best to use multiple methods to ensure that you reach all persons served)

- **Radio**
- **Television**
- Hand or direct delivery
- Posting in conspicuous locations

To reach all consumers including residential and non-residential consumers, many larger community PWS need to use television and/or radio to meet this requirement.

PWS are reminded that **you must consult with your MassDEP regional office prior to distributing a Tier 1 24 Hour PN**, both to ensure the PN language meets all requirements, and ensure your method(s) of distribution are reasonably calculated to reach all persons served. MassDEP may require your PWS to use multiple delivery methods to reach all persons served.

Dos and Don'ts of using Television and Radio to Distribute a Public Notice (PN)

Do:

- Share your Tier 1 PN with **all local broadcast media outlets**
- **You should use the internet or other updated tools to identify all local broadcast media for television, radio and other media**, not just one. This is because your PWS cannot guarantee the outlet will share the information on time. Therefore, you must share it with multiple stations to ensure distribution.
- Keep the list of all local broadcast media outlets in your PWS' Emergency Response Plan. These should be checked and updated often.
- Send your PN by fax, email or other immediate methods to the news Director(s) of all the local **broadcast media you identified**.
 - Include an explanation of what your public notice is and why it is important when sending your public notice to broadcast media. Provide a contact that the media can call if they have questions.
 - Keep/file a copy of your email or fax for your records and later review by MassDEP/DWP
- Use multiple different distribution methods to ensure that all consumers are notified of the tier 1 Public Notice (this is encouraged for all PWS).
- PWSs should use the same broadcast media outlets they would use for public health orders (e.g. boil water notices) for Lead and Copper Rule 24 hour PN.

Don't:

- Share your public notice with only 1 broadcast media outlet. Share it with multiple.
- Use only a local cable access or station as a delivery method to share a PN. Local cable access is not sufficient to meet this requirement.

MassDEP Gap IV Energy Grant Now Available!

[MassDEP's Gap IV Energy Grant program](#) is designed to fill the last "gap" in project financing as facilities maximize Mass Save incentives and other funding sources to install selected energy efficiency and clean energy projects. The program will make available up to \$5 million to publicly-owned drinking water and wastewater facilities and nonprofit organizations and small businesses in the food and agricultural sector.

The Gap IV Energy Grant application period is open. Please refer to this [COMMBUYS - Bid Solicitation](#) for more information. Please join us for one of the Bidder's Information Conferences on August 20, 2025 or September 9,

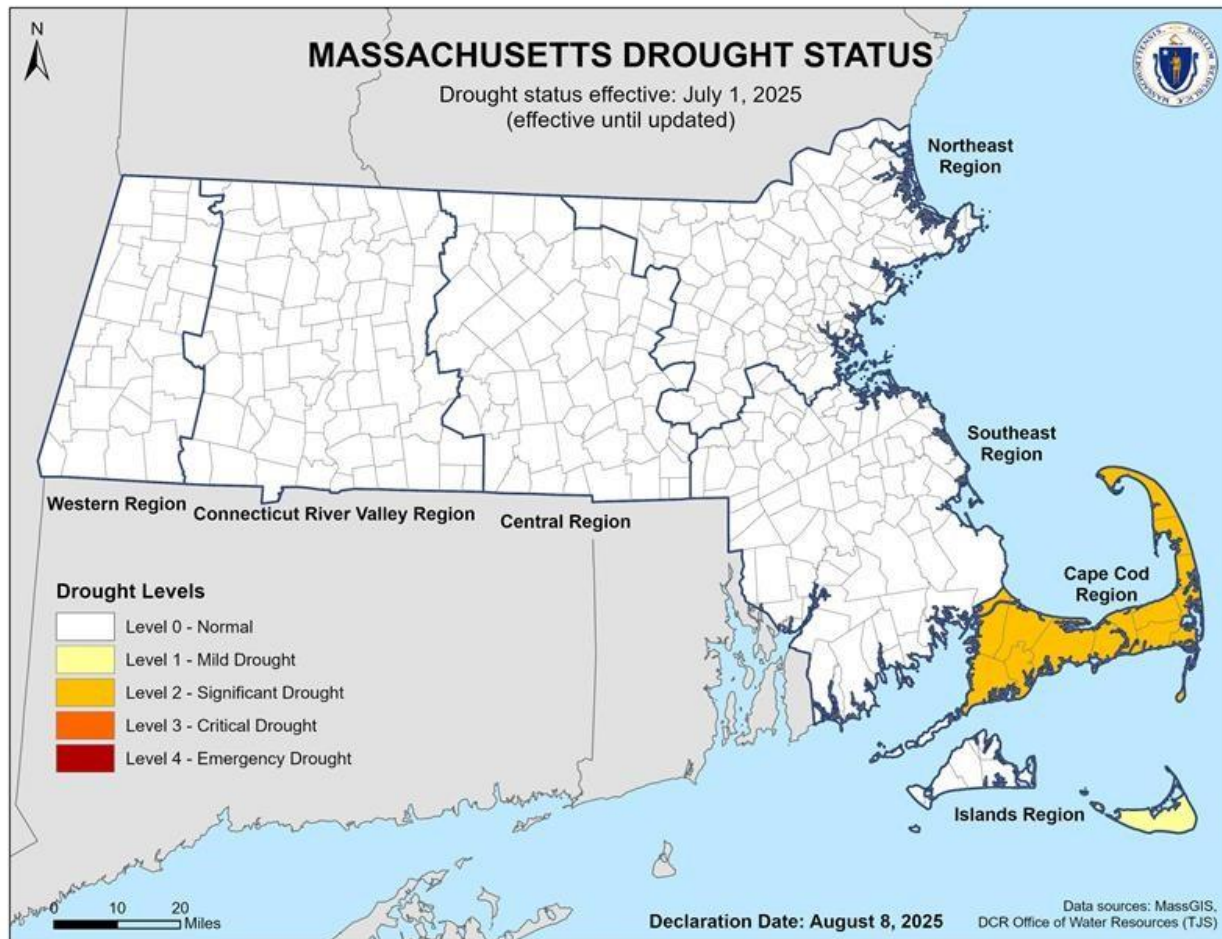
2025. To register, please complete the [e-mail interest form](#). **The deadline for all eligible entities is September 19, 2025 at 5:00 PM EST.**

If you are applying for this grant opportunity, pre-register by completing the following [pre-registration form](#).

The first three rounds of Gap grants helped 102 drinking water and wastewater treatment facilities, and 22 non-profits and small businesses reduce energy use, increase energy efficiency, and generate renewable energy. Collectively, these projects reduced carbon emissions by 9,411 metric tons each year and have an annual savings of nearly \$4.4 million. Visit [MassDEP's Gap Energy Grant Program](#) webpage to learn more about the Gap IV Energy Grant opportunity and previous Gap Grant projects.

Significant Drought Conditions Declared in Cape Cod Region

On **August 8, 2025**, the Executive Office of Energy and Environmental Affairs (EEA) declared the Cape Cod Region has been upgraded to a Level 2 – Significant Drought. Nantucket County in the Islands Region remains at a Level 1 – Mild Drought. While the other regions in the state do not have drought declarations, conditions are starting to dry all across the state. This is due to dry, hot conditions during the month of July.



Level 1 ("Mild Drought") and Level 2 ("Significant Drought") drought declarations require detailed monitoring of drought conditions; continued coordination among state and federal agencies to advance the implementation of water use restrictions; and engagement with municipalities, including local Boards of Health, to provide technical outreach and assistance to water suppliers and affected municipalities.

Below is a list of resources for communities to use related to drought outreach and education, water conservation, and drought status monitoring.

- The **Massachusetts Drought Dashboard** provides regularly updated maps monitoring drought conditions across the state. The dashboard can be accessed at <https://www.mass.gov/info-details/massachusetts-drought-resources>.
 - The **Drought Alert Flyer** provides information about current drought conditions and how communities across the state can help promote water conservation, fire prevention, and drought preparedness. The most recent Drought Alert flyer is posted at <https://www.mass.gov/info-details/drought-tips-tools-resources#drought-alerts>.
 - The **Drought Management in Massachusetts** webpage includes several recommendations for residents, businesses, and communities during Level 1 and Level 3 droughts related to water conservation and fire prevention. These tips can be found at <https://www.mass.gov/guides/drought-management-in-massachusetts>.
 - The **Water Resources Toolkit** offers many examples of outreach materials for communities to use related to droughts. These resources can be downloaded at <https://www.mass.gov/info-details/water-resources-toolkit-library-of-outreach-materials>.
 - Utilities are encouraged to develop a **Drought Management Plan** to identify preparedness, monitoring, response, and outreach procedures related to droughts. The Drought Management Plan guidance can be found at <https://www.mass.gov/doc/massachusetts-drought-management-plan/download>.
 - Information for **private well owners** can be found at <https://www.mass.gov/info-details/information-for-private-well-owners-during-a-drought>
 - Previous issues of *In the Main* include **additional resources** related to drought preparedness and response resources. Previous issues of *In the Main* can be found at <https://www.mass.gov/lists/communication-to-public-water-suppliers>.
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Ninth Public Posting of UCMR5 Data

Earlier this month, the EPA released the ninth batch of UCMR5 data to the National Contaminant Occurrence Database (NCOD). The occurrence data and the data summary document are available here: <https://www.epa.gov/sdwa/national-contaminant-occurrence-database-ncod>.

Any participating PWS with preliminary results above an EPA Maximum Contaminant Level (MCL) have and continue to be notified by EPA and/or MassDEP. All PWS are automatically notified when analytical results are posted to the Safe Drinking Water Accession and Review System ([SDWARS](#)). Each PWS should carefully review the analytical results reported to ensure their accuracy.

What should PWSs do with the data? Each PWS should carefully review the analytical results reported to ensure their accuracy. PWSs should expect to receive calls from consumers with questions about the program and data. For general information on the EPA UCMR program and frequently asked questions, visit: <https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule>

What are the EPA and MassDEP requirements for detected results?

1. **EPA and MassDEP require that UCMR5 detects be reported in the Consumer Confidence Report (CCR) in the unregulated contaminants table.** Instructions on how to report your results from UCMR5 sampling in your CCR in the unregulated contaminants table can be found in [article 2 in the “In the Main” newsletter from 12/2022](#).

Please note that PFAS6 is regulated in Massachusetts, and PFAS6 detects must be reported separately as one contaminant in the regulated table in your CCR.

2. **All PWSs must notify customers with a Tier 3 Public Notice (PN) about the availability of UCMR5 results no later than 12 months after the results are known.** This is required whether there were any detects or not. The fact that you had to test for UCMR5 warrants the need for PN. Failure to issue PN is a violation. Instructions on PN can be found in [article 2 in the “In the Main” newsletter from 12/2022](#).

MassDEP Drinking Water Contacts

MassDEP Region	Name	Contact
Western	Christine Simard	Christine.Simard@mass.gov
Central	Paula Caron	Paula.Caron@mass.gov
Northeast	Amy LaPusata	Amy.Lapusata@mass.gov
Southeast	William Schwartz	William.Schwartz@mass.gov
Boston	Program.director-dwp@mass.gov Subject UCMR5, 617-292-5770	

LCR, LCRR, & LCRI Updates

Compliance Responsibilities for PWS During the Interim LCRR to LCRI Process

Since we are in an interim period, where PWS are operating under 2 different Lead and Copper Regulations and preparing for a third, we know this can be confusing to PWS as they aim to be compliant with all federal and state regulations. Below is a quick summary of PWS responsibilities to maintain compliance with all current Lead and Copper Regulations and prepare to maintain compliance in the future.

Lead and Copper Rule (LCR):

All requirements of the LCR, as written in the Massachusetts Drinking Water Regulations, are still required. PWS must continue with LCR activities/tasks/requirements as your PWS has for the previous years.

Lead and Copper Rule Revisions (LCRR):

Many aspects of the LCRR were paused due to the release of the LCRI, **except for the following 3 requirements:**

1. Initial Service Line Inventory (SLI), due October 16, 2024
2. Annual Service Line Material Consumer Notifications
 - Required to be distributed to consumers if the consumer is served by a Lead, GRR, or Unknown service line.
 - Certification is required the following year by July 1st.
 - Under the LCRR, these are required to be distributed in 2024, 2025, and 2026. **For 2025 and 2026, consumer notifications must be distributed by December 31st, 2025, and 2026.**
3. Distribution of the 24 Hour Tier 1 Public Notice if a PWS' 90th percentile exceeds the Lead Action Level

These pieces of the LCRR are required in addition to the LCR requirements.

PWS must follow the 3 requirements above to maintain compliance with the LCRR. If PWS are not compliant with any of these 3 requirements, enforcement will be conducted by US EPA, as MassDEP does not have primacy for the LCRR at this time. All other LCRR requirements are paused and not in effect.

Lead and Copper Rule Improvements (LCRI):

PWS will be required to be compliant with the LCRI **beginning November 1, 2027**. Until November 1, 2027, PWS should continue maintaining compliance with the LCR and the 3 LCRR requirements mentioned above.

In the meantime, PWS may begin to prepare for the LCRI by doing the following:

Begin to:

- identify and reduce your Lead Status Unknown service lines.
- remove Lead and GRR service lines when possible.

Prepare for:

- Non-Lead Validations;
- the possibility of going back to Semi-Annual (Standard) Monitoring in 2028;
- a lower Lead Action Level of 10 ppb;
- 1st and 5th liter sampling for applicable lead sampling sites;
- Offering to sample primary schools and childcare facilities for 5 years, at a rate of 20% each year.
- Replacing all lead, GRR, and identifying all unknowns within a 10-year period.

Spotlight on Frequently Asked Questions (FAQs) About LCRR/LCRI Requirements

Question: Are annual Service Line Inventory (SLI) Updates still required under the LCRR?

Answer: Originally, under the Lead and Copper Rule Revisions (LCRR), public water systems (PWS) were required to submit annual service line inventory (SLI) updates. However, the release of the Lead and Copper Rule Improvements (LCRI) has paused the annual update requirement. **The next required submission of the SLI will be the baseline SLI, due November 1, 2027 under the LCRI.** The LCRI paused all requirements under the LCRR except 3:

1. The initial SLI, due October 16, 2024
2. Annual consumer notification to consumers served by a lead, GRR, or lead status unknown service line (and certification that these notices the following year)
3. Distribution of the 24 Hour Tier 1 PN if a system's lead 90th percentile exceeds the Action Level (15 ppb).
(See the above section for more information!)

However, systems may still need to submit an updated inventory due to the consumer notice requirement. PWS are required to notify consumers annually if served by a lead, GRR, or unknown service line. Because of this, and to prepare for the LCRI, systems may be identifying unknowns and replacing lead and GRR service lines to reduce the number of notices they need to distribute each year. However, PWS are required to submit a certification form the following year after distributing notices, certifying that the PWS sent out the notifications to all required consumers. If a system reduced their unknowns, lead, or GRR service lines, the system will need to submit an inventory for MassDEP to review with their SLI CN certification form, to confirm that the number of notices distributed was correct and in line with the number of service lines the system has requiring notification. The PWS could either send in the updated SLI when they send out their CNs, or when they submit their SLI CN Certification form the following year.

Summary: Annual SLI updates are not required at this time under the LCRR, but are needed if a system is distributing consumer notices and does work to update their SLI to reduce their consumer notices. Consumer notices are required to be distributed annually (by December 31, 2025, and 2026) and PWS must certify their distribution the following year (by July 1).

School and Early Education and Childcare Facility (EECF) Sampling Information: How to Select Representative Sampling Sites for School/EECF Locations

In Massachusetts, all Community PWS must conduct Lead and Copper Sampling for School and Early Education and Childcare Facilities (EECFs). PWS must sample at least 2 facilities each sampling period and collect samples at 2 sampling sites within each facility per sampling period, one from a kitchen tap and one from a drinking water source such as a water fountain as per 22.06b(7)(9).

However, we are now seeing multiple schools and EECFs with newer bubblers/water bottle filling stations which contain point-of-use (POU) devices. Sampling sites with POU or point-of-entry (POE) devices are often not accepted as LCR sampling sites, as POU/POE devices often filter out contaminants like lead and copper, and the sample is therefore not representative of the water served to the average PWS consumer.

Since these filter bubble/bottled water filtering stations are becoming standard in schools and EECFs, which is the standard drinking water source in facilities, many PWS ask the question: Is it acceptable to sample these water fountain/bubbler sites with filters? Or should PWS select other outlets without filters, like Bathroom or Classroom sinks?

The answer? If all water fountains have a POU device, sampling from one of the water fountains for your school/EECF sampling is acceptable. However, if some, but not all, water fountains contain a POU device, the PWS should sample from a water fountain without a POU device.

Please remember to inform your MassDEP regional staff if the entire facility has filtered water fountains, and if the sample site you have chosen has a filter due to this. This context is needed to accept your school/EECF samples.

This sampling of filtered locations is allowed in this scenario because the purpose of school/EECF sampling is to test the representative drinking water that children are consuming daily, which is most often the water from a water fountain/bubbler, compared to a classroom or bathroom sink.

PWS should keep in mind the following hierarchy for school sampling when deciding which locations to sample from schools/EECFs:

1. Direct human consumption, not altered with filtration (**Kitchen and Water Fountain Outlets**).
2. Direct human consumption, filtered
3. Not typically expected for human consumption, but also not labeled “Hand Washing Only”
4. Hand Washing only and other such fixtures (Sampling sites at this level should **not** be included, and facilities are unlikely to only have outlets at this level.)

Currently for PWS, the likelihood of having school/EECF sampling sites which are below the second level of this list are unlikely, as only 2 samples are required. However, this hierarchy may be more applicable when Lead and Copper Rule Improvements (LCRI) school/EECF sampling goes into effect, which will require 5 samples for school sampling (and continue to be 2 required samples for EECF sampling).

PWS should note that this does NOT mean that normal LCR homeowner sampling can include sites with POU/POE devices. Homeowner sampling should continue to be performed at sites without filters, because this sampling should be representative of the standard drinking water consumed by the public.

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

This is a reminder for PWS, 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).

2025 SLI CNs must be distributed by December 31, 2025! Templates are available on the [Lead and Copper Forms and Templates webpage](#), which were updated June 2025.

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. This limits the back and forth required to review your certification form and expedites your form approval.

MassDEP/DWP Contacts

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



Lead in Schools and Childcare Facilities Drinking Water Update Water-Smart Program Update

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

Currently, 1161 schools and EECFs are participating in the program and 1029 (87%) of participating facilities are within economically disadvantaged communities. To date, 1069 schools and EECFs have completed testing. Of facilities that have tested and received results, 712 (69%) had one or more lead detections.

Do you know of any schools or childcare facilities that could benefit from the Water-Smart Program? Please identify and encourage schools and childcares within your service area to participate in the program. Eligible facilities may apply for assistance at: <https://tinyurl.com/Water-SmartProgram>.

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

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

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

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

Participating in the Pilot Program allows PWS to:

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

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

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.

What can you do to reduce microplastic exposure in drinking water?

- A. Use tap water
- B. Install a certified filter
- C. Wash plastic bottles before using
- D. Reuse non-plastic containers

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

Training Calendar

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

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

Board of Certification Training Page and List of Approved Courses

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

Some Newly Added Trainings on the Calendar

Enhancing Board Members' Financial Understanding & Decision-Making

Monday, August 25, 2025; 1:00 – 2:30 p.m. ET; webinar

This training program is designed to empower board members with the knowledge and skills needed to effectively oversee the financial operations of their systems. Participants will gain a comprehensive understanding of their roles and responsibilities, with a focus on financial management. Through detailed explanations of common financial reports and guided practice in critical thinking, board members will learn to make informed and responsible decisions. Participants will engage in a blended learning approach that includes a mix of in-person or virtual presentations, facilitated discussions, hands-on activities, and real-world data interpretation exercises. This interactive format ensures that board members not only understand the theory behind their responsibilities but also apply this knowledge in practical scenarios. [Register here](#)

Powering Efficiency: Energy Management in Wastewater Treatment (MA)

Tuesday, August 26, 2025; 10:00 a.m. – 3:30 p.m. ET; webinar

Wastewater treatment is often the largest energy consumer within a municipality. As energy costs continue to rise and industries strive for greater efficiency, it's increasingly important for wastewater operators and managers to understand how to optimize energy use. However, many professionals in this field may not have the training needed to manage energy consumption effectively. The Southwest Environmental Finance Center (SWEFC) offers specialized training in energy management tailored for wastewater personnel. This program equips participants with the knowledge and tools to better understand and improve energy use within their systems. Join SWEFC to discover how energy management can benefit your system, your community, and the environment. [Register here](#)

NEWMOA HW Training: Pharms Rule State Roundtable

Tuesday, August 26, 2025; 2:00 – 3:30 p.m. ET; webinar

Join us for a state roundtable on the Pharmaceuticals Rule to discuss how states are implementing and enforcing its provisions. This session will provide an opportunity to share insights, challenges, and best practices in managing pharmaceutical waste under the rule. Whether your state has fully adopted the regulations or is still navigating compliance, this is a great chance to exchange knowledge and learn from your peers. [Register here](#)

Essential Policy Updates from AWWA's DC Office: Third Quarter

Wednesday, August 27, 2025; 1:00 – 2:30 p.m. ET; webinar

AWWA's DC Office hosts a total of four policy update webinars each year, scheduled quarterly. Experts in Washington will provide a status report of the current federal water policy landscape. Due to their timely nature, topics and details will be announced as we get closer to the live air date. \$75-member, \$120-nonmember [Register here](#)

Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: Source Water Protection & the SRFs

Wednesday, September 3, 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](#)

MassDEP Drinking Water Program: Keys to Manganese Treatment, Technical Support, and Grant Programs Training

Tuesday, September 16, 2025 10:00 AM - 11:00 AM EDT; Webinar

MassDEP Drinking Water Program is hosting an important training related to the Emerging Contaminants in Small or Disadvantaged Communities (EC-SDC) Grant. This webinar will go over key aspects of treatment options for manganese removal, available technical support, and a brief summary of the Emerging Contaminants Grant Programs. There will be an open forum/Q&A session at the end of the training. The training portion of this webinar will be recorded and available on the MassDEP YouTube channel for later viewing. We strongly encourage all interested PWS personnel, including operators, and authorized representatives to attend.

Certified operators can earn 1 TCH by participating in the training.

Registration is required and each attendee must register individually: [Register here](#)

- **MassDEP**
Previous Cybersecurity Trainings now on YouTube:
 - Basic Cybersecurity Measures for Water Utilities: <https://youtu.be/78v3eAyf1yE>
 - Ransomware Experiences, Defense, and Response: <https://youtu.be/eislsdQnXqE>
- **Environmental Finance Center Network**
For a complete list of trainings webinars and in-person trainings please go to:
<https://efcnetwork.org/training-events/>
- **EPA**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.epa.gov/dwreginfo/drinking-water-training>.
- **Mass Rural Water Association**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.massrwa.org/p/14/Trainings—Events>.
- **MWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
[MWWA Calendar](#)
- **NEWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
https://communityhub.newwa.org/nc__upcomingevents.
- **Water ISAC**

For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.waterisac.org/resources>.

- **RCAP Solutions**

For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.rcapsolutions.org/events/>

- **AWWA**

For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.awwa.org/event-calendar/>

- **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

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!

2025-08-22

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

Alert: High-Severity Vulnerability in Hybrid Microsoft Exchange Deployments

- The U.S. EPA issued an alert to inform water and wastewater system owners and operators about a newly disclosed high-severity vulnerability that could allow a cyber threat actor to move laterally from Microsoft Exchange servers hosted and operated on-site (commonly referred to as “on-premises”) to the Microsoft 365 cloud environment.
- Although the exploitation of this vulnerability is only possible after an attacker establishes administrative access on the on-premises Microsoft Exchange server, this vulnerability poses a grave risk to all water and wastewater systems operating Microsoft Exchange hybrid (onsite and cloud) joined configurations and immediate mitigation is critical.

- The Cybersecurity and Infrastructure Security Agency (CISA) has issued a [cybersecurity alert](#) on this malicious activity.

Mitigations

All drinking water and wastewater systems with Microsoft Exchange hybrid-joined environments are strongly encouraged to implement the following mitigations immediately to enhance resilience against this compromise:

1. First, inventory all Microsoft Exchange Servers on your network(s) to confirm if there are any Microsoft Exchange hybrid configurations on the network(s) (utilities are encouraged to use existing visibility tools or publicly available tools, such as Network Mapper (NMAP) or PowerShell scripts, to accomplish this task).
2. If using Microsoft Exchange hybrid configuration, review [Microsoft's guidance Exchange Server Security Changes for Hybrid Deployments](#) to determine if your Microsoft hybrid deployments are potentially affected.
3. Install Microsoft's [April 2025 Exchange Server Hotfix Updates](#) on the on-premise Exchange server and follow Microsoft's configuration instructions: [Deploy dedicated Exchange hybrid app](#).
4. For organizations using Exchange hybrid (or have previously configured Exchange hybrid but no longer use it), review Microsoft's [Service Principal CleanUp Mode](#).
5. Upon completion, run the [Microsoft Exchange Health Checker](#) to determine if further steps are required.
6. Consider disconnecting public-facing versions of Microsoft Exchange Server or SharePoint Server that have reached their end-of-life (EOL) or end-of-service from the internet.

For additional information on this vulnerability, drinking water and wastewater systems owners and operators are encouraged to review [Microsoft Releases Guidance on High-Severity Vulnerability \(CVE-2025-53786\) in Hybrid Exchange Deployments](#).

NEW Critical Infrastructure Security Updates:



Foundations for OT Cybersecurity: Asset Inventory Guidance for Owners and Operators

- CISA, the EPA, and other federal partners released comprehensive guidance to help operational technology (OT) owners and operators across all critical infrastructure sectors create and maintain OT asset inventories and supplemental taxonomies- essential for identifying and securing critical assets, reducing the risk of cybersecurity incidents, and ensuring the continuity of the organization's mission and services.
- By following the outlined process, organizations can enhance their overall security posture, improve maintenance and reliability, and ensure the safety and resilience of their OT environments.
- Access the guidance [here](#).

Grants and Funding

[Midsize and Large Drinking Water System Infrastructure Resilience and Sustainability Program | US EPA.](#)

- EPA is seeking grant applications from PWS serving 10,000 people or more. Projects or programs that may be funded through this opportunity are those which aim to increase the resilience of a water system to natural hazards, extreme weather events, or reduce cybersecurity threats.
- **Note:** The application period is open until **October 6, 2025**, and can be found on [www.grants.gov](#) under opportunity number **EPA-OW-OGWDW-25-01**, assistance listing number **66.488**.

MassDEP/DWP Public Water Suppliers Cybersecurity Improvements Grant Program

- 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



A Day Without SCADA: Framingham, MA Case Study: MassDEP/DWP Cybersecurity Webinar Series for PWS
September 3, 2025: 10:00 AM - 11:00 AM

- This case study/ webinar will highlight how Framingham Water Department faced a SCADA system disruption, and the strategies used to maintain operations, restore service, and enhance future preparedness.
- The Training has been approved for **1 TCH** for MA Drinking Water and Wastewater Operators.

Register Today for Free Using the Following Link <https://attendee.gototraining.com/r/9160668437520233730>

Reminder : EPA WCAT Training

August 28, 2025: 1PM to 3:30

EPA's Water Infrastructure and Cyber Resilience Division will be hosting a free training on our Water Cybersecurity Assessment Tool (WCAT).

[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.

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

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

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

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

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

Supply Chain Reminders

PWSs are reminded to implement the steps identified by DWP at <https://www.mass.gov/doc/steps-to-prepare-your-public-water-system-for-supply-chain-disruptions/download> and keep MassDEP/DWP informed of all Supply Chain issues.

Tools and Resources:

- [EPA Chemical Supplier and Manufacturer Locator Tool](#) : This tool allows water and wastewater utilities to search for suppliers and manufacturers across the U.S. that may be able to fulfill their chemical supply needs
-

and increase resilience to supply chain disruptions. This tool can also be useful for finding alternative chemical suppliers in the case of supply chain shortages.

Answers:

A- Tap water has lower levels of microplastics. They can be reduced even further by boiling the water and then running it through something like a coffee filter

B- Water filters with NSF/ANSI 401 certification can help filter out microplastics

D- Plastic containers are a significant source of microplastics, so materials such as glass or stainless steel are effective alternatives

If your testing results also exceed the Massachusetts Maximum Contaminant Level for PFAS6, then your PWS also has public notification requirements under 310 CMR 22.07G and must also continue to follow those requirements.

More information on reporting UCMR data in the CCR and providing customers with a PN is located here: [UCMR CCR and PN Guidance](#)

If you have any questions on this information, please contact the MassDEP Regional Office Drinking Water Program contacts or the Drinking Water Program listed below.