



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.



Row of Vintage Aluminum Hard Hats Worn by Local Construction or Logging Crew, Photo by: [Cindy Shebley](#)

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

2025-09-05

1. Have you checked out this new Grant Opportunity for Small Public Water Suppliers?
2. AWIA Compliance Round 2: RRA and ERP Deadlines Are Fast Approaching!
3. Top 10 Tips to Protect Your Transient, Non-Community (TNC) Well
4. LCR, LCRR, and LCRI Updates
5. Water Smart
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7. Drinking Water Trivia!
8. Training Calendar
9. Cybersecurity, Emergency Preparedness, and You!
10. 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>



**Have you checked out this new Grant Opportunity for Small Public Water Suppliers?**

# Engineering and Design Plans to Help Small and Disadvantaged PWS Obtain Financial Assistance

The New Engineering and Design (E&D) Plans Grant Program will assist small and disadvantaged Public Water Systems (PWS) develop engineering and design plans to address emerging contaminants.

MassDEP solicited proposals through a Request for Quotes (RFQ) from qualified environmental engineering consulting firms. Two firms were contracted.

This grant provides up to \$1 million in total funds and provides up to \$75,000 in engineering and design costs per project. Eligible systems for this grant must be:

- Community PWS (publicly- or privately-owned), Non-Transient Non-Community (NTNC), or a non-profit Transient Non-Community (TNC)) water system (*please note non-profit systems will receive higher funding priority than eligible for-profit systems*).
- Small (serving less than 10,000 population)
- Located in a disadvantaged community (as defined by the [Clean Water Trust’s Disadvantaged Community Program](#))

## Getting Started

Is your PWS interested in applying for this grant program? Fill out the **E&D Plans Grant Application** listed [here](#).

For more information on this program please visit the E&D Plans Grant Program webpage at [www.mass.gov/info-details/engineering-and-design-planning-for-emerging-contaminants-in-small-and-disadvantaged-communities](http://www.mass.gov/info-details/engineering-and-design-planning-for-emerging-contaminants-in-small-and-disadvantaged-communities), or reach out to the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), Subject: Engineering and Design Assistance Grant, and CC Adam Horwitz ([Adam.J.Horwitz@mass.gov](mailto:Adam.J.Horwitz@mass.gov)).

For more details, see the [08/08/2025 edition](#) of ITM

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# AWIA Compliance Round 2: RRA and ERP Deadlines Are Fast Approaching!

Deadlines for submitting certification that your Public Water System has updated its Risk and Resiliency Assessment (RRA) and Emergency Response Plan (ERP) are fast approaching.

- **Community Public Water Systems serving a population of over 100,000 must certify updates to their ERPs within six months after the date they submitted their RRA certification, but not later than September 30, 2025.**
- **Community Public Water Systems serving a population of 50,000 to 99,999 must certify updates to their RRAs by the end of this year, December 31, 2025.**

Community Water System size (by population served as of March 31, 2024)	Certify Risk & Resilience Assessment (RRA) by:	Certify Emergency Response Plan (ERP) within 6 months of RRA, but no later than:
≥ 100,000	March 31, 2025	<b>September 30, 2025</b>
50,000 – 99,999	<b>December 31, 2025</b>	June 30, 2026
3,300 – 49,999	June 30, 2026	December 30, 2026

The American Water Infrastructure Act (AWIA) was first passed in 2018 and requires community water systems to certify that they have prepared and updated their Risk and Resilience Assessments (RRAs) and Emergency Response Plans (ERPs). Community water systems are required to recertify to EPA that their RRAs and ERPs are up to date every five years. With changes from the past five years including supply chain issues, cybersecurity concerns, and increased funding opportunities, public water systems may have a lot to update in their RRAs and ERPs.

A comprehensive list of requirements, resources, FAQs, fact sheets, training recordings, and guidance for preparing and certifying updates to your RRAs and ERPs with the EPA can be found at

<https://www.epa.gov/waterresilience/awia-section-2013>.

## What are RRAs and ERPs?

A **Risk and Resiliency Assessment (RRA)** is an assessment of a water system's assets and the risks to and resilience of those assets to malevolent acts and natural hazards. RRAs include an evaluation of the capital and operational needs for a system's risk and resilience management. RRAs include an assessment of items such as, but not limited to:

1. the risk to the system from malevolent acts and natural hazards;
2. the resilience of the pipes and constructed conveyances, physical barriers, source water, water collection and intake, pretreatment, treatment, storage and distribution facilities, electronic, computer, or other automated systems (including the security of such systems) which are utilized by the system;
3. the monitoring practices of the system;
4. the financial infrastructure of the system;
5. the use, storage, or handling of various chemicals by the system; and
6. the operation and maintenance of the system.

An **Emergency Response Plan (ERP)** is a document that incorporates the findings from the RRA to create action plans and gather critical information for water systems to respond to emergencies in their system. ERPs include, but are not limited to:

1. strategies and resources to improve the resilience of the system, including the physical security and cybersecurity of the system;
2. plans and procedures that can be implemented, and identification of equipment that can be utilized, in the event of a malevolent act or natural hazard that threatens the ability of the system to deliver safe drinking water;
3. actions, procedures, and equipment which can lessen the impact of a malevolent act or natural hazard on the public health and the safety and supply of drinking water provided to communities and individuals, including the development of alternative source water options, relocation of water intakes, and construction of flood protection barriers; and
4. strategies that can be used to aid in the detection of malevolent acts or natural hazards that threaten the security or resilience of the system.

All PWS in Massachusetts are required to have an updated ERP (310 CMR 22.04(13)). PWS can refer to [Chapter 12](#) and [Appendix O](#) of the *Guidelines* for more resources about ERPs.

## How do I certify my RRA and ERP to EPA?

Public Water Systems can certify updates to their RRA and ERP by filling out the RRA/ERP Certification Statement and uploading the signed document using one of three methods:

1. Electronic submission
2. Email
3. Regular mail

EPA strongly recommends submitting RRA/ERP Certification Statements via electronic submission. Guidance for submitting your RRA/ERP and downloading the Certification Statement documents can be found at <https://www.epa.gov/waterresilience/how-certify-your-risk-and-resilience-assessment-or-emergency-response-plan>. **Do not submit your updated RRA and ERP to EPA or to MassDEP, as those documents may contain sensitive information about your system.**

## How do I submit ERP Compliance Checklists to MassDEP/DWP?

DWP requires PWS to submit an ERP Compliance Checklist whenever there are substantive changes to a PWS's ERP. PWS should submit an updated ERP Compliance Checklist once they have made updates to their ERP. PWS can submit their updated checklists to the Program Director at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov), Subject: ERP Compliance Checklist. **Reminder: PWS should NOT submit their full ERP documents to DWP, as those documents contain sensitive information about their system.**

## MassDEP ERP Certification Reminder Letters for Community PWS

On August 29, 2025, MassDEP/DWP sent a letter to Community PWS serving over 100,000 to provide a 1-month reminder about the ERP certification deadline of September 30, 2025. You can find that letter at <https://www.mass.gov/doc/reminder-for-emergency-response-emergency-response-plan-erp-certification-1-month-notice-for-community-pws-serving-a-population-over-10000/download>.

## Where can I find more information about this topic?

Use the following resources to learn more about RRAs, ERPs, AWIA, and more.

- MassDEP *Guidelines for Public Water Systems*, Chapter 12 – Emergency Response Planning Requirements: <https://www.mass.gov/doc/guidelines-for-public-water-systems-chapter-12-emergency-response-planning-o/download>
- 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>
- Previous MassDEP *In the Main* newsletters, including [March 7, 2024](#); [September 6, 2024](#); [December 13, 2024](#); [January 10, 2025](#); [March 7, 2025](#); [March 21, 2025](#); [April 18, 2025](#); and [July 11, 2025](#).
- EPA Drinking Water and Wastewater Resilience: <https://www.epa.gov/waterresilience>
- EPA Water Resilience - AWIA Section 2013: <https://www.epa.gov/waterresilience/awia-section-2013>
- EPA How to Certify Your RRA or ERP: <https://www.epa.gov/waterresilience/how-certify-your-risk-and-resilience-assessment-or-emergency-response-plan>

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# Top 10 Tips to Protect Your Transient, Non-Community (TNC) Well

As an operator of a Transient, Non-Community (TNC) public water system, protecting your well is one of the most important steps you can take to ensure safe, reliable drinking water. A contaminated well can lead to costly cleanups, regulatory challenges, and health risks for the people you serve.

To help you safeguard your water source, the Massachusetts Department of Environmental Protection (MassDEP) has identified 10 key recommendations every TNC system should follow:

1. **Restrict Access**  
Post water supply protection signs and consider fencing off the Zone I (the immediate area surrounding your well). This helps limit unauthorized entry and prevents accidental contamination.
  2. **Educate Employees**
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Make sure all employees understand the importance of protecting the well. A well-informed team can spot risks early and respond appropriately.

3. **Keep Vehicles Away**  
Do not allow vehicles to park near the well. Spills, leaks, or even regular wear-and-tear can introduce pollutants into the water supply.
4. **Avoid New Pavement**  
Do not create new paved surfaces in the Zone I. Hard surfaces may increase storm runoff and direct contaminants toward your well.
5. **Direct Runoff Safely**  
If paved parking areas or concrete storage pads already exist near your well, make sure they slope away from the well to minimize contamination risks.
6. **Seal Floor Drains**  
Close or seal any floor drains that discharge directly into groundwater. These drains can provide a direct pathway for pollutants to enter your water source.
7. **Store Hazardous Materials Properly**  
Keep hazardous materials and equipment out of the Zone I. Instead, store them in a secure building with proper spill containment measures in place.
8. **Communicate with Local Officials**  
Notify town officials—especially fire departments—that you operate a public water system. In the event of a spill or emergency, quick action can prevent long-term damage.
9. **Remove Tanks and Septic Systems**  
Whenever possible, remove underground storage tanks and septic systems from the Zone I. These can be hidden sources of leaks and contamination.
10. **Limit Non-Water Supply Activities**  
Keep all non-water supply activities out of the Zone I. The closer the land use is to your well, the higher the risk of introducing pollutants.

## Protecting Your System, Protecting Your Community

By following these 10 tips, TNC operators can reduce risks, strengthen resilience, and ensure that their wells provide safe drinking water for years to come.

For more detailed guidance, visit MassDEP's Wellhead Protection Tips for Small Public Water Systems at <https://www.mass.gov/service-details/wellhead-protection-tips-for-small-public-water-systems>, or contact [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) Subject: Wellhead Protection.

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## LCR, LCRR, and 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 who are aiming to be compliant with all state and federal regulations! Below is a quick summary of PWS responsibilities to maintain compliance with all current Lead and Copper Regulations.

### 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), was due October 16, 2024
2. Annual Service Line Material Consumer Notifications
  - Required if a consumer is served by a Lead, GRR, or Unknown service line.
  - Certification is required the following year by July 1<sup>st</sup> (see table below for deadlines).
3. Distribution of the 24 Hour Tier 1 Public Notice if a PWS's 90<sup>th</sup> percentile exceeds the Lead Action Level

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.

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

### **Annual Service Line Material Consumer Notification Deadline Table**

Year	Rule	SLI Deadline	Distribute Deadline	Certify by...
2024	LCRR	October 16, 2024	November 15, 2024	July 1, 2025
2025	LCRR	N/A	December 31, 2025	July 1, 2026
2026	LCRR	N/A	December 31, 2026	July 1, 2027
2027	LCRI	November 1, 2027	December 1, 2027	January 30, 2028
2028	LCRI	<b>None, first program year includes 2027 and 2028</b>	N/A	N/A
2029	LCRI	January 30, 2029	March 1, 2029 For Leap Years the date will change to February 29 (2032, 2036, 2040, etc.)	January 30, 2030

**Additional years will continue using the LCRI timeline.** Please note this table can change pending LCRI litigation.

### 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 are to 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;
- 1<sup>st</sup> and 5<sup>th</sup> 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.

## Approval Letters for Your 2024 Initial Service Line Inventory Are Being Distributed Now!

**As of Tuesday, September 2, MassDEP/DWP staff have begun emailing the official approval letters for your 2024 Initial Service Line Inventory required under the LCRR.**

Approval Letters are being emailed to the PWS Owner, PWS Primary Contact, the person that submitted the initial SLI in 2024, and the PWS Primary Distribution Operator. If your PWS utilized UMass technical assistance, your Technical Assistance Provider (TAP) is also included in the email notification.

Approval letters unique to your system are attached to the email for your PWS to download and keep on file, along with an additional LCRR Service Line Inventory (SLI) Associated Requirements Factsheet:

<https://www.mass.gov/doc/lcrr-sli-associated-requirements-factsheet/download>. **It is important that all PWS review the applicable sections of this factsheet, to ensure that your PWS is compliant with all SLI associated requirements under the LCRR, and MassDEP requirements.** This includes the public accessibility requirements, distributing required consumer notifications, and more.

MassDEP/DWP is still in the process of distributing these approval letters. If your SLI was accepted prior to September and you have not received a letter yet, you may receive one by close of business today.

## Clarifying Updates made to the MassDEP DWP Statistical Analysis/Predictive Modeling Guidance Document

Based on questions asked in the past month since the MassDEP DWP Statistical Analysis/Predictive Modeling Guidance Document was originally updated, and information discussed during meetings with PWS using these verification methods, additional updates have been made to the guidance document to clarify expectations and requirements. These updates include the following:

- Clarification that “MassDEP reserves the right to reject a statistical or predictive model as a verification method if the required submitted documentation does not demonstrate an unbiased or representative model of the system.”. This was included in the original guidance document and has been included in multiple places in the document for clarification.
- Clarification that, if a PWS is using both known and unknown service lines to create their model or analysis, the PWS cannot include service lines installed after 1986. Including service lines installed post 1986 can skew data to represent service lines which are clearly non-lead due to the installation date, which are not the focus of this endeavor.
- The questions and answers section of the guidance document has been separated into another document, and additional questions and answers have been added. Clarity has also been provided for question 4, **“How is the GRR acceptance limit calculated, i.e., what is the GRR acceptance process?”**.

A redlined version of this document is included in the Redlined Document section of the XX webpage: <https://www.mass.gov/lists/communication-to-public-water-suppliers#documented-changes-to-previous-drinking-water-program-documents->.

The updated guidance is available on the LCRR (and LCRI) webpages here: <https://www.mass.gov/doc/statistical-predictive-modeling-guidance-for-evaluating-unknown-service-lines/download>

The Statistical Analysis and Predictive Modeling FAQ is available here: <https://www.mass.gov/doc/frequently-asked-questions-faq-about-statistical-analysis-and-predictive-modeling/download>

## 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 to MassDEP/DWP a few days before distributing your consumer notices, so when your system certified their SLI CNs distribution next year, MassDEP has an accurate, updated SLI to compare your certification form to. This will reduce any back and forth required to review your certification form, and expedites your SLI CN 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](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, 1166 schools and EECFs are participating in the program and 1031 (88%) of participating facilities are within economically disadvantaged communities. To date, 1072 schools and EECFs have completed testing. Of facilities that have tested and received results, 712 (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



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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

There has been a marked increase in the number of law firms soliciting individuals to participate in personal injury lawsuits against PFAS manufactures for compensation due to health conditions and illnesses allegedly caused by PFAS. These law firms are often citing the PFAS levels in drinking water as the possible cause of illness. In one case, the law firm was soliciting individuals due to a testing result for PFOA by the Public Water Supplier of 1.64 parts-per-trillion. This level is below the U.S. EPA Maximum Contaminant Level for PFOA of 4 parts-per-trillion and below the minimum detection limit (MDL). Contaminant levels below the MDL cannot be reliably quantified by a lab.

What should a Public Water Suppliers do when asked about these lawsuits?

1. Recommend individuals consult with their doctor or other health professional regarding PFAS and their health.
2. Refer individuals to information available online regarding PFAS and health:
  - MassDEP Fact Sheet – Questions and Answers for Consumers <https://www.mass.gov/doc/massdep-fact-sheet-pfas-in-drinking-water-questions-and-answers-for-consumers/download>
  - CDC ATSDR Information on PFAS for consumers and health professionals <https://www.atsdr.cdc.gov/pfas/index.html>

These resources also include the various actions an individual can take to reduce their overall exposure to PFAS.

Some main points:

PFAS are contained in some firefighting foams used to extinguish oil and gas fires. They have also been used in a number of industrial processes and to make carpets, clothing, fabrics for furniture, paper packaging for food and other materials (e.g., cookware) that are resistant to water, grease and stains. Because these chemicals have been used in many consumer products, most people have been exposed to them.

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Drinking Water Standards, called Maximum Contaminant Levels, have been set by both MassDEP and the U.S. EPA to be protective against adverse health effects for all people consuming the water.

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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.

### Where and when did the Great Molasses Flood occur?

- A. Hershey, Pennsylvania in 1937
- B. Boston, Massachusetts in 1919
- C. Lake Okeechobee, Florida in 1960
- D. Lower Rio Grande Valley, Texas in 1973

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

#### **Water Treatment Operator Level Two – September 2025**

Monday, September 8 through Monday, October 10, 2025; webinar

This course offers a comprehensive discussion of water treatment processes, their uses, characteristics, and calculations. It is designed to teach the skills and knowledge that you will need to know as a Level 2 operator. Learn concepts and practices about conventional water treatment processes, membrane/UV processes, and basic laboratory and sampling skills. WTO Level 2 provides an in-depth understanding of surface water treatment, groundwater treatment, and the particular parameters that dictate the successful treatment of both sources. This course builds upon your learning from the Level 1 course by focusing on analysis and problem-solving for conventional treatment processes, as well as introducing concepts for advanced treatment processes. Consider taking Water Treatment Operator Level 1 before this course if you have not already. Non-Member: \$525, Member: \$375 [Register here](#)

#### **Septic to Sewer in a Changing Climate**

Tuesday, September 9, 2025; 12:00 – 1:00 p.m. EDT; webinar

Many rural communities and mobile home parks depend on septic systems, but climate change and aging infrastructure are putting these systems at risk. This webinar explores how septic systems work, the challenges they face in a changing climate, and options for transitioning to more resilient sewer solutions. Participants will gain practical insights from real-world examples, discover funding opportunities, and access tools and resources to protect public health, enhance local preparedness, and support safe wastewater management. [Register here](#)

#### **NEWMOA HW Webinar: Lithium-Ion Battery Risks - A Fire Department Perspective**

Tuesday, September 9, 2025; 1:00 – 2:00 p.m. EDT; webinar

As lithium-ion battery technology becomes more widespread—from consumer electronics and electric vehicles to energy storage systems—first responders are encountering new and complex safety challenges. In this session, retired Battalion Chief Kathleen McCaffrey draws on more than 30 years of fire service experience to share real-world insights into how fire departments are adapting to these emerging risks. The training will explore common lithium-ion battery failure scenarios, challenges with post-incident air and water contamination, and the importance of coordination between emergency responders and environmental agencies. Participants will gain a deeper understanding of LIB hazards from the front-line perspective and walk away with key considerations for regulatory programs and emergency planning. [Register here](#)

### **EPA Water Workforce Webinar – Everyone is Essential: Enhancing the Leadership and Management Skills of Water Utility Administrative Professionals**

Wednesday, September 10, 2025; 12:00 – 1:30 p.m. EDT; webinar

This webinar will focus on an innovative initiative led the Rural Community Assistance Partnership (RCAP) in partnership with Water Finance Assistance and others, to provide much needed leadership and management training and a certificate to water and wastewater utility administrative professionals. This certification program will provide administrative professionals with a set of skills to better prepare them to make informed decisions, effectively manage resources and add more value to their utility. [Register here](#)

### **Water 2050: Strengthening Public Trust in Water**

Wednesday, September 10, 2025; 1:00 – 2:30 p.m. EDT; webinar

Community engagement is powerful, and it builds the public's trust. But many water utilities struggle to do it correctly and make the engagement impactful. This webinar highlights stories from water providers across the United States who have built strategic relationships with the communities they serve. This is a conversation-based webinar, filled with examples, visuals, and research to show the impact of community engagement. \$75-member, \$120-nonmember [Register here](#)

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

Tuesday, September 16, 2025 10:00 AM - 11:00 a.m. 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](#)

### **YP Global Perspectives: Navigating Careers in Water Across Cultures**

Wednesday, September 17, 2025; 1:00 – 2:30 p.m. EDT; webinar

This webinar explores the unique journeys of young professionals (YP) with international backgrounds in the water industry. Presenters will discuss challenges and successes navigating academic, cultural, and professional landscapes across borders. \$0-member, \$25-nonmember [Register here](#)

### **EPA Tools & Resources Webinar: Artificial Intelligence in Disaster Preparedness, Response, and Recovery**

Wednesday, September 17, 2025; 3:00 – 4:00 p.m. EDT; webinar

Disaster recovery requires a coordinated set of actions and strategies aimed at restoring affected areas immediately following an event. As the number of disasters per year significantly increases, emergency managers and responders are inundated with large amounts of data processing and decision-making required for successful response and recovery outcomes. Artificial intelligence (AI) has a significant potential for facilitating many of these activities. By enhancing decision-making and communication, AI would allow officials to concentrate more effectively on critical aspects of the response. The EPA's Homeland Security Research Program has been working to leverage AI and enhance disaster readiness for several years. This presentation will showcase real-world applications of AI and its future potential in disaster preparedness and recovery. The EPA is researching AI technology

integration in a way that can significantly improve predictive capabilities, streamline response efforts, and optimize recovery processes, ultimately reducing the impact on communities. This presentation will highlight successful implementation of AI in current disaster management scenarios, providing tangible examples of technology-driven improvements in environmental cleanup outcomes. [Register here](#)

### **Choosing Tank Linings That Save Budgets**

Thursday, September 18, 2025; 1:00 – 2:00 p.m. EDT; webinar

For decades, water tank linings meant a tradeoff: durability or sustainability. Now, 100% solid linings are proving that owners no longer have to choose. With a growing focus on minimizing environmental impact, extending maintenance cycles, and keeping costs in check, many asset owners are adopting 100% solids linings – coatings that drastically reduce volatile organic compounds (VOCs) while delivering thicker films, longer maintenance intervals, and reliable performance in extreme conditions. [Register here](#)

### **Green Infrastructure for Small Systems: Exploring Real World Examples**

Thursday, September 18, 2025; 1:00 – 2:00 p.m. EDT; webinar

Overview & Objectives: Green infrastructure is often seen as a “nice to have” bonus part of a project or as a strategy to manage stormwater that is only available to larger, urban utilities. But a growing number of smaller more rural communities are busting this myth. These communities are successfully integrating green infrastructure into their projects to improve quality, reduce localized flooding, and achieve ecological benefits. This webinar will showcase Lancaster, PA, Harrisburg, PA, and Caledon, ON as leading examples of smaller communities relying on green infrastructure to help meet their stormwater challenges. Representatives from these communities will explain how their green infrastructure programs work and share their successes and lessons learned. The program will also feature how other communities inspired by these examples can access technical assistance to prepare and apply for funding for green infrastructure projects. [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/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-water-act-assessment-advisory-committee-section-70-committee>.

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## Cybersecurity, Emergency Preparedness, and You!

2025-09-05

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.

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### Cybersecurity Biweekly Spotlight

#### Shout-Out to Framingham Water Department Staff for an Outstanding Presentation!

- MassDEP/DWP would like to extend our sincere appreciation to the Framingham Water Department for their excellent presentation in MassDEP DWP Cyber Webinar Series on the topic: A Day Without SCADA: Framingham, MA Case Study, held on September 3, 2025.
- Their real-world insights and firsthand experience highlighted the supervisory control and data acquisition (SCADA) system disruption, and the strategies used to maintain operations, restore service, and enhance future preparedness.
- By sharing their story, Framingham has provided valuable lessons that will help other PWS across the state prepare for and respond to similar situations. This kind of Peer-to-peer learning enhances our collective



resilience and supports the entire water and wastewater sector in building stronger cybersecurity and operational practices.

- The webinar was a great success, with approximately 130 attendees attending the full session. This strong participation reflects the importance of the topic and the value of learning directly from the case study.

👏 Thank you again to Framingham Water Department for leading the way and contributing to a safer, more resilient water sector!



### **Don't let Cyber Criminals cash in on your vendor trust: [Trust but Verify] Don't let a familiar face trick you into dropping your guard!**

- We all know the drill: we receive an email that looks concerning because we don't know the sender or perhaps the email address seems incorrect, and we immediately go into cyber defense mode. We might not even fully open the email or perhaps we forward it to I.T. We certainly would not change payment or wiring instructions!
- **However, what if the email appeared to come directly from a trusted vendor, such as your SCADA vendor?** ANYONE can be the victim of a targeted email spoof attack or hijack, even trusted vendors. Often trusted vendors have the 'keys to the kingdom' which makes them very desirable targets for bad actors. While it is tempting to turn off the part of the brain that scans an email a few more times before answering or clicking that link when it's from someone we know and trust, we must fend off the urge to do this. It's not to say vendors are not careful, sometimes it's an exploit buried in technology that the vendor depends on. It even happens to experts! Attackers have many ways to inject their content into legit-looking emails or even 'spoof' (fake) the email's sender address. Believe it or not in some cases attackers target where a vendor hosts their website to then take over their email addresses for their attacks. They do this by changing something called an MX record -> 'Mail Exchange' in what we call a DNS table.

#### **Mitigations:**

- If you receive a 'Big Ask' (Money, Access, Info) over email, it's always worth taking the time to call your vendor on the phone (Out of band) and confirm it is them.
- Beware calls to action like clicking a link with little to no context.
- Have a discussion with your vendors on protocol. Another 'out of band' confirmation process besides email with big asks is key. Attackers are naturally going to respond to you if they can and try and dismiss your concerns.
- Know that even if you were on the phone with a vendor last week for the topic at hand.. It's possible an attacker has since come along and can inject content into a running email 'thread / chain'.

Bad actors are hoping we forget our training and lower our guard so they can swoop in. If we are consistent with executing the fundamentals we are far less likely to be compromised. The data is pretty solid on this, we all must Stay vigilant!!

#### **Upcoming Trainings**

##### **Water Sector Cyber Resilience Briefing**

Wednesday, September 24, 2025; 2:00 - 3:00 p.m. ET

On September 24, WaterISAC will convene its monthly Water Sector Cyber Resilience Briefing. Presenters will cover the latest cyber threats facing the water and wastewater sector. [Event details](#)

##### **Water Sector Physical Threat Briefing**

Wednesday, October 8, 2025; 2:00 - 3:00 p.m. ET

On October 8, WaterISAC will convene its quarterly Water Sector Physical Threat Briefing. Presenters will cover the

latest physical threats facing the water and wastewater sector. [Event details](#)

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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.

### 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.

Answer: B

Specifically in the North End. A large storage tank holding the molasses burst, possibly due to thermal expansion. It was found that saltwater was more effective at breaking down molasses than freshwater.