



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.



Lake Ellis, Athol, MA Photo by: Mary Beth LaRivee

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

2023-09-08

1. DWP Staff Participating in Two Upcoming Trainings
2. Cross Connection Program Update
3. Lead in Schools and Childcare Facilities Drinking Water Update
4. PFAS Update
5. Training Calendar
6. Cybersecurity, Emergency Preparedness, and You!
7. Supply Chain Reminders



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

Use the search function in the Statehouse Archives at:

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

## DWP Staff Participating in Two Upcoming Trainings

Next week, staff from the MassDEP Drinking Water Program (DWP) will be participating in two upcoming trainings to provide information on regulatory updates, technical assistance, and funding opportunities to public water suppliers and water industry professionals.

### MassRWA Annual Trifecta

The Massachusetts Rural Water Association (MassRWA) is holding its Annual Trifecta on Wednesday, September 13 from 7:30-3:00 at the Northfield Mountain Recreation Area. At this day-long event, attendees can earn up to 5 TCH credits and hear about important topics related to water distribution and operations, regulatory updates, funding

options, and more. DWP staff will be presenting on lead service line inventories and funding through the State Revolving Fund (SRF) and the United States Department of Agriculture (USDA) Water and Environmental Programs (WEP), as well as participating in a regulatory roundtable discussion. The Trifecta also includes a catered lunch during MassRWA's Annual Business Meeting and the Annual Drinking Water Taste Test. More information about the Trifecta can be found at this link: <https://massrwa.org/p/13083/2023-Annual-Trifecta>

Registration is \$125 for MassRWA members and \$225 for non-members. Registration can be found at this link: <https://massrwa.wufoo.com/forms/2023-annual-trifecta-attendee-registration/>. Please submit payments, in the form of checks, as soon as possible prior to the event. If you have any questions regarding registration and/or payment, please contact Jason Blais at [jblais@massrwa.org](mailto:jblais@massrwa.org).

### **RCAP/AWWA Online Workshop: Small System Operator Training – Safe Drinking Water Act Compliance**

The Rural Community Assistance Partnership (RCAP), in conjunction with the American Water Works Association (AWWA), is offering an online training on Wednesday, September 13 and Thursday, September 14 for water operators and managers on topics pertinent to achieving and maintaining compliance with the Safe Drinking Water Act (SDWA). At this webinar, attendees will have the opportunity to learn more about water quality improvement techniques, contaminants of concern, small systems resilience, and ways to avoid costly violations. In addition, MassDEP DWP staff will present SDWA regulatory updates on the Lead and Copper Rule, PFAS, and other DWP programs.

The training is split between two mornings, running from 8:30-12:00 both days. Day 1 on Wednesday, September 13 will cover distribution system flushing, large building water quality issues, and water main breaks/cross connections. Day 2 on Thursday, September 14 will cover the DWP's regulatory update, contaminants of concern, such as manganese, and source water assessment and protection.

Attendees must participate in both days of the training to earn 6 TCH credits. Registration is free and is found at this link: <https://attendee.gototraining.com/r/2506715420694545668>. **Please note: a unique email address and 1 computer per registrant are required for credit.** If you have any questions, please contact Ted Meckes from AWWA Training Services at [tmeckes@awwa.org](mailto:tmeckes@awwa.org)

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## **Cross Connection Program Update**

The Massachusetts Department of Environmental Protection, Drinking Water Program (MassDEP/DWP) has begun its annual in-person Cross-Connection Control Program (CCCP) audit program for some PWS in accordance with 310 CMR 22:04(5) and 310 CMR 22:22(3). The purpose of the audit is to evaluate how effectively CCCP are being implemented, and for MassDEP/DWP to provide PWS with any needed technical assistance. MassDEP/DWP will notify you in writing if your PWS is selected for an audit. The following people should attend the audit meeting: PWS CCCP coordinator; his/her supervisor; the water superintendent, or his/her representative; and/or the CCCP consultant hired by the city/town.

The following information and documents will be reviewed at the time of the audit:

- Your system's completed CCCP Plan Questionnaire for Community PWS with Population  $\geq 3,300$ ;
- Complete list of staff working on the CCCP and their respective cross-connection certifications ID# & expiration date;
- Samples of all the official correspondence for the CCCP, such as: forms, letters, violation notices, and enforcement letters;
- Backflow prevention device test results for the last seven (7) years and the cross-connection survey reports of all non-residential facilities served by the PWS and all the municipal owned facilities;
- A copy of Section C of your 2022 Annual Statistical Report During the audits; and

- Other documents, such as: residential educational/informational material and local ordinances/bylaws related to the CCCP and your system's Emergency Response Plan (ERP) for a backflow incident.

If you have any questions about Cross Connection Control and/or the audit program, please contact the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov). Attention: Otavio DePaula-Santos.

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## Getting Ready for the LCRR

Service Line Inventories are due next year! To help you develop your inventories, please remember our available tools and funding opportunities:

### Mass Lead Service Line Identification (MA-LSLI) Web App

MassDEP developed a “crowdsourcing application” to assist both consumers and PWS to identify lead service lines. This can be helpful for PWS in compiling their service line inventories and in prioritizing lead service line replacements.

- The customer is asked to upload one or more photos of their service line and, by following EPA's service line identification guide “Protect Your Tap: A Quick Check for Lead,” are asked to attempt to identify their service line material. Water suppliers that sign up to use this service will receive email notifications when their customers make submissions and will have access to their own Smartsheet to keep track of submissions.
- The App is located at <https://app.smartsheet.com/b/form/f9ee39b7972f443ca63e8b936cd7f92b>. Instructions for enrolling in the use of the App are located at <https://www.mass.gov/doc/instructions-mass-lead-service-line-identification-ma-lsli-web-app/download>. EPA's “Protect Your Tap: A Quick Check for Lead” is located at <https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead>.
- MassDEP has prepared an example letter for PWSs to adapt and use when offering the App to their customers. You can download the template at <https://www.mass.gov/doc/template-letter-for-pws-to-send-to-customers-for-ma-lsli-app-availability/>.
- For systems already using the Crowdsourcing App, the DWP developed an outreach toolkit where you can find ready-to-use social media posts with images, postcards, and informational infographics. The toolkit is located at <https://www.mass.gov/doc/lcrr-service-line-inventory-public-outreach-toolkit/>.

### Funding Opportunities for PWS to Address Lead

- **Service Lines Inventory and Replacement Plan Grant Program**  
MassDEP is accepting Lead Service Lines planning **grant** applications, on a rolling basis, while funding is available. Please find additional information [here](#).
- **Assistance for Small Community Water Systems and Non-Transient Non-Community Systems - Lead Service Line Planning Program**  
This program is available for PWS serving a population of less than 10,000. For this program, technical assistance providers work with the PWS to develop a full service line inventory, including completion of the SLI spreadsheet that needs to be submitted to MassDEP Drinking Water Program by the compliance date of October 16, 2024.

Small PWS must notify MassDEP of their interest in this technical assistance program and provide an update on how they are preparing for the LCRR requirements by submitting the [MassDEP Service Line Inventory and Lead Service Line Replacement Plan Technical Assistance Survey](#). PWS will be contacted, and technical assistance will be provided virtually or in person, depending on need and resources.

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# PFAS Update

## EPA Releases Nationwide Monitoring Data for PFAS

On August 17<sup>th</sup>, the EPA released the first set of [data collected under the fifth Unregulated Contaminant Monitoring Rule \(UCMR 5\)](#). This initial data release represents approximately 7% of the total results that EPA expects to receive over the next three years. The [data summary](#) indicates that for PFOA and PFOS, one or each of these two PFAS was measured at or above EPA's minimum reporting level (MRL), and therefore above EPA's Health Advisory (HA) levels, in the first sampling event for 7.8-8.5% of PWSs with results to date.

## The MassDEP Drinking Water State Revolving Loan Fund Program (DWSRF) received 31 Project Evaluation Forms (PEFs) for PFAS-related projects

The deadline for submission of PEFs for the 2024 solicitation period was August 11<sup>th</sup> and the [DWSRF Program](#) received a total of 69 PEFs from Public Water Suppliers, 31 of which are for construction projects that address PFAS contamination of their drinking water supplies. The PEFs are currently being evaluated and scored. MassDEP and the Clean Water Trust are offering 0% interest loans for PFAS-related construction projects. 29 loans or loan commitments totaling over \$230 million have already been issued for construction projects to address PFAS contamination. See the [Clean Water Trust webpage](#) for additional information.

## Looking for PWS testing data for PFAS?

PWS PFAS testing results are available to the public on the web in the [EEA data portal](#). Search under the chemical name: "PFAS6" or to see all the PFAS chemicals, search under the contaminant group "PFAS".

## EPA Awards Massachusetts with Grant for Addressing Emerging Contaminants in Small and Disadvantaged Communities

On August 30<sup>th</sup>, MassDEP was officially granted \$38,204,000 by the EPA under the [Emerging Contaminants - Small and Disadvantaged Communities Drinking Water Grant Program](#). The funding should be available in 2024. The Drinking Water Program is currently developing the final workplan to submit to EPA this Fall.

Reminder! MassDEP sent a letter and survey form to PWS on August 23, 2023 to collect interest in the grant program. See <https://www.mass.gov/doc/letter-to-pws-emerging-contaminants-in-small-or-disadvantaged-communities-ec-sdc-grant-program-update-and-request-for-information-survey/download>. Please return the survey form if you intended to return it and have not done so!

If you have questions on this information, contact the MassDEP Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov).

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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/doc/drinking-water-board-approved-education-courses-updated-september-2020/download>.

## Some Newly Added Trainings on the Calendar

## **QA/QC Basics & Understanding Your Lab Report**

Tuesday, September 12, 2023; 1:30 – 3:00 p.m. ET; webinar

Presenter: Liz Denly, Quality Assurance & Chemistry Director at TRC Companies

Analytical data are used to make important and sometimes costly project decisions. It is imperative that the quality, accuracy, and sensitivity of these data are properly evaluated to ensure success during both project planning and project execution. This training will provide guidelines on collecting adequate quality assurance/quality control (QA/QC) samples during a site investigation and how to evaluate analytical laboratory data and what to look for in a typical laboratory data package. A look at some interpretation issues associated with specific parameters like PFAS, PCBs, and metals will also be provided. FREE for federal, state, and local government officials only (read Note 1 below!). All others must pay with a credit card when registering. The fee is \$75 with a reduced rate of \$25 for non-profit organizations, students, and academics. If the fee is a true barrier to your attendance, contact Jennifer Griffith at [jgriffith@newmoa.org](mailto:jgriffith@newmoa.org) to see if it can be reduced or waived. [Register now](#).

## **Massachusetts RCAP Small System Operator Training- Safe Drinking Water Act Compliance**

Day 1: Wednesday, September 13, 2023; 8:30 a.m. – 12:00 p.m. ET; webinar

Day 2: Thursday, September 14, 2023; 8:30 a.m. – 12:00 p.m. ET; webinar

The Rural Community Assistance Partnership (RCAP), in conjunction with the American Water Works Association (AWWA), is offering an online training on Wednesday, September 13 and Thursday, September 14 for water operators and managers on topics pertinent to achieving and maintaining compliance with the Safe Drinking Water Act (SDWA). At this webinar, attendees will have the opportunity to learn more about water quality improvement techniques, contaminants of concern, small systems resilience, and ways to avoid costly violations. Also hear from DWP staff regarding SDWA regulatory updates on items such as Lead and Copper Rule, PFAS, and other DWP activities. The training is split between two mornings, running from 8:30-12:00 both days. Day 1 on Wednesday, September 13 will cover distribution system flushing, large building water quality issues, and water main breaks/cross connections. Day 2 on Thursday, September 14 will cover the DWP's regulatory update, contaminants of concern: manganese, and source water assessment and protection. Attendees must participate both days of the training to earn 6 TCH credits. Registration is free. [Register now](#).

## **CWSRF Funding Process Virtual Workshop Series: What Happens After the Application Is Submitted?**

Thursday, September 21, 2023; 12:00 – 1:00 p.m. ET; webinar

Join experts from the Environmental Finance Center Network for a no-cost webinar series on the Clean Water State Revolving Fund (CWSRF). This monthly series is intended to help you better understand the CWSRF funding process. Sessions will be held on the third Thursday of every month. When applying for CW SRF funding specific documentation is needed. In this webinar we will discuss the most commonly required documents, the Preliminary Engineering Report (PER) and the Environmental Information Document (EID). We will also briefly discuss other types of documents that some states may require. This webinar will include how to get started with PER development, potential funding sources for the development of a PER, and details on the EID. [Register now](#).

- **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/upcoming-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:  
<http://www.rcapsolutions.org/community-resources-events/>.
- **AWWA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
[https://www.awwa.org/Events-Education/Events-Calendar?utm\\_term=AWWA+Connections+10-8-2021&utm\\_content=Connections+10-8-2021&utm\\_source=communications&utm\\_medium=email&utm\\_campaign=connections](https://www.awwa.org/Events-Education/Events-Calendar?utm_term=AWWA+Connections+10-8-2021&utm_content=Connections+10-8-2021&utm_source=communications&utm_medium=email&utm_campaign=connections).

## Training Refresher

If you need a refresher on recently given trainings, you can review several training videos located at:

[https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF\\_o\\_249m](https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m)

or click here:  **YouTube**

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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. You may also request to be unsubscribed by replying to this email.

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!

2023-09-08

PLEASE SHARE THIS CYBERSECURITY INFORMATION WITH YOUR SCADA & INFORMATION TECHNOLOGY STAFF

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**Be Vigilant!**



Report all incidents and anomalous activity to [CISA](#) and/or the FBI via your local [FBI field office](#) or the FBI's 24/7 CyWatch at 855-292-3937 or [CyWatch@fbi.gov](mailto:CyWatch@fbi.gov)



Regularly review CISA'S [Shields Up](#) page.

### Keep Us Informed

Have you accessed EPA, CISA or other partners' offers for free cybersecurity vulnerability assessments? If yes, please let us know at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov). Subject: Cyber security.



### **EPA FREE CYBERSECURITY ASSESSMENT PROGRAM:**

#### **# of Mass PWS registered and receiving EPA free Assessments: 22**

MassDEP/DWP is encouraging Mass PWSs to take advantage of this opportunity and join the group of proactive PWS that have done so. Strengthen your PWS cybersecurity posture and register for the EPA Cybersecurity Assessment right away. Register with simple steps by using the following link: <https://www.epa.gov/waterresilience/forms/epas-water-sector-cybersecurity-evaluation-program>. For additional resources visit [EPA Cybersecurity for the Water Sector | US EPA](#).



### **CISA Free In-Person Cybersecurity Assessments for Selected 20 PWS in Massachusetts**

Cybersecurity and Infrastructure Security Agency (CISA) in collaboration with MassDEP/ DWP is providing in-person cyber assessment to 20 pre-selected Public Water Systems (PWS) in Massachusetts. These PWS were chosen based on criteria such as PWS type, size, and particularly the timing of their sanitary surveys.

If your PWS is among the pre-selected group and you haven't yet indicated your interest in this valuable opportunity, we urge you to do so at your earliest convenience. Your prompt response would be greatly appreciated. Please let us know at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov). Subject: CISA Cybersecurity Assessments



### **Water Utility Response On-The-Go Plus Mobile Application**

The Water Utility Response On The Go Plus application is a mobile-friendly tool designed for water utilities responding to emergency incidents including cybersecurity incidents.

#### **The App allows users to:**

- ✓ Identify and contact emergency response partners
- ✓ Monitor local and national severe weather
- ✓ Review and complete incident-specific checklists
- ✓ Populate, save and email damage assessment forms with photo attachments
- ✓ Access Incident Command System procedures and resources

The tool can be used for any of the following incidents: Cybersecurity, Drought, Earthquakes, Extreme cold and winter storms, Extreme heat, Flooding, Hurricanes, Pandemic, Power Outage, Tornadoes, Tsunamis, Volcanoes, Wildlife.

#### **How to Install FREE Response On-The-Go Plus App**

1. Navigate to the [App Store](#) or [Google Play Store](#) on your mobile device
2. Search "EPA Response On-The-Go Plus"
3. Tap Install/Get; once installation is complete, open the app to begin
4. Tap "Allow Notifications" when prompted. The App will now automatically notify you if severe weather is forecast for your area.



### **Reminders: Cybersecurity Continues to Be an Important Component of Providing Safe Drinking Water in Massachusetts**

#### **NEW Critical Infrastructure Security Updates:**

##### **Insider Threat Awareness – Understanding and Mitigating the Risk of Insider Threats**

- Insider threats pose a growing risk to organizations, that may be intentional and unintentional.

- Research for the latest Data Breach Investigations Report from Verizon found that **74% of data breaches** involved a human element, highlighting the enduring risk both malicious and unintentional insider threats pose.
- Water and wastewater utilities, specifically, have experienced multiple insider threats incidents over the past few years, such as [the incident in Kansas](#) where a former employee pleaded guilty to unauthorized computer access with intent to harm. This summer, [a former water utility employee](#) was charged for reportedly accessing the network of the utility, purposefully uninstalling the main operational and monitoring system for the water treatment plant, and turning off the servers running those systems, causing a threat to public health and safety.
- It is highly advised to set up an insider threat program in order to safeguard your utility against insider threats.
- The program should include strict identity and access management guidelines, regular account audits, established procedures for gathering and monitoring employee data and activity, and regular user awareness training.
- Access the full article [here](#).

### **CISA Releases Capacity Enhancement Guide to Strengthen Agency Resilience to DDoS Attack**

- CISA has released actionable guidance for Federal Civilian Executive Branch (FCEB) agencies to help them evaluate and mitigate the risk of volumetric distributed denial-of-service (DDoS) attacks against their websites and related web services.
- DDoS attacks are a type of cyberattack targeting a specific application or website with the goal of exhausting the target system's resources, which, in turn, renders the target unreachable or inaccessible, denying legitimate users access to the service.
- The [Capacity Enhancement Guide: Volumetric DDoS Against Web Services Technical Guidance](#) helps agencies prioritize DDoS mitigations based on mission and reputational impact and describes DDoS mitigation services so agencies can make risk-informed tradeoff decisions on how to use available resources most effectively.
- PWS are recommended to review the guidance for potential inspiration. [Read more at CISA.](#)

## **Upcoming Trainings**

### **EPA Webinar: How to Prepare Your Utility for Disasters: For Small Drinking Water Systems**

**Monday, September 18, 2023; 2:00 - 3:30 p.m. ET; webinar**

This webinar will demonstrate how to create a Risk and Resilience Assessment (RRA) and Emergency Response Plan (ERP) using hurricane and cybersecurity scenarios, provide information on a new opportunity where operators may be eligible to earn Continuing Education Units (CEUs) for creating an RRA and ERP, share 10 quick and easy tips on how to prepare your utility for disasters. This workshop is meant for very small drinking water systems (those that serve under 3,301 people and do not need to comply with America's Water Infrastructure Act). [Register now](#)

### **CISA Webinar: Active Shooter Preparedness**

**Tuesday, September 26, 2023; 11:00 a.m. - 1:00 p.m. ET; webinar**

CISA Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin) is hosting a 2-hour webinar to enhance awareness of, and response to, an active shooter incident. During the webinar, participants will discuss the elements of active shooter incident response planning with guidance from expert instructors and learn to recognize common behaviors, conditions, workplace violence indicators, and situations associated with active shooter events. Attendees will also learn about best practices, communications protocols, and resources that will assist stakeholders to develop or enhance their emergency planning, preparedness, and response to active shooter incidents. [Register now](#)

### **SANS Webinar: How to get started with Cyber Security**

**Wednesday, October 4, 2023; 6:30 a.m. ET; webinar**

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The SANS Foundations course balances knowledge-based learning with hands-on labs and practical exercises, taking students from no technical or security knowledge, to a level where they're speaking the same language as industry professionals. Course graduates unlock advanced learning opportunities, career growth and skills, validated by the globally recognized GIAC Foundational Cybersecurity Technologies certificate (GFACT). [Register now](#)

**MassDEP Cybersecurity Reminders:**

- MassDEP posters with cybersecurity tips to help keep your systems secure <https://www.mass.gov/info-details/public-drinking-water-system-operations#cybersecurity>
  - Public Water Systems may include cybersecurity planning in DWSRF Asset Management Grant applications <https://www.mass.gov/service-details/asset-management-planning-grant-program>
  - Other Grants <https://www.epa.gov/waterresilience/cybersecurity-funding>
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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.

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