



MassDEP / Drinking Water Program

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Program.Director-DWP@mass.gov or 617-292-5770

In The Main - The Drinking Water Updates can be found online at:

mass.gov/lists/communication-to-public-water-suppliers or at the Statehouse Archives at:
<https://archives.lib.state.ma.us/handle/2452/826119> which has a searchable database.



Carson Beach, Boston, Photo by: Eric Cheung

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

2025-09-19

1. Important! Get Ready for an Additional Drinking Water Program Email Communications Address
2. AWIA ERP CERTIFICATION DEADLINE ON SEPTEMBER 30, 2025: For Community PWS Serving Over 100,000 Customers
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8. Drought Resiliency Grant Opportunities
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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>

Important! Get Ready for an Additional Drinking Water Program Email Communications Address

Starting in late September 2025, in addition to our current email address of program.director-dwp@mass.gov, communication from the Drinking Water Program will also come from program.director-dwp@notice.mass.gov. Note, the email addresses are very similar, with the new email address including the word “notice”. Our bulk email communications, such as the In the Main newsletter and regulatory updates, will be sent from this new email address. We will continue using program.director-dwp@mass.gov for one-to-one direct communication. Please add this new email address to your contacts and “safe list” to ensure getting all future communications from the Drinking Water Program.

Note: Please stay vigilant. Always verify unexpected requests or unusual links, as ongoing cyber threats make it important to remain cautious. For additional tips, see this [MassDEP/DWP flyer](#). If you have any questions or comments on this information, please contact the Drinking Water Program at program.director-dwp@mass.gov.

AWIA ERP CERTIFICATION DEADLINE ON SEPTEMBER 30, 2025: For Community PWS Serving Over 100,000 Customers

Community Public Water Systems (PWS) serving a population of over 100,000 must certify updates to their Emergency Response Plans (ERPs) by **September 30, 2025**, which is in a few weeks! PWS must submit an ERP Certification Statement to EPA **and** submit an updated ERP Compliance Checklist to MassDEP/DWP.

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>.

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, Subject: ERP Compliance Checklist. **Reminder: PWS should NOT submit their full ERP documents to DWP, as those documents contain sensitive information about their system.**

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](#); [July 11, 2025](#); and [September 9, 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>

Reminder: Drinking Water Operator License Renewals Due December 31, 2025

This year is a renewal year for all certified operators in Massachusetts! Under the provisions of 236 CMR 4.07, operator licenses expire December 31 of every odd-numbered year. Operators seeking to renew their license(s) must submit a license renewal fee and certification that they have completed the required number of training contact hours (TCHs) for the highest-grade license they hold. The Board of Certification of Operators of Drinking Water Supply Facilities (the Board) will be reviewing all license renewal applications.

Information on how to renew an operator license on ePlace can be found on the page [Renew Your Board of Certification of Operators of Drinking Water Supply Facilities License](#). Additionally, operators can reference the [renewal FAQ](#) page or contact the Board at drinkingwaterboard@mass.gov with any questions.

NEW RESOURCE: License Renewal Guidance for Operators with Multiple Licenses

Some certified drinking water operators may hold multiple licenses for the same license type. These licenses may be different grade levels and may be Full or OIT status. During renewal years, operators holding multiple licenses may be unsure of which license(s) to renew. The Board recently published guidance that can be used to assist operators in making the decision to renew certain licenses. The guidance document can be found at <https://www.mass.gov/doc/license-renewal-guidance-for-operators-with-multiple-licenses/download> or on the Board's website at <https://www.mass.gov/get-a-drinking-water-supply-facility-operators-license>.

Resources for Finding Board-Approved Trainings

The [Information on Required Training for License Renewal](#) includes information about the number of required TCHs for each license grade and other information about receiving and documenting TCHs. **The Board reminds operators that the trainings they take for license renewal must be approved by the Board for TCH credit.** Operators can review the list of approved TCH trainings at <https://www.mass.gov/info-details/training-contact-hours-board-of-certification-of-operators-of-drinking-water-supply-facilities>.

Additionally, operators can use the following resources to find Board-approved trainings.

- Organizations with blanket approval for trainings:
 - [MA Water Works Association](#)
 - [MA Rural Water Association](#)
 - [New England Water Works Association](#)
 - [MA Water Resources Authority](#) (note: trainings for MWRA employees only)
 - [Western MA Waterworks Association](#)
 - MassDEP [Training Calendars](#):
 - [Free trainings](#) and [fee-based trainings](#)
 - Note: Not all trainings listed have been Board-approved. Confirm approval with the training provider or the Board.
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Andrews Farm Water Emergency Response

On **September 2, 2025**, MassDEP issued a boil water order to Andrews Farm Water Company, a small community public water supplier with 53 service connections serving 145 persons in Boxford Massachusetts, due to the failure of a pump resulting in a system wide loss of water service. MassDEP also informed the residents after the PWS did not issue Tier 1 public notice within the 24-hour period. This PWS has several other outstanding violations.

On **September 9, 2025**, the Boxford Board of Health issued an Emergency Declaration for the Andrews Farm Community due to repeated service interruptions and the Andrews Farm Water Company's failure to provide safe, reliable drinking water. This action was a recommendation of and is a necessary step towards the Governor's Office authorizing state officials to take control of the system and bring in a licensed water operator to restore service.

On **September 10, 2025**, to ensure safe water for the residents, Governor Maura T. Healy issued a [Declaration of Water Emergency](#) at Andrews Farm, for loss of water service in the entire distribution system. The Declaration directed the Department of Public Utilities (DPU) to take actions under M.G.L. c. 25 s. 4B they consider necessary to ensure public safety and welfare in response to this water emergency.

On **September 11, 2025**, the DPU appointed Aquarion Water Company of Massachusetts to manage and operate the Andrews Farm water system.

On **September 12, 2025**, MassDEP received a petition from Aquarion Water Company regarding Andrews Farm, requesting an Emergency Declaration under the provisions of the Water Management Act, M.G.L. c. 21G (the "WMA") and the Water Management Act regulations, 310 CMR 36.00. In response to the petition, MassDEP determined that a State of Water Supply Emergency was impending within the area served and issued the requested Emergency Declaration Order.

In accordance with the Water Management Act (M.G.L. c. 21G) during a Water Management Act declared emergency, MassDEP may issue orders such as establishing priorities for the distribution of any water or quantity of water use, to permit any person engaged in the operation of the water supply system to cease the distribution of water, to distribute water to certain users as specified by MassDEP, to require the implementation of specific water conservation measures and to purchase water from another public water system.

As of **September 15, 2025**, water service was restored to Andrews Farm residents, and on **September 17, 2025**, the boil notification portion of the Boil Water Order was lifted. However, the Andrews Farm water system remains under all other portions of the Boil Water Order and Emergency Declaration until further notice.

Until the situation is resolved or there is further direction from DPU, Aquarion will continue to maintain the Andrews Farm system and ensure that residents receive potable, safe drinking water.

See the full response from Aquarion on the Andrews Farm Water Emergency Response:
<https://www.aquarionwater.com/andrews-farm-water-emergency-response>

MAHA Commission Unveils New Strategy

You may find this report of interest. On September 9, 2025, the Make America Healthy Again Commission (MAHA) released the [Make Our Children Healthy Again Strategy](#), a far-reaching plan with more than 120 initiatives to reverse America's childhood chronic disease epidemic. The strategy outlines targeted executive actions and provides quick summaries of policy reforms in various fields and program areas such as Water Quality, Fluoride, and PFAS.

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), 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 1st.
3. Distribution of the 24 Hour Tier 1 Public Notice if a PWS's 90th 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.

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;
- 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.

Information Requests Regarding 2024 SLI Consumer Notification Certification Forms

Have you received an email regarding your 2024 SLI Consumer Notification Certification Form? MassDEP DWP staff are currently reviewing the certification forms sent by PWS which were required to distribute 1 or more notices to consumers served by lead, GRR, or unknown service lines. If, during the form review, there is not enough information to clarify that all LCRR requirements were met, PWS will receive a follow up email with a response table to confirm compliance.

This is a reminder that if your PWS submitted a SLI CN Certification Form, please keep a look out for any emails requesting more information to confirm compliance! Your PWS will be provided with a deadline to respond by with the requested information!

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.

Reminder - Managing Your TNC System: A Guide

If you own or operate a Transient Non-Community (TNC) public water system in Massachusetts (such as a restaurant, motel, campground, or rest stop), you must follow certain requirements to ensure safe, reliable drinking water for the public. For full details, see the Massachusetts DEP's official guidance: "Managing Your TNC System: A Guide" available at <https://www.mass.gov/doc/managing-your-tnc-system-guide/download> or contact MassDEP's Drinking Water Program at program.director-dwp@mass.gov.

What is a TNC?

A Transient Non-Community (TNC) system provides piped water to the public and meets one of the following:

- Serves at least 15 service connections, OR
- Serves an average of 25 people per day for at least 60 days per year.

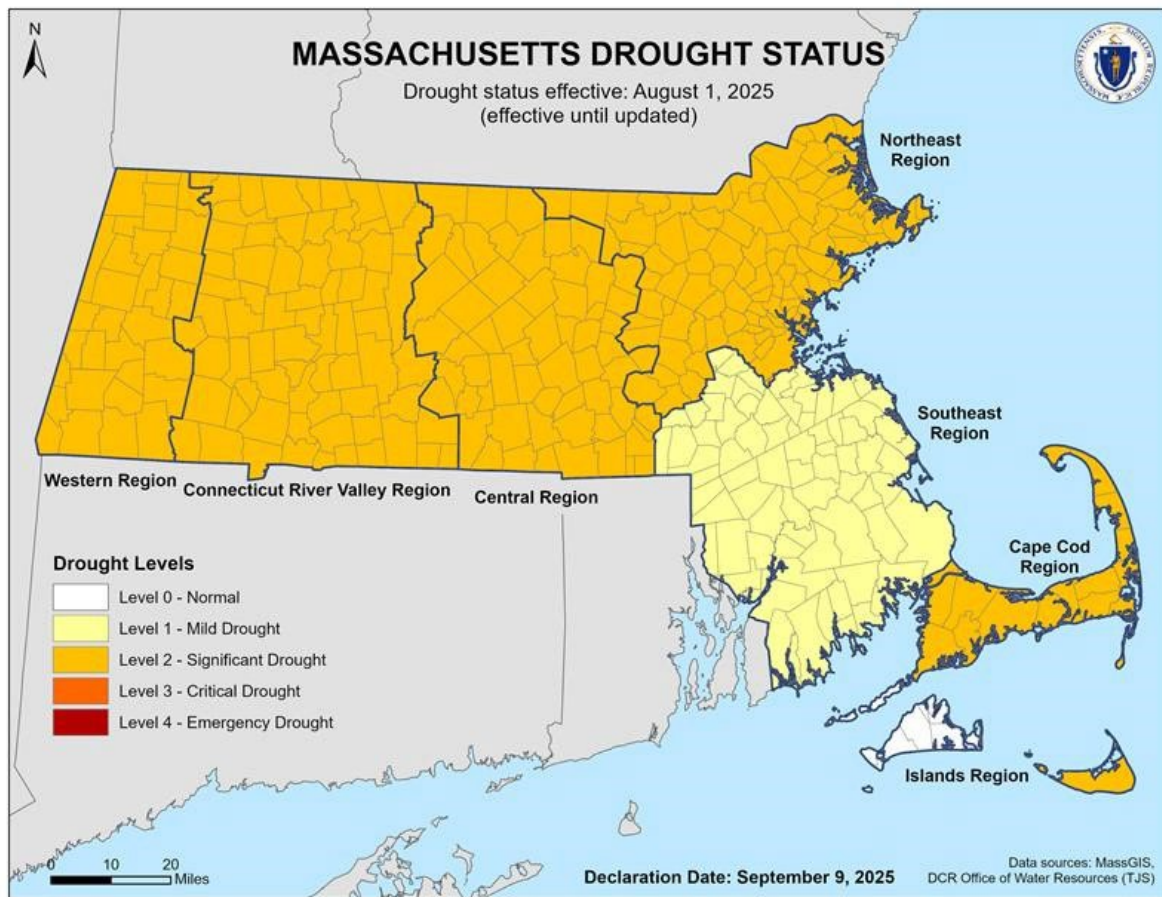
Key Responsibilities of TNC Operators

Area	What You Must Do
Regulations	Follow Massachusetts Drinking Water Regulations (310 CMR 22.00). Register with MassDEP, file required reports and stay in compliance.

Certified Operator	Operate under a Massachusetts-certified operator. If you do not employ one directly, you must contract with one.
Water Quality Testing	Test regularly for coliform bacteria, nitrate/nitrite, and sodium. Follow MassDEP's sampling schedule and use a certified lab.
Coliform / RTCR	If a sample tests positive for coliforms, perform repeat sampling, evaluations, and corrective actions as required.
Groundwater Rule	Systems using groundwater must comply with triggered monitoring requirements if disinfection (4-log treatment) is not provided.
Source Water Protection	Protect your Zone I and Interim Wellhead Protection Area (IWPA) by preventing contamination near the well.
System Improvements	Obtain MassDEP approval before installing or altering treatment devices, filters, or equipment.
Sanitary Surveys	MassDEP inspects each TNC system every five years, reviewing source, storage, treatment, and operations.
Public Notification	If water quality violations occur, notify consumers immediately with clear information about risks and corrective actions.

Significant Drought Conditions Declared in Several Regions in Massachusetts

On **September 9, 2025**, the Executive Office of Energy and Environmental Affairs (EEA) declared Level 2 – Significant Drought in the Western, Connecticut River Valley, Central, and Northeast Regions and Nantucket County. The Southeast Region has moved from normal conditions to a Level 1 – Mild Drought. The Cape Cod Region remains at a Level 2 – Significant Drought. Although the spring and early summer months provided some much-needed rainfall, below normal rainfall over the last three months has quickly moved these regions back into a significant drought.



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>

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- 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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Drought Resiliency Grant Opportunities

MassDEP Water Management Act (WMA) Grant Program Notice of Intent – Applicants Due October 3, 2025!

MassDEP is soliciting **Water Management Act (WMA) grant proposals** for projects providing planning assistance (including Drought Planning and resiliency projects and select Firm Yield studies), rate studies, and implementation assistance, such as demand management, minimization, and mitigation activities, for new withdrawal impacts in local communities. Applications are due by **5:00 P.M. on October 3, 2025**. To learn more and access the full Notice of Intent, visit: <https://www.mass.gov/info-details/water-management-act-grant-programs-for-public-water-suppliers>

Coming Soon: EEA Drought Resiliency and Water Efficiency Grant Program

EEA's **Drought Resiliency and Water Efficiency grant program** aims to fund projects to promote climate resiliency, specifically by reducing indoor and outdoor water use, improving water loss control, and increasing drought management/planning in communities and public water systems across the state. Learn more and view the full Notice of Intent here: <https://www.mass.gov/eea-funding-opportunity-for-a-new-grant-program>



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, 1073 schools and EECFs have completed testing. Of facilities that have tested and received results, 714 (67%) had one or more lead detections.

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



Sign Up for Our Water-Smart Pilot Program for Public Water Suppliers (PWS) Webinar – Tuesday, September 23 at 1 PM

MassDEP invites Community Water Systems to join us for a free informational webinar on **Tuesday, September 23 at 1:00 PM** introducing the **Water-Smart Pilot Program for PWS**.

This pilot program helps Community Public Water Systems **get ahead of upcoming Lead and Copper Rule Improvements (LCRI) Lead testing requirements** by leveraging our pre-existing Water-Smart program. Through this initiative, systems can make use of our free lead testing program for schools and childcare facilities, with sampling costs covered and technical guidance provided.

The webinar will walk participants through Pilot program details, enrollment steps, and explain how the pilot can help streamline compliance with LCRI lead testing requirements. See the below program excerpt that explains more about the program!

- ✓ **Date/Time:** Tuesday, September 23, 1:00 PM
- ✓ **Who Should Attend:** Community Water Systems interested in proactive LCRI compliance
- ✓ **Training Credit:** 1 TCH available

If you'd like to learn more or register for the webinar, please sign up here: [Registration](#)

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."**

PFAS Update

Removal of PFAS from Drinking Water Improves Water Quality by Removing Other Contaminants

A research article "[PFAS Treatment as an Opportunity for Broader Drinking Water Improvements: Evidence from U.S. Water Systems](#)" concluded that the installation of PFAS treatment will provide nationwide health benefits due to reduction in total trihalomethanes (TTHMs or THM4), a group of carcinogenic disinfection by-products. Given the significant cost of installing PFAS treatment, accounting for the removal of co-occurring contaminants would result in a more comprehensive calculation of the health and economic benefits.

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 percentage of an adult's body is water?

- A. 20%
- B. 40%
- C. 60%
- D. 80%

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>

New Opportunity: MWWA Self-Paced Training Platform

The Massachusetts Water Works Association now offers self-paced online training courses. These courses provide an opportunity to earn Training Contact Hours (TCHs) at a day and time convenient to the student. All offerings are approved by the MA Board of Certification of Drinking Water Operators. Once a course is successfully completed a TCH certificate will automatically be emailed to the student. To view the current list of courses and register please visit: www.masswaterworks.org and click on the "MWWA's Online Classroom" link.

Some Newly Added Trainings on the Calendar

Water 2050: The Value of Regionalization or Consolidation of Water and Wastewater Services

Wednesday, September 24, 2025; 1:00 – 2:30 p.m. ET; webinar

Water and wastewater utilities are facing increased operational and financial pressures. Regionalization or consolidation of water and wastewater utility services can help certain communities leverage economies of scale and improve service delivery. If your utility or region is considering regionalization or consolidation, this webinar offers a valuable opportunity to learn from seasoned and skilled practitioners. Find out what it takes to successfully implement water and wastewater utility regionalization or consolidation and explore different opportunities or solutions available to support your efforts. Discussion topics will include: various approaches to regionalization and consolidation, the financial impacts, policy and regulatory drivers, and how to work towards triple bottom line benefits. In addition, case study assessments and value statements (for recommended operational efficiencies) will be reviewed, as well as an implementation plan and activity flow-chart. Stakeholder engagement guidelines and considerations will also be discussed. \$75-member, \$120-nonmember [Register here](#)

Wastewater Collection System Maintenance and Condition Assessment

Thursday, September 25, 2025; 1:00 – 2:30 p.m. ET; webinar

This 1-hour webinar covers maintenance and condition assessment strategies that operators can apply to keep their collection system operating properly. [Register here](#)

EPA Tools & Resources Training Webinar: SALT Framework for Risk Communication

Thursday, October 2, 2025; 3:00 – 4:00 p.m. ET; webinar

Risk communication is communication intended to supply audience members with the information they need to make informed, independent judgements about risks to health, safety, and the environment. Risk communication should be meaningful, understandable, and actionable. As the U.S. EPA pursues its mission to protect human health and the environment, EPA staff practice risk communication every day. Effectively communicating science and potential health risk is one of the most important jobs we have. The SALT Framework is based on a process of **Strategy, Action, and Learning** and is supported by **Tools** that together provide a research-based approach and best practices for communicating our work to the American people. This webinar will go over how to use the SALT framework as well as a discussion of key practices and principles for effective risk communication. While the SALT framework is intended for EPA staff, the guiding principles can be applied to any organization's risk communication efforts. [Register here](#)

EFCN Webinar: Water Filtration and Removal Processes

Tuesday, October 7, 2025; 1:00 – 2:00 p.m. ET; webinar

This 1-hour webinar covers filtration concepts used to remove contaminants from drinking water sources. Attendees will achieve the following learning objectives: explain how surface water plants remove turbidity from drinking water sources; describe how oxidation-filtration plants function to remove contaminants such as iron and manganese; discuss the filtration mechanisms of adsorption and straining; explain how ion exchange and sorption media types can be used to remove drinking water contaminants; and analyze water quality impacts prior to and after filtration treatment processes. [Register here](#)

EPA Tools & Resources Training Webinar: PFAS Destruction by Hazardous Waste Incinerator

Wednesday, October 15, 2025; 3:00 – 4:00 p.m. ET; webinar

The complete destruction of PFAS is important to help protect human health and the environment. Technologies that can destroy PFAS are needed to treat stockpiles of materials with high concentrations of PFAS, such as aqueous film forming foam (AFFF) and other contaminated environmental matrices. PFAS properties make them difficult to destroy, and other fluorinated compounds and PFAS may be formed as byproducts (known as products of incomplete destruction or PIDs) if conditions are not adequate for their destruction. It is important to evaluate the efficacies of various technologies for the destruction of PFAS. This presentation will describe the development of Appendix A of EPA's [2024 Interim Guidance on the Destruction and Disposal of PFAS and Materials Containing PFAS](#) and its use to evaluate thermal treatment technologies, including results of an evaluation of a full-scale hazardous waste incinerator to evaluate air emissions and the effectiveness of incineration. Results show promise for both incineration and the ability to conduct a comprehensive characterization of an incinerator ([report](#)). [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!

2025-09-19

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

IS YOUR NETWORK SEGMENTED?

How failing to separate/segment your network is encouraging and rolling out the red carpet for hackers.

One thing you will notice is that cyber security experts focus on network segmentation a lot.

Network segmentation involves dividing the water utility's operational technology (OT) and information technology (IT) networks into smaller, isolated zones. In a water department, this means separating business systems/IT (billing, email, records) from critical operational systems/OT (SCADA, treatment plant controls, distribution monitoring). By doing this, if one segment is compromised, such as an employee's email being phished, the attacker cannot easily access the OT network that controls pumps, valves, and treatment processes.

To equate this to routine drinking water practice: just as there are multiple barriers to prevent pollution via control processes that separate harmful pollutants from clean water through treatment methods like settling tanks, filters, and disinfection, network segmentation divides different parts of a system or creates "digital barriers" that stop cyber contaminants (malware, ransomware, intruders) from flowing from one system to another.

Why network segmentation? We do this for several reasons, but generally, it is because:

- The devices on the segmented network can be 'walled off' from a larger network to hide/isolate accessibility.
- Isolated networks are 'quiet', the traffic of an isolated SCADA/OT network is easier to get a network traffic 'baseline' since it's specialized. This makes detection of anomalous network activity stand out. The data being sent is all related / similar in nature and less 'noisy', making hacking harder to hide.
- With monolithic networks once a hacker gets in, they could emulate your SCADA server and try to directly talk to PLCs and other devices as it's all in line.
- It's far easier to customize remote access in specialized zones, allowing different levels of security for various access points.
- Having segmented networks creates multiple hurdles for attackers, slowing them down and allowing you to prevent them from getting further into your network.
- Without segmentation, if a hacker gets behind one of your edge devices (Firewall between you and the internet), they can try to flood your network with traffic or conduct brute force attacks directly against devices that may not have additional safety measures in place. It gives them a much larger toolkit to work from.

There are many other reasons, but those above should paint a pretty good picture as to why segmentation is such a focal point. It's important to restrict access and movement throughout a network as bad actors can research known exploits that are only usable if they have a clear view of all the devices on the network. Let's make it harder for them.

It's similar to breaking into a bank, sure maybe the front glass doors **looks** pretty easy... but what about the vault? Stay vigilant. Cyber security never stops so we all must do our part to spread awareness and best practices. For additional tips see this EPA factsheet on [network segmentation](#).

NEW Critical Infrastructure Security Updates

September is National Insider Threat Awareness Month (NITAM)

- Insider threats pose a growing risk to organizations including water and wastewater sector, that may be intentional and unintentional.
- Water and wastewater utilities, specifically, have experienced multiple insider threats incidents over the past few years.
- 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.
- Visit NITAM website for [freely available guidance resources](#) and

- CISA- [Insider Threat Mitigation](#)

CISA Releases Malware Analysis Report on Malicious Listener Targeting Ivanti Endpoint Manager Mobile Systems (Source CISA)

- CISA released a Malware Analysis Report detailing the functionality of two sets of malware obtained from an organization compromised by cyber threat actors exploiting [CVE-2025-4427](#) and [CVE-2025-4428](#) in Ivanti Endpoint Manager Mobile (Ivanti EPMM).
- The Malware Analysis Report, *Malicious Listener for Ivanti EPMM Systems*, provides guidance to help organizations detect and mitigate these threats, including indicators of compromise and YARA and SIGMA rules. Mitigations include highlighting the need to upgrade Ivanti EPMM systems to the latest version and to treat mobile device management systems as high-value assets with strengthened monitoring and restrictions.
- For more information, visit <https://www.cisa.gov/news-events/analysis-reports/ar25-261a>.

Upcoming Trainings

EPA Webinar: Safe Drinking Water Act Section 1433 Best Practices

September 29, 2025

- Safe Drinking Water Act (SDWA) section 1433, which was revised by America's Water Infrastructure Act (AWIA) section 2013, requires community water systems (CWS) serving over 3,300 people to prepare (or revise) and certify risk and resilience assessments (RRAs) and emergency response plans (ERPs) to the EPA by specified deadlines every five years.
- In this webinar, the EPA will outline what CWSs can expect during a SDWA 1433 inspection and share best practices for developing and maintaining compliant RRAs and ERPs, based on insights from EPA inspectors in the field.
- 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

Answer: C

This can vary depending on age, gender and body composition. Infants, for example, are around 75% while older adults tend to be lower.