



MassDEP / Drinking Water Program

100 Cambridge Street – 9th Floor; Boston, MA 02114

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.



Stockbridge Bowl, Stockbridge, MA Photo by: [Massachusetts Office of Travel & Tourism](https://www.mass.gov/info-details/massachusetts-office-of-travel-tourism)

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2023-09-22

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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>

Grant Opportunity

Drinking Water System Infrastructure Resilience and Sustainability Grant Program

What: The U.S. Environmental Protection Agency has announced the opening of the Drinking Water System Infrastructure Resilience and Sustainability Grant Program, which aims to provide funding to assist public water systems in underserved communities that are disadvantaged communities or communities with a population of less than 10,000 individuals for the purpose of increasing drinking water system resilience to natural hazards.

Examples of projects include:

- Conservation of water or the enhancement of water use efficiency
- Modification or relocation of existing drinking water system infrastructure significantly impaired by natural hazards
- Enhancement of water supply through watershed management and source water protection
- Enhancement of energy efficiency or the use and generation of renewable energy in the conveyance or treatment of drinking water
- Measures to increase the resilience of the drinking water system to natural hazards, including planning for analytical considerations and climate change

Who: Eligible applicants for this funding opportunity include a public water system, a water system located in an area governed by an Indian tribe and a State (on behalf of an underserved community) that serves a community that is underserved and disadvantaged or has a population of less than 10,000 individuals.

When: The application is open until November 6th, 2023. Applicants will have 60 days to apply for this opportunity. Questions about the announcement can be sent to ResiliencyGrant@epa.gov up until October 16, 2023.

Where: The Request for Applications (RFA) is posted on www.epa.gov/dwcapacity/drinking-water-system-infrastructure-resilience-and-sustainability. The RFA will provide more details on the opportunity and instructions on how to apply. Applications for this funding opportunity will be accepted at [Grants.gov](https://www.grants.gov). The opportunity number is EPA-OW-OGWDW-23-01, assistance listing number 66.448.

Website: www.epa.gov/dwcapacity/drinking-water-system-infrastructure-resilience-and-sustainability

Contact Information: ResiliencyGrant@epa.gov

Resources for Water Systems Regarding Storm Preparedness and Emergency Response

In the wake of more frequent and severe storm events, including hurricanes and tornadoes, MassDEP/DWP reminds public water systems of the resources available to reference for storm preparedness and emergency response, as well as the procedures for contacting MassDEP during and after a severe storm event.

Resources

The following resources can be used to learn more about how water systems can properly prepare for and respond accordingly to storm events. Topics include emergency response planning, public notification, and public health.

- [Storm Preparedness & Emergency Response Resources – Water Supply](#)
- [Public Drinking Water System Operations – Emergency Response & Public Notification](#)
- [Emergency Response for Public Water Systems](#)
- [Preparing for Extreme Weather Events and Response Guidance](#)
- [Guidelines for Public Water Systems – Appendix O – Handbook for Water Supply Emergencies](#)
- [Massachusetts Drinking Water Regulations 310 CMR 22.15\(9\)](#)

Communication with MassDEP

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

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

- During working hours (Monday – Friday between 9:00 AM and 5:00 PM), contact your MassDEP Regional Office. See <https://www.mass.gov/info-details/massdep-regional-offices-by-community#C>
- Outside of working hours, on weekends, and on holidays, contact the MassDEP 24-hour Emergency Response hotline at 1-888-304-1133, followed by your MassDEP Regional Office.

Following a storm event, water systems have 30 days to file an Emergency Response Report with their MassDEP Regional Office. Refer to the [Emergency Response Reporting Guidance](#) page for more information about the report requirements, including the report template and an example report. Please contact the DWP at program.director-dwp@mass.gov if you have any questions or concerns.

REMINDER: Operator License Renewals Due Before December 31, 2023

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. This coming year, the Board may perform some audits on license renewals to confirm the correct TCHs were obtained.

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 [FAQ](#) page or contact the [Board](#) with any questions.

Resources for Finding Board-Approved Trainings

The [Information on Required Training for License Renewal](#) page includes information about the number of required TCHs for each license grade and other information about receiving and documenting TCHs.

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.

Consumer Confidence Reports

Evaluation of the 2022 Submittals

The July 1, 2023 deadline for the calendar year 2022 Consumer Confidence Reports (CCR) has passed. Below are some stats for this year's submittals. Remember that the CCR rule is a federal rule for which the Commonwealth of Massachusetts has primacy. We cannot change deadline dates. The July 1 date is nonnegotiable. Any CCR received after that date is late. Please note that late CCRs and non-submittals are reported to US EPA. In Massachusetts, there were 512 community public water systems that needed to make and deliver an annual CCR.

In January, February, and March, a total of 20 CCR were submitted. Submittal rate bumped up slightly in April with 26 submitted CCR. May had even more submissions, totaling to 93. June is when the bulk of the reports were received. The first two weeks saw 83 submitted reports and in the last two weeks 275 CCR were submitted. July 1 had 4 reports arrive for a total of 501 on-time submitted CCRs. There were 11 systems that received Notices of Noncompliance (NON). Seven of them came in several days late, four were non-submittals, and as of today two will most likely receive a higher-level enforcement action.

Things to remember when submitting your CCR package for next year (2024).

1. Send in early! The bulk of the CCRs arrive in late June. There can be a problem with the servers receiving a large number of emails with large attachments and the file may not go through correctly. Give yourself time for unexpected delays.
2. Email your CCR to program.director-dwp@mass.gov. In hardship cases you may get MassDEP approval to mail in a hard copy. But remember, MassDEP has a new address as of December 2022. There were two cases this year where the CCR was mailed in to MassDEP's old address and the USPS returned to sender. Unfortunately, those two systems got NONs as MassDEP did not receive their submittal.
3. Submit one PDF file with the Certification Form first, then CCR, then any other needed documentation. Label file <PWSID PWSName 202X CCR>.
4. Sign the certification form! Submission is not valid unless signed.
5. Keep your emails. When you email in your CCR you will get a confirmation receipt from MassDEP. Keep your original and the confirmation receipt as proof of submittal.
6. Heed the submittal reminders that are placed in our newsletter *In The Main*. Especially heed any emails you receive from MassDEP in late June warning you of non-submittals. It really does mean we have not received a CCR package from you.

Refer to the CCR web page at <https://www.mass.gov/info-details/consumer-confidence-reports> for more information about the Consumer Confidence Report Rule.

If you have any questions on this information contact program.director-dwp@mass.gov Subject CCR

HACH TU5300 sc/TU5400 sc Turbidity Sensorsopic

(Mandatory Software update for instruments with V1.39 and V1.41)

HACH has recently issued an important software update for HACH TU5300 sc/TU5400 sc Turbidity sensors that were purchased directly from HACH or any of its distributors.

What Occurred?

A small number of customers have identified a rare phenomenon where the TU5300sc or TU5400sc instruments show “frozen” values over several hours without any warning or other indication. These customers reported difficulties recognizing that there is a potential issue when normal filter performance is delivering very consistent effluent turbidity values. Customers were able to observe this phenomenon by applying a small variation to the flow rate in the sample line to provoke small changes to the readings.

This process can help operators confirm if values are “frozen” or still updating.

Who does this apply to?

All customers who purchased HACH TU5300 sc/TU5400 sc Turbidity sensors from HACH or any of its distributors. The previous software V1.39 and V1.41 requires this important update to address software issues observed in products that were manufactured between 6/2022 and 7/2023.

Websites

Please search our website for “TU5300sc software” or “TU5400sc software” (under Resources) or please go to the direct downloads listed below.

[TU5300sc V1.43 including instructions and controller update](#)

[TU5400sc V1.43 including instructions and controller update](#)

The software and easy step by step instructions (for controllers and sensor updates) can be downloaded from www.hach.com.

Contact

Please connect with your local [Hach team/Technical Support](#) for further questions.

To reach North America tech support via phone, please call 800-227-4224 ext. 6133.

Safe Drinking Water Act Assessment Rate for FY 2025

To fund its work, MassDEP relies on critical funding through federal and state resources. The federal Safe Drinking Water Act Assessment assists the department in providing technical compliance assistance and regulating all supplies of water.

Following the recommendation of the Advisory Committee, MassDEP has established the same rate structure for FY25 as for FY24.

The bills for FY25 will be mailed to all PWSs in December 2024 and are based on water use reported by PWS on the Annual Statistical Report for 2022.

See the full Rate Assessment Letter that was sent to all PWSs on 9/20/23 here:

<https://www.mass.gov/doc/safe-drinking-water-act-assessment-for-fiscal-year-2025-to-be-billed-in-december-2024/download>.

For any questions please contact: program.director-dwp@mass.gov RE: SDWA Assessment.

Source Water Protection - Wellhead Protection Spotlight on Zone II

The Recharge Areas - Protecting your Zone II

Wellhead protection aims to prevent the discharge or unintentional release of contaminants into a drinking water supply area. Protection is needed for the land area around a public well where ground and surface water contribute to recharging the water supply. MassDEP divides the recharge area into primary and secondary zones of protection. The primary recharge area, for wells pumping more than 100,000 gpd, are the Zones I and II. The secondary recharge area is the Zone III.

The Zone I is the immediate area around a wellhead. For wells pumping more than 100,000 gpd the Zone I is a standard 400' radius (about 11.5 acres). Water suppliers must own or control the Zone I prior to operating a new well. Only activities related to the operation of the well are allowed in a Zone I.

The Zone II is the land area beyond the Zone I that overlies an aquifer. In Massachusetts there are approximately 1600 wells with an approved Zone II. The majority of Zone IIs have more than one well located in them. A Zone II delineation is required for all new wells that will pump more than 100,000 gpd and for existing wells increasing water withdrawal by more than 100,000 gpd. The Zone II must be protected **by the municipality** prior to operating a new well. The Zone II delineation and approval process is detailed in MassDEP's *Public Water Supply Guidelines*, [MassDEP PWS Guidelines](#).

The Zone III is the land area beyond the Zone II from which surface and groundwater drain into the Zone II. The Zone III is delineated and approved at the same time as the Zone II. Protection of the Zone III is not required unless the water supplier chooses not to delineate the Zone II; however most municipalities provide protection to the Zone III.

Protecting the Zone II

Pursuant to MassDEP's *Groundwater Supply Protection Regulations*, protection of the Zone II must be accomplished through the adoption of municipal bylaws, ordinances, or Board of Health regulations that meet the *Wellhead Protection Regulations*, 310 CMR 22.21(2). These regulations prohibit and restrict the most significant threats to public wells.

By adopting local controls that comply with the *Wellhead Protection Regulations*, a community will successfully eliminate the future siting of threats and be able to mitigate existing ones. The purpose of the *Wellhead Protection Regulations* is to ensure the most significant threats to drinking water quality are addressed at the local level. It is through community awareness, public participation, and municipal enforcement of local controls that a public well can successfully last many years as a clean source of drinking water.

MassDEP identifies the following uses and activities as significant threats that must be prohibited in Zone IIs:

- Landfills and open dumps
- Sludge or septage monofills

- Automobile graveyards and junkyards
- Petroleum bulk stations and terminals
- Facilities that generate, treat, store or dispose of hazardous waste
- Non-sanitary commercial wastewater treatment or disposal works
- Disposal of contaminated snow/ice brought in from outside the Zone II
- Existing floor drains that discharge directly to the ground

MassDEP identifies the following restricted uses and activities as significant threats that may only be allowed in Zone II if the performance standards are met:

- Storage of sludge, septage, deicing chemicals, commercial fertilizers, and animal manure *unless* stored within a structure that prevents the escape of contaminated runoff or leachate.
- Storage of liquid hazardous materials and liquid petroleum products *unless* stored within a building in above ground tanks and on an impervious surface or stored outdoors in containment designed to hold 10% of the total possible storage capacity of all containers or 110% of the largest container's storage capacity.
- Rendering impervious any lot or parcel, more than 15% or 2,500 square feet *unless* a system of artificial recharge that does not degrade water quality is provided.
- Removal of soils or earth material to within 4' of the groundwater table *unless* re-deposited within 45 days (some exceptions apply).

Are You in Compliance with the Wellhead Protection Regulations?

The Drinking Water Program issues wellhead protection compliance letters to public water systems with Zone IIs that are fully protected. If you have not received a wellhead protection compliance letter and believe your Zone II is fully protected, or you would like a review of your municipality's water supply protection controls, please email program.director-dwp@mass.gov; Subject: Wellhead Protection Review.

Other Considerations

MassDEP also recommends Boards of Health consider adopting a Hazardous Materials Regulation. This regulation can enhance protection of the Zone II by prohibiting the discharge, leaking, or disposal of toxic chemicals (including PFAS) to the ground. This will also help to ensure that new projects or activities permitted in Zone II can fully be addressed through regular inspections.

For more information about protecting the Zone II please visit [Wellhead Protection](#) or contact The Drinking Water Program at program.director-dwp@mass.gov or catherine.sarafinas-hamilton@mass.gov.

Source Water Protection Week

Next week, September 24-30, 2023, is Source Water Protection Week! This year's theme is once again "Protect the Source." [Source Water Collaborative \(SWC\)](#) members and partners can celebrate and promote the week by sharing information with your networks, creating posts on social media, and helping to encourage actions aimed at protecting our nation's drinking water sources. The campaign supports

programs that protect drinking water sources such as rivers, lakes, reservoirs and underground wells from pollution, which is the most effective and least expensive way to keep drinking water safe and healthy. It also seeks to foster collaboration and partnerships with various stakeholders, including agriculture, forest management, states, water utilities, local businesses, developers, and all of you.

To mark Source Water Protection Week, the SWC is pleased to announce updates to our Clean Water Act (CWA) Infographic as well as the development of a new NPDES Permit Comment Guide.

- **Updated SWC CWA Infographic:** The SWC is launching the 2nd round of improvements to our online interactive infographic [How to Use the Clean Water Act to Protect Source Water](#). The infographic provides information on how to engage in implementation of specific CWA programs, represented by images on the infographic. Last year, we updated the image itself and modernized navigation within the tool. This year, we have expanded and updated the underlying content.
- **New NPDES Permit Comment Guide is in Development:** A focus group of the SWC is currently working to develop a National Pollutant Discharge Elimination System (NPDES) Permit Comment Guide for drinking water utilities. The purpose of the guide is for drinking water utilities to improve and protect the quality of their drinking water sources and ensure public health protection from contaminants in upstream discharges that are regulated by NPDES permits under the CWA. The guide will help with:
 - Understanding which upstream discharges are impacting their drinking water source (raw water) quality and associated treatment processes; and
 - Learning how to provide comments, data, and information on the associated NPDES permits from these sites and facilities to inform and affect changes in monitoring, contaminant discharge limits, and notifications to the drinking water utility.

SWP Week Graphics and Resources: [AWWA's website](#) includes ready-to-use graphics and messages for different social media platforms, case study examples from four different communities, a [Whiteboard Animation on Nutrient Runoff](#), and more! For questions, please contact [Megan McDowell](#), AWWA's senior communications specialist.

Getting Ready for the LCRR

Funding for Lead Service Line (LSL) Inventories and Replacement Programs Through the DWSRF Program Continues!

The Drinking Water State Revolving Funds (SRF) Program at MassDEP continues to accept rolling grant applications from community water suppliers to develop LSL inventories and replacement programs while funding is available.

To incentive LSL replacement projects, the Clean Water Trust Board of Trustees at its meeting earlier this month, voted to reduce the interest rate to 0% interest for **all lead service line replacement projects**. MassDEP is accepting rolling loan applications, while funding is available, for LSL replacement (construction) loans; priority is given to PWS in **disadvantaged** communities and systems with **lead concentrations**.

The LSL inventory planning grant and construction loan applications can be found at: <https://www.mass.gov/lists/state-revolving-fund-applications-forms>.

If you have any questions, please reach out to Maria Pinaud, Division Director for Municipal Services by email at maria.pinaud@mass.gov.

The LCRI is expected to be released soon!

The National Primary Drinking Water Regulations (NPDWR) for Lead and Copper: Improvements (LCRI) were submitted by EPA to the President's Office of Management and Budget (OMB) [for review on August 31, 2023](#). EPA is planning to release the proposed LCRI soon by October 2023, with the intent to promulgate a final regulation ahead of the October 16, 2024, compliance deadline for the Lead and Copper Rule Revisions (LCRR).

Please remember that under the LCRI, EPA has identified key priority improvements to the LCRR:

- Proactive and equitable lead service line replacement (LSLR).
- Strengthening compliance tap sampling to better identify communities most at risk of lead in drinking water and to compel lead reduction actions.
- Reducing the complexity of the regulation through improvement of the action and trigger level construct.

Lead in Schools and Childcare Facilities Drinking Water Update

Expanded Assistance Program Update

The Expanded Assistance Program for Lead in Schools and Early Education and Care Facilities (EECF) Drinking Water provides free analysis of lead drinking water samples and technical assistance to schools and EECFs by assisting with sampling, results interpretation, and guidance on remediation actions. The program is funded by a grant from the Water Infrastructure Improvements for the Nation (WIIN) Act from the U.S. Environmental Protection Agency. MassDEP also worked with the Clean Water Trust to secure additional funding to expand assistance to private schools.

Currently, 643 schools and EECFs are participating in the program and 410 (64%) of participating facilities are within environmental justice communities. To date, 462 schools and EECFs have completed testing. Of facilities that have tested and received results, 305 (66%) had one or more lead detections.

Do you know of any schools or childcare facilities that could benefit from the Expanded Assistance Program? Please identify and encourage schools and childcares within your service area to participate in the program.

Eligible facilities may apply for assistance at https://script.google.com/macros/s/AKfycbyr_U8wEMrA-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpw9pSZtA/exec

PFAS Update

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”.

CDC ATSDR - PFAS Blood Level Estimation Tool

The CDC Agency for Toxic Substances and Disease Registry has created a [PFAS Blood Level Estimation Tool](#). The tool is intended for members of communities that have known exposure to PFAS through their [drinking water](#). This tool provides an accessible and user-friendly way to learn more about the levels of PFAS that may be in an individual’s blood. Community members can use the personalized estimates of blood PFAS levels to better understand their exposures. The tool is not intended to replace actual PFAS blood testing. The CDC ATSDR also provides a [clinician fact sheet and other resources for environmental health professionals](#)

The Massachusetts Department of Public Health completed its testing of bottled water

The DPH Food Protection Program conducted a [pilot surveillance program](#) to test bottled water sold in Massachusetts for PFAS. 287 bottled water samples were collected representing 9 brands from out-of-state bottling plants. 30 bottled water samples were collected representing 3 brands from in-state bottling plants. All the bottled water tested met the Massachusetts PFAS6 MCL and EPA's proposed MCLs.

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

Expanding Water Agency Data and Intelligence with AMI and Monitoring Technologies

Tuesday, September 26, 2023; 1:00 – 2:00 p.m. ET; webinar

For water utilities and municipalities looking to better understand residential household water usage, plan for the future, ensure optimal day-to-day operations, and optimize infrastructure and seasonal planning, it's critical to have quality, granular intelligence. To get these kinds of insights, utilities are well suited by implementing smart metering infrastructure like AMI alongside customer-level monitoring devices like

Flume and then using the latest in AI and machine learning to glean meaningful insights from the data. These technologies have also provided customers with the information they need in real-time so that they can easily identify problems and manage their behavior. In this webinar, we will highlight how utilities should be thinking about data analysis, and how leading water agencies have successfully leveraged insights from leading technologies to improve performance. [Register now](#)

Best Practices in Utility Communications: Tips and Tricks from the Pros

Wednesday, September 27, 2023; 1:00 – 2:30 p.m. ET; webinar

Silence is not an option. Need help building a communication strategy or making the case for an investment in communications? Learn from pros in the water community and get tips and tricks to grow the water brand. Communicating. Telling Your Story. Strengthening Public Trust. There's a growing appreciation in the water industry on the value of strategic communications. But, where do you start? How do measure success? And, how do you make the case for an investment in communications? Communication professionals (and volunteers on the Public Affairs Committee) at four water utilities will share best-practices for a communications strategy. Attendees will see how to make the case for investment in communications, where to start with limited staff, and review examples of strategies that work. List Price: \$120 Member Price: \$75 [Register now](#)

Water Infrastructure Finance and Innovation Act (WIFIA) Funding Overview

Thursday, September 28, 2023; 1:00 – 2:00 p.m. ET; webinar

Join us to learn more about US EPA's Water Infrastructure Finance and Innovation Act (WIFIA) program. The WIFIA program accelerates investment in our nation's water infrastructure by providing long-term, low-cost supplemental loans for regionally and nationally significant projects. To date, WIFIA has made 167 loans, totaling \$29.2 Billion! In this upcoming webinar, EFCN will host two distinguished experts from the US EPA who will deliver insights and essential information about WIFIA. Following the comprehensive overview, you can engage in an interactive Q&A session, offering you the chance to ask EPA experts any questions you may have about the WIFIA program. Presenters: Dallas Shattuck, Senior Program Manager for WIFIA Program, and Leslie Temple, Loan Manager for WIFIA Program, US Environmental Protection Agency. [Register now](#)

How to Prepare Your Utility for Disasters: A Webinar for Very Small Drinking Water Systems that Serve under 3,301 People

Tuesday, October 10, 2023; 1:00 – 2:30 p.m. ET; webinar

Join the US EPA for a free webinar on how to prepare your utility for disasters. The webinar includes topics such as: how to create a Risk and Resilience Assessment (RRA) and Emergency Response Plan (ERP) using drought and water contamination scenarios; information on a new opportunity where operators may be eligible to earn Continuing Education Units (CEUs) for creating an RRA and ERP; and quick and easy tips on how to prepare 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). We also encourage water sector technical assistance providers and consultants to attend. [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.

- **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.

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**

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>.

Cybersecurity, Emergency Preparedness, and You!

2023-09-22

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



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



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



EPA FREE CYBERSECURITY ASSESSMENT PROGRAM: 36 PWS have already used this no cost opportunity.

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: 9 PWS have already signed up.

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. Subject: CISA Cybersecurity Assessments

Keep Us Informed when you register for EPA, CISA or other partners' offers for free cybersecurity vulnerability assessments at program.director-dwp@mass.gov. Subject Cyber security.



CISA FREE CYBER VULNERABILITY SCANNING FOR WATER UTILITIES

- The Cybersecurity and Infrastructure Security Agency (CISA) can help your PWS identify and address vulnerabilities with a no cost vulnerability scanning service subscription.
 - The benefits of this service include:
 - ✓ Identifying internet-accessible assets
 - ✓ Identifying vulnerabilities in your utility's assets connected to the internet, including Known Exploited Vulnerabilities and internet-exposed services commonly used for initial access by threat actors and some ransomware gangs
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- ✓ Weekly reports on scanning status and recommendations for mitigating identified vulnerabilities
- ✓ Significant reduction in identified vulnerabilities in the first few months of scanning for newly enrolled water utilities
- ✓ Ongoing detection and reporting with continuous scanning for new vulnerabilities
- PWS are encouraged to use this service.

HOW CAN I GET STARTED?

1. Email vulnerability@cisa.dhs.gov with the subject line “Requesting Vulnerability Scanning Services.” Include the name of your utility, a point of contact with an email address, and the physical address of your utility’s headquarters.
2. CISA will reply with a Service Request Form and Vulnerability Scanning Acceptance Letter to obtain the necessary information about your utility and your authorization to scan your public networks.
3. Scanning typically begins within 10 days of receiving all completed forms.

NEW Critical Infrastructure Security Updates:

Security Awareness – Chinese Cyber Threats to Critical Infrastructure

- Chinese state-sponsored cyber actors represent one of the most pervasive cyber threats facing the U.S. and its Western allies today.
- In the event of a conflict with the U.S., China would likely launch destructive attacks against critical infrastructure in the homeland, according to the Department of Defense’s (DoD’s) latest Cyber Strategy. [Full article](#)

CISA Releases Continuous Diagnostics and Mitigation Program: Identity, Credential, and Access Management (ICAM) Reference Architecture

- Last week, CISA released the Continuous Diagnostics and Mitigation Program: Identity, Credential, and Access Management (ICAM) Reference Architecture to help federal civilian departments and agencies integrate their identity and access management (IDAM) capabilities into their ICAM architectures. [Full article](#)

Upcoming Trainings

EPA Webinar: Increasing Resilience to Power Outages with Solar Powered Microgrids and Battery Energy Storage

Thursday, September 28, 2023; 1:00 - 2:00 p.m. ET; webinar

This webinar will feature presentations by Columbus Utilities (Ohio) and McKinleyville Community Services District (California) on how the drinking water utility and wastewater utility installed solar powered microgrids and battery energy storage to increase their resilience to power outages. [Register now](#)

MassDEP Cybersecurity Reminders:

- **Cybersecurity Continues to Be an Important Component of Providing Safe Drinking Water in Massachusetts**
 - 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.

Resources:

- MassDEP poster on supply chain issues planning and response with steps to prepare PWS for supply chain disruptions. See/download the poster here <https://www.mass.gov/doc/steps-to-prepare-your-public-water-system-for-supply-chain-disruptions/download>
 - [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 be can also be useful for finding alternative chemical suppliers in the case of supply chain shortages.
 - Join [MassWARN](#).
 - [EPA page on supply chain disruptions](#), includes information on issues impacting availability and price and also provides recommendations utilities can take to respond to shortages and position themselves for the future.
 - [Water and Wastewater Supply Chain Case Studies](#)
 - [Water Treatment Chemical Supply Chain Profiles](#)
 - [Understanding Water Treatment Chemical Supply Chains and the Risk of Disruptions](#)
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