



Massachusetts Department of Environmental Protection (MassDEP)/Drinking Water Program (DWP)

In the Main Newsletter – 10/03/2025

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In The Main - The Drinking Water Updates can be found online at the [MassDEP Communication to Public Water Suppliers Website](#) or at the [Statehouse Archives](#) which has a searchable database.

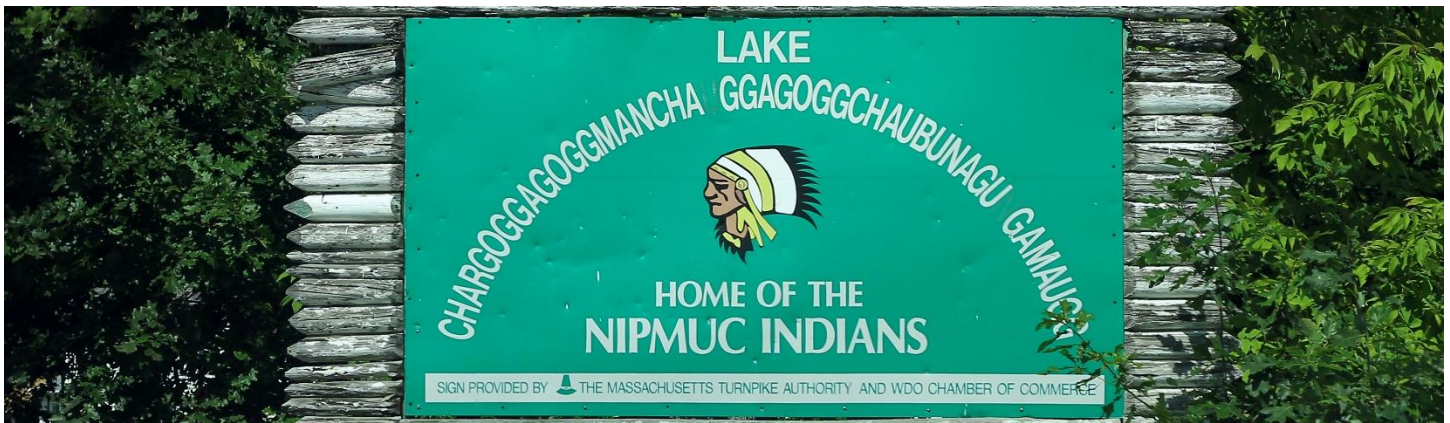


Image 1 - Lake Chargoggagoggmanchauggagoggchaubunagungamaugg, Webster, MA, Photo by: [formulaone](#)

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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 Website.

1. This In the Main Newsletter’s Constant Contact Debut!

This *In the Main* Newsletter is the first installment to be sent out using a new emailing service, **Constant Contact**.

This installment is being sent using the MassDEP DWP’s new email address, program.director-dwp@notice.mass.gov. Bulk email communications, such as the *In the Main* newsletter and regulatory updates, will be sent from this new email address. MassDEP DWP will continue using program.director-dwp@mass.gov for one-to-one direct communication. Please note, you cannot reply to this email address. You must continue to use our regular email for contacting us: program.director-dwp@mass.gov. DWP will only send important regulatory or educational information for Public Water Suppliers (PWS) and their representative and as such PWS or PWS representatives should not unsubscribe from program.director-dwp@notice.mass.gov emails.

If you have any questions or comments on this information, please contact MassDEP DWP at program.director-dwp@mass.gov.

2. This is Cybersecurity Month

MassDEP 2025 Water Sector Cybersecurity Meeting and Training (October 28, 2025 at Bridgewater State University)

Excellent Opportunity for Water and Wastewater Utility Staff to Learn About Cybersecurity from Peers and Experts. For more details see “Cybersecurity, Emergency Preparedness, and You!” section on page 15. Register [HERE](#).

3. The *In the Main* Newsletter Format Has Changed!

Announcing Upcoming Changes to MassDEP Content Due to New Federal Accessibility Requirements

The *In the Main* Newsletter you are currently reading may look different compared to previous installments of *In the Main* (ITM). This is because the formatting of this installment, and all future installments, has been updated to meet new federal accessibility requirements. These new accessibility requirements are a part of a 2024 update to the [Americans with Disabilities Act Title II](#) (ADA Title II). ADA Title II follows international guidelines, [Web Content Accessibility Guidelines version 2.1 Level AA](#) (WCAG 2.1 AA), as the technical standard for all digital content and digital services used, shared, created, and procured by state and local government. The Commonwealth of Massachusetts, including MassDEP and all other state agencies, have until **April 24, 2026** to make our content accessible.

According to the CDC, about 26% of the people in Massachusetts have some type of disability. That means over a quarter of the people accessing your content at any point in time are relying on it being accessible. When our digital content is more easily usable, everyone benefits.

How will this affect MassDEP/DWP content going forward?

Under ADA Title II, all digital content and digital services used, shared, created, and procured by state and local governments must be accessible. This includes word documents, PDFs, excel files, video files, websites, and more. MassDEP DWP has a large amount of content online which is affected by this rule and will need to be made accessible.

Going forward, MassDEP DWP intends to only release new content that meets all accessibility requirements. MassDEP DWP, along with all other state agencies, will also be working to update online files to meet the new accessibility requirements. During this time, document content will also be reviewed and may be updated as needed.

MassDEP DWP will keep you updated as documents are updated and keep you informed if updates are for accessibility purposes only, or if the document content is also updated.

Is Your PWS Working on Accessibility Requirements? If Yes, Let Us Know.

If your PWS is a city- or town-operated system, your city/town is also subject to these new federal accessibility requirements and may be required to comply with requirements by April 2026 or April 2027. Compliance deadlines are dependent on the population served. If you want to learn more about digital accessibility, the Massachusetts Executive Office of Technology Services and Security (EOTSS) has a [Digital Accessibility Webpage](#) you can learn more from, and a collection of [Accessibility Training Resources](#) available for all to use. Please note, this is a federal requirement and is not enforced by MassDEP or the Drinking Water Program.

4. Source Water Protection Week

This week is the American Water Works Association's Source Water Protection Week. Source Water Protection is part of the work of every Public Water System in Massachusetts, whether the drinking water

source is a well, reservoir, or river. Take time to review and update your local Source Water Protection program.

Check out [MassDEP Drinking Water Program's Source Water Protection self-guided training](#) for 0.5 TCH.

For more information about Source Water Protection topics, see the Drinking Water Program's [Source Water Protection Resources](#) or contact us at program.director-dwp@mass.gov.

5. EC-SDC Manganese Webinar and Program Update

Emerging Contaminants in Small or Disadvantaged Communities Grant Program

On Tuesday, September 16th, 2025, MassDEP DWP hosted a **Keys to Manganese Treatment, Technical Support, and Grant Programs Webinar**. This webinar went over key aspects of treatment options for manganese removal, available technical support, and a brief summary of the Emerging Contaminants Grant Programs. You can view the training portion of the [Keys to Manganese Treatment, Technical Support, and Grant Programs Webinar](#) on the [MassDEP YouTube channel](#).

The MassDEP EC-SDC Program has been recently awarded \$19,554,000 through the FFY25 EC-SDC allocations from EPA. Massachusetts has been awarded a total of \$77,007,000 between the three grant periods (FFY22/23, FFY24, and FFY25). If your PWS is small or disadvantaged and has financial needs to address an emerging contaminant and has not already completed a [Needs Assessment Survey Form](#), please complete one and return it to MassDEP Drinking Water Program at Program.Director-DWP@mass.gov, Subject: EC-SDC, PWS ID#. Please note, MassDEP DWP is accepting surveys on a rolling basis.

Visit the [MassDEP Drinking Water Program's Emerging Contaminants in Small or Disadvantaged Communities Grant](#) page for more information about the grant program and for a map of grantees. To date, 49 total PWS have been awarded about \$38 million in EC-SDC funding (Western Region: 11, Central Region: 14, Northeast Region: 11, Southeast Region: 13).

6. AWIA Compliance Round 2: Past and Upcoming Deadlines

This week, on **September 30, 2025**, Community Public Water Systems (PWS) serving a population of over 100,000 were required to certify to EPA updates to their Emergency Response Plans (ERPs) AND submit to MassDEP/DWP an updated ERP Compliance Checklist. Thank you to those systems who submitted their documentation on time!

Community PWS serving a population between 50,000 and 99,999 are required to certify to EPA updates to their Risk and Resiliency Assessments (RRAs) by the end of this year, **December 31, 2025**.

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

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

A comprehensive list of requirements, resources, FAQs, fact sheets, training recordings, and guidance for preparing and certifying updates to your RRAs and ERPs with the EPA can be found at the [AWIA Section 2013/SDWA Section 1433: Risk and Resilience Assessments and Emergency Response Plans Webpage](#).

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 [the EPA: How to Certify Your Risk and Resilience Assessment or Emergency Response Plan Webpage](#). **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.**

MassDEP RRA Certification Reminder Letters for Community PWS

On September 30, 2025, MassDEP/DWP sent a letter to Community PWS serving a population between 50,000 and 99,999 to provide a 3-month reminder about the RRA certification deadline of December 31, 2025. You can find that letter at <https://www.mass.gov/doc/remind-for-emergncy-response-risk-and-resiliency-assessment-rra-certification-3-month-notice-for-community-pws-serving-a-population-between-50000-and-99999/download>.

Where can I find more information about this topic?

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

- [MassDEP Guidelines for Public Water Systems, Chapter 12 – Emergency Response Planning Requirements](#)
- [MassDEP Guidelines for Public Water Systems, Appendix O – Handbook for Water Supply Emergencies](#)
- Previous MassDEP *In the Main* newsletters, including
 - [In the Main Newsletter-March 7, 2024;](#)
 - [In the Main Newsletter-September 6, 2024;](#)
 - [In the Main Newsletter-December 13, 2024;](#)
 - [In the Main Newsletter-January 10, 2025;](#)
 - [In the Main Newsletter-March 7, 2025;](#)
 - [In the Main Newsletter-March 21, 2025;](#)
 - [In the Main Newsletter-April 18, 2025;](#)
 - [In the Main Newsletter-July 11, 2025;](#)
 - [In the Main Newsletter-September 9, 2025;](#) and
 - [In the Main Newsletter-September 19, 2025.](#)
- [EPA Drinking Water and Wastewater Resilience Webpage](#)
- [EPA Water Resilience - AWIA Section 2013 Webpage](#)
- [EPA How to Certify Your RRA or ERP Webpage](#)

7. Chlorate and Perchlorate in Bulk Hypochlorite Solutions

Q&A Guidance for Public Water Systems

A Public Water Supply (PWS) contacted their Region with a concern that their bulk hypochlorite solution had aged and had an elevated concentration of perchlorate, which caused an MCL exceedance. The hypochlorite in their tank was over two years old and the perchlorate was determined to be **83 mg/L**. This Q&A Guidance was prepared to assist PWSs in avoiding perchlorate in finished drinking water due to degraded hypochlorite.

Q1. Why are chlorate and perchlorate a concern in drinking water?

Both chlorate (ClO_3^-) and perchlorate (ClO_4^-) are inorganic byproducts that can form in hypochlorite (liquid bleach) used for disinfection. Chlorate is linked to red blood cell and thyroid effects, and perchlorate disrupts thyroid function. Some states, like Massachusetts, have very low maximum contaminant levels (MCLs) for perchlorate. Currently, there is no Federal or State MCL for chlorate, only perchlorate.

- Massachusetts MCL perchlorate (ClO_4^-): 0.020 mg/L

Q2. How do these contaminants form in hypochlorite?

Hypochlorite is unstable. Over time, it self-degrades to form chlorate. Chlorate can then react further with remaining hypochlorite to form perchlorate. The perchlorate formation process speeds up when bleach is stronger (higher concentration), stored at warm temperatures, stored for too long, exposed to light, or exposed to trace metals. Systems utilizing on-site generated (OSG) chlorine are also susceptible to perchlorate formation.

Q3. Does perchlorate form in the distribution system?

Not significantly. Once hypochlorite is diluted into finished water, the conditions are not favorable for additional formation. The main concern is in the storage tank.

Q4. What can my system do to minimize perchlorate formation?

Best practices:

- Dilute on delivery (1:2 or more)
- Keep storage cool
- Maintain pH 11–13
- Avoid metal contamination (lined tanks, non-corrosive fittings)
- Turn inventory quickly (days and weeks. Not months and years)
- Check vendor quality (COAs)
- Use OSG or calcium hypochlorite immediately (≤ 1 –2 days)

Bulk Deliveries

When handling chemical deliveries, be sure to follow the best practices and appropriate record keeping to ensure the chemical type, quantity and quality is accurate. You can find helpful resources regarding bulk chemical delivery on the Mass.gov website: [Security Guidelines for the Inspection of Bulk Chemical Deliveries](#).

Chemistry Corner: Why Bleach Makes Byproducts

Liquid bleach (sodium hypochlorite) slowly breaks down on its own. First, it self-degrades into chlorate. Then, when chlorate and leftover bleach are both present, they can react together to form perchlorate. This process speeds up if the bleach is strong, warm, stored too long, or contains trace metals. Keeping bleach cool, diluted, and fresh slows these reactions and keeps unwanted byproducts out of drinking water. If off-specification bleach needs to be disposed of, follow applicable regulations.

To learn more about this topic, visit the [AWWA Perchlorate, bromate, and chlorate in hypochlorite solutions: Guidelines for utilities Report](#).

References:

Stanford, B.D., A.N. Pisarenko, S.A. Snyder, and G. Gordon. 2011. Perchlorate, bromate, and chlorate in hypochlorite solutions: Guidelines for utilities. Journal AWWA, 103(6):71–83.

[Security Guidelines for the Inspection of Bulk Chemical Deliveries](#).

Questions:

Email: program.director-dwp@mass.gov

8. LCR, LCRR, and LCRI Updates

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.

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!

See last month's ITM for a full breakdown of PWS responsibilities for each of the 3 current and upcoming lead and copper regulations: [In the Main \(Drinking Water Program Updates\) 09-19-2025](#).

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!

MassDEP/DWP Contacts

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

9. Water Smart

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>.

Successful Webinar for the Water-Smart Pilot Program for Public Water Systems

The Water-Smart Pilot Program for Public Water Systems (PWS) Webinar was held on Tuesday, September 23, with participants joining from across the Commonwealth. A total of 109 attendees joined the session, which introduced the Pilot Program designed to help Public Water Systems prepare for the upcoming Lead and Copper Rule Improvements (LCRI) lead testing requirements. Eight PWS have already expressed interest in enrollment. If you are interested in joining read the following excerpt.

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."

Job Opportunity: Outreach Coordinator – Lead in Schools and Childcares Program

UMass Amherst, in partnership with MassDEP, is hiring an Outreach Coordinator to support Lead in Schools and Childcares Program. This role will engage with schools, childcare providers, local officials and partner agencies to advance MassDEP Drinking Water Program initiatives.

Highlights:

Lead outreach and communication with schools and childcare facilities

Coordinate seminars, outreach logistics and educational materials (Spanish proficiency preferred)

Conduct applied research to assess participation and program impact

Remote position with up to 40% travel in Massachusetts

Salary: \$76,960

Full job description and application here: [Description, Application](#).

10. PFAS Update

Sub Header

On 9/20/2025 EPA released the "Primacy Extension Request Documents for Control of Per- and Polyfluoroalkyl Substances - National Primary Drinking Water Regulation (NPDWR)".

<https://www.epa.gov/system/files/documents/2025-09/memorandum-for-primacy-extension-request-documents-for-the-2024-pfas-npdwr.pdf>

EPA has encouraged all states to apply for an extension due to their plan to rewrite the federal PFAS rule/regulations. MassDEP will be submitting the primacy extension request.

The history of the federal regulations:

- April 26, 2024, EPA published the NPDWR for PFAS. States are required to establish regulations that are no less stringent than the federal standards within 2 years of the promulgation of the federal rule (by April 2026), with the possibility of an extension up to 2 years.
- On May 13, 2025, EPA announced changes to the NPDWR and the Maximum Contaminant Levels (MCLs) for PFAS. EPA announced it will keep the MCLs of 4 parts per trillion (ppt) for PFOA and PFOS that were established in April 2024; however, EPA intends to rescind the regulations for PFHxS, PFNA, HFPO-DA (commonly known as GenX), and the Hazard Index mixture of these three compounds plus PFBS. EPA plans to issue a proposed rule this Fall and finalize this rule in the Spring of 2026.

MassDEP is conducting a review of the EPA MCLs and the latest scientific information on the potential health effects of the consumption of drinking water with elevated levels of PFAS. MassDEP plans to incorporate any new information resulting from the EPA's announced revisions of its national primary drinking water regulations.

MassDEP will be working with EPA Region I and our PWSs to prepare for meeting the national regulations, including the monitoring requirements and maximum contaminant levels by 2029 (EPA announced that it would be issuing regulations to extend this deadline to 2031).

Please note: the current NPDWR are still in effect as well as the current Massachusetts PFAS6 regulations. The difference is that the enforcement authority for the NPDWR is with EPA, not the states, until MassDEP promulgates the NPDWR, as strict as EPA, and receives primacy.

11. Training Calendar

When you need training, please look at the [MassDEP Training Calendar for Public Water System Operators](#).

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 Webpage](#) and view the approved education courses to sit for examination.

Some Newly Added Trainings on the Calendar

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 for the EFCN Webinar: Water Filtration and Removal Processes.](#)

Lime Reagents: Selection, Use, and Strategy

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

Lime plays a critical role in many treatment processes, including pH control, corrosion control, water softening, flocculation and coagulation support, and sludge processing. However, selecting the right lime material, optimizing its use in application, and balancing needs for safety, economy, efficiency, equipment wear-and-tear, and other factors can be a challenge. This webinar will provide strategies and methods for water treatment agencies to analyze and enhance the use of lime in their operations while meeting their specific requirements. [Register for the Lime Reagents: Selection, Use, and Strategy webinar.](#)

Using Predictive Modeling to Meet LCRI Inventory Compliance

Wednesday, October 8, 2025; 1:00 – 2:30 p.m. ET; webinar

This webinar is designed to provide utility professionals and consultants with essential knowledge and practical guidance on leveraging machine learning to develop service line inventories in compliance with the Lead and Copper Rule Improvements (LCRI). With increasing regulatory pressure to accurately identify, manage, and mitigate lead service lines, predictive modeling offers a powerful tool to streamline the inventory process, reduce uncertainties, and enhance public health protection. Attendees will learn how predictive modeling can be effectively utilized to support the development of lead service line inventories required for LCRI compliance. Attendees will gain insights into data requirements, modeling processes, and best practices for selecting and implementing machine learning solutions tailored to their unique needs. Critical steps involved in applying predictive model results into their inventories, including those submitted to regulatory bodies will also be discussed. The webinar will begin with an interactive panel discussion, followed by a Q&A session where attendees can ask questions and delve deeper into the practical applications of predictive modeling. \$75-member, \$120-nonmember. [Register for the Using Predictive Modeling to Meet LCRI Inventory Compliance webinar.](#)

AWWA Water Treatment Operator Level Three

Monday, October 13-November 14, 2025 ET; webinar

This course introduces water operations personnel to various analyses and applications of key water treatment processes and operations. The course curriculum is representative of the basic functions and responsibilities of Level 3 operators at most water treatment plants. WTO Level 3 offers a unique combination of advanced process troubleshooting knowledge and introductory preparation for supervisory responsibilities. Also, this course will also help you learn how to manage employees and the legal obligations for regulatory compliance. WTO3 builds upon the Level 2 course by focusing on troubleshooting of operational problems along with analysis of conventional and advanced treatment processes. \$375-member, \$525-non-member. [Register for the Water Treatment Operator Level Three webinar.](#)

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. See the full [PFAS Destruction by a Hazardous Waste Incinerator: Testing Results Report](#) for more information.

[Register for the EPA Tools & Resources Training Webinar: PFAS Destruction by Hazardous Waste Incinerator.](#)

Water 2050: The Future of Water Utility Financial Sustainability

Wednesday, October 15, 2025; 1:00 – 2:30 p.m. ET; webinar

Financial Sustainability ranked fifth in a list of top water industry challenges in AWWA's 2024 State of the Water Industry Report. In its first year of inclusion in the report's list of water challenges, such a high ranking reflects the criticality of financial sustainability to long-term utility success. Working to achieve the Water 2050 vision of creating a sustainable and resilient water future, Water 2050's Finance & Affordability Strategic Implementation Team is focused on a future characterized by a shared understanding of the value of water, as well as a balance between recognition of the full cost of water services and ensuring it does not present an economic burden to our most vulnerable communities. \$75-member, \$120-nonmember. [Register for the Water 2050: The Future of Water Utility Financial Sustainability webinar.](#)

EFCN: Community-Driven Workforce Solutions for Green Infrastructure

Thursday, October 16, 2025; 12:00 – 1:15 p.m. ET; webinar

Green Infrastructure requires ongoing maintenance and skilled knowledge for its effective operation. To increase the implementation success of Green Infrastructure, a well-trained workforce with ties to the community is essential. This webinar will explore community-driven green infrastructure programs in New Orleans that support the professional growth of the communities they are based in. The webinar will highlight case studies of green infrastructure workforce programs that owe their success to effective collaboration with the communities they serve.

[Register for the EFCN: Community-Driven Workforce Solutions for Green Infrastructure Training.](#)

EFCN: Advancing Watershed Health: How Partnerships and Planning Can Strengthen Local Water Quality

Thursday, October 23, 2025; 11:00 – 12:00 p.m. ET; webinar

This webinar will explore how collaboration and adaptive strategies can drive long-term watershed success. This webinar will provide key takeaways and lessons learned from over 15 years of coordinated watershed management under the Black River Initiative. With notable water quality improvements, this effort showcases how sustained partnerships, data-driven strategies, and locally led implementation can deliver measurable results. This webinar will highlight the value of monitoring nutrients, sediment, and phosphorus loading, and how Nine Element (9E) Watershed Plans helped support these efforts. Attendees will explore how professionals can engage with 9E plans and how these planning tools complement long-term watershed management goals and help sustain local water resources.

[Register for the EFCN: Advancing Watershed Health: How Partnerships and Planning Can Strengthen Local Water Quality Training.](#)

Trainings by Organization

- **MassDEP**

- Previous Cybersecurity Trainings now on YouTube:**

- [MassDEP DWP Cyber Incident Case Study Webinar - Volt Typhoon Attack on Littleton, MA April 30, 2025](#)
 - [Recognizing and Reporting Phishing](#)
 - [Basic Cybersecurity Measures for Water Utilities](#)
 - [Ransomware Experiences, Defense, and Response](#)

- **Environmental Finance Center Network Trainings, Webinars and In-Person Trainings**

- **EPA Trainings, Webinars and In-Person Trainings**

- **Mass Rural Water Association Trainings, Webinars and In-Person Trainings**

- **MWWA Trainings, Webinars and In-Person Trainings**

- **NEWWA Trainings, Webinars and In-Person Trainings**

- **Water ISAC Trainings, Webinars and In-Person Trainings**

- **RCAP Solutions Trainings, Webinars and In-Person Trainings**

- **AWWA Trainings, Webinars and In-Person Trainings**

- **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 [Massachusetts SkillWorks Trainings](#) website.

Training Refresher

If you need a refresher on recently given trainings, you can review several training videos located at [The MassDEP Drinking Water Training YouTube Playlist](#).

12. 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.

Well Water is not affected by lead

- A. True
- B. False

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 program.director-dwp@mass.gov, Subject DWP Trivia.

13. Cybersecurity, Emergency Preparedness, and You!

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

2025 - MassDEP Water Sector Cybersecurity Meeting and Training (October 28, 2025)

Excellent Opportunity for Water and Wastewater Utility Staff to Learn About Cybersecurity from Peers and Experts

MassDEP/DWP in collaboration with MassCyberCenter is hosting an in-person 2025- MassDEP Water Sector Cybersecurity Meeting for drinking water and wastewater utilities in Massachusetts. The goal of this meeting is to provide an educational opportunity that fosters sharing experiences and solutions. This cyber event/meeting will feature expert speakers from local and federal organizations and utilities, covering topics such as threat briefings, cyber incidents, and cybersecurity regulations and resources. The program will also include a cyber tabletop exercise- an interactive, scenario-based session designed to help participants practice cybersecurity best practices and strengthen their incident response plans.

What: 2025 - MassDEP Water Sector Cybersecurity Meeting

When: Tuesday, October 28, 2025, 9:00 am – 12:30 pm EDT. (Please plan to arrive a bit early as it takes about 10 minutes to walk from the parking area. Registration opens at 8:30 AM.)

Where: Bridgewater State University (see the attached flyer for parking instructions and more details)
Dana Mohler-Faria Science and Mathematics Center (DMF)
DMF Auditorium, Room 120, Ground Floor
24 Park Avenue
Bridgewater, MA 02325.

Training Contact Hours (TCHs): This Meeting has been approved for 3 TCHs for MA Drinking Water and Wastewater Operators.

Registration: Free (Refreshments will be provided by the MassCyberCenter).

Register Today!! Space is limited for this event and registration is based on a first-come, first-served basis. As soon as the maximum capacity is reached, the registration link will be closed.

Registration link: Please register [HERE](#).

If you have any questions, please reply to this email or contact the Drinking Water Program at program.director-dwp@mass.gov : Subject: 2025 - MassDEP Water Sector Cybersecurity Meeting.



MySonicWall cloud backup breach / credential exposure (Source CISA and WaterISAC)

- On September 22, 2025, the Cybersecurity and Infrastructure Security Agency (CISA) released an alert: threat actors used brute-force attacks against the MySonicWall.com portal to gain access to a subset of customers' configuration/backup files stored in the cloud. [CISA](#)
- According to SonicWall's investigation, attackers gained access to approximately 5% of backup firewall preference files. The company warned that while credentials inside the files were encrypted, the files contained other information that threat actors could exploit to gain access to customers' SonicWall Firewall devices.
- The company added that it's not presently aware of these files being leaked online by threat actors. Additionally, SonicWall states this was not a ransomware or similar event, rather this was a series of brute force attacks aimed at gaining access to the preference files stored in backup for potential further use by threat actors. SonicWall also [released a video](#) explaining the scope of the incident.

Mitigation/ Action Requested:

- SonicWall has advised customers to verify if their device is at risk and to follow containment and remediation guidance: log in to your MySonicWall.com account and verify if cloud backups exist for your registered firewalls and proceed accordingly to action steps.
- For more details, potentially impacted customers are encouraged to review the [SonicWall support article](#).

[NEW Critical Infrastructure Security Updates](#)



October is Cybersecurity Awareness Month- Building a Cyber Strong America

- This year's theme is Building a Cyber Strong America, highlighting the need to strengthen the country's infrastructure against cyber threats, ensuring resilience and security.
- The campaign calls on all levels of government and organizations of every size to take part.

- It encourages state, local, tribal, and territorial (SLTT) governments, small and medium-sized businesses, and supply chain partners to adopt proactive measures that strengthen the security of the Homeland against ever-evolving threats. **(Source CISA & WaterISAC)**

MassDEP/DWP October Focus: Simple Actions for PWS to Strengthen Cybersecurity

Throughout October, MassDEP/DEP will remind all to focus on simple yet powerful actions that all PWS can take to strengthen their cybersecurity posture

- **Think Before You Click, Recognize, and Report Phishing:** If a link looks a little off, think before you click. It could be an attempt to get sensitive information or install malware: <https://www.mass.gov/doc/cybersecurity-tips-for-public-water-systems-phishing/download>
- **Update Your Software: Don't delay-** If you see a software update notification, act promptly. Better yet, turn on automatic updates: <https://www.mass.gov/doc/cybersecurity-tips-for-public-water-systems-outdated-software-and-operating-systems/download>
- **Use Strong Passwords:** Make sure it's long – at least 15 random characters, and avoid using common or easily guessable passwords, such as simple keyboard patterns or slightly modified words, when creating your passwords. Don't share your password with anyone or use the same or similar password for multiple accounts: <https://www.mass.gov/doc/cybersecurity-tips-for-public-water-systems-passwords/download>
- **Enable Multi-Factor Authentication:** You need more than a password to protect your online accounts, and enabling MFA makes you significantly less likely to get hacked.
- **Conduct Cybersecurity Assessments for Your PWS:** Periodically assess systems to identify and address vulnerabilities. Free EPA cyber assessment <https://www.epa.gov/cyberwater/forms/epas-water-sector-cybersecurity-evaluation-program>
- **Develop an Incident Response Plan:** Establish and test protocols for responding to cybersecurity incidents: <https://www.mass.gov/doc/cybersecurity-tips-for-public-water-systems-developing-a-cyber-incident-plan/download>
- **Train Staff:** Provide regular cybersecurity training to employees so they can recognize and respond to threats.

New NIST Guide for OT Environments – Protecting ICS Against Portable Storage Media (Source WaterISAC & NIST)

- The National Cybersecurity Center of Excellence (NCCoE) has developed draft two-pager NIST Special Publication (SP) 1334, *Reducing the Cybersecurity Risks of Portable Storage Media in OT Environments*. The cybersecurity considerations in this two-pager are intended to help operational technology (OT) operators and manufacturers use Universal Serial Bus (USB) devices securely.
- Portable storage media can be used to transfer data physically to and from OT environments. USB storage devices are convenient, but their use poses potential cybersecurity risks for organizations that utilize them in their OT environments. Organizations can reduce these risks with secure physical and logical controls on the access, storage, and usage of USB devices.
- Access the two pager publication [here](#).

Upcoming Trainings

EPA's Cybersecurity Procurement Checklist Webinar (Date: October 15, 2025)

Join EPA for an informative webinar on our new Cybersecurity Procurement Checklist, a resource designed to help water and wastewater utilities incorporate cybersecurity into the procurement process.

[Register Here](#)

EPA Quarterly Cybersecurity Vulnerability Snapshot Webinar (October 30, 2025)

EPA and CISA will provide the 3rd quarterly overview of the most common cybersecurity vulnerabilities identified at systems via CISA's Free Cyber Vulnerability Scanning for Water Utilities and EPA's Proactive Vulnerability Identification Program. [Register Here](#)

14. Supply Chain Reminders

Suspension of Vessel Traffic at the Port of Baltimore: Current Status and Possible Impact on Supply Chain Disruptions.

In response to the collapse of the Francis Scott Key Bridge in Baltimore, Maryland earlier this week, the EPA established a website to track potential supply chain disruptions. Utilities can help mitigate the risk of supply chain shocks by understanding their supplier dependencies and planning for disruptions. [Full article](#)

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.

PWSs are reminded to implement the steps identified by DWP using the [Steps to Prepare Your PWS For Supply Chain Disruptions Flyer](#) and keep MassDEP/DWP informed of all Supply Chain issues.

15. How To Subscribe to the In The Main Newsletter

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, visit to the [Safe Drinking Water Act Assessment Advisory Committee \("Section 70" Committee\) Homepage](#).

16. Drinking Water Trivia! Answer

Answer: FALSE

Well water can still be entering drinking water through plumbing or fixtures

This is important information for Public Water Suppliers (PWS) and their representative and as such PWS or PWS representatives should not unsubscribe from program.director-dwp@notice.mass.gov emails.