



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.



Herring Pond Photo by: Paul Ganley, courtesy of the Herring Pond Wampanoag Tribe

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

2024-10-04

1. Getting Ready For the LCRR
2. New England Water Works Association (NEWWA) is hosting a SLI Media and Consumer Inquiries Utility Roundtable October 9, 2024 at 12 P.M.
3. Safe Drinking Water Act Assessment Rate for FY2026
4. 10th Annual Imagine a Day Without Water – October 17, 2024
5. Resources for New Drinking Water Operators
6. Lead in Schools and Childcare Facilities Drinking Water Update
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8. Drinking Water Trivia!
9. Training Calendar
10. Cybersecurity, Emergency Preparedness, and You!
11. Supply Chain Reminders



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

Use the search function in the Statehouse Archives at:

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

Getting Ready For the LCRR

Service Line Inventories are Due in 2 WEEKS, ON OCTOBER 16, 2024.
Have you completed your inventory yet?

ALL NTNC and COM PWS must submit an inventory by October 16, 2024. PWS cannot receive an extension to comply with this rule. MassDEP does not have primacy over this rule, this rule will be enforced by EPA. EPA has stated that they will not provide an extension to any PWS, regardless of circumstances. PWS that do not submit an inventory will receive enforcement actions from EPA.

If there are ANY PWS that are concerned with meeting this deadline, please do the following:

12. Contact MassDEP/DWP at program.director-dwp@mass.gov or 617-292-5770 as soon as possible to inform us of this concern.
13. Prioritize completing and submitting the inventory to MassDEP/DWP promptly. Not submitting an inventory will cause EPA to take enforcement action.
14. Please submit something. An inventory, not completed, or full of unknowns, is much better than not submitting an inventory at all. Submitting an inventory with at a minimum all service lines marked as unknown can meet the minimum requirements for this rule, and MassDEP can work with you to create a more accurate inventory after the SLI deadline.

Please Register for the 10/9 LCRR Training

Register for the MassDEP Webinar on 10/9 (10:00am to 11:00am) for important information regarding the Lead and Copper Rule Revisions (LCRR) October 16, 2024 deadline, your service line inventories and potentially thousands of notifications going out to water customers across Massachusetts by November 15, 2024. Link to register:

<https://us06web.zoom.us/join/register/tZUlfumgqzMrHNPOjTioI3oaqhQObBpOWRBC> Please note no TCHs will be provided

The forthcoming LCRR will take effect in two weeks on October 16, 2024! On this date, two types of notifications will be effective:

- (1) a 30-day notification to consumers with a lead, galvanized requiring replacement (GRR), or unknown service line.
- (2) a system-wide 24-hour Tier 1 Public Notice for 90th percentile lead action level exceedances.

To prepare for the rush of customer inquiries, MassDEP is presenting a final reminder webinar for PWS subject to the LCRR with information and resources to help them plan for potentially thousands of notifications.

Agenda

10:00 Welcome

10:05 Service line inventories (SLI): What is next?

10:20 SLI Consumer Notices

10:30 Tier 1 (24 hour) Public Notice for 90th percentile lead action level exceedances

10:50-11:00 Q/A

This training will be recorded and available on the MassDEP YouTube channel by October 12, 2024. The MassDEP YouTube channel can be accessed here: <https://www.youtube.com/@MassDEP>

Did you Receive a SLI Reminder Email from MassDEP on September 30?

An email was sent to all NTNC and COM PWS on September 30, 2024. This email contained important updates for PWS regarding:

- Updates to the Consumer Notice Templates
- Updates to the NONLSL and SLI Certification Forms

- Questions recently asked by Operators that may be helpful for you to review
- A reminder on the SLI due date.

If you did not receive this email, you may review it here: <https://www.mass.gov/lists/communication-to-public-water-suppliers#emails-and-direct-mail>

Service Line Material Consumer Notification Templates have been Updated

MassDEP/DWP had posted the Massachusetts Service Line Material Consumer Notification (CN) Templates earlier this summer. These Templates have been updated to be consistent with the EPA versions. MassDEP has also included instructions on how to deliver these service line material CNs in the updated CN documents. **Please use the new versions of these templates for your consumer notifications in October and November.**

Each of the CN templates are available on the MassDEP Lead and Copper Forms and Templates webpage here: <https://www.mass.gov/lists/lead-copper-forms-and-templates>

- [Lead Status Unknown Service Line CN Template](#)
- [Galvanized Requiring Replacement Service Line CN Template](#)
- [Lead Service Line CN Template](#)

PWS should note that any PWS with **lead, galvanized requiring replacement, or lead status unknown service lines** must deliver CNs to each customer (both the owner and resident/occupant if they are not the same person) served by these 3 types of service lines. These CNs must be delivered by **November 15, 2024**, or upon the service initiation of every new customer (both the owner and resident/occupant if they are not the same person) added to the PWS distribution system following this date.

Updates Have Been Made to Service Line Inventory Certification Forms as of September 30th

MassDEP has updated the **LCRR Certification of Non-Lead Service Lines and Request for Approval** (also called the NONLSL Certification Form). Please make sure that you download and use the latest NONLSL Certification Form.

NONLSL Certification Form: <https://www.mass.gov/doc/lcrr-certification-of-non-lead-service-lines-request-for-approval/download>

The Service Line Inventory Certification Form has also been added online to the Lead and Copper Forms webpage. This form is required for all PWS to complete and submit with their Service Line Inventory. The Certification Form is available here: <https://www.mass.gov/doc/lcrr-service-line-inventory-certification-form/download>.

Is your PWS ready for the upcoming LCRR requirements?

By October 16, 2024:

- Submit the completed **Service Line Inventory (SLI)**
- Submit the **LCRR Certification of Non-Lead Service Lines and Request for Approval** (If the PWS has no lead, galvanized requiring replacement (GRR), and lead status unknown service lines)
- Make your **SLI (or Non-Lead statement) publicly accessible.**

MassDEP recommends that PWS that do not have Lead, Galvanized Requiring Replacement (GRR), or Unknown (UNK) service lines submit their SLI and NON-LSL Certification form **prior to October 16, 2024**, to receive approval for your SLI prior to October 16, 2024. However, PWS **MUST** make their SLI publicly accessible or post a No-Lead statement in a publicly accessible location **by October 16th**.

- Prepare to use the **Tier 1 24 Hour Public Notice** if your PWS exceeds the lead action level.

By October 30, 2024:

- Submit the **SLI Certification Form**.

By November 15, 2024:

- Deliver all required **service line material consumer notices** to consumers with lead, GRR, or lead status unknown service lines.

SLI Do It Yourself Resources

- Lead and Copper Rule Requirements Trainings: <https://www.mass.gov/info-details/lead-and-copper-rule-revisions#massdep-past-trainings> or <https://youtu.be/L5FJ8PV9p1w?si=aEYMdIQon7RMBUrW>
- Check out the Lead and Copper Rule Revisions webpage for guidance documents on the following topics:
 - [LCRR Links of Interest](#)
 - [Predictive Modeling and Statistical Analysis](#)
 - [Electrical Resistance Testing](#)
 - [The LCRR Requirements that having Unknown Service Lines in your SLI Trigger](#)
 - [The Service Line Identification Guidance](#)
 - [A NTNC and Small COM Service Line Identification Guidance](#)
 - [How to Submit Your Initial SLI](#)
 - [Lessons Learned: Common Validation Errors Found in Submitted SLIs](#)
 - And more!
- Through the [Lead & Copper Forms and Templates webpage](#) you can access the following:
 - [Service Line Inventory Excel Workbook for Systems with Split Ownership \(Version 1.0.3\)](#)
 - This template is for a PWS, such as a fire district or municipality, that serves multiple buildings and owns the distribution system and part of the service lines serving individual buildings, i.e. split ownership of service lines. **This template is the same as the previous workbook titled “Service Line Inventory Excel Workbook”, newly titled to differentiate it from the new Systems Without Split Ownership workbook. This Workbook has NOT changed.**
 - [Instructions: Service Line Inventory Excel Workbook for Version 1.0.3.](#) Once the SLI is complete it needs to be exported to a CSV file for submission to MassDEP.
 - [Service Line Inventory Excel Workbook for Systems WITHOUT Split Ownership \(Version 1.3.1\)](#)
 - A macro-enabled Excel workbook for producing the CSV service line inventory. This template is for a PWS, such as an **NTNC** or COM system WITHOUT split ownership of service lines. For example, a condominium or school where the PWS owns/controls all water system components. **This new version of the template is optional.**
 - [Instructions: Service Line Inventory Excel Workbook for Systems WITHOUT Split Ownership for Version 1.3.1.](#) Once the SLI is complete it needs to be exported to a CSV file for submission to MassDEP.
 - [Template Letter for PWS to send to customers for the MA-LSLI App](#)
 - [Instructions: Mass Lead Service Line Identification \(MA-LSLI\) Web App.](#) A tool created by MassDEP for customer identification of service lines and SLI participation.
 - And more!

New England Water Works Association (NEWWA) is hosting a SLI Media and Consumer Inquiries Utility Roundtable October 9, 2024 at 12 P.M.

Title: UTILITY ROUNDTABLE: WHAT ARE YOU DOING TO PREPARE FOR MEDIA AND CONSUMER INQUIRIES SURROUNDING THE LEAD SERVICE LINE INVENTORY DEADLINE?

Date: October 9, 2024

Time: 12:00-1:00p.m.

Price: FREE via Zoom for NEWWA members and employees of Utility Members

Description: As you are aware, the deadline for utilities to have their lead service line inventories complete is approaching quickly on October 16.

We are organizing this roundtable for utilities to be able to share how they are preparing for both media and consumer inquiries that are highly likely.

How are you answering questions like:

- Does my home have a lead service line?
- If it does, what can I do about it?
- Also, what are YOU, the utility doing about it?
- And more

This roundtable is meant to be an informal, information-sharing session between utilities from across New England to learn from each other and make those last-minute preparations to ensure you are not caught off guard by media and consumer questions.

This is a NEWWA member benefit. Membership in NEWWA will be vetted upon registration before you receive the meeting credentials.

****Note - ALL employees of member utilities are also welcome to attend the roundtable.**

Register via Zoom here:

<https://us02web.zoom.us/join/91234567890?pwd=QkpnAoO7UNRA#registration>

Questions: Please reach out to Kirsten King at NEWWA [kirsten@NEWWA.org], who will be hosting the roundtable

Safe Drinking Water Act Assessment Rate for FY2026

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 and compliance assistance and trainings for Public Water Systems (PWS).

Following the recommendation of the Advisory Committee, MassDEP has established the same rate structure for FY26 as for FY25.

The bills for FY26 will be mailed to all PWS in December 2025 and are based on water use reported by PWS on the Annual Statistical Report for 2023.

See the full Rate Assessment Letter that was sent to all PWS on 10/2/24 here: [Safe Drinking Water Act Assessment Advisory Committee \("Section 70" Committee\) | Mass.gov](#).

Please contact program.director-dwp@mass.gov, subject: SDWA Assessment, with questions.

10th Annual Imagine a Day Without Water – October 17, 2024

October 17, 2024, marks the 10th annual Imagine a Day Without Water! Imagine a Day Without Water is a National Day of Action that brings together diverse participants to highlight how water is essential, invaluable, and in need of continuous investment. In the last decade, the water industry has seen several critical changes, including historic federal investment in water infrastructure through the Bipartisan Infrastructure Law and increased commitment across the nation to building equitable and sustainable water systems in the face of climate impacts.

For this year's milestone Imagine a Day Without Water, the organization is asking us to think: what's your drop in the bucket? How does water play a critical role in your life? Consider sharing your thoughts on Imagine a Day Without Water by tagging @TheValueofWater on social media and using the hashtags #ImagineADayWithoutWater and #MyDropInTheBucket.

10 Tips for Engaging on Imagine a Day Without Water

Here are 10 tips to engage with Imagine a Day Without Water, summarized from the U.S. Water Alliance's resource guide: <https://uswateralliance.org/programs/the-value-of-water-campaign/imagine-a-day-without-water/resources/guidance/>

1. Join the Conversation: Use social media to share YOUR drop in the bucket or other content about the value of water.
2. Vote for Water: Register to vote and vote for candidates or bills that support funding for water.
3. Support your Water Workforce: Share water jobs or help increase equity in the water workforce.
4. Organize an Event: Engage with your community to share all the ways that water connects us.
5. Be a Water Warrior: Advocate for good water policy.
6. Make Policy Waves in Your Community: Encourage your community to officially recognize Imagine a Day Without Water.
7. Put Your Drop in the Bucket: Donate to local community-based organizations that support sustainable water management.
8. Host or Take a Water Facility Tour: Visit a water utility to learn about the water treatment and distribution process.
9. Get Water in the News: Write a blog post or article about water that can be shared online.
10. Let Your Creativity Flow: Use art to express the ways in which you value water.

Additional Resources

- Imagine a Day Without Water homepage: <https://uswateralliance.org/programs/the-value-of-water-campaign/imagine-a-day-without-water/>
 - Highlights from previous Imagine a Day Without Water campaigns: <https://uswateralliance.org/programs/the-value-of-water-campaign/imagine-a-day-without-water/pasthighlights/>
 - Social Media Toolkit from the U.S. Water Alliance: <https://drive.google.com/drive/folders/1tvXV6oYydqX9J6acuaK7CcRJZOZipXvQ>
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Resources for New Drinking Water Operators

Are you a new drinking water operator looking to learn more about drinking water operations and navigate the examination and licensing process? Read below for some guidance to use and share with new drinking water operators looking to get into the industry.

Massachusetts Drinking Water Operator Licensing – The Basics

In Massachusetts, there are several types of drinking water operator licenses. The type of license depends on an individual's education and experience. Operators are allowed to hold multiple licenses, which stay active as long as they are properly renewed each renewal period.

First, there are two license **types: treatment (T)** and **distribution (D)**. The license **grade** for each type can range from Grade 1 to Grade 4 depending on the individual's level of education and experience. Grade 1 is the lowest license grade, while Grade 4 is the highest. There is also a **Very Small System (VSS)** license for operators working in a VSS.

Second, there are two license **statuses: full** and **operator-in-training (OIT)**. Individuals can obtain a full license if they meet all education, experience, and training requirements for a particular license. Individuals obtain an OIT license if they are missing some of the education, experience, or training requirements.

If you are a new drinking water operator, it may benefit you to obtain the lowest grade license(s) (i.e. a Grade 1 Distribution License (D1), a Grade 1 Treatment License (T1), and/or a VSS License). The license(s) you need to obtain will depend on the Public Water System where you work and the requirements of your employer.

The Examination and Licensing Process

Once you know which license you want to obtain, you must take and pass an exam for that license grade. There are exam options for every license grade and type. Exams are taken on a computer at a PSI testing center. You can register for an exam at <https://test-takers.psiexams.com/abc-ma/test>.

It is important to note that in Massachusetts, exams must be taken sequentially (i.e. starting at Grade 1 and working upwards to Grades 2, 3, and 4, as needed). So, if you need to obtain a Grade 2 license, you must pass the Grade 1 exam first.

Additionally, in Massachusetts, there is a pre-requisite training requirement prior to taking Grade 2 and higher exams. You can find information about Board-approved pre-requisite training courses at <https://www.mass.gov/info-details/board-of-certification-of-operators-of-drinking-water-supply-facilities-approved-education-courses-to-sit-for-examination>. There is no pre-requisite training requirement to take the Grade 1 or VSS exams; however, if you are new to drinking water operations, it may benefit you to take a training course to prepare for them.

Once you pass your exam, you can apply for a license online at <https://www.mass.gov/how-to/apply-for-a-drinking-water-supply-facility-operators-license>. License applications must be submitted within 6 months of receiving your passing exam score. You must meet different education and experience requirements to obtain a particular license. Requirements for each type of license can be found in 236 CMR 4.00 at <https://www.mass.gov/doc/236-cmr-4-public-water-supply-operator-certification/download>.

Detailed information on the examination and licensing process in Massachusetts can be found at <https://www.mass.gov/info-details/frequently-asked-questions-about-the-board-of-certification-of-operators-of-drinking-water-operators-licensing#what-is-the-process-for-getting-a-drinking-water-operator-license?>.

Completely New to Drinking Water Operations? Start with an Introductory Training Course!

If you are completely new to the drinking water operations field, you may benefit from an Introductory Training Course. These training courses are geared towards individuals who have no background in drinking water operations. These training courses will prepare you for taking the VSS, D1, and T1 examinations. There are several training providers that provide these courses with varying costs and delivery (e.g. virtual, in-person, and hybrid).

Additionally, you can find examples of training manuals to use as study resources at <https://www.mass.gov/info-details/frequently-asked-questions-about-board-of-certification-of-operators-of-drinking-water-operator-exam-information#where-can-i-get-training-manuals-to-help-me-prepare-for-these-exams?>.

Additional Resources

Use the following links to learn more about drinking water operations, find trainings, and more.

- MassDEP Public Water System Operations: <https://www.mass.gov/info-details/public-drinking-water-system-operations>
- MassDEP Public Water System Capacity Development: <https://www.mass.gov/info-details/public-water-system-capacity-development>
- MassDEP Technical Assistance: <https://www.mass.gov/info-details/public-water-system-capacity-development#technical-assistance->
- MassDEP Drinking Water Training and Training Calendar: <https://www.mass.gov/info-details/drinking-water-training>
- Board of Certification of Operators of Drinking Water Supply Facilities: <https://www.mass.gov/orgs/board-of-certification-of-operators-of-drinking-water-supply-facilities>
- 236 CMR 4.00 – Certification of Operators of Public Water Systems: <https://www.mass.gov/doc/236-cmr-4-public-water-supply-operator-certification/download>
- New England Water Works Association: <https://www.newwa.org/>
- Massachusetts Water Works Association: <https://mwwa.memberclicks.net/>
- Massachusetts Rural Water Association: <https://massrwa.org/>
- WaterOperator.Org: <https://wateroperator.org/>

Lead in Schools and Childcare Facilities Drinking Water Update

MassDEP Hosts Lead Exposure Seminar in Chelsea



Jessica Sibirski (MassDEP) presenting the Water-Smart program and the Service Line Inventory

The Massachusetts Department of Environmental Protection - Drinking Water Program – Water Smart program (formerly the Assistance Program for Lead in school Drinking Water) hosted an in-person seminar to raise awareness about lead exposure in coordination with City of Chelsea officials, the Department of Public Health, non-profit organizations Early Childhood Initiative, Green Roots, and Clean Water Action, and childcare provider groups Nurtury, Claredon, and Child Development and Education.

The two-hour seminar took place on September 24, 2024 from 6:00 PM to 8:00 PM at Williams Jr. High School, 180 Walnut St, Chelsea. A total of 54 participants attended, including childcare providers, education professionals, Chelsea City officials, nonprofit organizations, DPH staff, and MassDEP staff. Chelsea is considered a High-Risk community for childhood lead poisoning, and a disadvantaged community, with an environmental justice population.

The program covered a range of topics, including lead exposure in drinking water, the free lead testing [Water-Smart Program](#), the [Childhood Lead Poisoning Prevention Program](#), the [Choose Safe Places for Early Care and Education Program](#), the [Service Line Inventory](#), and the [Lead Service Replacement Program at Chelsea](#).

To ensure accessibility for Spanish-speaking attendees, our collaborators, GreenRoots and the City of Chelsea, provided translation equipment (headphones and microphones) along with a trained interpreter. Additionally, with the support of Deneen Simpson, MassDEP's Director of Environmental Justice, participants received box lunches. They were also given training materials and a certificate of attendance from the Drinking Water Program, which can be applied toward the annual training requirement for childcare providers set by the Department of Early Education and Care (DEEC).

Following the seminar, MassDEP will continue to work with the City of Chelsea to encourage testing at all Chelsea childcares for lead through the Water-Smart program. So far, 30% (11) of the Family-Based Child Care centers in Chelsea have agreed to participate in the program, and 19% have already completed the testing. Additionally, to engage and educate parents and the Chelsea community, Clean Water Action, in collaboration with the City of Chelsea, will host a free information session on October 23 from 6:00 to 8:00 PM at the Chelsea Public Library.

Are you interested in having a similar program in your community?

Please contact the MassDEP/Drinking Water Program at program.director-dwp@mass.gov Subject: Water Smart or 617-292-5770.

PFAS Update

Resources for Public Water Suppliers

Treatment

The Arizona Department of Environmental Quality has published a guidance document for PWS: “Decision Trees for PFAS Mitigation Selection in Drinking Water”, to assist engineers and PWS in making informed decisions in determining the most suitable non-treatment and treatment alternatives for mitigating per- and polyfluoroalkyl substances (PFAS).

https://static.azdeq.gov/wqd/pfas/PFAS_Trees.pdf

Disposal

EPA’s “Interim Guidance on Destroying and Disposing of Certain PFAS and PFAS-Containing Materials That Are Not Consumer Products”

<https://www.epa.gov/pfas/interim-guidance-destroying-and-disposing-certain-pfas-and-pfas-containing-materials-are-not>

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.

The Lead Law requires homes built before this year to remove or cover lead paint.

- A. 1992
- B. 1978
- C. 2004
- D. 1967

What is the name of the MassDEP program for technical assistance and lead in drinking water testing for schools and childcare facilities?

- A. H2-In the Know
- B. Lead Assistance
- C. School Water Improvement Grants
- D. Water- Smart

When should water operators notify the Office of Oral Health (OOH) when the lab results for the split sample are not within +/- 0.1 ppm of the result listed by the PWS on Form C?

- A. Immediately after learning the results.
- B. Within seven days of learning the result
- C. When the OOH reviews the submitted reports
- D. It is not mandatory to notify the OOH

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>

Some Newly Added Trainings on the Calendar

EPA's Water Security Test Bed: Critical Infrastructure Research

Wednesday, October 9, 2024; 2:00 – 3:00 p.m. ET; webinar

This presentation will discuss EPA's first-of-its-scale Water Security Test Bed (WSTB), which replicates a section of a typical municipal drinking water piping system to better understand the behavior of water systems under real-world conditions. EPA researchers are evaluating infrastructure and premise plumbing decontamination technologies, mobile emergency water treatment systems and research focused on radionuclides. The future vision for the WSTB focuses on prevention, mitigation, and quick return-to-service of distribution system operational technology hardware and software compromised by cyber-attacks. Presenters will provide an overview of site capabilities, work that has been conducted at the WSTB over the last 10 years, and the future research vision for the next decade.

[Register here](#)

Imagine a Day Without the Water Workforce: Strengthening the Water Sector Pipeline through Entry-Level Opportunities

Thursday, October 17, 2024; 2:00 – 3:00 p.m. ET; webinar

Join us on national 'Imagine a Day Without Water' day, as we tackle one of the most critical challenges in the water sector—workforce development. In this 1-hour webinar, we'll explore strategies for creating and enhancing entry-level job opportunities. We'll dive into how utilities can develop or improve skill-based internship and pre-apprentice programs to build a strong pipeline for future water leaders. Participants will gain insights into foundational elements needed to create impactful programs, hear from industry experts, and learn from real-world examples. Learning objectives include: gaining practical insights on developing and enhancing entry-level opportunities in the water sector, accessing resources and best practices for creating skills-based internship or apprenticeship programs that support the growth of a talented and diverse workforce, and receiving actionable advice and real-world examples to build effective workforce development initiatives. [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/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**

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!

2024-10-03

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

EPA is currently conducting AWIA/Cybersecurity inspections. Please ensure that you are up to date with all ERP and Cybersecurity planning and actions. If you have any questions, please contact program.director-dwp@mass.gov, Subject: Cybersecurity.



Check out the MassDEP Drinking Water Program cybersecurity resource hub (StoryMap) for what you need to know: [Cybersecurity Resource Hub for MA Public Water Systems \(PWS\) \(arcgis.com\)](#). 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.



Incident Reporting:

- CISA's 24/7 Operations Center at Report@cisa.gov or (888) 282-0870 .
- FBI via your local [FBI field office](#) or the FBI's 24/7 CyWatch at 855-292-3937 or cywatch@ic.fbi.gov.
- Contact the EPA Water Infrastructure and Cyber Resilience Division at watercyberta@epa.gov to voluntarily provide situational awareness.

Additionally, WaterISAC can be notified by emailing analyst@waterisac.org, calling 866-H2O-ISAC, or using the [online incident reporting form](#).



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



EPA FREE CYBERSECURITY ASSESSMENT PROGRAM

Register for a free assessment with simple steps by using the following link:

<https://www.epa.gov/waterresilience/forms/epas-water-sector-cybersecurity-evaluation-program>.



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

Do you want a cybersecurity assessment from the federal Cybersecurity and Infrastructure Security Agency (CISA)? If you are interested, please let us know at your earliest convenience at program.director-dwp@mass.gov. Subject: CISA Cybersecurity Assessments. PWS will be chosen based on criteria such as PWS type, size, and particularly the timing of their sanitary surveys.



Important Reminder: Sanitary Surveys and Cybersecurity

Is your PWS scheduled for a sanitary survey in 2024? If your PWS is scheduled for a sanitary survey in 2024 **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.

- For details, please refer to the important notice, which was sent on December 28, 2023, to PWS, reminding them of their 2024 sanitary surveys and cybersecurity program assessment report/review: <https://www.mass.gov/doc/important-notice-your-pws-2024-sanitary-surveys-and-cybersecurity-programassessment-report-inspection-reminder/download>
- If you have any questions on this information, you may also contact the Drinking Water Program at program.director-dwp@mass.gov.

NEW Critical Infrastructure Security Updates:



REGISTER TODAY: Cybersecurity Meeting for Water and Wastewater Friday November 1st 2024

On Friday November 1st MassDEP is holding an educational Cybersecurity Meeting for water and wastewater utility staff in Burlington, MA. There will be expert speakers from multiple organizations and a utility roundtable to discuss cybersecurity questions, issues and solutions. We hope you can attend. Please register here [2024 - MassDEP Water Sector Cybersecurity Meeting Tickets, Fri, Nov 1, 2024 at 8:30 AM | Eventbrite](#).

ICS/OT Threat Awareness – Brute Force Tactics Targeting VPNs in the Water Sector: Key Insights from Dragos

- Dragos, indicated in an intelligence brief that they have recently identified malicious activity aimed at several critical infrastructure networks across North America, particularly in the electric, oil and gas, water and wastewater, and manufacturing sectors.
- Insights from the intelligence brief highlight adversary activity targeting IT systems that could serve as a gateway to operational technology (OT) environments. Full article at [WaterISAC](#).

Joint Cybersecurity Advisory – Cyber Actors Targeting Personal Accounts to Support Operations

- The FBI and the UK's National Cyber Security Centre (NCSC), along with other federal and international partners, published a joint Cybersecurity Advisory titled "Iranian Cyber Actors Targeting Personal Accounts to Support Operations".
- The advisory highlights the continued malicious cyber activity by cyber actors working on behalf of the Iranian Government's Islamic Revolutionary Guard Corps (IRGC), and draws attention to a spear phishing campaign carried out by these threat actors. Full article at [WaterISAC](#).

For additional alerts see [Cybersecurity Resource Hub for MA Public Water Systems \(PWS\)](#)

Upcoming Trainings



EPA Webinar: Cyber Phishing Drill (Tuesday, October 22, 2024; 2:00 - 3:00 p.m. ET; webinar)

EPA is hosting a free phishing drill for drinking water and wastewater systems. This drill will allow utilities to simulate one of the most common types of cyber-attacks and will help utilities understand the threat, test their responses to the threat, and learn about resources to improve their preparedness. [Register now](#)

Supply Chain Reminders

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 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.

Answer: B, D, B