



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.



Witch house in Salem Massachusetts Photo by: [WikiMedia](#)

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

2023-10-19

1. Imagine a Day Without Water: October 19, 2023
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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>.

Imagine a Day Without Water: October 19, 2023

October 19, 2023, was the ninth 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.

For the ninth annual Imagine a Day Without Water campaign, the organization is highlighting how communities value and use existing water resources, as well as the importance of closing the investment gap so that all of us have access to safe, affordable water.

Use the hashtags #ValueWater and #ImagineADayWithoutWater to post or view content about this national campaign.

You can learn more about Imagine a Day Without Water by looking at the following resources:

- Imagine a Day Without Water: <https://imagineadaywithoutwater.org/>
- U.S. Water Alliance: <https://uswateralliance.org/imagine-a-day-without-water-is-october-19-2023/>.
- MWWA Op-Ed - “My Turn: The State’s Looming Threat to Water System Resiliency – a shortage of water operators”: <https://www.recorder.com/my-turn-Pederson-October-19th-marks-Imagine-a-Day-Without-Water-52692625>
- Social Media Toolkit from the U.S. Water Alliance: <https://drive.google.com/drive/folders/1tvXV6oYydqX9J6acuaK7CcRjZOZipXvQ>

PFAS Survey from GAO

MA PWSs Asked to Provide Input to Congress on EPA’s Proposed PFAS Regulation

The [U.S. Government Accountability Office \(GAO\)](#) is surveying a random sample of public water systems in six states (Illinois, Massachusetts, New Hampshire, New Jersey, Ohio, and Vermont) that have certain per- and polyfluoroalkyl substances (PFAS) in their water exceeding the maximum levels proposed by the U.S. Environmental Protection Agency (EPA). If you were notified the week of October 2nd that your system was selected to participate in GAO’s survey, we strongly encourage you to do so.

GAO is a non-partisan agency that provides the U.S. Congress with objective, fact-based information to help lawmakers and agency heads improve the performance and accountability of the federal government. GAO’s reports often present original data drawn from extensive field work, and this survey offers public water systems an opportunity to share their perspectives with GAO, and ultimately, Congress. Congress specifically asked GAO about the challenges public water systems face as they work to (1) implement treatment methods for PFAS in drinking water and (2) manage the resulting PFAS-contaminated waste.

Your participation in this 15- to 30-minute survey is critical for GAO to be able to provide Congress with meaningful information about the challenges the proposed regulatory limits for PFAS in drinking water pose to public water systems and the ways in which the federal government could better support systems. You may direct questions about the survey to Bruna Oliveira at PFAS_Survey@gao.gov or 617-788-0543.

Update on HACH TU5300 SC/TU5400 SC Turbidity Sensors

The *In the Main* issue dated 9/22/2023 (linked [here](#)) included an important notification from HACH regarding the HACH TU5300 SC/TU5400 SC Turbidity Sensors. On October 17, 2023, HACH distributed a customer letter clarifying information about the software update and providing more resources for customers that may be using

these products. The customer letter sent by HACH is copied below. If you have any questions or need additional information, please reach out to program.director-dwp@mass.gov.

Customer Letter from HACH, dated 10/17/2023

HACH TU5300 SC/TU5400 SC Turbidity Sensors – IMPORTANT UPDATE

New software version V1.43 is RELEASED Aug 4th

Update is mandatory required for instruments with V1.39 and V1.41

Dear Valued Customer,

HACH would like to inform you about the RELEASE of this important software update V1.43 as of Aug 4th for the TU5300 sc and TU5400 sc.

HACH is asking every customer to proactively perform this mandatory update of the sensor software to V1.43.

The software and easy step by step instructions (for controllers and sensor updates) can be downloaded from www.HACH.com. Please search our website for “[TU5300sc software](#)” or “[TU5400sc software](#)” (under Resources).

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.

A small number of customers have identified a rare phenomenon where the TU5300sc or TU5400sc instruments to 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 smallest changes to the readings. This would provide the evidence if values are “frozen” or still updating.

Products affected:

TU5300 sc and TU5400 sc (type LXV445.xx.xxxxx, all variants) produced from 6/2022 - 7/2023, serial number 2160852 to 2265967 with software versions V1.39 and V1.41.

Severity: HIGH, Turbidity sensor is not updating the values in real time.

Occurrence: VERY LOW

Update: mandatory required for the affected TU5300 sc and TU5400 sc sensors.

To perform the software update of the TU5300 sc and TU5400 sc sensors all controllers require to run the latest software. Earlier versions of the controllers are not able to load/update software to the TU5. The latest software for the controllers and instructions are already included in the download package above or can be found on www.HACH.com:

SC200: V2.06

SC1000: V4.03 or higher

SC4500: V2.46 or higher

Instruments connected to Claros (SC1500, SC4200c, SC4500): package 2023.2 or higher receive automatic updates.

Tech Support and service and the entire HACH team will be available to help you with the update procedure if needed.

We apologize for any inconvenience this software update causes. HACH deeply values your trust and loyalty, and our commitment is to provide exceptional products and services tailored to your needs. As part of this

commitment, our Tech Support and service teams, along with the entire HACH team, will be readily available to assist you with any update procedures that may be required.

Please connect with your local HACH team/Tech Support for further questions.

Sincerely yours,
Frank Thomas, Product Lifecycle Manager
Loveland, US/Dusseldorf, Germany, August 2023
HACH Company

Second Quarterly Release of UCMR5 Data

At the end of October, US EPA will be releasing the second batch of the Fifth Unregulated Contaminant Monitoring Rule (UCMR5) data to the National Contaminant Occurrence Database (NCOD). The occurrence data and the data summary document will be posted here: <https://www.epa.gov/sdwa/national-contaminant-occurrence-database-ncod>. The data will be time stamped up until October 5th, 2023.

All participating PWS with preliminary results above the EPA health advisory (HA) thresholds have been and will continue to be notified by EPA and MassDEP. All PWS are automatically notified when analytical results are posted to the Safe Drinking Water Accession and Review System ([SDWARS](#)). **Please ensure** you have registered for a SDWARS account to remain up to date and review any data with Consumer Retrieval Key (CRK) letters from EPA and additional MassDEP reminders ongoing.

What should PWSs do with the data?

Each PWS should carefully review the analytical results reported to ensure their accuracy. PWSs should expect to receive calls from consumers with questions about the program and data. For general information on the EPA UCMR program and frequently asked questions, visit: <https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule>.

What are the EPA and MassDEP requirements for detected results?

EPA and MassDEP require that UCMR5 detects be reported in the Consumer Confidence Report (CCR) in the unregulated contaminants table. Instructions on how to report your results from UCMR5 sampling in your CCR in the unregulated contaminants table can be found in article 2 in the “In the Main” newsletter at <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-12-16-2022/download>. Please note that PFAS6 is regulated in Massachusetts, and PFAS6 detects must be reported separately as one contaminant in the regulated table in your CCR.

All PWSs must notify customers with a Tier 3 Public Notice (PN) about the availability of UCMR5 results no later than 12 months after the results are known.

This is required whether there were any detects or not. The fact that you had to test for UCMR5 warrants the need for PN. Failure to issue PN is a violation. Instructions on PN can be found in article 2 in the “In the Main” newsletter at <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-12-16-2022/download>

If your testing results also exceed the Massachusetts Maximum Contaminant Level for PFAS6, then your PWS also has public notification requirements under 310 CMR 22.07G and must also continue to follow those requirements.

If you have any questions on this information, please contact the MassDEP Regional Office Drinking Water Program contacts listed below or the Drinking Water Program at program.director-dwp@mass.gov Subject UCMR5.

MassDEP Regional Office Contacts

MassDEP Region	Name	Contact
Western	Christine Simard	Christine.Simard@mass.gov
Central	Paula Caron	Paula.Caron@mass.gov
Northeast	Amy LaPusata	Amy.Lapusata@mass.gov
Southeast	William Schwartz	William.Schwartz@mass.gov

Cross Connection Control Program

Certified Testers: Updating Your EEA ePlace Portal Account

It is important you keep your profile up to date for you to receive messages from MassDEP or your hard copy of your cross connection certificate. Here are the instructions on how to change your information in our account, such as mailing address, e-mail, and phone number at EEA ePlace Portal using the “Account Management” option. For your convenience, here is the link to the portal: [Mass.gov Licensing and Permitting Portal](#).

Here are the steps for you to follow to update your address, email, and phone number in the EEA ePlace Portal. Detailed instructions are also available at [WS 10: Cross Connection Certification](#)

1. Login to the EEA ePlace Portal
2. Once logged in, click at the top right “Account Management”
3. Scroll down and click “Edit” under the “Actions” next to the Contact Type Public User
4. Enter in the New Address and click “Save”
5. Click “Back to Account Management”
6. Click “Home” to return to the Welcome Page

Community Water Fluoridation: CDC Water Fluoridation Quality Awards for 2022

The Massachusetts Department of Public Health [strongly supports](#) community water fluoridation as a safe, cost-effective, and proven practice that promotes good oral health within our communities. Today in Massachusetts over 4 million people are receiving the benefits of community water fluoridation.

Each fluoridated (or adjusted) community’s water system reports its fluoride levels to the Office of Oral Health. We then monitor and document the results in the [Water Fluoridation Reporting System](#) (WFRS) managed by the CDC. Typically, the CDC presents Water Fluoridation Quality Awards annually to public water systems that 1) Adjust the fluoride concentration of their drinking water; 2) Achieve a monthly average fluoride level that is in the optimal range for 12 consecutive months in a year; and 3) Document their fluoride levels in CDC’s Water Fluoridation Reporting System.

As a result of supply chain issues caused by the COVID-19 pandemic, in 2022 multiple cities and towns experienced challenges obtaining raw materials (sodium fluoride, sodium fluorosilicate, etc.) required to optimally fluoridate and therefore experienced intermittent suspensions of community water fluoridation.

Considering this, we will not be issuing any CDC Water Fluoridation Quality Awards for 2022. We recognize and applaud those cities and towns that quickly found solutions to their supply chain challenges and were able to return their drinking water to the optimal fluoridation levels to benefit dental health for their communities.

For future award years, we will be using the following parameters to select eligible cities and towns:

1. Adjusts the fluoride concentration of their drinking water
2. Achieves a monthly average fluoride level that is within the optimal range for a minimum of nine reporting months within a calendar year
 - a. Where the optimal range is defined as 0.6-0.8 ppm, with the goal of falling as close to the optimal fluoridation level of 0.7 ppm as possible
3. Documents their fluoride levels in CDC's Water Fluoridation Reporting System
 - a. The Office of Oral Health requires timely reporting of monthly data from water operators, to manage this requirement on their behalf.

Thank you to all the water operators in fluoridated communities for their hard work and dedication to providing their communities with the oral health benefits of optimally fluoridated water!

Getting Ready for the LCRR

New Guidance about the Use of Predictive Models for Service Line Material Identification!

We have developed guidance for PWS that are planning to use predictive models as a verification method for unknown service line materials. The guidance outlines what a PWS should look into when selecting the predictive model and what MassDEP DWP is expecting as minimum requirements for the use of these types of tools. The guidance is posted on our LCRR webpage, located at [Lead and Copper Rule Revisions | Mass.gov](#). For more information, please contact the DWP program director at program.director-dwp@mass.gov. Subject: LCRR.

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, 701 schools and EECFs are participating in the program and 445 (63%) of participating facilities are within environmental justice communities. To date, 497 schools and EECFs have completed testing. Of facilities

that have tested and received results, 337 (68%) 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-Q2XifkK4l58x4GDtYrltvpKIKUAhSxpw9pSZtA/exec

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

USEPA Small Drinking Water Systems Webinar Series: Fifth Unregulated Contaminant Monitoring Rule (UCMR₅)

Tuesday, October 31, 2023; 2:00 – 3:30 p.m. ET; webinar

The USEPA's Office of Research and Development and Office of Water are hosting a free webinar as part of their Small Drinking Water Systems Webinar Series. This webinar will discuss topics such as UCMR₅, fraud awareness, and PFAS Drinking Water Laboratory Methods. [Register now](#).

USEPA Funding to Mitigate Disasters with “Fed FUNDS”

Tuesday, November 7, 2023; 1:00 – 2:00 p.m. ET; webinar

The USEPA is sponsoring a free webinar on Federal Funding for Water and Wastewater Utilities in National Disasters (FedFUNDS). FedFUNDS provides tailored information to water and wastewater utilities about applicable federal disaster funding programs from FEMA, USDA, EPA, HUD, SBA, and USBR. The FedFunds Web pages have new features including Search for the Right Funding, Successful Funding Examples across the nation, funding for tribes, and ways to combine funding from different federal agencies. A demonstration will be conducted on how to use FedFUNDS and provide an overview of the newly available funding resources from the Bipartisan Infrastructure Law. [Register now](#).

EFCN No-Cost Webinar: PFAS Today, Tomorrow, and Forever

Tuesday, November 14, 2023; 1:00 – 2:00 p.m. ET; webinar

The Environmental Finance Center Network (EFCN) is hosting a no-cost webinar about PFAS. This webinar will explore the current, proposed, and future regulations surrounding PFAS in the water and wastewater industries, focusing on impacts to small water and wastewater systems. EFCN will explore what steps to take to determine if, and how, PFAS has impacted your water and wastewater systems and discuss established and up-and-coming treatment and destruction technologies that can be leveraged to address PFAS impacts. Lastly, EFCN will touch

on potential funding opportunities and strategies to plan, fund, and implement PFAS treatment systems.
[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 requires one responsible contact person from each PWS.

Operators, consultants, and others who are interested in Drinking Water Program updates published in ITM 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!

2023-10-20

Please Share this Cybersecurity Information with your SCADA and 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 NCIJTF cywatch@ic.fbi.gov



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



EPA FREE CYBERSECURITY ASSESSMENT PROGRAM: 37 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: 11 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.



On October 11, 2023, EPA rescinded the interpretive memorandum issued on March 3, 2023, Addressing Public Water System Cybersecurity in Sanitary Surveys of an Alternate Process.

The October 11, 2023, memo from EPA Assistant Administrator Radhika Fox to State Drinking Water Administrators included the following information.

“Due to litigation (State of Missouri, et al v. U.S. EPA), the U.S. Environmental Protection Agency (EPA) has chosen to rescind the interpretive memorandum issued on March 3, 2023, Addressing Public Water System Cybersecurity in Sanitary Surveys of an Alternate Process.

This memorandum conveyed EPA's interpretation that existing regulations required states to include an evaluation of the cybersecurity of operational technology during their audits of public water systems, termed sanitary surveys, or through an equivalent alternate process. On July 12, 2023, the U.S. Court of Appeals for the 8th Circuit stayed the memorandum under the litigation. Today's action to rescind the memorandum means that this interpretation is now withdrawn from EPA's public water system supervision program.

EPA continues to believe that adopting cybersecurity best practices at public water systems is essential to providing safe and reliable drinking water. Cybersecurity attacks on water and wastewater systems occur frequently and are a significant threat to their operations. EPA encourages all states to voluntarily engage in reviewing public water system cybersecurity programs within the sanitary survey or an alternate process to ensure that deficiencies are corrected, and potential public health impacts are minimized. EPA will continue to support both states and water and wastewater systems by providing technical assistance in the form of cybersecurity risk assessments, subject matter expert consultations, training, and funding. The Biden-Harris Administration has prioritized cybersecurity, releasing the National Cybersecurity Strategy in March 2023, with a focus on ensuring our Nation's critical infrastructure is resilient. The Strategy will guide the agency's work moving forward in partnership with the sector to lower cybersecurity risks to clean and safe water."

See the EPA memo at <https://www.epa.gov/waterresilience/epa-cybersecurity-water-sector#:~:text=EPA%20issued%20a%20memorandum%20withdrawing,Surveys%20or%20an%20Alternate%20Process>.

How does this EPA action impact MassDEP Drinking Water Program strategy to address cybersecurity for public water systems?

As we noted when the EPA interpretive memo was originally stayed by the court, there is no significant impact to the MassDEP/DP plan to continue to evaluate cybersecurity as part of a PWS emergency response plan requirement in accordance with 310 CMR 22.04(13). During sanitary surveys and as needed MassDEP/DWP will check the PWS ERP including its cybersecurity component. See below as well as the *In the Main* 8/11/23 Cybersecurity article at <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-08-11-2023/download>



Cybersecurity Continues to Be an Important Component of Providing Safe Drinking Water in Massachusetts Cybersecurity is a vital and routine part of Emergency Response Planning and preparedness pursuant to 310CMR 22.04(13).

MassDEP DWP wants to emphasize that cybersecurity remains a critical aspect of ensuring the safety and security of our PWS. MassDEP encourage PWS to include cybersecurity in their operations and maintenance programs and perform a cybersecurity assessment as part of their emergency planning responsibilities.

MassDEP/DWP will continue to check on PWS cybersecurity programs along with other components of Emergency Response Planning (ERP) and providing safe drinking water during each sanitary survey or as needed. If you have any questions on this information, please contact the Drinking Water Program at program.director-dwp@mass.gov.

All PWS that have operational technology-OT (hardware or software that detects or causes a change through the direct monitoring or control of physical devices, processes, and events in your system), and the operational technology is connected to a computer or to a network or is remotely

accessible, must assess cybersecurity and be ready to show such information to MassDEP/DWP during the sanitary survey process.

PWS have many ways of assessing their cybersecurity plans and programs to prevent cyber-attacks. PWS may have used one or more of the following:

- Performed a cyber assessment as plan as part of their emergency response preparedness
- Completed a self-assessment using on or more of the products provided by EPA or CISA
- Completed a Risk and Resilience and Assessment (RRA) and Emergency Response plan (ERP), including the cybersecurity component, as required by the October 23, 2018, American Water Infrastructure Act (AWIA) Law Section 2013. See below.
- Hired a third party to complete a cyber assessment and plan/program.

Community water system serving a population of greater than 3,300 have the option to show their cybersecurity assessment reports they developed/ completed for their compliance with RRA and ERP required by AWIA Section 2013.

- The AWIA law specified the components that the RRAs and ERPs must address and establishes deadlines by which water systems must certify to EPA their completion of RRAs and ERPs.
- EPA Region I worked with MassDEP/DWP to ensure that all Mass PWSs were aware of the requirement and certified their compliance to EPA.
- Such PWS may show DWP a copy of the RRA and ERP to MassDEP/DWP during the next sanitary survey or when requested by DWP.
- Note: A PWS with an ERP that does not include a cybersecurity component is in violation of 310 CMR 22.04(13).
 - If a PWS is in violation of 310 CMR 22.04(13) for not having an ERP with a cybersecurity component DWP will require the PWS to get a cybersecurity assessment and update its ERP.
 - DWP will assign the PWS to a DWP cybersecurity technical assistance provider (TAP) who will assist the PWS to register for a free cybersecurity assessments and other federal assistance. The DWP cybersecurity TAP will work with the system until it has completed a cybersecurity assessment, have a plan to address all cyber related emergencies, to identify and apply for financial assistance when available and needed and the PWSs are routinely operating and maintaining their system to prevent cyber-attack and continuously provide safe drinking water.

For all other PWS that were not required by AWIA to complete RRA and ERP, (small COM, NTNC and TNC systems) These systems and all PWSs are also required by 310 CMR 22.04(13) to complete and ERP with a component to address cybersecurity attacks.

- DWP will expect these systems to have completed an ERP as required by 310 CMR 22.03(13) and/or completed a cyber security self-assessment or sign-up for and received a free EPA cyber security assessment or determined that their PWS does not have operational technology (OT) and if it does, the OT is not connected to a computer or to a network and is not remotely accessible. See below
- Note: Some very small systems may review their system and determine that the system is not vulnerable to OT related cyber incidents because the PWS does not have OT technology and if it does, the OT is not connected to a computer or to a network and is not remotely accessible. If PWS reviews its system(s) and make that determination, they must document their determination in writing at their earliest convenience, to MassDEP/DWP at program.director-dwp@mass.gov. Subject: Cybersecurity. A MassDEP/DWP Cyber security TAP will contact/follow up with the PWS upon receipt of the written determination. DWP has also developed a form for PWS to use to document their written determination to MassDEP/DWP.

MassDEP/DWP has hired cybersecurity technical assistance providers (TAP) who will work alongside DWP staff and support PWS to assess their systems, get free assessments if needed, develop plans and program to address all cyber related emergencies, identify and apply for financial assistance when available and needed and to routinely operating and maintaining their system to prevent cyber-attack and continuously provide safe drinking water.

Coming soon MassDEP will provide a webinar on its strategy. If you have any questions on this information, please contact the MassDEP/DWP at program.Director-dwp@mas.gov, Subject: ERP-Cybersecurity, or 617-292-5770.

NEW Critical Infrastructure Security Updates

Cybersecurity Awareness Month: Strengthen Your Passwords and Enable MFA (Source CISA)

Strong password follows ALL THREE of these tips:

1. Make them long

At least 16 characters—longer is stronger!

2. Make them random

Two ways to do this are:

- **Use a random string of mixed-case letters, numbers, and symbols.** For example:
cXmnZK65rf*&DaaD
Yuc8\$RikA34%ZoPPaog8t
- **Create a memorable phrase of 5 – 7 unrelated words.** This is called a “passphrase.” To make it even better, get creative with spelling and/or add a number or symbol. For example:
Strong: HorsePurpleHatRunBaconShoes
Stronger: HorsPerpleHatRunBayconShoos
Strongest: HorsPerpleHat#1RunBayconShoos

3. Make them unique

Use a different strong password for each account.

- For example:
Bank: k8dfh8c@PfvogB2
Email account: LmvF%swVR56s2mW
Social media account: e246gs%mFs#3tv6

Download Tip Sheet on Passwords: <https://www.cisa.gov/sites/default/files/2023-08/Secure-Our-World-Passwords-Tip-Sheet.pdf>

Enable MFA

Multi-factor authentication (MFA) provides us with extra security by confirming our identities when logging in to our accounts, like entering a code texted to a phone or one generated by an authenticator app. MFA increases security—it can make us significantly safer online. Even if our passwords become compromised, unauthorized users will be unable to meet the second step requirement and will not be able to access our accounts.

Follow these Easy Steps

Turn on MFA for each account or app!

1. Go to Settings

It may be called Account Settings, Settings & Privacy or similar.

2. Look for and turn on MFA

It may be called two-factor authentication, two-step authentication or similar.

3. Confirm

Select which MFA method to use from the options provided by each account or app. Examples are:

Receiving a numeric code by text or email

Using an authenticator app: These phone apps generate a new code every 30 seconds. Use this code to complete logging in.

Biometrics: This uses our facial recognition or fingerprints to confirm our identities.

Download the Tip sheet [Stay Safer With Multifactor Authentication \(MFA\) \(cisa.gov\)](#)

Upcoming Trainings

H2OsecCon 2023- Free Registration for PWS serving less than 10,000.

October 19 - 20, 2023 | 10:00 AM - 5:00 PM ET Both Days | Virtual

Over the two-day event, attendees will hear from 30+ subject matter experts and leaders in the industry on IT and OT cybersecurity, physical security, and operational resilience specific to the water and wastewater sector. **PWS that serve less than 10,000 can also register for free by sending an email to events@waterisac.org to request their complementary registration code.**

CISA Webinar: CISA Cybersecurity Awareness Month 2023

Tuesday, October 25, 2023; 12:00 p.m. ET; webinar

For Cybersecurity Awareness Month, CISA is hosting a series of free, virtual webinars every Tuesday in October. These webinars will introduce participants to the four key online safety behaviors. [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>

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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