



MassDEP / Drinking Water Program

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

[mass.gov/lists/communication-to-public-water-suppliers](https://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.



“Boxborough farmstand in mist” Boxborough, MA Photo by: [Liz West](#)

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

2024-11-01

1. Well Driller Annual Recertification Reminder
2. Radionuclide eDEP Upload Update
3. Update on Media Equivalency Process
4. EPA Released Fact Sheet: What to Expect During an EPA Public Water System Inspection
5. Getting Ready for LCRI
6. Lead in Schools and Childcare Facilities Drinking Water Update
7. PFAS Update
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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>

## Well Driller Annual Recertification Reminder

Attention all Massachusetts Certified Well Drillers (CWDs): November 1<sup>st</sup> marks the opening of the MassDEP Well Driller Program’s annual CWD recertification period. Per MA regulation 310 CMR 46.03 (4), all MA Well Driller Certificates must be renewed annually.



**For the first time, MA Well Driller Certificates can be renewed online via MassDEP's online filing system, eDEP:** <https://edep.dep.mass.gov/edep/DEPlogin.aspx>. Step-by-step instructions for completing the online application may be found on MassDEP's Well Driller Program Website: [Well Driller Certification | Mass.gov](#) (scroll down to "Recertification"). Applying online is strongly encouraged but not required this year. Online submittals will be required beginning next year.

For those wishing to mail in a paper application, a blank copy of the 2025 Massachusetts Well Driller Recertification form will be emailed to all CWDs on November 1, 2024. The application form can also be found on [MassDEP's website](#). The fee for each certificate renewal is \$100. If you are mailing in a hardcopy application, please make your check out to the "Commonwealth of Massachusetts" and include your driller certification number and the renewal year "2025" on the check for clarity. Upon successful processing of the application and fee, applicants will be emailed a PDF copy of their 2025 Well Driller Certificate.

**Failure to renew your MA Well Driller Certificate by December 31<sup>st</sup> will result in a late fee, and your certification status will change to NON-RENEW.** Drillers with a NON-RENEW status are not permitted to conduct drilling operations in the Commonwealth nor apply for MA municipal well drilling permits. Well drillers must submit an [Initial Well Driller Certification Application](#) if they have not renewed their MA Well Driller Certificate for two or more years.

Please contact Julie Butler ([julie.butler@mass.gov](mailto:julie.butler@mass.gov), 781-742-8467), Alex Gamble ([alex.gamble@mass.gov](mailto:alex.gamble@mass.gov), 857-378-0997), or Eric Cheung ([eric.cheung@mass.gov](mailto:eric.cheung@mass.gov), 617-312-0321) of the MA Well Driller Program for assistance with submitting your online or paper application.

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## Radionuclide eDEP Upload Update

Radionuclide monitoring is required by 310 CMR 22.09A. The radionuclides required to be tested for include beta particle and photon radioactivity, gross alpha radiation, radium 226 and 228, and uranium. To determine radionuclide levels, PWSs sampling in accordance with the regulations and their sampling schedules need to collect a sample of the water from the entrance point to the distribution system and send it to a lab certified as per 310 CMR 22.11A. Note that test results are due to MassDEP by the 10<sup>th</sup> of the month following the quarter for which the monitoring was required (January 10<sup>th</sup>, April 10<sup>th</sup>, July 10<sup>th</sup>, and October 10<sup>th</sup>). More information on the radionuclides rule can be found here: <https://www.epa.gov/dwreginfo/radionuclides-rule>



**All radionuclide data must be submitted electronically via an upload in eDEP. This includes results that are negative values and/or less than the minimum detection limit (MDL).** Upload instructions are available here: <https://www.mass.gov/doc/instructions-for-formatting-a-data-file-for-bulk-upload/download>. Please work with your radionuclide lab(s) to ensure all data is uploaded properly.

If you have questions or concerns, please contact the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov): Subject Radionuclides eDEP reporting or 617-292-5770.

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## Update on Media Equivalency Process

MassDEP/DWP has updated its process for reviewing applications from Public Water Systems (PWS) for media equivalency "or equal" approval, specifically for Granular Activated Carbon (GAC), when a substitute product is requested in place of the product originally permitted and approved for a facility. MassDEP/DWP originally provided information about this process in the In the Main edition from 6/28/2024. See <https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-06-28-2024/download>.

Requesting to use an equivalent GAC media when the originally permitted GAC media(s) is unavailable or cost prohibitive may allow PWS some flexibility in terms of cost, more media availability and use, additional vendors to choose from, emergency applications, and media performance while maintaining continuous water quality. While it is not MassDEP/DWP's intent to prohibit or prevent the bidding and use of "equivalent" or "or equal" medias, MassDEP/DWP must ensure that the PWS is able to maintain a high quality of water for its residents and continue to protect public health.

In emergency situations in which a PWS may face water quality non-compliance unless they install treatment (e.g. PFAS level exceedance), a PWS may submit permit applications (WS21 and WS23, WS24, or WS25) to construct a treatment system and conduct an on-line (i.e. full-scale) pilot study. MassDEP/DWP regional staff will review the permit application and if approved, may include permit approval conditions that require additional monitoring and may include cautionary statements regarding the risk of media failure. After the duration of the on-line pilot study, the PWS must submit a WS22 pilot study report for MassDEP/DWP review and approval.

In non-emergency situations, if, following the bidding process, the PWS elects to use a GAC media that was not originally piloted and approved, they must submit a new WS21 permit application for an on-line (i.e. full-scale) pilot study. The PWS must include a certification statement signed by a Professional Engineer that they have evaluated the GAC media and determined that it is equivalent to the originally permitted product. The PWS, or its proponent, must include all supporting documentation to demonstrate product equivalency, such as Rapid Small-Scale Column Tests (RSSCT) results. MassDEP/DWP regional staff will review the permit application and may request additional information, if needed. If approved, the permit approval conditions may require additional monitoring and other conditions regarding the risk of media failure. After the duration of the on-line pilot study, the PWS must submit a WS22 pilot study report for MassDEP/DWP review and approval.

The equivalent GAC media must have received Statewide New Technology Approval. If not, the PWS or product manufacturer will need to apply for a site-specific or Statewide New Technology Approval in conjunction with permit application(s).

Throughout this process, the PWS must evaluate and demonstrate to MassDEP/DWP's satisfaction that the use of the equivalent GAC media product performs the same or better than the originally approved media. MassDEP/DWP may require corrective action any time during this process if the media does not perform as stated.

If you have any questions, please contact the Drinking Water Program at [program.directordwp@mass.gov](mailto:program.directordwp@mass.gov), Subject: Product Equivalency.

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## EPA Released Fact Sheet: What to Expect During an EPA Public Water System Inspection

EPA has released a fact sheet for PWS to review, which informs public water system owners and operators about what they can expect before, during, and after an EPA inspection.

While MA PWS are aware of and prepared for inspections by MassDEP staff during sanitary surveys, under the Safe Drinking Water Act (SDWA), EPA also has authority to inspect these systems.

EPA primarily conducts inspections of PWSs for the following reasons:

- To collect information to evaluate the system's compliance with SDWA and primacy agency drinking water requirements;
- To collect information to evaluate whether a system poses a public health risk to a community by providing unsafe drinking water to consumers;

- To follow-up on previous inspections, sanitary surveys, or enforcement actions;
- In response to a citizen complaint; or
- To assist a primacy agency, when requested.

See the EPA webpage and fact sheet here for more information: [Fact Sheet: What to Expect During a Public Water System Inspection | US EPA](#)

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## Getting Read for the LCRI

### MassDEP SLI Resources for the Public

#### New Consumer FAQ Webpage is available

MassDEP expects many consumers to have questions or concerns following the distribution of Consumer Notices and as news outlets share more information about the Lead and Copper Rule Revisions (LCRR) and the Lead and Copper Rule Improvements (LCRI).

Due to this, MassDEP has created a [LCRR Consumer's Frequently Asked Questions \(FAQ\)](#) webpage regarding the LCRR, service line inventories (SLIs), and consumer notices. The Consumer FAQ webpage is available here, and is also showcased on the MassDEP [main LCRR webpage](#), under the new [Information for Consumers](#) section.

PWS are encouraged to share this webpage with their consumers if they have any questions or include it on your Lead in Drinking Water related webpages for consumers to find.

LCRR Consumer's FAQ Webpage: <https://www.mass.gov/info-details/consumers-frequently-asked-questions-about-the-lcrr-service-line-inventory>

#### Massachusetts State Map of PWS SLI Submissions

MassDEP has created an ArcGIS map which will host all SLI files submitted to MassDEP! The Map is now live and available for all to view. As SLIs that are reviewed and determined to be error free, they will be available to the public through this map! MassDEP is still in the process of reviewing SLIs, so you may not see yours uploaded just yet!

PWS should note that the inventories available on our website are redacted, excluding columns related to the sampling plan information and comments. PWS must still retain their own method of public accessibility for the foreseeable future, to ensure they meet LCRR requirements.

The link to the Map is available on the LCRR webpage, under the [Information for Massachusetts Consumers](#) section.

The map itself can be found directly here: [Massachusetts Service Line Inventories Hub Site](#)

Coming soon! MassDEP will be working towards updating this map in the future and including the street addresses and locations of all service lines in Massachusetts! PWS will hear more information regarding this update towards the end of 2024/beginning of 2025.



#### **Are you prepared to share your Service Line Material Consumer Notifications by November 15, 2024?**

All PWS with Lead, Galvanized Requiring Replacement (GRR), or Lead Status Unknown (UNK) service lines must distribute a consumer notice to each consumer served by these 3 types of service lines by November 15, 2024. **This means that notices must be delivered to consumers and in their hands by or on November 15, 2024.** These notices must be distributed to both the consumer at the building served (the premise address) and the owner of the building served (billing address), if the owner and consumer are not the same person.

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PWS must then use the [Service Line Inventory Notices Certification Form](#) to certify their distribution, though this is not required until July 1, 2025, it is highly recommended that your PWS submit this certification form after delivering the notices.

PWS are encouraged to read through the Consumer Notice instructions prior to distributing notices. The instructions contain helpful information for PWS, such as:

- How to deliver notices to multi-family/multi-unit structures,
- Delivering notices to billing and premise addresses,
- MassDEP approved distribution methods,
- And more.

The instructions are included with each consumer notice template, which are available on the MassDEP [Lead and Copper Forms and Templates Webpage](#).

- [Lead Status Unknown Service Line Consumer Notice Template](#)
- [GRR Service Line Consumer Notice Template](#)
- [Lead Service Line Consumer Notice Template](#)

## The LCRI IS HERE

### EPA announced the LCRI on October 8, 2024! Here's what you need to know.

On October 8<sup>th</sup>, the Lead and Copper Rule Improvements was issued to the public. This has not been finalized in the federal register yet (as of October 15, 2024). The LCRI pauses most LCRR requirements barring these 3:

- The Service Line Inventory, which was due October 16, 2024
  - 99.6% of required Mass PWS submitted their SLI
- The Service Line Material Consumer Notices, which should be delivered to the applicable consumers on November 15, 2024, and then annually going forward.
- The Tier 1 24 Hour Public Notice, which must be issued if a PWS has exceeded the 15 ppb lead action level (AL).

All other requirements under the LCRR are paused until October 2027, when the LCRI goes into effect, in which all LCRI requirements will begin.

The EPA has more information available on their LCRI webpage here: <https://www.epa.gov/ground-water-and-drinking-water/lead-and-copper-rule-improvements>

The EPA will be holding webinars on the LCRI in the near future, including **an informational webinar for the general public on October 24, 2024** (register to attend [here](#)) and an **informational webinar for drinking water utilities and professionals on November 14, 2024**. To attend the drinking water professional community webinar, please register [here](#).

MassDEP plans to hold a training on the LCRI in January/February 2025. More to come on this training and a final date will be announced later on.

### Updating Health Affects Language NOW to Match LCRI Language

The announcement of the LCRI has also brought the announcement of updated health affects language, which changes from what was included in the LCRR originally to be more protective of public health.

MassDEP will be updating all Lead and Copper public notices and public education documents to include this new language. The updated documents include:

- [SLI Consumer Notice Template - Lead Status Unknown Service Line](#)
  - [SLI Consumer Notice Template - GRR Service Line](#)
  - [SLI Consumer Notice Template - Lead Service Line](#)
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**Please note that these updates do not change your current consumer notices, which must be delivered by November 15, 2024.** PWS may still use the language included in the previous templates, which is LCRR language. **However, if you haven't printed your notices yet, we recommend you use our updated templates that include the LCRI health language.** There is no PWS violation for not using the updated language in the Service Line Material Consumer Notices until 2025.

**New LCRI Health Effects Language:** *There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.*

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## Lead in Schools and Childcare Facilities Drinking Water Update

MassDEP Conducts Sampling Event for Childhood Lead Poisoning Prevention Week



Last week, three members of the MassDEP's Drinking Water Program (DWP) and its UMass Amherst contracted partner Water-Smart Program visited Cristo Rey High School in Dorchester to perform lead in drinking water sampling during CDC Lead Poisoning Prevention Week (October 20-26). Cristo Rey High School is a private school, which signed up for the Water-Smart program along with 50 other Boston Archdiocese private schools earlier this year. This visit

continues highlighting the MassDEP/DWP's ongoing efforts to ensure clean, lead-free drinking water in schools and childcare facilities across the state. By sampling the water at Cristo Rey, the team demonstrated proactive steps to ensure students and staff are not exposed to harmful contaminants. This initiative aligns with broader efforts by the MassDEP/DWP across Massachusetts to emphasize lead prevention in drinking water, especially in educational facilities with their vulnerable populations.

Testing for lead in drinking water is essential to protect public health, particularly for children, who are more vulnerable to the toxic effects of lead exposure. MassDEP has long championed these efforts, recognizing that even low levels of lead can have adverse effects on cognitive development and overall health. MassDEP remains steadfast in its commitment to safeguarding the state's drinking water, working alongside local communities and schools to support testing initiatives. Through programs like Water-Smart, MassDEP aims to provide resources, funding, technical assistance, and remediation to ensure every student has access to safe drinking water.

**Do you know of any schools or childcare facilities that could benefit from the Water-Smart Program? Please identify and encourage schools and childcare facilities 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](https://script.google.com/macros/s/AKfycbyr_U8wEMrA-Q2XifkK4l58x4GDtYrltvpKIKUAhSxpw9pSZtA/exec)

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## PFAS Update

### Aqueous Film Forming Foam (AFFF) collection

The MassDEP AFFF takeback program, in partnership with the Massachusetts Department of Fire Services, is continuing to collect and destroy PFAS-containing AFFF. The program began in 2018 and has collected (through June 2024) more than 400,000 pounds (over 47,000 gals) of foam from 157 fire departments and facilities across the Commonwealth. Fire Departments interested in the program should contact MassDEP. For more information about the program and contact information, see <https://www.mass.gov/info-details/per-and-polyfluoroalkyl-substances-pfas#pfas-in-fire-fighting-foam->

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## Drinking Water Trivia!

Tickle your brain and test your knowledge on drinking water related information. In each issue, we will ask 1-3 questions and provide the answers somewhere else in the newsletter to encourage your sleuthing skills.

### What materials were the first water pipes made from?

- A. Galvanized steel
- B. Lead
- C. Copper
- D. Fire charred logs

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](mailto:pdirector-dwp@mass.gov), Subject DWP Trivia.

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## 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

### Tackle PFAS in Minutes

Tuesday, November 5, 2024; 1:00 – 2:00 p.m. ET; webinar

Join us for an insightful webinar on "Tackle PFAS in Minutes," where we delve into the innovative capabilities of the Transcend Design Generator (TDG) and its transformative impact on PFAS removal projects. This webinar is tailored for utilities, engineering consultants, and industry professionals focused on water treatment, environmental compliance, and public health safety. [Register here](#)

### Getting Grant Ready Webinar Series for Tribal Communities | Cracking the Code: Navigating RFAs, NOFOs, and Federal Forms

Tuesday, November 5, 2024; 2:00 – 3:00 p.m. ET; webinar

This webinar will break down Requests for Applications (RFAs) and Notices of Funding Opportunities (NOFOs), covering when and how to apply. It will also guide you through navigating the federal forms commonly required for these types of grants, ensuring you can confidently complete the paperwork. [Register here](#)

### Alphabet Soup: Communicating on LCRR, PFAS, CCR and More!

Wednesday, November 6, 2024; 1:00 – 2:30 p.m. ET; webinar

Join us for the "Alphabet Soup: Communicating on LCRR, PFAS, CCR, and More!" webinar, designed for water utility managers, public affairs and communications specialists, and anyone responsible for community outreach and regulatory compliance. This webinar will delve into the latest regulatory challenges and communication strategies surrounding the Lead and Copper Rule Revisions (LCRR), Per- and Polyfluoroalkyl Substances (PFAS), and Consumer Confidence Reports (CCR). Our expert panel, composed entirely of communication professionals from the AWWA Public Affairs Council, will guide you through best practices for effectively communicating about these complex topics. You'll gain insights from AWWA's comprehensive guides, including the Lead Communications Guide and Toolkit and the Trending in an Instant: Crisis Communications for Water Utilities. These resources offer valuable strategies for building public trust, responding to crises, and maintaining transparency in the face of evolving regulations. This webinar will also review recent revisions to the Consumer Confidence Report Rule and look at some examples that effectively utilize the report as an opportunity to strengthen the water brand, enhance its reputation, and engage the audience. \$75 member, \$120 nonmember. [Register here](#)

### PFAS: Agricultural Impacts – Research & Response in Maine (webinar)

Wednesday, November 6, 2024; 1:30 – 3:00 p.m. ET; webinar

Please join NEWMOA for a webinar to learn about Maine's efforts to measure and address PFAS contamination at farms and assist farmers. Bring your questions! Duncan Pfaehler, Maine Department of Agriculture, Conservation, & Forestry (DACF) will present Investigating PFOS in Vegetables on Farms in Maine. Duncan will present the results of DACF's research into the uptake of PFOS in different vegetables grown on PFAS-impacted fields in Maine and the resulting advice to farmers. Mary Yurlina, Maine DACF will present Maine's PFAS Response for Agriculture – Program Launch & Lessons Learned. Maine DACF began investigating PFAS contamination at farms in 2016 when milk, water, and soil at a dairy farm was found to contain high levels of PFOS. As of 2024, DACF has worked with over 100 farms to



help understand and interpret results from soil and crops. Mary will share DACF's approach, including the challenges encountered, success stories, and lessons learned. \$0-75. [Register here](#)

### **Source Water Protection**

Tuesday, November 12, 2024; 1:00 – 2:30 p.m. ET; webinar

For the first time in over 20 years, respondents from the 2024 State of the Water Industry Report identified watershed and source water protection as the top concern for the water sector. In this webinar, attendees will hear from a diverse selection of speakers with governmental, university, and non-profit-based perspectives on the programs, initiatives, and collaborative efforts that have helped prioritize source water protection throughout varying organizations. Attendees will also discover available resources through AWWA and their local sections that can assist in propelling their source water protection efforts forward. \$75 member, \$120 nonmember. [Register here](#)

### **EPA's Lead and Copper Rule Improvements**

Thursday, November 14, 2024; 11:00 a.m. – 12:00 p.m. ET; webinar

The United States Environmental Protection Agency (EPA) is hosting an informational webinar specifically for the drinking water professional community on November 14, 2024 about EPA's recently finalized Lead and Copper Rule Improvements (LCRI). During the webinar, EPA will provide information on an overview of the final LCRI, including the regulation's requirements and implementation timeline. The webinar will be informational only. To view the final LCRI and for more supporting information, please see the EPA's LCRI website at: <https://www.epa.gov/ground-water-and-drinking-water/lead-and-copper-rule-improvements>. [Register here](#)

### **Getting Grant Ready Webinar Series for Tribal Communities | Crafting Powerful Logic Models for Project Success**

Thursday, November 14, 2024; 2:00 – 3:00 p.m. ET; webinar

This webinar will introduce participants to the development of effective logic models, breaking down key components such as inputs, activities, outputs, and outcomes. Learn how to create a clear roadmap that guides your project from planning to implementation, ensuring funders understand the impact of your proposed project. [Learn More](#). [Register here](#)

### **EPA Creating Resilient Water Utilities (CRWU) Initiative's National Webinar Series on Climate Impacts and Solutions for the Water Sector**

Various dates; 1:00 – 3:00 p.m. ET; webinar

USEPA's CRWU Initiative is excited to offer a new webinar series focusing on the real experiences of drinking water and wastewater utilities dealing with climate- and weather-related impacts and vulnerabilities, funding challenges and workable solutions. Hear how other utilities are using CRWU's tools and information. The webinar series is FREE. Participants have the option of attending all four sessions, or just the ones most relevant to their situation. [Register here](#). The schedule for the webinar series is as follows:

1. Session 1: Utility Success Stories Roundtable  
Tuesday, December 3
2. Session 2: climate Impacts Panel  
Thursday, December 5
3. Session 3: Success in Adaptation Funding  
Thursday, December 10
4. Session 4: CREAT 101: Adaptation Tools  
Thursday, December 12

### **Drinking Water System Outage Cost Estimator Demonstration**

Tuesday, December 17, 2024; 2:00 – 3:00 p.m. ET; webinar

The [Drinking Water System Outage Cost Estimator](#) is a free, Microsoft Excel tool designed to quickly calculate ballpark estimates of the costs of water system interruptions to residential, commercial, and industrial customers, as well as internal water system costs associated with an outage. These cost estimates can be used for a variety of purposes, including compliance with J100 rules and as a proxy for estimating the value of avoiding interruptions through

increased electrical energy resilience. This webinar will demonstrate the tool's use and its outputs and give participants an opportunity to ask questions. This webinar may be of interest to potable water system owners and operators, as well as consultants that support water systems. [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](https://communityhub.newwa.org/nc__upcomingevents).

- **Water ISAC**

For a complete list of trainings, webinars and in-person trainings, please go to: <https://www.waterisac.org/resources>.

- **RCAP Solutions**

For a complete list of trainings, webinars and in-person trainings, please go to: <https://www.rcapsolutions.org/events/>


- **AWWA**

For a complete list of trainings, webinars and in-person trainings, please go to: <https://www.awwa.org/event-calendar/>

## 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](https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m)

or click here:  **YouTube**

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To subscribe to the *In The Main* Newsletter, send a blank email to [join-dep-dwp-subscribers@listserv.state.ma.us](mailto: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

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# Cybersecurity, Emergency Preparedness, and You!

2024-10-31

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.



## **MassDEP Drinking Water Program Cybersecurity Grant Program: The Deadline Has Been Extended and Applications Will Be Accepted and Reviewed on A First-Come, First-Served Basis Until All Funds Are Exhausted.**

The Drinking Water State Revolving Fund in partnership with the Massachusetts Department of Environmental Protection Drinking Water Program (MassDEP DWP), is offering grant funds of up to \$50,000, to PWSs that have completed a cybersecurity risk assessment and use operational technology equipment with an identified cybersecurity risk. More details are available here: <https://www.mass.gov/info-details/public-water-suppliers-cybersecurity-improvements-grant-program>



### **Incident Reporting:**

- CISA's 24/7 Operations Center at [Report@cisa.gov](mailto: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](mailto:cywatch@ic.fbi.gov).
- Contact the EPA Water Infrastructure and Cyber Resilience Division at [watercyberta@epa.gov](mailto:watercyberta@epa.gov) to voluntarily provide situational awareness.

Additionally, WaterISAC can be notified by emailing [analyst@waterisac.org](mailto: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](mailto: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.

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- 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](mailto:program.director-dwp@mass.gov).

## NEW Critical Infrastructure Security Updates:



### **Launched!! Self-Paced Course on Basic Cybersecurity Measures for Water and Wastewater Systems in Massachusetts (Massachusetts Board of Certification Approved for 1 TCH)**

MassDEP DWP is excited to announce the launch of our Cybersecurity Basics course, designed specifically for water and wastewater operators. This self-paced course allows you to earn 1 TCH (Training Contact Hour) while learning valuable cybersecurity skills. The course is now published and offering you essential knowledge to protect critical infrastructure from evolving cyber threats.

#### **Learning Goals:**

- Participants will learn about water sector threats, basic cybersecurity measures, incident response, system resilience, and valuable resources, with the goal of fostering a culture of cybersecurity within their organizations.
- Regardless of the size of the water system, this course empowers everyone, from field workers to office staff, to contribute to maintaining a reliable and resilient water system.

**Register Here Free:** <https://classes.wateroperator.org/courses/cybersecurity>

### **Cybersecurity Awareness Month: Topic: New Cybercriminal Tactics (source EEA IT)** **Cybercriminal Tactics are evolving**

Cybercriminals are being increasingly sophisticated in how they target users. While many phishing emails still contain spelling errors and typos, threat actors are using AI and other tools to make it harder to recognize their tactics and avoid falling victim to them.

Three tactics that are increasingly common are:

- **Fake Job Offers.**
    - You might receive an unsolicited email, that claims to come from a recruiter, a colleague, or you on a job site. The job is too good to be true: suspiciously high pay for a couple of hours' work, or a 100% remote role. And it probably is.
    - Having made communication with the cybercriminal, they might send you a malicious file, perhaps a contract to sign, or a job description. Opening this, malware is downloaded and compromises your device.
    - Or the cybercriminal might ask you to provide personal or sensitive information. This could be copies of documents, such as your passport or driving license, or information such as your Social Security Number or bank details.
  - **'Pig Butchering'.**
    - Ever received a strange, misaddressed text message or message on social media, something along the lines of "Hi John, how was the doctor's appointment?" when your name isn't John and when you haven't had a recent doctor's appointment?
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- This could be an innocent wrong number. But it could be the start of a pig butchering attack. ‘Pig butchering’ is when a threat actor ‘fattens a target up’ before taking all that they have, in terms of savings and finances.
  - Having established a relationship with you, the cybercriminal might offer financial advice and/or present an investment opportunity to the victim. The victim will invest in this scheme and the cybercriminal will steal and embezzle these funds.
  - Or the cybercriminal learns about the victim’s life and uses this to obtain unauthorized access to the victim’s accounts. This includes what accounts they possess, what funds they have, and enough factors about the victim to be able to guess their passwords or circumvent security measures.
- **Fake Law Enforcement.**
    - Threat actors have started to impersonate law enforcement officers, accusing potential victims of committing a crime or warning the victim that they are being targeted by cyber criminals. You might receive an email from someone claiming to be an officer, or when visiting a compromised website, you might be redirected to what appears to be a law enforcement website.
    - While this type of incident sounds far-fetched and easy to avoid, cybercriminals have developed incredibly sophisticated ways to convince victims, including presenting fake police IDs and giving victims a tour of buildings they claim to be police departments.
    - Having contacted you, the cybercriminal might claim that the victim has been accused of a crime and asks them to pay ‘bail’ or a similar payment.
    - Or the cybercriminal might claim you have been the subject of criminal interest, possibly involving personnel from within the bank they use. The cybercriminal could then offer to help you move your money to ‘secure’ bitcoin wallets, which the cybercriminal then steals / embezzles.
    - Finally, the cybercriminal might ask you to provide personal or sensitive information. This could be copies of documents, such as your passport or driving license, or information such as your Social Security Number or bank details. Cybercriminal might also ask you to divulge sensitive information about the Commonwealth – remember, countries such as Russia have been observed targeting Federal, State, and Local Government organizations in the US.

### How can you protect yourself against Cybercriminals?

- Play hard to get with strangers.
- Think before you act.
- Check hyperlinks.
- Be alert for suspicious emails.
- Watch out for Fraudulent QR Codes.

### Sources:

1. [NIST Special Publication 800-124 Revision 1 Guidelines for Managing the Security of Mobile Devices](#)
2. [www.bbb.org](http://www.bbb.org)
3. <https://www.cisa.gov/>

## Upcoming Trainings

### CISA Webinar: Incident Response Triage Series - Mitigation

**Monday, November 4, 2024; 11:00 a.m. - 12:00 p.m. ET; webinar**

CISA is hosting an incident response triage mitigation webinar. The session will start with a case study of an Advanced Persistent Threat, discuss effective mitigation strategies, and cover strategies for handling active malware incidents and preventative measures to reduce the impact of ransomware. Participants can earn one Continuing Professional Education (CPE) credit for attending. [Register now](#)

### SANS Webinar: Performing ICS/OT Security Assessments – Aligned to the SANS ICS/OT Five Critical Controls

**Monday, November 18, 2024; 9:30 a.m. ET; webinar**

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The SANS ICS Five Critical Controls continue gaining traction among the community as well-regarded and must-needed security controls to achieve an organization's baseline ICS/OT Cybersecurity level. However, once established, controls must be assessed to ensure they are implemented soundly. This presentation will review each control and provide areas for quick wins. [Register now](#)

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## 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.**

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Answer: D