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

In the Main Newsletter – 11/14/2025

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

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This In the Main Newsletter has these topics of interest:

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

Use the search function in the Statehouse Archives Website.

The MassDEP DWP Fact Sheet is included at the bottom of this newsletter edition: ***PWS Discharge Scenarios with PFAS6 above the Massachusetts MCL; PWS' seeking Forbearance Requests for Sampling a Purged Well Water****. In the future, newly released fact sheets and guidance documents may be included in the ITM Newsletter at the end of the edition.*

Deadlines, New Templates, Forms, Guidance, & More

The 2025 Mercury Questionnaire is due December 1, 2025. Have you completed it yet?

The 2025 Mercury Questionnaire is due December 1, 2025. This is a requested survey that all MA PWS are encouraged to complete. See the full article in the ITM below for more information on how to access the questionnaire.

2026-2028 Monitoring Waiver Application Now Available

The 2026-2028 Monitoring Waiver Application is now available. Each PWS was sent an email today. Also see article below.

2025 Service Line Inventory (SLI) Consumer Notices to be sent out by December 31, 2025!

If your PWS has lead, GRR, and/or unknown service lines in your SLI, you must send out SLI Consumer Notices (CNs) by December 31, 2025. See the full article in the ITM below.

PWS Discharge Scenarios with PFAS6 above the Massachusetts MCL; PWS' seeking Forbearance Requests for Sampling a Purged Well Water Fact Sheet:

See article #3 below

1. Reminder: Drinking Water Operator License Renewals Due December 31, 2025

This is a reminder that drinking water operator licenses must be renewed by December 31, 2025!

Under the provisions of 236 CMR 4.07, drinking water operator licenses expire December 31 of every odd-numbered year. Operators seeking to renew their license(s) must submit a license renewal fee and certification that they have completed the required number of training contact hours (TCHs) for the highest-grade license they hold. The Board of Certification of Operators of Drinking Water Supply Facilities (the Board) will be reviewing all license renewal applications.

Information on how to renew an operator license on ePlace can be found on the webpage Renew Your Board of Certification of Operators of Drinking Water Supply Facilities License. Additionally, operators can reference the renewal FAQ page or contact the Board at drinkingwaterboard@mass.gov with any questions.

License Renewal Tip: Renewing Multiple OIT Licenses

Do you have multiple OIT licenses and are not sure which one(s) to renew? See below for a few tips and reminders that could help you decide which OIT license(s) to renew.

- The decision regarding which OIT license(s) to keep will vary depending on the grade of system where you work and your ability to upgrade OIT license(s) to Full license(s) while working in that system.
- If you hold a Full license, there is no benefit to keeping an OIT license of the same type at a lower grade level.
- If you have an OIT Grade 4 license and no education beyond high school, you cannot obtain a Full Grade 4 license without first holding a Full Grade 3 license. You should not let an OIT Grade 3 license lapse until you can upgrade it to a Full Grade 3 license.
- If you have a Full license for one grade level lower than your highest OIT license and you work in a system with the same class or higher as the highest OIT license, it is recommended to renew the highest Full and OIT licenses and upgrade the OIT license to a Full license once you gain the required amount of experience.
- If you do not have a Full license for one grade lower than the highest OIT license, the OIT license(s) you choose to upgrade or renew will depend on the system where you currently work. However, you will also need to consider any changes to the grade of system where you work, whether it be because your system's classification changes or you decide to change jobs. It is recommended to upgrade your OIT licenses if you meet the education and experience requirements to obtain a full license. Once you upgrade those OIT licenses to full licenses, you can let the lower-level Full licenses lapse and renew the highest-level Full license (see Operators with Multiple Full Licenses guidance above). It is then recommended to renew any OIT licenses that you cannot upgrade and work towards upgrading them.

This information, along with other license renewal tips, can be found in the License Renewal Guidance for Operators with Multiple Licenses document.

Resources for Finding Board-Approved Trainings

The Information on Required Training for License Renewal webpage includes information about the number of required TCHs for each license grade and other information about receiving and documenting TCHs. **The Board reminds operators that the trainings they take for license renewal must be approved by the Board for TCH credit.** Operators can review the list of approved TCH trainings on the webpage Training contact hours.

Additionally, operators can use the following resources to find Board-approved trainings.

- Organizations with blanket approval for trainings:
  - MA Water Works Association
  - MA Rural Water Association
  - New England Water Works Association
  - MA Water Resources Authority (note: trainings for MWRA employees only)
  - Western MA Waterworks Association
  - Plymouth County Water Works Association

2. Wellhead Protection Tip - Pitless Adapters and Pitless Units

Pitless Adapters and Pitless Units with Unprotected Openings

Pitless adapters and pitless units provide a frost-free connection between the distribution line and the drop pipe of a submersible well pump. They are considered a more economical, sanitary, and safer alternative to using a well pit. A quick-disconnect mechanism allows easy access to the well for servicing and shock chlorination.

The difference between a pitless unit and a pitless adapter is that a pitless unit completely replaces the well casing between the frost line and the ground surface, while a pitless adapter is a smaller fitting that can be inserted through a hole in the well casing. Both are designed to prevent well contamination and are more convenient for well and pump servicing compared to a well pit. They provide a secure and sealed connection between the discharge pipe and the drop pipe, ensuring efficient water flow from the well.

Some pitless adapters and pitless units are manufactured with threaded accessory openings that are shipped with a plug, usually made of plastic, to protect the threads. Sometimes the plug is painted to blend in with the color of the pitless adapter or pitless unit. The photograph below shows a well with a red, unpainted plug.

Unthreaded shipping plugs may get easily removed, creating an unprotected opening in the well. Public water suppliers must ensure that all well access ports are protected to prevent entry of surface water, rainwater, rodents, insects, or other contaminants.

MassDEP/DWP considers an unsecured port to be a Significant Deficiency. If your Public Water System uses pitless adapters or pitless units, please check to make sure they are secure. Public water suppliers should check wells and install threaded sanitary caps at accessory openings.

3. PWS Discharge Scenarios with PFAS6 above the Massachusetts MCL; PWS' seeking Forbearance Requests

Any PWS performing an activity that results in the discharge of water containing PFAS6 concentrations above the Massachusetts Drinking Water Regulations maximum contaminant level (MMCL) is subject to the Massachusetts Ground Water Discharge Permit regulations 314 CMR 5.00 and must obtain the appropriate discharge permit or written approval from the appropriate MassDEP program prior to conducting the activity. Typical activities require one of the following authorizations:

- Groundwater Discharge Permit (GDP) from the MassDEP Wastewater Program (WWP),
- Underground Injection Control (UIC) registration from DWP, or
- National Pollution Discharge Elimination System (NPDES) permit using the appropriate application process through EPA or filing a notice of intent (NOI) through MassDEP, depending on the discharge type.

Purging of a well containing PFAS6 above the MMCL of 20 ppt for sampling is currently eligible for enforcement **forbearance** from 314 CMR 5.00 issued by DWP on behalf of the MassDEP WWP. Those seeking enforcement forbearance for purging of a well containing PFAS6 above the MMCL of 20 ppt must contact the applicable DWP regional office in writing and provide the appropriate information. The full article and instructions for requesting temporary discharge of water containing PFAS6 above the MMCL can be found in the ***Fact Sheet*** section of this issue.

4. The 2025 Mercury Questionnaire is due December 1, 2025. Have you completed it yet?

Two weeks ago, MassDEP DWP released the 2025 Mercury Questionnaire, the most recent edition of a five-year recurring survey. As of Thursday, November 13, 2025, 146 PWS completed the survey. We thank all PWS for being proactive and assisting us in completing this survey. Your time used to complete this survey helps MassDEP DWP to develop tools to assist PWS as you work toward the reduction of mercury-containing products. Mercury use is a concern in drinking water due to its toxicity and associated health risks, environmental impacts, and the high cost of cleanup from spills.

Has your PWS completed the survey? If not, join the group! Complete the survey by clicking on this link: MassDEP DWP 2025 Public Water System (PWS) Mercury Questionnaire. **Please remember to complete this survey by December 1st, 2025.** MassDEP/DWP will share a summary report of the information once the information has been collected and compiled.

Please note: For PWSs, completion of the Questionnaire will also be used by MassDEP DWP when calculating "beyond compliance tie breaker points" for the annual Public Drinking Water Compliance awards.

5. 2026-2028 Monitoring Waiver Application Now Available

Please be advised that the newly updated copy of the **2026-2028 Monitoring Waiver Application** is now available at Monitoring Waiver Application for 2026-2028 Compliance Period | Mass.gov. If you wish to request a **Monitoring Waiver** for the 2026-2028 Compliance Schedule based on your PWS's sampling schedule, the MassDEP Drinking Water Program is now accepting applications until the deadline of **January 15th, 2026**.

Along with updates made to the various instructional resources on the webpage, including the Information Sheet and Review Chart, please also note the following updates that have been made to the application as well as the newly required information you will have to include in your application:

- **Section B:** A Historical Monitoring Waiver Application Info section has been added where PWSs can list which Source IDs have been denied in the past and for what reasons.
- **Section C:** We have increased the amount of Source ID options in the table to 10 as well as added an option to label the Finished Water ID locations associated with their Source IDs.
- **Section D:** Land Use activities were updated with more choices, and a Zone I Land Use Certification Statement was added.
    - Within Section D on page 4, a Zone II and IWPA Land Use Activities Review was added for PWSs to list the land use activities within their Zone II and IWPA as well as the associated Risk Matrix.

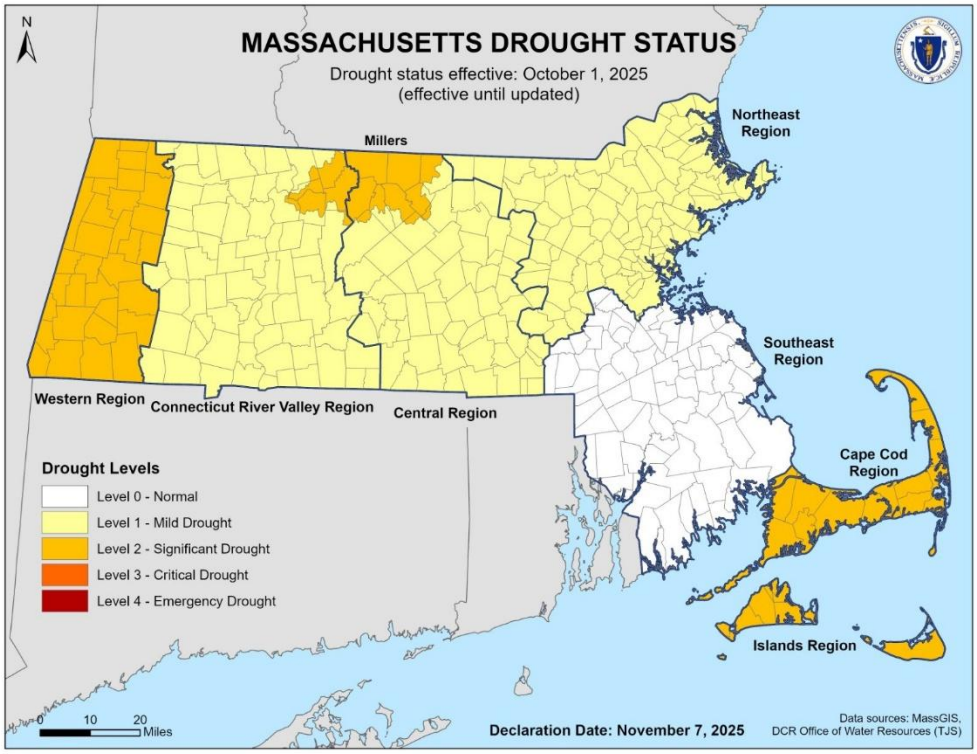
If you have any questions about the updates made to the 2026-2028 Monitoring Waiver Application or need assistance filling out the application, please contact Program.Director-dwp@mass.gov, Subject: Monitoring Waiver Application.

6. New Self-Guide for Consecutive Public Water Systems

MassDEP/DWP recently published a new self-guide for facilities such as hospitals, medical facilities, and other such facilities that receive water from a MassDEP/DWP-registered public water system that plan to install treatment (e.g. for *Legionella*) that will result in the creation of a new Consecutive Public Water System regulated by MassDEP/DWP. The self-guide provides these facilities with the process for obtaining approval to become a Public Water System and a list of documentation required in order to obtain this approval. The self-guide is available on the MassDEP Public Drinking Water System Operations website under "System Development." Read the Minimum System Permitting & Approval Process - Consecutive Public Water Systems self-guide here. For any questions on this self-guide please contact MassDEP/DWP at program.director-dwp@mass.gov.

7. Drought Conditions Return to Normal in Southeast Region

On November 7, 2025, the Executive Office of Energy and Environmental Affairs (EEA) declared the Southeast Region has returned to Normal Conditions. The Connecticut River Valley and Central Regions have improved to Level 1–Mild Drought. In the Islands Region, Nantucket has improved, while Martha's Vineyard has worsened, both now at a Level 2-Significant Drought. The Deerfield Watershed improved to Level 1-Mild Drought, and the Millers Watershed improved to Level 2–Significant Drought. The Northeast, Cape Cod and Western Regions remain unchanged.



Level 1 ("Mild Drought") and Level 2 ("Significant Drought") drought declarations require detailed monitoring of drought conditions; continued coordination among state and federal agencies to advance the implementation of water use restrictions; and engagement with municipalities, including local Boards of Health, to provide technical outreach and assistance to water suppliers and affected municipalities.

Below is a list of resources for communities to use related to drought outreach and education, water conservation, and drought status monitoring.

- The Massachusetts Drought Dashboard provides regularly updated maps monitoring drought conditions across the state.
- The Drought Alert Flyer provides information about current drought conditions and how communities across the state can help promote water conservation, fire prevention, and drought preparedness.
- The Drought Management in Massachusetts webpage includes several recommendations for residents, businesses, and communities during each level of drought (Level 1, Level 2, Level 3, and Level 4) related to water conservation and fire prevention.
- The Water Resources Toolkit offers many examples of outreach materials for communities to use related to droughts.
- Utilities are encouraged to develop a Drought Management Plan to identify preparedness, monitoring, response, and outreach procedures related to droughts.
- Information for private well owners can be found at the webpage Information for Private Well Owners During a Drought
- Previous issues of In the Main include additional resources related to drought preparedness and response resources.

8. Cold-Weather Emergency Preparedness

As winter approaches, PWS are reminded to make sure they are ready for the potential events and circumstances that come with winter storms and colder weather.

Preparing Your System for Winter Storms

Wintertime in Massachusetts can bring snowstorms and cold snaps. Although snow can help recharge water supplies, snowstorms with freezing temperatures or high winds can have negative impacts for water systems. Heavy snow can impact access to water infrastructure facilities or cause trees or poles to fall and damage infrastructure. High winds may cause power outages or downed trees or poles. Freezing temperatures could create icy conditions for driving or break pipes or other equipment that is not properly insulated.

MassDEP/DWP reminds public water systems to make sure they are prepared for cold-weather emergencies. This may include reviewing and updating your Emergency Response Plan, topping off back-up power sources and vehicle fuel, exercising emergency generators, and purchasing water treatment chemicals to keep in reserve.

The following resources can be used to learn more about how water systems can properly prepare for and respond accordingly to snowstorm events.

- MassDEP Preparing for Extreme Weather Events and Response Guidance
- MassDEP Storm Preparedness & Emergency Response Resources – Water Supply
- MassDEP Public Drinking Water System Operations – Emergency Response & Public Notification
- MassDEP Emergency Response for Public Water Systems
- MassDEP Snow Disposal Guidance
- EPA Natural Disasters – Snow and Ice
- EPA Incident Action Checklist – Extreme Cold and Winter Storms

Keeping Staff Healthy in Cold Weather

Wintertime can also bring an increase in cold- and flu-related sickness. The following tips can help PWS staff stay healthy during cold and flu season.

- Wash your hands frequently, especially after coughing, sneezing, or touching shared surfaces.
- Cover your mouth and nose with a tissue or your elbow when you cough or sneeze.
- Disinfect shared surfaces such as desks, keyboards, and phones regularly, especially in areas shared by multiple staff.
- If performing outdoors, staff should wear appropriate PPE and clothing suitable for cold weather.
- If feeling unwell or are contagious, staff should let their supervisor or manager know.

9. Public Notification Tips and Resources: Planning for Tier I PN Costs

Public Water Suppliers (PWS) should be prepared to alert the public quickly if they trigger a Tier 1 24-Hour Public Notice (PN). Whether this is due to a public health order such as a Boil, Do Not Drink, or Do

Not Use Order, or a notice due to a system-wide 90th percentile lead action level exceedance, PWS should make sure that they are prepared to distribute such a notice at any time. Since January 1, 2025, 31 Tier 1 public notices have been issued by public water suppliers.

This includes budgeting effectively. A Tier 1 PN, due to the time limit, can be costly for any PWS depending on the methods chosen. Costs can also increase due to the requirement that all community PWS must post their public notice in a city newspaper within 14 days after learning of the situation which triggers a Tier 1 PN.

Larger community PWS have reported that the estimated prices they received for city newspapers ranged from $1,000-$2,100, depending on if the notice was a half- or full-page ad. One PWS had planned to post their notice in a major newspaper and received a price estimate of over $6,000. Pricing also varied based on the newspaper's distribution area (i.e. local versus statewide).

PWS are encouraged to reach out to their local and statewide newspaper and broadcast media stations if they are required or planning to use these distribution methods, and to receive a price estimate if you are not already aware of the associated costs. Use these estimates to budget effectively to distribute your notice on time and meet all requirements. Remember to plan effectively and include this information in your **Emergency Response Plan (ERP).** Think about other possible costs or challenges you could expect from distributing a Tier 1 Public Notice, and plan how to avoid these challenges and resolve problems ahead of time.

When using a newspaper to distribute your notice, please make sure your format is legible for readers. Newspapers have standard size fonts for publications, legal and classified advertisements. Public notices should be readable, and the font size should not be less than 10 for paid advertisements. A public notice in a newspaper can be a paid ad or an article such as a press release. If using a press release, please state at the top of your press release, "Press Release for Public Safety".

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

10. Cross Connection Corner

Local High school experiences Backflow Incident

Recently, a Massachusetts PWS experienced a backflow event at a local school. The campus plumbing system and potable water was exposed to propylene glycol. Fortunately, the school had appropriate backflow prevention devices installed which isolated the school from the rest of the PWS' distribution system. Operators were able to check and ensure that the backflow devices were operating properly. Therefore, the PWS was able to isolate the incident and identify areas of highest risk. MassDEP worked with the school to release an immediate, localized, "Do Not Drink" order for the high school only. This impacted food prep and potable water access for the building inhabitants.

Actions taken by the PWS included providing bottled water to students and staff, testing the backflow prevention devices, flushing the school's plumbing systems, and sampling and analyzing water samples for propylene glycol and ethylene glycol. Multiple samples were taken at various locations in the school's plumbing system. Most results for sampling collected following flushing

were non-detect, with one location returning two very low results of 0.01 mg/l for propylene glycol in an unoccupied building under construction. Operators will continue to flush and sample that building.

This event shows the importance of a PWS to maintain an active and vigilant cross connection control program and ensuring properly installed and tested backflow devices to protect the broader distribution system by containing backflow incidents at the building level. Thanks to the fast actions of the school, PWS operators and staff, and MassDEP, the incident was resolved while keeping the school in operation. The do-not-drink order was lifted eight days after it was declared. Another lesson from this incident is the importance of establishing clear communication between all parties involved.

Stay Involved

Every PWS is required under 310 CMR 22.22 to maintain an effective Cross Connection Control Program (CCCP). Operators should maintain current surveys, testing, training, and licenses to ensure ongoing compliance. PWSs are encouraged to provide education and outreach to their communities to help prevent cross-connections.

Look out for future cross connection corner articles ITM, and if you have any suggestions for topics please email: program.director-dwp@mass.gov, **subject:** Cross Connection Corner ITM

MassDEP Drinking Water Training Calendar

For upcoming backflow tester recertification and cross-connection workshops.

MassDEP Cross Connection Certification (WS 10)

Certification and recertification applications and fact sheet

Guidelines for Public Water Systems: Distribution System Piping and Appurtenances

Information and guidelines related to cross connections and cross connection control programs

11. TNC Systems May Be Eligible for the Engineering and Design (E&D) Grant

MassDEP would like to remind Transient Non-Community (TNC) Public Water Systems that some TNC systems may also qualify for the Engineering and Design (E&D) Planning Grant Program— created to help small, disadvantaged systems plan and design treatment solutions for Emerging Contaminants (ECs) such as PFAS and Manganese.

This article provides a concise overview specifically for TNC systems.

Funding Overview

The E&D Grant provides up to $75,000 for early-stage planning and design work related to EC treatment.

Eligibility for TNC Systems

1. Emerging Contaminant Exceedances

   The TNC must have documented exceedances of an Emerging Contaminant (e.g., PFAS/Manganese or any contaminant listed on any of EPA's Contaminate Candidate List), requiring engineering follow-up.

2. Small System (Serving < 10,000 People)

   Only small systems are eligible. Most TNCs meet this size threshold.

3. Located in a Disadvantaged Community

   The TNC must be located within or serving a Disadvantaged Community, as defined by the Clean Water Trust's Disadvantaged Community Program

4. Non-Profit Status (If Applicable)

   Non-profit TNC systems qualify. TNCs will confirm this requirement during application.

Eligible Uses for the Funding

- Treatment of Emerging Contaminants
- Source Water Activities Related to Emerging Contaminants
- Storage
- Water System Restructuring, Interconnection, Consolidation, or Creation
- Providing Households Access to Drinking Water Services (Only PWS eligible to receive grant)

*This grant does not cover construction

Application Link

TNCs that may meet the criteria should review and submit the application here:

E&D Grant Application

Eligibility for TNC Systems

Next Steps for TNC Operators

- Review 2025 Emerging Contaminant results
- Confirm Disadvantaged Community Status
- Verify system size and non-profit eligibility (if required)
- Contact your regional MassDEP Drinking Water Program office with questions
- Apply if your TNC meets the requirements

For More Information Please Visit: Engineering and Design Planning for Emerging Contaminants in Small and Disadvantaged Communities | Mass.gov

12. LCR, LCRR, and LCRI Updates

Remember to send out your 2025 Service Line Inventory (SLI) Consumer Notices this year!

This is a reminder for PWS, if your PWS has lead, GRR, and/or unknown service lines in your SLI, you must send out SLI CNs **annually**. This is a new recurring requirement under the Lead and Copper Rule Revisions (LCRR).

2025 SLI CNs must be distributed by December 31, 2025! Templates are available on the **Lead and Copper Forms and Templates webpage,** which were updated June 2025.

If your system has identified any unknowns, or replaced any lead/GRR service lines, your PWS is encouraged to submit an updated SLI a few days before distributing your consumer notices, so when your system certified their distribution next year, MassDEP has an accurate, updated SLI to compare your certification form to. This limits the back and forth required to review your certification form and expedites your form approval.

7. Water Smart

Water-Smart Program Update

Water-Smart (formally known as the Expanded Assistance Program) provides free analysis of lead drinking water samples and technical assistance to eligible public and private schools and early education and childcare facilities (EECFs) by assisting with sampling, results interpretation, and guidance on remediation actions. The program is funded by a grant from the Water Infrastructure Improvements for the Nation (WIIN) Act from the U.S. Environmental Protection Agency and the Massachusetts Clean Water Trust.

Currently, 1,186 schools and EECFs are participating in the program and 1,047 (88%) of participating facilities are within economically disadvantaged communities. To date, 1,098 schools and EECFs have completed testing. Of facilities that have tested and received results, 726 (66%) had one or more lead detections.

Do you know of any schools or childcare facilities that could benefit from the Water-Smart Program? Please identify and encourage schools and childcares within your service area to participate in the program. Eligible facilities may apply for assistance at: https://tinyurl.com/Water-SmartProgram.

Get Ahead with Lead Testing: Join the Water-Smart Pilot Program for Public Water Systems

The Massachusetts Department of Environmental Protection (MassDEP) is proud to invite all Community Public Water Systems (PWS) to the *Water-Smart Pilot Program for PWS* – a forward-thinking initiative designed to help water systems stay ahead of upcoming federal regulations.

Starting **November 1, 2027**, all PWS will be **required to offer** lead testing to schools and childcare facilities that were built or have not had plumbing replacements since 2014 under the federal Lead and Copper Rule Improvements (LCRI). Rather than wait, the *Pilot Program* gives PWS a head start—leveraging the well-established **Water-Smart Program**, which has already tested over 1,000 schools and childcare facilities across the Commonwealth.

Through the pilot program, MassDEP and UMass Amherst cover the cost of lead testing and provide all necessary outreach materials, sampling plans, and follow-up support. PWS simply help identify eligible facilities, assist with local outreach and help collect samples. The process is simple, cost-free, and

designed to set you up for success when the rule goes into effect.

Participating in the Pilot Program allows PWS to:

- Offer a valuable service to schools and childcare centers now,
- Fulfill future federal requirements early,
- Build community trust, and
- Access expert technical support at no cost.

Don't wait for 2027—Be Proactive, get ahead today. To join the pilot program or receive more information, email Program.Director-DWP@mass.gov with the subject line: **"Pilot Program for PWS."**

13. PFAS Update

MassDEP project employing the new drinking water analysis equipment

The project is being conducted by the DWP and Wall Experiment Station (WES) using equipment that was purchased for conducting PFAS analysis of drinking water using funding from the Emerging Contaminants in Small or Disadvantaged Community Grant Program (EC-SDC). Through this project the DWP will collect samples from approximately 29 Transient Non-Community Public Water Suppliers (TNCs) to be analyzed by WES. The PFAS Maximum Contaminant Level does not apply to TNCs, however the regulations required all TNCs to collect one sample at all finished water locations by October 2022. MassDEP funded the collection of these required samples. The project samples are not compliance samples since WES is in the process of achieving EPA certification for PFAS testing. The sampling results will be used to identify whether PFAS levels are changing, or if they are at a level of concern, and to provide technical assistance to the TNCs.

14. 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.

How can fallen leaves affect drinking water quality?

1) It can change the pH
2) It alters the salinity
3) Increase effectiveness as a fertilizer
4) Increase algae blooms

Check out the other articles while looking for the answer. If you would like to send in a Trivia question or two, please email the question and answer to program.director-dwp@mass.gov, Subject DWP Trivia.

15. Training Calendar

When you need training, please look at the MassDEP Training Calendar for Public Water System Operators.

Board of Certification Training Page and List of Approved Courses

You may also want to go to the Board of Certification of Operators of Drinking Water Supply Facilities Operators Training Webpage and view the approved education courses to sit for examination.

Some Newly Added Trainings on the Calendar

EPA Tools & Resources Webinar: Collaborating with our State Partners on Disaster Resiliency Planning

Wednesday, November 19, 2025; 3:00 – 4:00 pm ET; webinar
EPA entered into a Memorandum of Agreement (MOA) with the Environmental Council of the States (ECOS) and the Association of State and Territorial Health Officials (ASTHO) in 2016 to collaborate in developing tools, reports, workshops, meetings, communications pathways, and other initiatives that will leverage resources and advance a mutually shared mission of protecting the public's health from environmental threats and hazards and strengthen environmental health systems across the country. This webinar will provide a summary of projects completed to date under the MOA and then provide a deeper dive into the most recent project focusing on state disaster resiliency planning. ASTHO and the ECOS have been partnering to better understand state activities around resiliency planning and implementation. Join the webinar to learn more about this project, including case studies from Vermont and Colorado. Register for the webinar: Collaborating with our State Partners on Disaster Resiliency Planning.

Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: Summary of Ask me Anything sessions, so far

Monday, November 17, 2025; 2:00 – 4:00 pm ET; webinar
Ask Me Anything SRF Office Hours will expand your knowledge and enhance your ability to navigate the SRFs. These sessions are tailored for state agencies, utility operators, and stakeholders who support water infrastructure projects. Each session will feature a specific theme, providing clarity, strategies, and practical insights for preparing and managing an SRF funded project. Participants can attend all sessions or select those that best meet their needs. Register for the webinar: Ask Me Anything! State Revolving Fund (SRF) Technical Assistance & Open Office Hours: Summary of Ask me Anything sessions, so far

Understanding Inflow and Infiltration: Causes, Impacts, and Solutions - Part 2

Tuesday, November 18, 2025; 1:00 – 2:00 pm ET; webinar
Inflow and Infiltration (I&I) – which occurs when stormwater and groundwater enter the sewage collection system – poses a wide array of challenges for wastewater utilities, from overwhelmed wastewater treatment plants to basement back-ups. This webinar, featuring Moonshot Mission's recently released Inflow and Infiltration Guidance Document, will provide an overview of the causes of I&I, describe its impacts on stormwater and wastewater management, and share approaches that communities can use to understand and address inflow and infiltration challenges in their own systems. Register for the webinar: Understanding Inflow and Infiltration: Causes, Impacts, and Solutions - Part 2

Filter Surveillance

Wednesday, November 19, 2025; 1:00 – 2:30 pm ET; webinar

Filters can be a black box. Discover tools and techniques of filter surveillance to help operators unlock the black box and optimize their facilities. This webinar will focus around preparing for, performing, and evaluating the results from Filter Surveillance. The main goal is to provide listeners with the tools and techniques required to perform Filter Surveillance and interpret the results. The beginning of the presentation will focus on filtration fundamentals and mechanisms. The remainder of the presentation will focus on the preparation of filter surveillance (tools, setup, etc.), performing filter surveillance (what do you do and what do you look for), and evaluating the results of filter surveillance (what optimization opportunities are possible). $75-member, $120-nonmember. Register for the webinar: Filter Surveillance

Antidegradation – The Most Misunderstood Water Quality Standard

Thursday, November 20, 2025; 12:00 – 1:00 pm ET; webinar

Antidegradation is one of the three components of Clean Water Act water quality standards – and the most misunderstood. While Antidegradation is a "water quality standard", it can present significant issues for NPDES wastewater permittees. Join us for this no-cost webinar with Mike Tate, a seasoned expert with nearly 40 years of experience in dealing with wastewater treatment facilities. You'll get an inside look at what Antidegradation is all about, and how it may affect wastewater treatment facilities. Register for the webinar: Antidegradation – The Most Misunderstood Water Quality Standard

Engineered for Endurance: Building Resilience

Thursday, November 20, 2025; 1:00 – 2:00 pm ET; webinar

Join top engineers and utility leaders in the drinking water industry as they explore how long-term infrastructure performance is shaped by engineering decisions, material selection, installation practices, and maintenance strategies. This session will highlight utility case studies where systems have withstood decades of service, even under challenging conditions such as seismic events, corrosive soils, and wildfires. Attendees will learn how real-world challenges have shaped best practices in designing durable, low-maintenance water systems. Register for the webinar: Engineered for Endurance: Building Resistance

EFCN: Water Quality in the Distribution System

Thursday, December 11, 2025; 1:00 – 2:00 pm ET; webinar

This one-hour webinar explores the key practices and concepts needed to maintain water quality in drinking water distribution systems. By the end of the session, attendees will be able to compare and contrast chlorine and chloramine disinfection for distribution systems, describe how biofilm growth occurs and impacts water quality in distribution pipelines, explain how contaminants can enter the distribution system, discuss disinfection byproduct production and control, and analyze contamination scenarios Join us to strengthen your understanding of how to protect water quality throughout the distribution process. Register for the webinar: Water Quality in the Distribution System

Trainings by Organization

- **MassDEP**
  Previous Cybersecurity Trainings now on YouTube:
  - Basic Cybersecurity Measures for Water Utilities
  - Ransomware Experiences, Defense, and Response

- **Environmental Finance Center Network Trainings, Webinars and In-Person Trainings**
- **EPA Trainings, Webinars and In-Person Trainings**
- **Mass Rural Water Association Trainings, Webinars and In-Person Trainings**
- **MWWA Trainings, Webinars and In-Person Trainings**
- **NEWWA Trainings, Webinars and In-Person Trainings**
- **Water ISAC Trainings, Webinars and In-Person Trainings**
- **RCAP Solutions Trainings, Webinars and In-Person Trainings**
- **AWWA Trainings, Webinars and In-Person Trainings**
- **SkillWorks**
    - SkillWorks offers Board-approved home-study correspondence courses to satisfy license renewal continuing education requirements. All correspondence courses use paper-based study materials and exams. Course work is submitted by mail. Mailed returns are processed and graded within 24 hours at no extra charge. Courses with optional online exams are processed and graded automatically to provide exam results and a printable Certificate of Completion instantly. View the list of approved courses and purchase a course online at Massachusetts SkillWorks Trainings website.

Training Refresher

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

16. Cybersecurity, Emergency Preparedness, and You!

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

For additional information and alerts see Cybersecurity Resource Hub for MA Public Water Systems (PWS). The purpose of this hub is to provide resources for public water systems (PWS) to improve cybersecurity defenses, mitigate cyber-attack risks, and enhance overall resiliency and compliance.

Cybersecurity Biweekly Spotlight

Vendors Beware: Scammers Posing as Commonwealth Agents with EFT Forms

Stay Cyber Safe: Always Verify Before You Share!

- The Office of the Comptroller (CTR) and the Operational Services Division (OSD) have issued an alert about a scam targeting vendors and companies bidding on contracting opportunities with the Commonwealth of Massachusetts. See the cybersecurity alert at VendorWeb here.
- In recent reports, scammers have **impersonated Commonwealth representatives**, asking vendors to complete and submit an **Electronic Funds Transfer (EFT) Authorization Form**. These fraudulent requests claim that providing banking information is necessary to continue receiving payments.
- CTR and OSD remind vendors to **verify all requests for banking or payment information** before responding. If you receive such a request, **do not reply or click on any links**. Instead, contact a **trusted official at the agency or department** you work with **by phone or in person** to confirm whether the request is legitimate.
- If you believe you have been targeted or received a suspicious email, please **forward it to** comptroller.info@mass.gov.
- By remaining vigilant and verifying communications, vendors can help protect themselves and the Commonwealth from financial fraud.
- For more information visit Office of the Comptroller VendorWeb.

MassDEP DWP Cybersecurity Recommended Actions for PWS

- **Conduct Cybersecurity Assessments for Your PWS**: Periodically assess systems to identify and address vulnerabilities. Register/conduct free EPA cybersecurity assessment for your PWS here EPA's Water Sector Cybersecurity Evaluation Program | US EPA
- **Develop an Incident Response Plan:** Establish and test protocols for responding to cybersecurity incidents. MassDEP DWP Cyber incident response plan template, download here: Cybersecurity Incident Response Plan Template.docx | Mass.gov
- **Train Staff:** Provide regular cybersecurity training to employees so they can recognize and respond to threats. MassDEP/DWP Self-Paced Course-1 TCH. Enroll here Basic Cybersecurity Measures for Water and Wastewater Systems in Massachusetts
- **Think Before You Click, Recognize, and Report Phishing**: If a link looks a little off, think before you click. It could be an attempt to get sensitive information or install malware: MassDEP DWP Poster- Protect Yourself from Phishing Scams
- **Update Your Software: Don't delay**- If you see a software update notification, act promptly. Better yet, turn on automatic updates: MassDEP DWP Cybersecurity Poster- Best Practices for Software Updates
- **Use Strong Passwords:** Make sure it's long – at least 15 random characters, and avoid using common or easily guessable passwords, such as simple keyboard patterns or slightly modified words, when creating your passwords. Don't share your password with anyone or use the same or similar password for multiple accounts. MassDEP DWP Cyber Poster- Passwords
- **Enable Multi-Factor Authentication:** You need more than a password to protect your online accounts, and enabling MFA makes you significantly less likely to get hacked. More than a Password | CISA

Upcoming Trainings

Reminder: EPA's Water Cybersecurity Assessment Tool (WCAT) Webinar (November 19, 2025)
EPA's Water Infrastructure and Cyber Resilience Division will be hosting a free training on our Water Cybersecurity Assessment Tool (WCAT).

Grants and Fundings

The Drinking Water State Revolving Fund in partnership with MassDEP/DWP, is offering grants funds of up to **$50,000**, to PWSs that have a cybersecurity risk assessment and use operational technology equipment with an identified cybersecurity risk.
Details here: Public Water Suppliers Cybersecurity Improvements Grant Program | Mass.gov.
Frequently Asked Questions:
Can a PWS choose its own vendor/consultant, and if so, is prior approval from MassDEP required?
PWSs are encouraged to work with contractors listed under the OSD ITS78 Statewide Contract for Data, Cybersecurity, and Related Audit Compliance and Incident Response Services. However, they may also use their existing vendors/contractors if already onboard.
Regarding prior approval, PWSs can submit their cybersecurity application along with details of their chosen contractor or consultant. MassDEP/DWP will review the provided information. In some cases, PWSs prefer to work with their long-term consultants, with whom they have established trust and familiarity, especially given the sensitive nature of their projects. If the PWS meets the qualifications, the contractor is approved.

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 using the Steps to Prepare Your PWS For Supply Chain Disruptions Flyer and keep MassDEP/DWP informed of all Supply Chain issues.

17. *How To Subscribe to the In The Main Newsletter*

To subscribe to the *In The Main Newsletter*, see https://lp.constantcontactpages.com/sl/4K31WwQ

MassDEP is sending this important drinking water information to all PWS responsible persons who are listed on the state database. If you are no longer the correct responsible person for the PWS please reply with the correct contact information. MassDEP needs one responsible contact person from each PWS. Operators, consultants, and others who are interested in Drinking Water Program updates are encouraged to request to be subscribed to this email list. To subscribe to the *In The Main Newsletter*, send a blank email to join-dep-dwp-subscribers@listserv.state.ma.us. This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in Massachusetts and is collected by public water systems. For more information about the Assessment Program, visit to the Safe Drinking Water Act Assessment Advisory Committee ("Section 70" Committee) Homepage.

18. *Drinking Water Trivia! Answer*

Answer: D

As leaves decompose, they release phosphorous and nitrogen, which can lead to algae blooms. This can promote bacterial growth and the production of toxins which can affect the taste and smell.

MassDEP DWP Fact Sheet: PWS Discharge Scenarios with PFAS6 above the Massachusetts MCL; PWS' seeking Forbearance Requests for Sampling a Purged Well Water

Introduction

MassDEP and the Drinking Water Program (DWP) have received numerous questions from public water suppliers (PWS) regarding the discharge of water containing PFAS6 above the Massachusetts Maximum Contaminant Level (MMCL) of 20 parts per trillion (ppt) (including PFOA and PFOS over the EPA limits of 4 ppt each) during source development, water treatment operations and maintenance (O&M), i.e., sampling, well purging, flushing, and other O&M activities.

Any PWS performing an activity that results in the discharge of water containing PFAS6 concentrations above the Massachusetts Drinking Water Regulations maximum contaminant level (MMCL) is subject to the Massachusetts Ground Water Discharge Permit regulations 314 CMR 5.00 and must obtain the appropriate discharge permit or written approval from the appropriate MassDEP program prior to conducting the activity. Typical activities require one of the following authorizations:

- Groundwater Discharge Permit (GDP) from the MassDEP Wastewater Program (WWP),
- Underground Injection Control (UIC) registration from DWP, or
- National Pollution Discharge Elimination System (NPDES) permit using the appropriate application process through EPA or filing a notice of intent (NOI) through MassDEP, depending on the discharge type.

Please note: Purging of a well containing PFAS6 above the MMCL of 20 ppt for sampling is currently eligible for enforcement forbearance from 314 CMR 5.00 issued by DWP on behalf of the MassDEP WWP, as identified in item #4 highlighted in the table below ***PWS Discharge Scenarios with PFAS6 above the MMCL.*** Those seeking enforcement forbearance for purging of a well containing PFAS6 above the MMCL of 20 ppt (including the PFOA and PFOS over 4 ppt) for sampling must contact the applicable DWP regional office in writing, and include the following information:

1. A description of the proposed activities that require on-site discharge
2. The frequency and date range which the discharge activities will occur
3. A description of the site location and supporting evidence that the discharge will not impact any nearby wetland, surface water, or off-site property. Provide maps as appropriate
4. All historic PFAS6 data collected for the water source and discharge water seeking forbearance.
5. Description of all best management practices and engineering controls used to limit and/or mitigate the discharge to the extent possible

See below: ***Instructions Details for PWS Requesting Temporary Discharge of Water Containing PFAS6 Above The MMCL***

PWSs are encouraged to discuss their discharge plans with their regional Drinking Water Contact. All discharges other than purging a well for sample collection must follow the standard permitting approval process summarized in the table below and adhere to all applicable State and Federal Regulations.

Note: *While the current Massachusetts MMCL for PFAS6 is 20 ppt, the EPA has adopted MCLs for PFOA (4.0 ppt) and PFOS (4 ppt) which are enforceable starting in 2031. PWS' should plan accordingly to ensure compliance when applying for discharge permits or forbearance consideration.*

Abbreviations:
GDP: Groundwater Discharge Permit

- **UIC:** Underground Injection Control
- **NPDES:** National Pollutant Discharge Elimination System
- **RGP:** Remediation General Permit
- **PWTFGP:** Potable Water Treatment Facility General Permit
- **MCP:** Massachusetts Contingency Plan

PWS Discharge Scenarios with PFAS6 above the MMCL; Who to Contact for Approvals in Massachusetts

#	PWS Task or Activity	Regulation and Program	Discharge Type	Permit / Approval Needed	Program or Department to Contact
1	Typical discharge to ground or subsurface	**314 CMR** 5.03 – 5.05	Groundwater	GDP, UIC Registration (short-term)	WWP; DWP UIC Registration
2	Discharge to wetlands or surface water	**314 CMR** 3.03-3.05, 4.05(e)	Surface water (WOTUS, ORW, other)	NPDES RGP, NOI, MassDEP WWP approval	WWP; EPA NPDES Program;
3	Discharge to ocean	**314 CMR** 3.03-3.05, 4.05(e)	Ocean or ocean catch basins	NPDES RGP; NOI; MassDEP WWP approval; Ocean Sanctuary discharge prohibited	EPA NPDES Program; WW Program
4	Purged well water prior to sampling	**314 CMR** 5.03 – 5.05	Ground surface (no runoff)	**Forbearance Approval available from DWP.** If forbearance is denied, see row 1	DWP
5	Flushing water mains		Ground, surface, ocean	Same as Rows 1–3 depending on discharge location	DWP UIC Registration; WW Program
6	Discharge to WTP lagoons		Lagoon (lined or unlined)	GDP and/or temporary UIC Registration;	WWP; DWP UIC Registration

7	Pumping to waste (new source approval testing)		Ground, surface, ocean	Same as Rows 1–3 depending on discharge location	WWP
8	Pumping to waste (PFAS plume interception)	**310 CMR** 40.0317	Ground, surface, ocean	MCP oversight if under LSP; otherwise same as Rows 1–3	BWSC (if MCP); WW Program (see row 1-3)
9	Water purification/Treatment backwash		Subsurface, surface, sewer	GDP or temporary UIC Registration; Possibly PWTFGP	WWP; DWP UIC Registration; EPA NPDES Program
10	Disposal of water treatment residuals & spent media	**310 CMR** 19.061(1-3)	Solid waste or land application	Landfill disposal or AOS approval	BAW Solid Waste Program; WWP

Instruction Details for PWS Requesting Temporary Discharge of Water Containing PFAS6 Above The MMCL

A. **If a PWS is purging a well prior to sample collection** and discharging wastewater to ground surface, with no runoff reaching wetlands or surface water body the following is applicable:

- A minimum of 5 well volumes should be purged from an inactive well prior to sample collection.
- Current Groundwater Discharge Permitting regulations (314 CMR 5.00) do not allow on-site discharge of water containing PFAS6 above the MMCL.

Until the 314 CMR 5.00 regulations are amended to allow for the temporary on-site discharge of sample purge water at a public water supply facility for the purpose of collecting samples, such a discharge would likely be in violation of the current 314 CMR 5.00 requirements for permitting and pretreatment of sample purge water. However, a PWS may request **enforcement forbearance** from MassDEP to allow temporary discharge when sampling. Any forbearance issued will require that certain procedures are implemented to prevent any purge water runoff from entering any wetlands, surface water bodies, or offsite property.

In general, the following minimum requirements for the temporary discharge must be followed in order to be considered for forbearance.

The discharge shall occur to the surface of the ground overlying the aquifer from which the sample purge water was withdrawn; provided that:

- the PWS implements best management practices in connection with the discharge, based on site-specific conditions, including without limitation:

- discharging at a volumetric rate that ensures the discharge infiltrates into on-site subsurface soils, and does not result in surface flow into any wetland or surface water body, or off-site;
- if necessary, use of a temporary storage tank, temporary removal of topsoil to expose more permeable soil horizons and/or excavation of a temporary storage basin whose base is a minimum of four feet above the seasonal high-water table; and
- the discharge is continuously monitored, and all purging and ground surface discharging activities are immediately suspended if it becomes apparent that water is discharging in a manner inconsistent with the above conditions and are only resumed after implementing necessary measures to ensure compliance with those conditions.

MassDEP reserves its authority under any law or regulation to require pre-treatment of the sample purge water for the removal of PFAS6 contamination, prior to discharging on-site, should information become available indicating a potential or actual threat to human health, safety, public welfare or the environment.

B. **If a PWS is sampling an offline source with PFAS over 20 ppt** the following is applicable:

(1) **Collect Confirming Sample from Off-line Source with PFAS6 over the laboratory's applicable Minimum Reporting Level (MRL) within 14 days of your receipt of the initial PFAS6 laboratory results (***if you did not collect a confirmation sample when the source was still serving water to the public*.**)**

In accordance with 310 CMR 22.07G(3)(b), you are required to collect, analyze, and report a confirmation sample for any source with initial PFAS6 results above the laboratory's applicable MRL. It is MassDEP's understanding that the source was taken off-line before a confirmatory sample was collected. Please collect this sample following the MassDEP procedures on how to collect a sample from an off-line source provided in Appendix B.

(2) **Public Education is required as soon as practical but no later than 30 days after your receipt of the confirmation laboratory results of PFAS6 over 20 ppt for a source that was taken off-line after the initial detection**

In accordance with 310 CMR 22.07G(7)(e), if the sampling results for the off-line source confirms levels of PFAS6 above 20 ppt, based on the average of the initial and confirmatory sample, you are required to provide public education to customers within 30 days of receiving the confirmatory sample result, and that those public education materials state that water entering the distribution system prior to the date the source was taken off-line was confirmed above 20 ppt. This notice must be provided in accordance with and contain information described in Public Education notices per 310 CMR 22.07G(7)(e).

(3) **Emergency Response Plan Updates are needed for an off-line source with PFAS6 confirmed over 20 ppt and are requested within 30 days after your receipt of the confirmation laboratory results of PFAS6 over 20 ppt.**

In order to maintain compliance with 310 CMR 22.04(13) the Department requests that you modify your Emergency Response Plan to:

(a) **Develop a communication strategy and plan** to notify your consumers before bringing the off-line source back online. That notice and its methods of communication must follow MassDEP's requirements for the issuance of PFAS Public Education notices at 310 CMR 22.07G(7)(e). Your proposed modification must be approved by MassDEP/DWP.

(b) **Develop a plan to replace or provide an alternate for the off-line sources of supply** (If the volume provided by the off-line source is needed to meet the system's demand). You must develop and submit to MassDEP for approval a plan to replace or provide an alternate for that source of supply.

(c) **Develop an action strategy and plan for if the system later violates the PFAS6 MCL.** This strategy and plan at a minimum must include a plan for alternate or replacement water sources and a communication strategy with Public Notification and Public Education.

(4) **MassDEP approval is required for any monitoring, operations or maintenance plan for an off-line source with confirmed PFAS6 over 20 ppt. The request for approval must be submitted to MassDEP at least 60 days prior to requested activity.**

If, in addition to the required confirmation sample noted above in Item 1, you plan to routinely monitor and maintain this source as an active source, in order to meet 310 CMR 22.02, the Department requires that 60 days prior to such monitoring you submit a source monitoring plan. You must receive approval for the plan from MassDEP/DWP before monitoring. If needed, that MassDEP/DWP approval will include the issuance of a forbearance to discharge untreated sample purge water on-site that will require your system to adhere to the same procedures on how to collect a sample from an off-line source that are provided in Appendix B of this document.

(5) **Off-line Sources with PFAS6 over 20 ppt -** Limited emergencies use guidance.

The off-line source with PFAS6 over 20 ppt may be used in a drinking water emergency as defined in 310 CMR 22.15(9)(b) and where MassDEP has determined that it is more protective of public health to allow the off-line sources be used for a short period of time with immediate notification to the public and alternate sources of water provided. This emergency would have to be unforeseen. An example of such an unforeseen emergency would be an emergency that would result in the system's inability to address fire flow. The typical summer increase in demand is not an unforeseen emergency. PWS are required, in accordance with 310 CMR 22.04(13) to plan for any foreseeable situation that would necessitate the temporary short-term use of an off-line source over 20 ppt. If an emergency occurs the PWS must immediately contact MassDEP with the plan developed per 310 CMR 22.04(13) and if the emergency and plan are approved MassDEP will allow for use under an emergency declaration per MGL Chapter 111 Section 160 or MGL Chapter 21G, Section 15 through 17.

(6) **Off-line and Inactive Sources with PFAS6 over 20 ppt**

If, in addition to the required confirmation sample noted above in Item 1, you decide to make this source inactive but plan to periodically collect samples for the purpose of assessing potential changes in the PFAS6 concentrations over time, you must do the following:

(a) You must notify MassDEP Drinking Water Program in writing of your plan to make the source inactive.
(b) You must comply with 310 CMR 22.02 and receive approval from MassDEP Drinking Water Program to inactivate the well.

"Inactive Source means an Approved Source(s) that is expected to be off-line for at least one year (12 months). A source may be deemed inactive only upon written approval of the Department. An Inactive Source may not return to active status without written approval from the Department. Monitoring as specified at 310 CMR 22.00, is not required during the time that the source is inactive, unless otherwise specified by the Department."
(c) You must inform MassDEP Drinking Water Program of your intention to discharge any well sample purge water on-site prior to the sampling event; and,
(d) You must also adhere to the **MassDEP procedures on how to collect a sample from an off-line source** regarding the handling of any on-site discharge of well sample purge water.

If you have any questions on this information, please contact the Drinking Water Program at program.director-dwp@mass.gov **Subject: PWS wastewater disposal** or you may contact the regional drinking water program contact or the other specific program contacts identified below.

Contacts:

Regional Drinking Water Program Contacts

- **CERO**
  - April Desclos, April.Desclos@mass.gov
- **NERO**
  - Melissa Dwinell, Melissa.Dwinell@mass.gov
- **SERO**
  - Jim McLaughlin, James.M.Mclaughlin@mass.gov
- **WERO**
  - Andrew Kelly, Andrew.Kelly@mass.gov
  - Christine Simard, Christine.Simard@mass.gov

Other Programs Contacts

- **MassDEP BWR Wastewater Program**
  - Hersh Thakor
    - Harshraj.thakor@mass.gov
- **MassDEP BWR Drinking Water Program**
  - Program director
    - Program.director-dwp@mass.gov
- **MassDEP BAW**
  - Richard Blanchet
    - Richard.blanchet@mass.gov