



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 or at the Statehouse Archives at:
<https://archives.lib.state.ma.us/handle/2452/826119> which has a searchable database.



Millennium Park, West Roxbury, Photo by: Eric Cheung

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

2024-11-14

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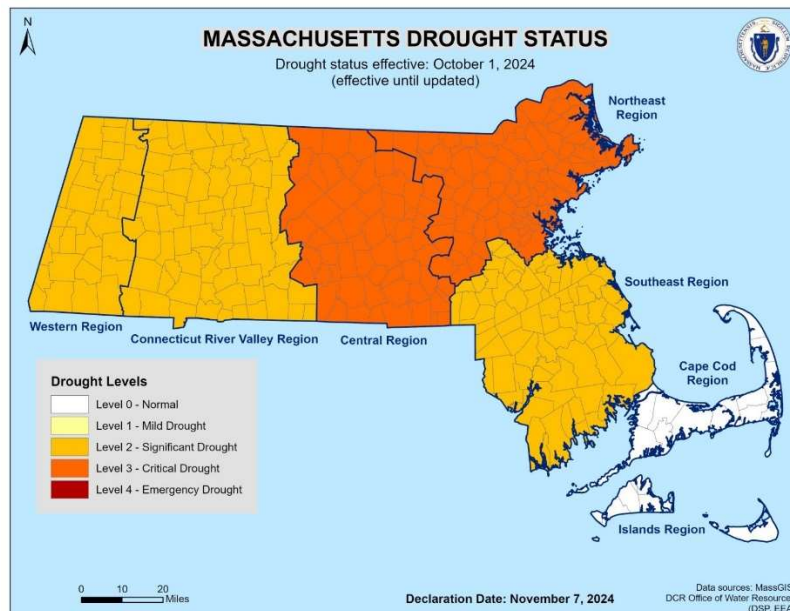
Are you looking for past issues or topics in our *In the Main* newsletter?

Use the search function in the Statehouse Archives at:

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

Major Drought Declared Across Massachusetts

On November 7, 2024, Energy and Environmental Affairs has declared Level 2 and Level 3 droughts across most regions in Massachusetts. These drought conditions were caused by over a month of very little rainfall and devastating wildfires and brushfires across the state.



Tips for Staying Safe and Conserving Water

- **Fire:** Department of Conservation and Recreation (DCR) has implemented a temporary ban on all open flame and charcoal fires within state park properties. Residents should check for local fire bans in their community before starting a fire or grilling. Residents should exercise caution if using grills and open flames, ensuring that all fires are properly extinguished.
- **Water Conservation:** Residents and businesses should try to minimize overall water use and adhere to any water use restrictions in their community. Leaks in toilets, faucets, or other plumbing should be fixed as soon as possible. Indoor water usage should be minimized by taking shorter showers and only running dishwashers and washing machines when they have a full load.
- **Communication:** Communities should provide timeline information on the drought and on water conservation tips to local residents and businesses. Communities should consider targeted outreach to high water users to educate them about reducing their water usage during droughts.
- **Water Use Restrictions:** Water use restrictions with increasingly stringent penalties should be adopted. Water use restrictions should include a limitation or prohibition of washing hard, outdoor surfaces (e.g., driveways, siding, cars).

Additional Resources

State Resources

- MassDEP Drinking Water Program Guidelines Chapter 12 – Emergency Response Planning: <https://www.mass.gov/doc/guidelines-for-public-water-systems-chapter-12-emergency-response-planning-o/download>
- MassDEP Drinking Water Program Guidelines Appendix O – Handbook for Water Supply Emergencies: <https://www.mass.gov/doc/guidelines-for-public-water-systems-appendix-o-handbook-for-water-supply-emergencies-o/download>
- MassDEP Drinking Water Program – Emergency Response Planning Guide for Public Drinking Water Systems: <https://www.mass.gov/doc/emergency-response-planning-guide-for-public-drinking-water-systems-o/download>
- Massachusetts Emergency Management Agency (MEMA): <https://www.mass.gov/orgs/massachusetts-emergency-management-agency>

- Drought Management Plan Preparedness and Response (December 2023): <https://www.mass.gov/doc/massachusetts-drought-management-plan/download>
- Water Resources Outreach Toolkit (includes graphics for drought outreach): <https://www.mass.gov/info-details/water-resources-toolkit-library-of-outreach-materials>
- Drought Management in Massachusetts: <https://www.mass.gov/guides/drought-management-in-massachusetts>
- Drought Planning Guidance: <https://www.mass.gov/guides/drought-planning-guidance>
- Water Conservation Toolkit: <https://www.mass.gov/conservemawater>

EPA Resources

- Drought Resilience and Water Conservation: <https://www.epa.gov/water-research/drought-resilience-and-water-conservation>
- Drought Response and Recovery Guide for Water Utilities: https://www.epa.gov/sites/default/files/2017-10/documents/drought_guide_final_508compliant_october2017.pdf
- Incident Action Checklist – Drought: https://www.epa.gov/system/files/documents/2021-10/incident-action-checklist-drought_508c-final.pdf
- Incident Action Checklist – Wildfire: <https://www.epa.gov/system/files/documents/2022-03/220218-incident-action-checklist-wildfires.pdf>

Congratulations to MWWA Award Recipient for 2024!

The Drinking Water Program congratulates **Maria Pinaud** for her well-deserved award from the Massachusetts Water Works Association (MWWA). Maria Pinaud received the James R. Fuller Award, which recognizes a federal or state regulator who best exemplifies Jim Fuller's dedication to the water supply profession and his collaborative approach to working with water suppliers to understand and solve their problems. Maria is the director of the Division of Municipal Services and oversees the State Revolving Fund (SRF) loan program for MassDEP. Maria has supported PWS by presenting and answering questions about the SRF process, championing grant programs for PWS to receive funding for critical projects, and working hard to get final Intended Use Plan (IUP) decisions published as quickly as possible. Maria has dedicated her career to public service, having served in several engineering and management roles at MassDEP. Congratulations to Maria for all that she has done to help PWS through the SRF process!



MWWA's awards were presented at MWWA's Annual Meeting on Friday, November 1.

REQUEST FOR INFORMATION: Water Utilities Resilience Program (WURP) Interconnections

MassDEP Drinking Water Program, in partnership with the Water Utilities Resilience Program (WURP), distributed a letter on November 6, 2024 to approximately 80 Public Water Systems (PWS) requesting additional information about their interconnection(s). This initiative is part of the mapping project WURP is performing to digitize PWS service areas and related distribution system information. This information is critical to resilience, emergency planning, and preparedness efforts to ensure safe drinking supplies.

If your PWS received this request for information and need assistance or an extension on the due date, please reach out to program.director-dwp@mass.gov, Subject: WURP Interconnections.

APPLICATIONS OPEN: Municipal Vulnerability Preparedness Planning 2.0 Grant

The Municipal Vulnerability Preparedness Planning 2.0 (MVP 2.0) Grant is a grant for municipalities to revisit their climate resilience priorities with a focus on equity and translate those priorities into action. **Applications are now open for the FY25 MVP 2.0 grant and are due by Wednesday, December 4, 2024 at 4:00 pm ET.**

MVP 2.0 fills gaps from the original MVP planning process (MVP 1.0); builds on the work communities have performed to date; and supports communities with new processes, tools, and resources for building resilience. Through MVP 2.0, communities can revisit resilience priorities, with a focus on equity, and translate those priorities into action through project development and implementation. MVP 2.0 has a greater focus on building social resilience and explores the factors that create vulnerability or resilience for people living or working in the community. The process will have an emphasis on connecting and collaborating with community members and expanding the voices involved in climate resilience efforts.

The MVP 2.0 grant is specifically for municipalities who have completed the first MVP Planning Grant (MVP 1.0) and were certified as an MVP Community. Any MVP-designated municipality or eligible Tribe can apply to MVP 2.0 in the FY25 round, though priority for award will be municipalities who are required to apply to MVP 2.0 in the FY25 round (based on date of MVP 1.0 plan), including: Ashfield, Blackstone, Boston, Braintree, Brookline, Cambridge, Carver, Charlemont, Colrain, Conway, Devens, Duxbury, Holden, Holyoke, Mattapoisett, Melrose, Natick, Newburyport, North Reading, Pelham, Rehoboth, Rockport, Salem, Scituate, Sherborn, Spencer, Swampscott, Swansea, Ware, and Wrentham. Other applicants will be awarded based on available funding. We anticipate funding for several non-required applicants this round.

For more information about the grant program, you can [watch the MVP 2.0 Planning Grant webinar](#) or [review the PowerPoint slides](#). You can learn more about MVP 2.0 and apply online at <https://www.mass.gov/info-details/mvp-20>. If you have questions about the MVP 2.0 program, contact MVP Program Director Kara Runsten at kara.runsten@mass.gov.

Certified Operator Licensing Requirements for Vending Machines

A Water Vending Machine, as defined in [236 CMR 2.03](#), is “a self-service public water system which, upon payment, dispenses drinking water in bulk without the necessity of replenishing the device between each vending function.”

Per the [US EPA's definition of a water vending machine](#), a water vending machine is considered a Public Water System (PWS) and is classified as a Non-Community system. Therefore, as a PWS, they are required to be operated by a Certified Operator.

The distribution and treatment classifications of water vending machine systems are as follows. **Most water vending machines in Massachusetts have a I-VNDT treatment classification and a VSS distribution classification.**

Treatment Classification	Distribution Classification												
<p>Water vending machines with treatment (filters with chemical addition, including disinfection, and/or reverse osmosis systems) are given treatment classifications in accordance with 310 CMR 22.11B(4)(b). Specific classifications are determined by the gallons of water that are vended in one day, as detailed in the table below.</p> <p>Table: Classifications of Water Vending Machine PWS</p> <table><tr><th colspan="2">Water Vending Machines with Treatment (310 CMR 22.11B(4)(b)-(c))</th></tr><tr><th>VOLUME</th><th>License Required</th></tr><tr><td>2,000 gal/day or less</td><td>I-VNDT</td></tr><tr><td>2,001 – 5,000 gal/day</td><td>II-VNDT</td></tr><tr><td>5,001 – 50,000 gal/day</td><td>III-VNDT</td></tr><tr><td>> 50,000 gal/day</td><td>IV-VNDT</td></tr></table> <p>Water vending machines with “no treatment” (e.g., consists of ultra-violet disinfection systems with no chemical addition and/or reverse osmosis with only cartridge filters) are not given a treatment classification.</p>	Water Vending Machines with Treatment (310 CMR 22.11B(4)(b)-(c))		VOLUME	License Required	2,000 gal/day or less	I-VNDT	2,001 – 5,000 gal/day	II-VNDT	5,001 – 50,000 gal/day	III-VNDT	> 50,000 gal/day	IV-VNDT	<p>All water vending machines are given a distribution classification of Very Small System (VSS) in accordance with 310 CMR 22.11B(4)(c).</p>
Water Vending Machines with Treatment (310 CMR 22.11B(4)(b)-(c))													
VOLUME	License Required												
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> 50,000 gal/day	IV-VNDT												

Water vending machine PWS must be operated by a Certified Operator holding a Vending (VND) license for the grade matching or exceeding the grade of the PWS ([236 CMR 3.02\(1\)](#)). Alternatively, the Certified Operator may hold a regular license as long as the license grade matches or exceeds the grade of the PWS.

To obtain a VND license, per the requirements of [236 CMR 4.01\(1\)](#), applicants must meet the following requirements:

1. Pass the operator exam corresponding to the classification of the PWS. Note: there are no exams specific to water vending machines. Applicants must take the grade and type of examination matching the grade of the PWS. For example, to be the operator of a water vending machine PWS that is classified I-VNDT/VSS requires passing both the Treatment 1 and VSS exams.
2. Three months of vending machine operation experience or a certificate of proficiency from a vending machine organization such as National Automatic Merchandising Association (NAMA) and a high school diploma or its equivalent (GED).

It is important to note that experience in a Class VSS or Class VND PWS may not be used toward qualifying for any higher-grade license (Grades 1D through 4D or Grades 1T through 4T). ([236 CMR 3.02\(7\)](#)).

Also note that new water vending machine units must:

1. Receive MassDEP New Technology Approval (BRP WS31 – Vending Machines and POU/POE Devices or BRP WS11 – Minor New Technology Approval – No Field Test);

2. Obtain approval to install a vending machine (BRP WS30 A or B – Permits to Install Vending Machine or POU/POE Treatment Device or BRP WS35 A or B – Permit to Install Multiple Vending Machine or POU/POE Treatment Devices at Ten or More Locations in One Distribution System,);
3. Register as a PWS with MassDEP
4. Receive Department of Public Health approval.

Learn more about the approval process at <https://www.mass.gov/info-details/approval-of-water-vending-machines-by-massdep-and-dph>. The information in this article will also be posted as a fact sheet at <https://www.mass.gov/info-details/public-drinking-water-system-operations#certified-operators->.

If you have questions about vending machine public water systems, please contact the MassDEP Drinking Water Program at program.director-dwp@mass.gov, Subject: Water Vending Machines. If you have questions about water operator licensure, please contact the Board of Certification of Operators of Drinking Water Supply Facilities at DrinkingWaterBoard@mass.gov.

Getting Ready for the LCRI

Have you Sent Out your Consumer Notices Yet?

All PWS with Galvanized Requiring Replacement (GRR), Lead Status Unknown (UNKs), or Lead Service Lines (LSLs) were required to send out Consumer Notices (CNs) to each consumer served by these three types of service lines. This was required by November 15, 2024 (today!).

If you have not sent out your consumer notices yet, you will receive a violation from EPA, as this is a federal requirement under the LCRR. For PWS that have not sent out consumer notices, and were required to, please do so **as soon as possible**.

If you are adding additional information to your consumer notice (e.g. adding a brochure) Please make sure that none of the additional information contradicts the language in the required consumer notice and get MassDEP/DWP review and approval if you have any questions as to whether your additional information contradicts the required notice.

PWS are required to certify to MassDEP that they have distributed all required consumer notices, using the [LCRR SLI Consumer Notices Certification Form](#), which is available on the [Lead and Copper Forms and Templates webpage](#). PWS must certify the distribution of these notices by July 1st, 2025, though MassDEP encourages all PWS to submit the certification form right after sending out your notices, before you forget.

An Update on Your Service Line Inventory

MassDEP DWP is currently in the process of reviewing Service Line Inventory (SLI) submissions. We at MassDEP DWP are doing our best to review SLIs at an efficient rate, while ensuring that each inventory gets an in-depth review. If you have not heard from us regarding your inventory, please do not worry, as we may not have gotten to reviewing it yet. You will receive a message from us in the coming weeks regarding your SLI if you have not already.

Here Lies... A BWSC consumer's old Lead Pipe! Halloween Fun and Fright!



A Boston Water and Sewer Commission (BWSC) Customer had their lead service line replaced just in time for Halloween and decided to have some fun with it!

See the tweet that BWSC made, taking advantage of this customer's great humor to promote their lead service line replacement program: https://x.com/BOSTON_WATER/status/1852352995972772157.

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

- [LCRR Consumer Notification Template – Lead Status Unknown](#)
- [LCRR Consumer Notification Template - Galvanized Requiring Replacement](#)
- [LCRR Consumer Notification Template - Lead Service Line](#)
- [Instructions for Using Lead Public Education Template Language](#)
- [Template Brochure: Lead Public Education \(for systems without corrosion control treatment\)](#)
- [Template Brochure: Lead Public Education \(for systems with corrosion control treatment\)](#)

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.*

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.

MassDEP SLI Resources for the Public: MA Map of PWS SLI Submissions is Live!

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](#)

How to Handle Customer-Requested Lead Water Samples

With the new service line inventory consumer notices being distributed this month, public water systems (PWS) may see an increase in requests from customers for lead testing. If a PWS receives a customer request for a lead water sample, and if the PWS is taking these samples, there are several important steps to follow to ensure that the sample collection does not trigger additional requirements under the Lead and Copper Rule (LCR). **The goal is to develop and implement a clear, written, properly managed Customer-requested Lead Sampling Standard Operations Procedure (SOP) to avoid non-compliance with the LCR.** Here are the recommended steps:

- Determine if the sampling would occur during your PWS normal LCR sampling period.
- **If yes**, take steps to differentiate this customer sampling from LCR compliance sampling as described below and in your written Customer-requested Lead Sampling SOP.
- **If not** – you can either take a normal sample (labeling SS), or use the protocol below and as described in your Customer-requested Lead Sampling SOP.

1. Verify the Request

Confirm the Request is from a customer: Ensure that the lead sampling request is from a customer (resident or business).

Clarify the Purpose for the sample request: Inform the customer that the sample is for informational purposes and will not be counted toward the PWS's compliance sampling requirements under the LCR.

2. Inform the Customer of Requirements for the sampling

Ask the customer why they want to sample and explain your Customer-requested Lead Sampling SOP.

- If the sample is requested due to exposure concerns, suggest they collect a sample when they would normally be making juice, filling water glasses or making formula.
- If the sample is requested to understand more about their lead service line – (or unknown service line material) suggest taking a stagnant 5th liter or sample after the water changes temperature, or after a set time based on internal plumbing.

3. Select an Appropriate Sampling Size

Provide the customer with or use non-standard volumes (such as 250 mL or 500 mL) bottles for customer requested sampling.

- Please note that if your PWS takes 1 Liter samples during the systems monitoring period and the sampling site meets the LCR tier criteria, the samples must and will be included as PWS LCR compliance samples.

4. Proper Labeling

Label the bottles clearly and fill out the **chain of custody** appropriately. **These samples must be reported as special samples (SS).**

If you follow the instructions above, do not include these samples as your LCR compliance samples. However, please remember that noncompliance samples must still be reported to MassDEP by your lab using the eDEP Bulk Upload.

5. After Sampling Collection -Review Results with the Customer

- **Provide Results:** After analysis, provide the customer with the lead test results as soon as they are available. If the test shows elevated levels of lead, advise the customer on potential actions, such as replacing lead-containing plumbing or fixtures, using filters, or flushing the faucet regularly to reduce lead exposure.
- **Remember to Educate the Customer:** If the lead concentration exceeds the action level (15 µg/L), educate the customer about the health risks of lead exposure and recommend steps for reducing exposure, including obtaining a certified water filter or contacting a plumber to remove lead-containing plumbing.

By following the above steps, PWS can effectively manage customer-requested lead samples, ensuring they are handled appropriately without impacting your PWS regulatory compliance samples under the Lead and Copper Rule.

If you need MassDEP/DWP assistance with your Customer-Requested Lead Sampling SOP, please contact the Drinking Water Program at program.director-dwp@mass.gov, subject: LCR.

EPA's National Enforcement and Compliance Initiative (NECI) Inspections Continue for 2025

Is your system ready to show compliance with Drinking Water Program Rules?

In 2025 EPA is inspecting several community Public Water Systems (PWS) serving more than 10,000 persons for SDWA/NPDWR compliance. The EPA NECI inspections allow EPA to use a broad range of compliance assurance approaches, ranging from technical assistance to formal enforcement, to evaluate PWS for compliance with the Safe Drinking Water Act and the National Primary Drinking Water Regulations. For information on the EPA NECI see <https://www.epa.gov/enforcement/national-enforcement-and-compliance-initiatives>

In 2025, EPA's SDWA/NPDWR inspections will also include a particular focus on compliance with AWIA Section 2013/SDWA Section 1433, which requires community water systems that serve a population of 3,300 or more to conduct a risk and resilience assessment (RRA) and develop an emergency response plan (ERP) that must be updated and certified every five years. These requirements are being implemented directly by EPA. Please note that starting in 2025, PWS will be required to recertify their RRAs and ERPs by the deadlines determined by their population served. These deadlines can be reviewed at <https://www.epa.gov/waterresilience/awia-section-2013#CD>.

What happens during the 2025 NECI Inspections in MA?

During the inspections EPA will assess the system's compliance with the SDWA and its regulations, including Massachusetts Drinking Water Regulations, 310 CMR 22.00. EPA will notify the PWS and MassDEP/Drinking Water Program (DWP) just prior to the inspection. A PWS should be prepared with the following list of information to be reviewed during the inspection:

1. **Risk and Resiliency Assessment**
2. **Emergency Response Plan**
3. Description and schematic of the treatment processes from source water to entry point (including chemicals used in the water treatment process)
4. Description of the distribution system from entry point to customer tap (including chemicals used in the distribution system)
5. List of all water sources (active/inactive/emergency)
6. Operation & Maintenance Manual (or Standard Operating Procedures) for the system
7. Capital improvement program
8. Asset management program
9. Valve exercising program
10. Flushing program
11. Preventive maintenance program
12. Operator safety training program
13. Cross connection control program
14. Leak detection program
15. List of online and laboratory equipment used for compliance reporting
16. Organizational chart for the system
17. List of certified operators with certification information
18. Meter calibration records for all equipment used for compliance reporting (within the past 12 months)
19. Storage Tank Inspection (the most recent one for each tank) / Cleaning and Maintenance Records (within the past 12 months)
20. Customer Complaint Log (within the past 6 months)
21. Enforcement Actions and Consent Orders (current and within the past 5 years)
22. Water main break log (within the past 6 months)
23. Monthly Operating Reports and other monitoring and analyses records (the most recent 6 months)
24. Permitted water quality parameters (within the past 6 months)
25. Water quality monitoring calendar (current year)
26. Chlorine residual data
27. Stage 2 Disinfection Byproduct Monitoring Plan, including monitoring locations, schedules, and sample sites
28. Lead and Copper analytical results (within the most recent 10-year period), associated chain of custody (COC) forms, and 90th percentile determinations
29. All PFAS sampling results collected by the system

How should PWS prepare for an NECI

MassDEP/DWP is encouraging all PWS to review, update and organize their information on the above noted topics and be ready for an EPA inspection.

For more information, refer to this fact sheet about EPA inspections:

<https://www.epa.gov/system/files/documents/2024-09/pwssinspection-factsheet.pdf>

NECI Inspection follow-up Steps

In accordance with the NECI, EPA issues a report to the PWS and MassDEP/DWP after each inspection. If deemed necessary EPA may also issue a federal notice of violation (NOV) to the PWS for identified violations. MassDEP, as the primacy agency, will have an opportunity to work with the PWS to resolve the violations. If an NOV is issued by

EPA, PWS are expected to contact the MassDEP/ Drinking Water Program Director, at their earliest convenience to assist them to resolve the violation.

If you have any questions about the 2025 EPA NECI inspections, please contact Drinking Water Program at: program.director-dwp@mass.gov.

Lead in Schools and Childcare Facilities Drinking Water Update

MassDEP Water-Smart Program Staff Attend Massachusetts Association of School Committees (MASC) and the Massachusetts Association of School Superintendents (MASS) Joint Annual Conference



Pictured: Alex Smith-Lin (Left) and Michael Celona (Right)

Last week, representatives from the Massachusetts Department of Environmental Protection (MassDEP) and the University of Massachusetts Amherst's Water-Smart program attended the annual joint conference of the Massachusetts Association of School Committees (MASC) and the Massachusetts Association of School Superintendents (MASS) in Hyannis. The event provided a valuable platform to connect with school committee members from across the state, allowing Water-Smart team members to discuss the program's mission and gain insights into the unique needs of various school districts. Numerous productive conversations were held with officials who are eager to prioritize drinking water safety and education, highlighting a strong shared commitment to student and public health.

In addition to connecting with committee members, the Water-Smart team spoke with several superintendents, seeking to build collaborative relationships with school systems statewide. These discussions aim to streamline

efforts in ensuring safe drinking water in schools while fostering an understanding of water safety and conservation among students. The Water-Smart team also had the opportunity to engage with MASC and MASS members, who expressed interest in future collaborations for outreach. The Water-Smart program looks forward to strengthening these partnerships, attending future MASC and MASS events, and expanding its reach to better serve Massachusetts schools.

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 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, 1,039 schools and EECFs are participating in the program and 664 (64%) of participating facilities are within environmental justice communities. To date, 865 schools and EECFs have completed testing. Of facilities that have tested and received results, 583 (67%) had one or more lead detections.

Do you know of any schools or childcare facilities that could benefit from the Water-Smart Program? Please identify and encourage schools and childcares within your service area to participate in the program.

Eligible facilities may apply for assistance at https://script.google.com/macros/s/AKfycbyr_U8wEMrA-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpwgpSZtA/exec

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 percentage of the Earth's water is suitable for drinking?

- A. 25%
- B. 80%
- C. 1%
- D. 43%

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.

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

Solar Energy for Small Wastewater Systems: Savings, Sustainability, and Incentives

Tuesday, November 19; 12:00 – 1:00 p.m. ET; webinar

Small wastewater treatment plants (WWTPs) face unique challenges when it comes to energy consumption and its associated costs. Join us for an overview of energy use in small WWTPs and explore solutions for reducing energy costs while enhancing sustainability. We will cover the breakdown of energy consumption in small WWTPs, the significant role solar power can play in cutting down electricity expenses, and how direct pay provisions under the Inflation Reduction Act and other incentive programs can make solar adoption more affordable for tax-exempt and governmental entities. [Register here](#).

Lead Reduction Updates and Lead Service Line Identification and Replacement

Tuesday, December 3; 1:00 – 4:00 p.m. ET; webinar

This extended webinar, as part of EPA's Small Drinking Water Systems Webinar Series, will include an overview of EPA regulations and programs designed to reduce lead in drinking water. The webinar will discuss current efforts to provide technical assistance for lead service line identification; a review of new technologies, methods, and predictive modeling tools for identifying service line materials; and an overview of sampling methods for identifying lead service lines. [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

Funding and Financing Strategies for Integrated Hazard Mitigation and Water Resource Plans

Monday, December 16; 1:00 – 2:00 p.m. ET; webinar

In light of increasing development and ever-changing future conditions, increasingly stressed infrastructure, and growing financial pressures, integrating hazard mitigation and water quality-focused resource management is becoming more and more important to the success of water systems and other public-serving entities. While finance and budgeting are often considered a last step in developing a project or program, incorporating a financing strategy early on in any planning process can help ensure long-term project success. In this webinar, we will provide strategies for incorporating funding and financial strategies into integrated plans and explore various solutions for how local communities can pay for water resource projects. [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/eisIsdQnXqE>

- **Environmental Finance Center Network**

For a complete list of trainings webinars and in-person trainings please go to:


<https://efcnetwork.org/training-events/>

- **EPA**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.epa.gov/dwreginfo/drinking-water-training>.
- **Mass Rural Water Association**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.massrwa.org/p/14/Trainings—Events>.
- **MWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
[MWWA Calendar](#)
- **NEWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
https://communityhub.newwa.org/nc__upcomingevents.
- **Water ISAC**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.waterisac.org/resources>.
- **RCAP Solutions**
For a complete list of trainings, webinars and in-person trainings, please go to:
<https://www.rcapsolutions.org/events/>
- **AWWA**
For a complete list of trainings, webinars and in-person trainings, please go to:
https://www.awwa.org/Events-Education/Events-Calendar?utm_term=AWWA+Connections+10-8-2021&utm_content=Connections+10-8-2021&utm_source=communications&utm_medium=email&utm_campaign=connections.

Training Refresher

If you need a refresher on recently given trainings, you can review several training videos located at:

https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m

or click here:  **YouTube**

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

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

Cybersecurity, Emergency Preparedness, and You!

2024-11-14

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.



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.

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



Incident Reporting:

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

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



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



EPA FREE CYBERSECURITY ASSESSMENT PROGRAM

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

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



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

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



Important Reminder: Sanitary Surveys and Cybersecurity

Is your PWS scheduled for a sanitary survey in 2024/2025? If your PWS is scheduled for a sanitary survey in 2024/2025 **MassDEP/DWP will inspect your cybersecurity assessment findings and plans during the upcoming sanitary survey cycle.** Any findings will be incorporated in a separate action plan and your PWS will receive technical assistance to assist you to address the findings. Please remember all cybersecurity information is considered as sensitive information and must be kept confidential.

- For details, please refer to the important notice, which was sent on December 28, 2023, to PWS, reminding them of their 2024 sanitary surveys and cybersecurity program assessment report/review: <https://www.mass.gov/doc/important-notice-your-pws-2024-sanitary-surveys-and-cybersecurity-programassessment-report-inspection-reminder/download>

- If you have any questions on this information, you may also contact the Drinking Water Program at program.director-dwp@mass.gov.

NEW Critical Infrastructure Security Updates:

MassDEP DWP Cybersecurity Meeting for Water and Wastewater, November 1st 2024

The MassDEP DWP organized a successful cybersecurity Meeting /event for water sector on November 1st, 2024, bringing together **97 participants** (114 Registered).

- This event featured presentations from state, local, and federal organizations, including the Massachusetts Fusion Center, CISA, DHS, National Guard Resources, and the U.S. EPA headquarters.
- The goal was to provide an educational setting that fosters the sharing of experiences and solutions, which was well achieved through interactive sessions and a practical tabletop exercise.
- Participants provided great feedback, appreciating the interactive approach and collaboration.

NRWA to Lead Multi-agency Initiative to Bolster Cybersecurity of Rural Water Systems

- The National Rural Water Association (NRWA) has partnered with the U.S. Department of Agriculture (USDA) and the White House Office of the National Cyber Director (ONCD) to launch a one-year program study to enhance cybersecurity for rural water systems.
- Additionally, USDA is expanding its [Circuit Rider Program](#), which provides technical assistance to rural water systems, to include more resources and personnel who are specifically trained to assess and improve cybersecurity capabilities at water systems in rural areas.
- For more information, visit [USDA Partners With White House, National Rural Water Association to Strengthen Cybersecurity for Rural Water Systems](#)

Cyber Resilience – Eight Cybersecurity Strategies for Small Organizations

As cybersecurity presents a unique challenge for smaller organizations, and as the water sector has been the target of rather sophisticated threat actors, here are eight actionable strategies that smaller utilities can incorporate to help alleviate some of their cyber risk.

1. **Enable staff.** Your staff need to know what is expected of them, and what not to do. Make cybersecurity a company-wide issue.
2. **Know your equipment.** Being aware of your networking equipment, endpoints, and devices is crucial—not only to identify what requires protection but also to recognize potential vulnerabilities.
3. **Patch and update promptly.** After identifying the hardware and software in your environment, it is essential to implement effective patch and vulnerability management.
4. **Lock things down.** Implementing a strict policy to safeguard your critical assets through the use of strong passwords and multi-factor authentication (MFA) should be a fundamental practice. To simplify the process for your staff, consider utilizing a single sign-on service or providing them with a password manager.
5. **Use a firewall and VPN.** A firewall protects an entry point to a network while a VPN creates an encrypted tunnel between two networks. Both are important for network security.
6. **Protect your systems.** Ensure that all your devices are secured with cybersecurity solutions. Logs should be clear and easily understandable for all readers, whether they are your employees or those of a service provider.
7. **Consider your supply chain safety.** Organizations need to understand what level of protection their providers or others with access to their resources have in place. Ransomware is contagious, so if your providers have it you likely will too.
8. **Have a recovery strategy.** When a security issue occurs despite your efforts to secure your environment, it's essential to have a plan in place to manage and mitigate the consequences.

For more information on each of the above strategies, visit [Malwarebytes](#).

Upcoming Trainings

EPA Webinar: Protective Actions & Decontamination - Radiological Incident Response

Wednesday, November 13, 2024; 2:00 p.m. ET

This webinar summarizes protective actions under the EPA's radiation response authorities, as well as the Protection Action Guide Manual for early, intermediate, and late phase stages of a response. It will discuss the EPA's role in radiological cleanup operations, including decontamination, containment and waste management tools. [Register Here](#).

CISA Webinar: Introduction to Log Management

Thursday, November 21, 2024; 9:00 a.m. ET

CISA is hosting the Introduction to Log Management (IR210) Cyber Range Training event ideal for those working in cybersecurity roles who are interested in learning technical incident response skills. Log files provide the data that are the bread and butter of incident response, enabling network analysts and incident responders to investigate and diagnose issues and suspicious activity from network perimeter to epicenter. Participants will be introduced to basic principles of log management and configuration. [Register Here](#).

Supply Chain Reminders

Tools and Resources:

- [EPA Chemical Supplier and Manufacturer Locator Tool](#): This tool allows water and wastewater utilities to search for suppliers and manufacturers across the U.S. that may be able to fulfill their chemical supply needs and increase resilience to supply chain disruptions. This tool can also be useful for finding alternative chemical suppliers in the case of supply chain shortages.

PWSs are reminded to implement the steps identified by DWP at <https://www.mass.gov/doc/steps-to-prepare-your-public-water-system-for-supply-chain-disruptions/download> and **keep MassDEP/DWP informed of all Supply Chain issues.**

Answer: C