MassDEP / Drinking Water Program
100 Cambridge Street – 9th Floor; Boston, MA 02114
Program.Director-DWP@mass.gov or 617-292-5770
In The Main - The Drinking Water Updates can be found online at:
mass.gov/lists/communication-to-public-water-suppliers or at the Statehouse Archives at:
https://archives.lib.state.ma.us/handle/2452/826119 which has a searchable database.

HAPPY THANKSGIVING!

Flooded Cranberry Bog, South Carver, MA Photo by: Lance Cheung

This *In The Main* newsletter has these topics of interest 2024-11-27

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

Use the search function in the Statehouse Archives at:
https://archives.lib.state.ma.us/handle/2452/826119

Getting Ready for the LCRI

Please Share your Lead and Copper Program Information with your Local Municipal Leaders and Keep this ITM on Hand as a Reference.

Your municipal leaders are important in helping you to implement critical updates that are vital to ensuring the health and safety of your community. The steps outlined in the LCRR will significantly reduce the risks of lead exposure through drinking water, and your ongoing efforts to meet these requirements are essential in protecting the public health of Massachusetts residents.

Public drinking water systems are vital to the health, safety, and economies of our communities. The individuals managing and operating public drinking water systems face significant challenges as they try to provide their customers with safe drinking water. Drinking Water Capacity Development supports the ability of systems to meet these challenges now and in the foreseeable future by planning and improving their technical, managerial, and financial operations. Your municipal leaders are key assets in a PWS capacity development.

Consumer Notices were required to be distributed by November 15, 2024! Did you send out your notices?

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.

If you have not sent out your consumer notices yet, you will be in violation of the federal LCRR requirement and MassDEP will refer your PWS to EPA for compliance and enforcement action. 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.

Are Your Consumers looking for a Massachusetts certified laboratory to analyze their residential drinking water samples?

The laboratories listed below offer analytical services to residential customers.

https://www.mass.gov/doc/massdep-certified-laboratories-offering-analytical-services-for-private-well-owners-and-residential-customers/download

Sharing Helpful Drinking Water Tips with Consumers to Reduce Lead Exposure

If your PWS is receiving an influx of calls from consumers, regarding their consumer notices, use this opportunity to remind them of the following good drinking water tips to reduce lead in drinking water exposure:

- **Use only cold, fresh water for drinking, cooking, and preparing baby formula.** Run your water. The more time water has been sitting in your home's pipes, the more lead it may contain.

- **The more time water has been sitting in pipes, the more lead it may contain. After water has been sitting overnight or longer, or sitting while away at work, flush your home's pipes before drinking** by running the tap, taking a shower, doing laundry, or doing a load of dishes or other non-consumptive, non-drinking or cooking purposes, to avoid wasting water. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home. If you are not familiar with the structural and plumbing details of your residence, run the water for at least one (1) minute or until after it turns cold. For more information about building flushing, see https://www.mass.gov/doc/massdep-building-flushing-information/.
- **If you have a filter, use it properly.** Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. Read any directions provided with the filter to learn how to properly install, maintain, and use your cartridge and when to replace it. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter. For more information on facts and advice on home water filtration systems, visit EPA's website at Home Drinking Water Filtration Fact Sheet | US EPA and EPA's A Consumer Tool for Identifying Point of Use (POU) Drinking Water Filters Certified to Reduce Lead (epa.gov).
- **Clean your aerator.** Regularly remove and clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.
- **Do not boil the water to remove lead.** Boiling water will not reduce lead. Excessive boiling can increase lead levels as lead remains behind when the water boils away.
- **Check whether your home has a lead service line. IF YOU DO, HAVE IT REMOVED. Please follow the instructions outlined in your consumer notice for verifying the service line material.**
- **Contact your health care provider if you have any health-related questions or contact your local health department to find out if your child needs to be tested for lead.** A blood lead level test is the only way to know if your child is being exposed to lead. For more information on Massachusetts' childhood lead testing program, contact the Department of Public Health at 1-800-532-9571 or see www.mass.gov/orgs/childhood-lead-poisoning-prevention-program.

MassDEP DWP also has multiple guidance and webpage you may direct consumers to regarding lead in drinking water. These include the **Guidance for Single-Family Residents at Risk of Lead in Drinking Water Exposure** [https://www.mass.gov/info-details/guidance-for-single-family-residents-at-risk-of-lead-in-drinking-water-exposure] and the Is there Lead in My Tap Water homepage: https://www.mass.gov/guides/is-there-lead-in-my-tap-water.

Are You Unsure on How to Handle Customer-Requested Lead Water Samples?

MassDEP DWP released an article in the last ITM issue on how to handle customer requested lead water samples, and how to ensure these samples are not included in your 90th percentile calculations.

If you missed it last week, you can review this previous article in the last ITM Newsletter, and download it to keep it on file: https://www.mass.gov/doc/in-the-main-drinking-water-program-updates-11-15-2024/download.

Special Shout out to the MWRA

Have you developed your written standard operation procedure (SOP) for customer -requested lead water samples? The Massachusetts Water Resources Authority (MWRA) is working with its member communities, if requested through their local water department, to provide lead sample analysis for residents.

MWRA is encouraging their member communities' local water department to discuss their consumer notices with consumers, find out why they want a sample, and use the appropriate sampling technique to fit their questions. MWRA is expecting a fair number of "typical use" samples to determine what consumers are providing to

their children when they fill a water glass or make juice or formula. MWRA is also expecting that the local MWRA member PWS will strongly recommend that the consumer get on the PWS lead service line (LSL) replacement list or arrange to have their private service line (SL) inspected to determine if it is lead. MWRA is also updating its website to include a link to the list of MassDEP Certified Labs that are accepting residential water samples. See MassDEP's list at https://www.mass.gov/doc/massdep-certified-laboratories-offering-analytical-services-for-private-well-owners-and-residential-customers/download

Is your PWS offering residential lead analysis like the MWRA? If you are please let us know by emailing us at program.director-dwp@mass.gov .

MassDEP/DWP Process for Consumer Notice Language Translation Requests

In recent weeks, the Drinking Water Program has received numerous emails and calls from customers who have received consumer notices regarding service line materials. The majority of these inquiries are related to how to sample for lead in drinking water. In response, MassDEP surveyed certified laboratories to identify those that provide testing services for homeowners with private wells and other residential customers. You can find the list of these laboratories at the bottom of this page: https://www.mass.gov/how-to/find-a-certified-laboratory-for-water-testing. Additionally, a searchable list of all MassDEP-certified laboratories is available on our website at MassDEP Lab Certification: https://eeaonline.eea.state.ma.us/DEP/Labcert/Labcert.aspx.

Some customers have requested contact with MassDEP Drinking Water Program in languages other than English to better understand the Federal and MA requirements of the notice. We have been able to accommodate these requests through the MassDEP language access bank staff**. If your system is unable to provide translations for MassDEP requirements for some customers, please send a request to the Drinking Water Program program.director-dwp@mass.gov, with the subject line "DWP Consumer Notice Requirements Translation," and we will assist in contacting the customer in the specific language regarding the LCRR requirements. Please note that while we can provide immediate information regarding our requirements, questions regarding your PWS program will need more coordination which can result in multiple calls.**

Thank you for your continued efforts in ensuring the delivery of safe drinking water.

Do You Have 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.

Are you prepared for 24-hour Tier I Public Notice for Lead?

As of **October 16, 2024**, any PWS that exceeds the 90th percentile lead action level of 15 parts per billion must now notify all affected consumers within **24-hours** of the exceedance. This is called a **Tier 1 Public Notice**. This is a new requirement that must be met in addition to issuing routine Public Education materials.

Each PWS must plan, well in advance, to quickly respond with a public notice within 24-hours of exceeding the lead action level. At a minimum, each PWS should have a draft copy of a Tier 1 Notice ready in their Emergency Response Plan in case they have to provide notice within 24-hours.

For more information on 24-hour Tier 1 Public Notice, please visit https://www.mass.gov/lists/public-notification-forms-and-templates.

Are You Ready for the Service Line Inventory Validation?

Accurate service line inventories are essential to ensure replacement of all lead and galvanized requiring replacement (GRR) service lines. To increase the accuracy of inventories, the final Lead and Copper Rule Improvements (LCRI) requires all water systems to validate a subset of non-lead service lines in their inventory. The validation tests the reliability of certain methods, techniques, and alternative sources of information used to identify non-lead service lines in the inventory; facilitates action to remedy inventory discrepancies; and provides systems, States, and consumers with additional confidence in the accuracy of the inventory.

Under the LCRI, starting November 1, 2027, **PWS should identify a validation pool** consisting of all non-lead service lines in the inventory excluding those that are identified by:

1. Records that indicate the service line was installed after the federal lead ban became enforceable or the compliance date of a State or local lead ban, whichever is earlier.
2. Visual inspection of the pipe exterior at a minimum of two points.

Non-lead lines identified by exclusively using other records such as tie cards, operational knowledge, etc., or other verification methods such as statistical analysis/predictive modeling must be included in the validation pool. The total number of required validations is dependent on the PWSs total number of non-lead services lines and vary system to system. Once the PWS has identified the validation pool, it must randomly select non-lead service lines for conducting visual inspections at a minimum of two points along the service line exterior. See the EPA LCRI Validation guidance for more information.

For systems on a 10-year mandatory replacement schedule and systems that have reported only non-lead lines in their inventories, validation must be completed by December 31, 2034, and the validation results are due to the State by January 30, 2035. States will establish a validation deadline for water systems conducting mandatory service line replacement on a shortened deadline. For systems on a deferred deadline, States will establish a deadline no later than three years prior to the deadline for completing mandatory service line replacement.

The process of validation may involve significant work and may require identifying and applying for funding to complete the validation process. **MassDEP recommends that PWS begin work on validation efforts as soon as possible, provided that the validation methodologies are at least as stringent as the LCRI requirement.** PWS that follow this method can then submit a waiver request after the LCRI goes into effect in 2027.
As these validations are required under the LCRI, funding will be available for PWS to assist with this process through the SRF Program.

For more information on these requirements, please review EPA's validation guidance. **PWS MUST review this guidance before beginning any validation efforts, to ensure your methods are as stringent as the LCRI:**
https://www.epa.gov/system/files/documents/2024-10/final_lcri_fact-sheet_validation.pdf

Please contact MassDEP DWP prior to beginning the validation process if you have any questions, to ensure you meet the LCRI requirements. PWS may reach out to MassDEP DWP at program.director-dwp@mass.gov, subject: LCRI Validation Requirements.

MassDEP SLI Resources for the Public

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:

https://www.mass.gov/info-details/lead-and-copper-rule-revisions#information-for-massachusetts-consumers-.

MassDEP has also 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 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:

https://www.mass.gov/info-details/lead-and-copper-rule-revisions#information-for-massachusetts-consumers-/.

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.

More Information on the LCRI

The EPA has published the Lead and Copper Rule Improvements in the federal register. This rule has a compliance date of November 1, 2027. PWS must continue to follow their usual LCR required tasks, and the additional 3 requirements under the LCRR (SLI, Tier 1 24 Hour Public Notices, and annual SLI Material CNs) until this compliance date.
The LCRI will continue to build upon the LCRR by incorporating additional measures to further protect public health.

These improvements will focus on:

- **Stronger requirements for reducing lead exposure**: Specifies that there is no safe level of lead in drinking water. Under the LCRI, the lead action level will be reduced from 15 to 10 parts per billion.
- **Validation by visual inspection of a number of non-lead service lines that were previously identified through non-visual inspection methods, the total number of required validations is dependent on the PWSs total amount of service lines.**
- **Requires Lead Service Line Replacements by 2037 for most PWS**.
- **Expanded data collection and reporting**: There will be new requirements for PWS to collect and report more comprehensive data on lead levels, water quality, and the status of lead service line replacements.
- **Increased support for vulnerable populations**: Includes specific provisions for communities at greater risk of lead exposure, ensuring that the most affected populations receive adequate protection.

The EPA has a webpage dedicated to the LCRI available here: **https://www.epa.gov/ground-water-and-drinking-water/lead-and-copper-rule-improvements**

The full LCRI is available for review in the federal register: https://www.federalregister.gov/documents/2024/10/30/2024-23549/national-primary-drinking-water-regulations-for-lead-and-copper-improvements-lcri

EPA has also released a variety of LCRI Supporting Materials, including fact sheets and technical documents, which are available here: https://www.epa.gov/dwreginfo/lead-and-copper-rule-improvements-supporting-materials

EPA has also hosted two LCRI webinars, one which focused on the general population, and one webinar for water systems. Materials for these webinars are available on the EPA LCRI Webpage: https://www.epa.gov/ground-water-and-drinking-water/lead-and-copper-rule-improvements#webinars

MassDEP DWP will release more information and trainings regarding the LCRI in 2025.

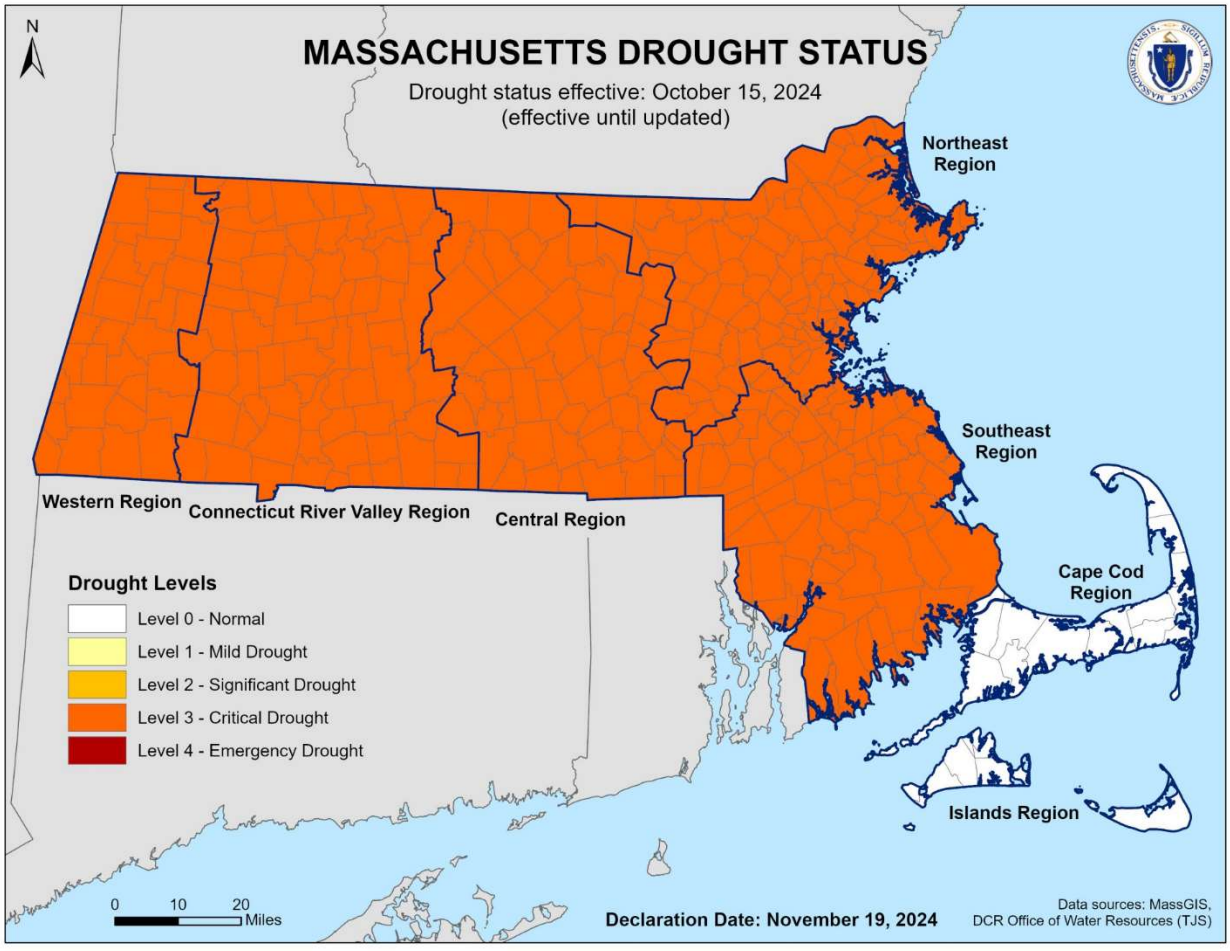
Critical Drought Declared Across Massachusetts

On November 19, 2024, Energy and Environmental Affairs (EEA) has declared Level 3 droughts across all regions in Massachusetts except for the Cape Cod and Islands Regions. These drought conditions were caused by over a month of very little rainfall and devastating wildfires and brushfires across the state.

Level 3 droughts ("Critical Drought") requires detailed monitoring of drought conditions, continued coordination among state and federal agencies to communicate the implementation of water use restrictions, declaration of bans on open burning, engagement with municipalities including local Boards of Health, and technical outreach and assistance to water suppliers and affected municipalities.

The **Massachusetts Drought Dashboard** provides regularly updated maps monitoring drought conditions across the state. The dashboard can be accessed at https://www.mass.gov/info-details/massachusetts-drought-resources.

EEA and the Massachusetts Emergency Management Agency (MEMA) are asking communities to distribute the *Massachusetts Drought Alert* flyer to the residents, businesses, and institutions in their communities to enhance awareness about the current drought conditions. The flyer provides information on the current drought conditions and how communities across the Commonwealth can do their part on water conservation, fire prevention and drought preparedness. You can find the most recent Drought Alert flyer at https://www.mass.gov/info-details/drought-tips-tools-resources#drought-alerts-.



Tips for Conserving Water

The Drought Management in Massachusetts webpage (https://www.mass.gov/guides/drought-management-in-massachusetts) includes several recommendations for residents, businesses, and communities during Level 3 droughts, which are included below.

Residents and Businesses

- Monitor total household water use shown on your bill for sudden increases, which often indicate leaks. Use the MA Home Water Use Calculator tool to evaluate household water use.
- Check for leaks in homes and businesses regularly by:
    - Checking water meters for constant dial movement
    - Using dye tabs to check for toilet leaks
    - Conducting regular inspections of all pipes and fixtures, including those located in utility rooms, crawlspaces, and other hidden areas
- Use dishwashers rather than handwashing dishes
- Only run dishwashers and washing machines when they are full
- Restrict shower length to five minutes or less and consider using a shower timer
- Make sure toilets, faucets, and showerheads are WaterSense efficient
- Stop all non-essential water use
- Be extra cautious with outdoor fires, grills, and flammable materials

Immediate Steps for Communities:

- Provide timely information on the drought and on water conservation tips to local residents and businesses. The most recent Massachusetts Drought Alert flyer can be found at https://www.mass.gov/info-details/drought-tips-tools-resources#drought-alerts- for distribution to your residents and businesses.
- Enforce water use restrictions with increasingly stringent penalties.
- Ban all nonessential outdoor water use. ["Essential" uses are defined by MassDEP as uses required: 1) for health or safety reasons; b) by regulation; c) for the production of food and fiber; d) for the maintenance of livestock; or e) to meet the core functions of a business.]
- Strongly discourage or prohibit washing of hard surfaces (sidewalks, patios, driveways, siding); personal vehicle or boat washing
- Establish or enhance water-use reduction targets for all water users and identify top water users and conduct targeted outreach to help curb their use

Short- and Medium-Term Steps for Communities:

- Establish a year-round water conservation program that includes public education and communication, taking advantage of the state's library of outreach materials
- Implement or establish drought surcharge or seasonal water rates
- Prepare to activate emergency inter-connections for water supply
- Develop or refine your local drought management plan using guidance outlined in the state Drought Management Plan

Fire Prevention

The Drought Management in Massachusetts webpage (https://www.mass.gov/guides/drought-management-in-massachusetts) also includes several tips and reminders for everyone to follow to prevent fires. Additionally, many communities have burn bans in effect.

- Burning yard waste, including leaves, is prohibited through January and in many communities year-round.

- Refrain from outdoor cooking and heating. Sparks and embers from chimineas, fire pits, and grills can easily ignite dry vegetation, debris, and overhanging branches.
- Use caution with lawnmowers, leaf blowers, all-terrain vehicles, and other power equipment. Hot engines, sparks, and spilled gasoline can ignite dry leaves and grass.
- Dispose of ashes from fireplaces and wood stoves in a metal can, douse them with water, and cover them with a tight-fitting lid. These ashes can remain hot enough to ignite combustibles long after the fire goes out: never dump them outdoors or in the trash.
- Extinguish smoking materials in a sturdy ashtray with water or sand. Never toss cigarette butts, matches, or other smoking materials over the edge of a balcony, stub them out on stairs or railings, or toss them in dry vegetation or debris.

Private Wells

All sources of water, regardless of their location or type of withdrawal, ultimately draw from the same river basin. This means that the water in private wells often originates from the same source as the public water supply in that basin. During this critical drought and with decreasing groundwater levels, water levels in private wells can also decline. **All customers, whether served by a Public Water System or by a private well, should practice water conservation efforts to reduce stress on the Commonwealth's water systems.**

Private well owners can view more information at the Information for Private Well Owners During a Drought: https://www.mass.gov/info-details/information-for-private-well-owners-during-a-drought

New Upcoming Funding Opportunity from EEA: Drought Resiliency and Water Efficiency Grant Program

The **Drought Resiliency and Water Efficiency Grant Program** aims to fund projects to promote climate resiliency, specifically by helping communities and public water suppliers reduce indoor and outdoor water use, improve water loss control programs, and increase drought resiliency.

To review the Notice of Intent and register for a virtual Q and A session being held on Tuesday Dec. 3rd from 11am-12pm to learn more about this exciting opportunity, visit: https://www.mass.gov/eea-funding-opportunity-for-a-new-grant-program.

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-0/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-0/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-0/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
- Drought Planning Guidance: https://www.mass.gov/guides/drought-planning-guidance
- Drought Monitoring: https://www.mass.gov/drought-monitoring
- 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

Request for Survey Responses: MassDEP and UMass Internship Program

MassDEP Drinking Water Program, in partnership with the University of Massachusetts – Amherst (UMass), is in the beginning stages of developing a Water Professional Partnership (WPP) Internship Program. The purpose of the internship program is to connect Public Water Systems with interns who are interested in a drinking water-related career. MassDEP and UMass are able to match and pay for a limited number of internships each year. Internships can cover a wide range of activities, such as operations, technical, laboratory, and communications.

In this phase of the program's development, MassDEP and UMass are collecting information from Public Water Systems about their interest and capability to host an intern. The purpose of collecting this information is to have a comprehensive list of systems that we can contact if we have an intern who may be a good fit for a specific system. **It is important to note that an interest in hosting an intern does not guarantee an intern from the WPP in a given year.** If you may be interested in partnering with the WPP Internship Program to host an intern, please fill out this survey to document details about your system: https://forms.office.com/g/UqhdFggXq7. MassDEP and UMass will follow up with you if we need additional information about your ability to host an intern.

If you have any questions or would like more information, please contact program.director-dwp@mass.gov, Subject: DEP/UMass Internship Program.

APPLICATIONS DUE NEXT WEEK: 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.

Emerging Contaminants in Small or Disadvantaged Communities (EC-SDC) Grant Program

If your PWS is small or disadvantaged and has financial needs to address an emerging contaminant and has not already completed a Needs Assessment Survey Form, please complete one and return it to MassDEP Drinking Water Program at Program.Director-DWP@mass.gov Subject: EC-SDC

For more information about the EC-SDC grant program see: https://www.mass.gov/info-details/emerging-contaminants-in-small-or-disadvantaged-communities-grant

Lead in Schools and Childcare Facilities Drinking Water Update

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 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, 1,056 schools and EECFs are participating in the program and 680 (64%) of participating facilities are within environmental justice communities. To date, 896 schools and EECFs have completed testing. Of facilities that have tested and received results, 605 (68%) 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-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpw9pSZtA/exec

PFAS Update

New Technical Assistance Initiative

On November 20th, the U.S. EPA launched a new, no-cost technical assistance effort focused on reducing exposure to perfluoroalkyl and polyfluoroalkyl substances (PFAS) and other emerging contaminants in small or disadvantaged communities. This initiative is part of EPA's Water Technical Assistance program.

The Tackling Emerging Contaminants initiative will help eligible public drinking-water systems evaluate emerging contaminant issues, conduct initial water quality testing, and identify next steps in 200 small or disadvantaged communities over the next three years. EPA will also share best practices and amplify successes through case studies, fact sheets, webinars, and other resources regarding addressing emerging contaminants, including PFAS.

Communities can learn more about EPA's new Tackling Emerging Contaminants initiative, on EPA's Water Technical Assistance website.

Also see MassDEP Drinking Water Program Technical Assistance at https://www.mass.gov/info-details/public-water-system-capacity-development

PFAS Water Quality Testing: Don't Forget the Field Blanks

Field Blanks are always required for PFAS samples

Public Water Systems (PWS) are required to test their drinking water for PFAS to comply with 310 CMR 22 as defined in their Compliance Monitoring Schedule. They must use a MassDEP laboratory that is certified for PFAS testing. The laboratory is required to comply with the laboratory certification regulations at 310 CMR 42. A fundamental requirement for drinking water testing laboratories is to follow the laboratory method.

Unlike other drinking water parameters, testing for PFAS always requires the handling of field blanks, also known as Field Reagent Blanks (FRBs). The FRB handling process requires the sampler to open and pour the laboratory reagent water into a clean sample container that contains the Trizma preservative. The purpose of the FRB is to determine if PFAS method analytes and/or other interferences are inadvertently introduced during the sample collection process.

The laboratory provides the sample containers, clean laboratory reagent water and the Trizma preservative because the laboratory needs to ensure that these are sufficiently clean. These materials should be provided automatically because they are required by the laboratory method.
The FRB is required to be handled at the same sample site and at the same time as the associated field sample(s). If several field samples are collected close together in space and time, they can share the same FRB.

When you are collecting PFAS samples, please remember the following:

- *Check* the supplies to ensure you have the necessary materials for an FRB (clean sample container, laboratory reagent water, Trizma preservative).
- *Complete* the FRB handling process at the same site and at the same time as the field sample(s).
- *Label* the FRB(s). If there are multiple, make sure it is clear on the Chain of Custody form which field samples go with each FRB.

If you have any questions or concerns, please contact the MassDEP Drinking Water Program by emailing program.director-dwp@mass.gov.

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 does LCRR stand for?

A. Lead and Copper Rule Revision
B. Lead Contamination Rapid Response
C. Large Copper Reserve Requirements
D. Lead and Copper Release Rate

Which of the following are types of droughts?

A. Meteorological
B. Agricultural
C. Hydrological
D. All of the above

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

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.

Getting Grant Ready Webinar Series for Tribes | Strengthening Proposals with the Right Data
Tuesday, December 3; 2:00 – 3:00 p.m. ET; webinar
This webinar will assist participants in identifying, selecting, and justifying the right data to strengthen their proposals. It will focus on how to align data with project objectives to build a compelling, evidence-backed case for funding. 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

PFAS: Background Studies
Thursday, December 5, 2024; 1:30-3:00 pm ET; webinar
Please join NEWMOA for a webinar to learn about background levels found in rainfall, air, soils, and sediments. Bring your questions! $75. Register here.

We WARN Together: Integrating WARN in RRAs & ERPs
Thursday, December 5, 2024; 2:30pm – 3:30pm ET; webinar
America's Water Infrastructure Act (AWIA) section 2013 revised Safe Drinking Water Act (SDWA) section 1433 and requires community water systems (CWS) serving more than 3,300 people to prepare (or revise) and certify risk and resilience assessments (RRAs) and emergency response plans (ERPs) to U.S. EPA by specified deadlines every five years. The next five-year re-certification deadlines are quickly approaching, beginning in 2025 for larger CWSs and ending in 2026 for smaller CWSs. Joining a Water and Wastewater Agency Response Network (WARN), an intrastate mutual aid and assistance network of "utilities helping utilities," is a strategy that utilities can use to build resilience to malevolent acts and natural disasters. WICRD will host a free webinar that provides examples of how utilities can utilize WARNs and include WARNs in their RRAs and ERPs. Register here

EPA Tools & Resources Training Webinar - ECOTOX Knowledgebase and PFAS Updates
Thursday, December 5, 2024; 3:00-4:00 pm ET; webinar
This webinar will demonstrate EPA's Ecotoxicology Knowledgebase (ECOTOX) tool, which gives quick access to reliable and up-to-date information about how chemicals potentially affect ecologically relevant species. ECOTOX is a comprehensive, publicly available knowledgebase providing single chemical environmental toxicity data for over 12,000 chemicals and species, including aquatic life, terrestrial plants, and wildlife. ECOTOX provides robust curated toxicity data for aquatic and terrestrial organisms to support ecological risk assessments, site assessments, criteria/benchmark development, and other research. The knowledgebase is additionally used to aid the prioritization and assessment of chemicals. By leveraging this knowledge, EPA remains committed to providing clear, actionable, and accessible information about PFAS to the public, researchers, and risk assessors. This presentation will include information on updates to ECOTOX data for PFAS to support hazard evaluation and development of ecological risk assessment screening values. The ECOTOX Knowledgebase Resource Hub can be accessed here. Register for the webinar.

Navigating PFAS Testing: Balancing Internal Capabilities and Contract Testing Solutions
Tuesday, December 10, 2024; 1:00-2:00 pm ET; webinar
As public water systems (PWS) across the U.S. face increasing pressure to meet new PFAS testing regulations, the decision between developing in-house testing capabilities or outsourcing to a contract testing organization (CTO) is critical. In this webinar, expert panelists Jeffrey Smith, from a leading contract lab, and Allen Martin, representing the utilities sector, will provide their unique perspectives on how public utilities can navigate this decision-making process. Register here.

Getting Grant Ready Webinar Series for Tribes | Milestones, Metrics and Measurements
Tuesday, December 10, 2024; 2:00-3:00 pm ET; webinar
This webinar will explore effective methods for defining project milestones, measuring success, and capturing the metrics that matter. Participants will learn how to align these elements with project goals, objectives, outcomes, and outputs to create a compelling, results-driven proposal. Register here.

Financing Source Water Protection Through the Farm Bill and Inflation Reduction Act
Wednesday, December 11, 2024; 1:00-2:00 pm ET; webinar
The program's expert panel will describe the funding available to water utilities for source water protection and climate mitigation under both the Farm Bill and the Inflation Reduction Act (IRA) and accessing these funds. This 60-minute expert panel will describe the funding available for source water protection and climate mitigation under the Farm Bill and the Inflation Reduction Act relative to agricultural, livestock, and woodlot landscapes for the benefit of water utilities. Since the Farm Bill was reauthorized in 2018, hundreds of millions of dollars have become available for source water protection. With the recent passage of the Inflation Reduction Act (IRA), billions of dollars are being directed to mitigate climate change on agricultural lands. Most management practices funded under the IRA also address water quality issues such as nitrous oxide. So, the opportunities for the stacking of multiple environmental benefits are a boon for water utilities that partner with the agricultural community to access these funds. $75 member, $120 nonmember Register here.

PFAS: Investigating Wastewater & Septic Systems as the Source
Wednesday, December 11, 2024; 1:30-3:00 pm ET; webinar
Please join NEWMOA for a webinar to learn about investigations into PFAS in domestic wastewater and potential sources, and the connection between septic systems and drinking water wells. Bring your questions! $75 Register here.

EPA Tools & Resources Webinar - Better Together: Participatory Science Resources & Opportunities at EPA
Wednesday, December 11, 2024; 3:00-4:00 pm ET; webinar
Participatory science uses the collective strength and knowledge of the public to collect, analyze, and use data to answer environmental and public health questions. Participatory science is the involvement of the public in scientific research and includes a broad and inclusive array of activities. Projects answer wide ranging questions, can engage the public in any or all steps of the scientific process, and operate using diverse models ranging from community-led to institutionally driven. These efforts facilitate community engagement and an increase in place-based connections, environmental stewardship, and scientific literacy. EPA has a long history of engaging data collected by the public. In recent years, the agency has collaborated with Tribal Nations, state agencies, academia, technical support providers, and volunteer scientists to explore effective collaborations and approaches to implementation. This webinar will explore three areas of participatory science focus at EPA: role of participatory science at EPA, key considerations and resources available when starting a project, and lessons learned and project spotlights. Register here.

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/event-calendar/

Training Refresher

If you need a refresher on recently given trainings, you can review several training videos located at: https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m
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!

2024-11-27

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.

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:

EPA (OIG) Report: Cybersecurity Concerns Related to Drinking Water Systems

- The U.S. Environmental Protection Agency (EPA) Office of Inspector General (OIG) conducted a passive assessment of cybersecurity vulnerabilities in drinking water systems serving populations of 50,000 or more. The results identified cybersecurity vulnerabilities that an attacker could exploit to disrupt services, steal sensitive information, or cause significant damage to drinking water infrastructure. Access the full report here.

Key Findings

- Scope of Assessment: The assessment covered 1,062 drinking water systems serving over 193 million people nationwide.
- Critical and High-Risk Vulnerabilities: A total of 97 systems, which serve around 26.6 million people, were found to have critical or high-risk cybersecurity vulnerabilities.
- Medium and Low-Risk Issues: An additional 211 systems serving over 82.7 million people were flagged for medium or low-risk vulnerabilities, including open portals that are externally visible.
- Potential Threats: If these vulnerabilities are exploited, they could lead to service disruptions, the theft of sensitive data, or irreversible damage to water infrastructure.
- Lack of Incident Reporting System: the EPA does not have a dedicated cybersecurity incident reporting system for water and wastewater systems, which limits the ability to respond effectively to potential threats.

MassDEP DWP Recommended Actions for PWS

- **Conduct Cybersecurity Assessments for Your PWS:** Periodically assess systems to identify and address vulnerabilities.
- **Develop an Incident Response Plan:** Establish and test protocols for responding to cybersecurity incidents.
- **Train Staff:** Provide regular cybersecurity training to employees so they can recognize and respond to threats
- **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.
- **Update Your Software:** Don't delay- If you see a software update notification, act promptly. Better yet, turn on automatic 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.
- **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.

Stay Vigilant: Online Shopping Threats to Avoid This Black Friday and Cyber Monday

- With Black Friday and Cyber Monday scams on the rise, phishing emails, fake websites, and other malicious threats could compromise sensitive systems and data.
- Staying aware of these tactics and implementing strong cybersecurity measures is essential to protect your operations.
- For insights into avoiding these threats, check out this article Warning: Online shopping threats to avoid this Black Friday and Cyber Monday | Malwarebytes . Stay secure while navigating the holiday season!!

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

OT/ICS Cyber Resilience – Censys Data Reveals More Internet-Exposed ICS (Source WaterISAC)

- The 2024 State of the Internet Report from Censys reveals data of over 145,000 internet-exposed ICS devices globally and more than one-third located in the U.S. alone.
- With 34 percent of C-More HMIs related to the water and wastewater sector, censys notes "much work is needed to harden systems in this sector". Full article

Upcoming Trainings

WaterISAC Informational Webinar
Wednesday, December 11, 2024; 2:00 - 3:00 p.m. ET
Event details

EPA Webinar: National Webinar Series on Climate Impacts and Solutions for the Water Sector
Thursday, December 3, 5, 10, & 12, 2024; 1:00 - 3:00 p.m. ET; webinar
The EPA's Creating Resilient Water Utilities (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.

EPA Webinar: We WARN Together - Integrating WARN in RRAs and ERPs
Thursday, December 5, 2024; 12:30 p.m. ET; webinar
Water and Wastewater Agency Response Networks (WARN), the intrastate mutual aid and assistance network of "utilities helping utilities," is one strategy that utilities can use to build resilience. In this webinar, EPA will provide examples of how utilities can utilize WARN and add WARN to their risk and resilience assessments (RRAs) and emergency response plans (ERPs). The next five-year re-certification deadlines are quickly approaching, with deadlines beginning in 2025 for larger community water systems (CWS) and ending in 2026 for smaller CWSs. Register Here.

CISA Webinar: Defend Against Ransomware Attacks
Friday, December 13, 2024; 11:00 a.m. - 12:00 p.m. ET; webinar
This one-hour webinar provides essential knowledge and reviews real-life examples of these attacks to help you and your organization to mitigate and respond to the ever-evolving threat of ransomware. This webinar includes the following information and more: common attack methods, key guidance for organizations, case studies, and a knowledge check. 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**.

Answers: A, D