



MassDEP / Drinking Water Program

100 Cambridge Street – 9<sup>th</sup> Floor; Boston, MA 02114

[Program.Director-DWP@mass.gov](mailto: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](https://mass.gov/lists/communication-to-public-water-suppliers) or at the Statehouse Archives at:  
<https://archives.lib.state.ma.us/handle/2452/826119> which has a searchable database.



The Longfellow Bridge and Charles River from the Saltonstall Building, Photo by: Gufran Bulbul

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

2023-12-28

1. Resources for Water Systems Regarding Storm Preparedness and Emergency Response
2. Operator License Renewals Due SUNDAY
3. Reminder on Working with Certified Well Drillers
4. Draft Intended Use Plans for the Clean Water and the Drinking Water State Revolving Fund Programs
5. Wetlands Delineations Training
6. Did You Know?
7. Lead in Schools and Childcare Facilities Drinking Water Update
8. PFAS Update
9. Training Calendar
10. Cybersecurity, Emergency Preparedness, and You!
11. Supply Chain Reminders



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

Use the search function in the Statehouse Archives at:

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

## Resources for Water Systems Regarding Storm Preparedness and Emergency Response

On Monday, December 18, 2023, a winter storm hit Massachusetts and caused flash flooding, power outages, and storm damage throughout the state. In the wake of this storm event and the potential for winter storms in the coming months, MassDEP/DWP reminds public water systems of the resources available to reference for storm

preparedness and emergency response, as well as the procedures for contacting MassDEP during and after a severe storm event.

## Resources

The following resources can be used to learn more about how water systems can properly prepare for and respond accordingly to storm events. Topics include emergency response planning, public notification, and public health.

- [MassDEP: Storm Preparedness & Emergency Response Resources – Water Supply](#)
- [MassDEP: Public Drinking Water System Operations – Emergency Response & Public Notification](#)
- [MassDEP: Emergency Response for Public Water Systems](#)
- [MassDEP: Preparing for Extreme Weather Events and Response Guidance](#)
- [MassDEP: Snow Disposal Guidance](#)
- [MassDEP: Guidelines for Public Water Systems – Appendix O – Handbook for Water Supply Emergencies](#)
- [MassDEP: Massachusetts Drinking Water Regulations 310 CMR 22.15\(9\)](#)
- [EPA: Natural Disasters Homepage](#)
- [EPA: Incident Action Checklists for Water Utilities](#)

## Communication with MassDEP

During or after a storm event, if you suspect contamination from oil and/or other hazardous materials, contact both your local fire department and the MassDEP Emergency Response hotline at 1-888-304-1133.

In the event of an emergency during or after a storm event, water systems should contact MassDEP per the procedures listed in Appendix O of the Guidelines for Public Water Systems (Attachments C and D).

During working hours (Monday – Friday between 9:00 AM and 5:00 PM), contact your MassDEP Regional Office. See <https://www.mass.gov/info-details/massdep-regional-offices-by-community#C>

Outside of working hours, on weekends, and on holidays, contact the MassDEP 24-hour Emergency Response hotline at 1-888-304-1133, followed by your MassDEP Regional Office.

Following a storm event, water systems have 30 days to file an Emergency Response Report with their MassDEP Regional Office. Refer to the Emergency Response Reporting Guidance page for more information about the report requirements, including the report template and an example report. Please contact the DWP at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) if you have any questions or concerns.

---

## Operator License Renewals Due SUNDAY

All license renewals for operators are due on Sunday, December 31, 2023! Operators seeking to renew their license(s) must submit a license renewal fee and certification that they have completed the required number of training contact hours (TCHs) for the highest-grade license they hold.

The Board of Certification of Operators of Drinking Water Supply Facilities (the Board) will be reviewing all license renewal applications. This coming year, the Board may perform some audits on license renewals to confirm the correct TCHs were obtained.

Information on how to renew an operator license on ePlace can be found on the page [Renew Your Board of Certification of Operators of Drinking Water Supply Facilities License](#). Additionally, operators can reference the [FAQ](#) page or contact the [Board](#) with any questions.

---

## Reminder on Working with Certified Well Drillers

A reminder to Public Water System (PWS) operators installing, repairing, or decommissioning wells: remember to check [MassDEP's list of Massachusetts Certified Well Drillers](#) (CWDs) to ensure that you are working with a CWD. This list is updated monthly. CWDs are required to renew their certificates by Dec 31st, 2023 per MA regulation 310 CMR 46.03 (4). Well drillers without a current certificate are not permitted to conduct drilling operations in the Commonwealth.

CWDs looking to renew their certificate can find the application form [here](#). Please print, fill out and sign the form for each individual applicant. Mail your form and the \$100 recertification fee payment to: MassDEP, PO Box 4062, Boston, MA 02211. Please make the check payable to the Commonwealth of Massachusetts and include your certificate number and renewal year (2024) on the check. Applicants who submit a complete application will receive a PDF of their 2024 Certified Well Driller Certificate via email.

Please reach out with any questions to [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) or (617) 292-5770.

---

## Draft Intended Use Plans for the Clean Water and the Drinking Water State Revolving Fund Programs

The Massachusetts Department of Environmental Protection (MassDEP), Division of Municipal Services, is pleased to present the 2024 Draft Intended Use Plans (IUPs) for the Clean Water (CW) and the Drinking Water (DW) State Revolving Fund (SRF) programs.

The Draft IUPs list by priority ranking those projects that MassDEP is recommending for funding through the State Revolving Fund program in calendar year 2024.

The CWSRF and the DWSRF Draft IUPs can be found on the MassDEP SRF web page: <https://www.mass.gov/lists/2024-draft-srf-intended-use-plans>

**Public Hearing:** MassDEP will hold a virtual public hearing on the Draft IUPs on Wednesday January 31, 2024, at 10 AM.

Registration link: <https://uso6web.zoom.us/meeting/register/tZYkcuutrjs0HtBjoYoyVJxCod9AoT9lf1H6>

Public Comment Period: Ends January 31, 2024. Testimony may be presented orally at the public hearing. MassDEP will accept written testimony until 5:00 PM on Wednesday January 31, 2024, by email to [Maria.Pinaud@mass.gov](mailto:Maria.Pinaud@mass.gov) or by regular mail to: Maria Pinaud, Director, Division of Municipal Services, MassDEP, 100 Cambridge Street, Suite 900, Boston, MA 02114.

MassDEP appreciates the efforts that all project proponents invested in the development of project proposals. We know that significant work goes into every application, and we applaud your efforts to enhance and protect the public health of the Commonwealth's citizens.

---

# Wetlands Delineations Training

Thursday, July 20, 2023, Acton Town Hall & Acton Arboretum held a classroom and field training for the BVW Delineation Handbook and Mitigation Guidance Update.

Speakers included:

Nancy Lin, SPWS, Senior Environmental Analyst/Circuit Rider Coordinator, MassDEP, Division of Wetlands and Waterways

David Hilgeman, PE, PWS, Senior Environmental Engineer, MassDEP Wetlands Program, -Major Projects and Policy Unit

Scott Jackson, Extension Professor, Department of Environmental Conservation, University of Massachusetts Amherst

Deborah J. Henson, PhD, Environmental Science Program Manager & Director of Advising, Associate Dept. Head, Department of Environmental Conservation, University of Massachusetts Amherst

The videos are available at this playlist here:

<https://www.youtube.com/playlist?list=PLJn2AKOcYr7lZLWzZEOQFePVOSq1DuBK3>

---

## Did You Know?

### Unique Entity ID

Entities that receive funds through the federal government are now required to register for a Unique Entity Identification (UEI) number; this requirement became effective April 22, 2022. The UEI number must be included on the Massachusetts W-9 form that is included in all contract paperwork distributed by MassDEP to entities that are granted federal funds.

Be ahead of the game and register for a UEI number now if your organization does not have one. While most entities will receive their UEI number at the time of application, there may be additional documentation needed that could delay the assignment of a UEI number.

If you anticipate receipt of federal grant funds for your organization in the near or far future, to save valuable time when completing contract paperwork, we recommend this step be taken as soon as possible. For more information and to register your entity, visit [SAM.gov](https://sam.gov).

---

## Lead in Schools and Childcare Facilities Drinking Water Update

### Expanded Assistance Program Update

The Expanded Assistance Program for Lead in Schools and Early Education and Care Facilities (EECF) Drinking Water provides free analysis of lead drinking water samples and technical assistance to schools and EECFs by assisting with sampling, results interpretation, and guidance on remediation actions. The program is funded by a grant from the Water Infrastructure Improvements for the Nation (WIIN) Act from the U.S. Environmental Protection Agency.



MassDEP also worked with the Clean Water Trust to secure additional funding to expand assistance to private schools.

Currently, 801 schools and EECFs are participating in the program and 516 (64%) of participating facilities are within environmental justice communities. To date, 568 schools and EECFs have completed testing. Of facilities that have tested and received results, 384 (68%) had one or more lead detections.

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

Eligible facilities may apply for assistance at [https://script.google.com/macros/s/AKfycbyr\\_U8wEMrA-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpw9pSZtA/exec](https://script.google.com/macros/s/AKfycbyr_U8wEMrA-Q2XifkK4l58x4GDtYrItvpKIKUAhSxpw9pSZtA/exec)

---

## PFAS Update

### MassDEP/UMass Free PFAS Analysis Final Report Posted

The Final Report provides a summary of the key elements of the Program, the findings and results, and an overview of other PFAS actions taken by MassDEP and the Commonwealth. The free PFAS analysis program was active from July 2020 through June 30, 2022, and provided the opportunity for free laboratory analyses of PFAS drinking water samples for all Public Water Systems and select private wells in 85 towns where 60% or more of the residents were served by private wells. <https://www.mass.gov/doc/massdep-free-pfas-analysis-program-final-report/download>

---

## Training Calendar

When you need training, please look at the training calendar located at:

<http://www.mass.gov/eea/agencies/massdep/water/drinking/drinking-water-training-class-schedules.html>.

### Board of Certification Training Page and List of Approved Courses

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

<https://www.mass.gov/doc/drinking-water-board-approved-education-courses-updated-september-2020/download>.

### Some Newly Added Trainings on the Calendar

#### **ASDWA Webinar - A Deep Dive into Granular Activated Carbon Treatment Strategies for PFAS in Drinking Water**

Tuesday, January 9, 2024; 1:00 – 2:00 pm; webinar

This is the second webinar in ASDWA's series, "Navigating the Intricacies of PFAS Treatment." Attendees will hear from representatives from Calgon Carbon and Xylem about the use of granular activated carbon for PFAS treatment and the benefits/considerations for its use. This webinar is free and open to the public. [Register now](#)

#### **EFCN Webinar – Infrastructure Funding Solutions: Exploring WIFIA and SRF Programs**

Tuesday, January 9, 2024; 1:00 – 3:00 pm; webinar

Attend this free webinar to learn more about US EPA's Water Infrastructure Finance and Innovation Act (WIFIA) program and State Revolving Funds (SRFs). The WIFIA and SRF programs accelerate investment in our nation's water infrastructure by providing low-cost (or below market rate) financing to help utilities solve their water


infrastructure challenges. In this webinar, experts from US EPA will discuss the WIFIA program, SRF funding, and how the two can work together. Following the overview, attendees can engage in an interactive Q&A session to ask EPA experts any questions they may have about the programs. [Register now](#)

- **MassDEP**  
[Previous Cybersecurity Trainings now on YouTube:](#)
  - Basic Cybersecurity Measures for Water Utilities: <https://youtu.be/78v3eAyf1yE>
  - Ransomware Experiences, Defense, and Response: <https://youtu.be/eislsdQnXqE>
- **Environmental Finance Center Network**  
For a complete list of trainings webinars and in-person trainings please go to:  
<https://efcnetwork.org/upcoming-events/>
- **EPA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<https://www.epa.gov/dwreginfo/drinking-water-training>.
- **Mass Rural Water Association**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<https://www.massrwa.org/p/14/Trainings—Events>.
- **MWWA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
[MWWA Calendar](#)
- **NEWWA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
[https://communityhub.newwa.org/nc\\_\\_upcomingevents](https://communityhub.newwa.org/nc__upcomingevents).
- **Water ISAC**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<https://www.waterisac.org/resources>.
- **RCAP Solutions**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
<http://www.rcapsolutions.org/community-resources-events/>.
- **AWWA**  
For a complete list of trainings, webinars and in-person trainings, please go to:  
[https://www.awwa.org/Events-Education/Events-Calendar?utm\\_term=AWWA+Connections+10-8-2021&utm\\_content=Connections+10-8-2021&utm\\_source=communications&utm\\_medium=email&utm\\_campaign=connections](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](https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m)

or click here:  **YouTube**

---

---

---

MassDEP is sending this important drinking water information to all PWS responsible persons who are listed on the state database. If you are no longer the correct responsible person for the PWS please reply with the correct contact information. MassDEP 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. You may also request to be unsubscribed by replying to this email.

This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in Massachusetts and is collected by public water systems. For more information about the Assessment Program, go <https://www.mass.gov/service-details/safe-drinking-water-act-assessment-advisory-committee-section-70-committee>.

---

# Cybersecurity, Emergency Preparedness, and You!

2023-1212-2828

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

---



**Be Vigilant!**



**Report all incidents and anomalous activity to [CISA](#) and/or the FBI via your local [FBI field office](#) or the FBI's 24/7 CyWatch at 855-292-3937 or [cywatch@ic.fbi.gov](mailto:cywatch@ic.fbi.gov)**



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

---



## **EPA Sanitary Surveys and Cybersecurity**

**Is your PWS scheduled for a sanitary survey in 2024?** If your PWS is scheduled for a sanitary survey in 2024 you will receive a notice from MassDEP/DWP in the coming days. Please note that MassDEP/DWP may also schedule other sanitary surveys during the year based on PWS compliance needs. **Please note: MassDEP/DWP will also inspect your cybersecurity assessment findings and plans during upcoming sanitary surveys.**

MassDEP/DWP considers cybersecurity as part of the routine operations and maintenance of a PWS to ensure the continuous delivery of safe drinking water. Public Water Suppliers must address Cybersecurity in their Emergency Response Plan (ERP) as it can be an act of vandalism or sabotage that has the potential to impact the quality or quantity of water available to the system [310 CMR 22.04(13)(a)9)].

In addition to the general notice from the MassDEP/DWP Boston office, your MassDEP regional office will contact you with specific information to schedule your 2024 sanitary survey. If you have any questions on this information, you may also contact the Drinking Water Program at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov).



## **FREE CYBERSECURITY ASSESSMENT PROGRAM: 65 PWS have already used this no cost opportunity**

**All PWS should have a baseline cybersecurity assessment.** Take advantage of this opportunity and join the group of proactive PWS that have done so. MassDEP/DWP will be inspecting your PWS's cybersecurity programs and plans including assessments during sanitary surveys, permitting and approval or as needed. Strengthen your PWS cybersecurity routine operations and register for the EPA Cybersecurity Assessment. Register with simple steps by using the following link: <https://www.epa.gov/waterresilience/forms/epas-water-sector-cybersecurity-evaluation-program>. For additional resources visit [EPA Cybersecurity for the Water Sector | US EPA](#).



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

---

---

**Do you want a cybersecurity assessment from the federal Cybersecurity and Infrastructure Security Agency (CISA)?** MassDEP/ DWP is working collaboratively with CISA to provide in-person cyber assessment to 20 pre-selected Public Water Systems (PWS) in Massachusetts. These PWS will be chosen based on criteria such as PWS type, size, and particularly the timing of their sanitary surveys. If you are interested, please let us know at your earliest convenience at [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov).  
Subject: CISA Cybersecurity Assessments

### **NEW Critical Infrastructure Security Updates:**



#### **Reminder: Stay Vigilant Against Threats During Holidays**

PWS are encouraged to take the following actions to protect themselves from becoming the next victim:

- Identify IT, security employees, for weekends and holidays who would be available to surge during these times in the event of an incident or ransomware attack.
- Implement multi-factor authentication.
- Mandate strong passwords and ensure they are not reused across multiple accounts.
- Keep computers, devices, and applications, including Supervisory Control and Data Acquisition (SCADA) /industrial control systems (ICS) software, patched and up to date.
- Secure and monitor remote desktop protocol (RDP) or any other potentially risky service. All remote access should be subject to monitoring, audit, and prompt patching

Remind employees not to click on suspicious links and conduct exercises to raise awareness.

#### **Five Essential Insights from Microsoft Digital Defense Report 2023**

- Microsoft has recently released a report that sheds light on the current state of cybersecurity. The report is based on data collected from 65 trillion daily signals and input from over 10,000 security experts.
- One of the key findings of the report is the increasing threat of human-operated ransomware attacks, which have seen a surge of over 200% since September 2022. [Full article](#)

#### **Microsoft Outlook Zero-Click Security Flaws Triggered by Sound File**

- This week, researchers shared information about two security vulnerabilities in Microsoft Outlook. When these vulnerabilities are combined, attackers can execute any code or command on a computer system without facing any restrictions.
- The article suggests that these vulnerabilities can be exploited by tricking victims into clicking on or opening a file, such as a sound file. For more details, you can read the full article. [Full article](#)

#### **CISA ICS Vulnerability Advisories and Alerts, Updates, and Bulletins**

- For Cybersecurity and Infrastructure Security Agency's (CISA) recent ICS vulnerability advisories, as well as alerts, updates, and bulletins, use the following link: <https://www.cisa.gov/news-events/cybersecurity-advisories>.

### **Upcoming Trainings**

#### **WaterISAC- Water Sector Physical Threat Web Briefing - Substation and Drone Attack TTX Findings and Threat Briefing**

Wednesday, January 17, 2024; 2:00 - 3:00 p.m. ET

For WaterISAC's next quarterly Water Sector Physical Threat Web Briefing, WaterISAC staff will share lessons learned that were observed during the physical security tabletop exercise (TTX) conducted as part of H2OSecCon in October 2023. During the TTX, participants engaged in facilitated discussions regarding their responses to escalating scenarios involving an electric substation attack and drones. The briefing will share the highlights and key takeaways from the discussions, covering worthwhile security procedures, mitigation techniques, and best practices such as community networking, and more. The presentation will also include a threat briefing highlighting real world threats that informed the development of the TTX. [Event details](#)

#### **EPA Webinar: Power Resilience**

---



---

Friday, January 19, 2024; 1:00 - 2:00 p.m. ET; webinar

Winter brings storms and power outages, so it is important that water and wastewater systems have confidence that backup generators will be ready to perform when needed. EPA is hosting a free webinar that will cover SOPs and lessons learned regarding generator operation and maintenance to ensure there are no surprises when generators are turned on. [Register now](#)

#### **MassDEP Cybersecurity Reminders:**

- **Cybersecurity Continues to Be an Important Component of Providing Safe Drinking Water in Massachusetts**
- MassDEP posters with cybersecurity tips to help keep your systems secure <https://www.mass.gov/info-details/public-drinking-water-system-operations#cybersecurity>
- Public Water Systems may include cybersecurity planning in DWSRF Asset Management Grant applications <https://www.mass.gov/service-details/asset-management-planning-grant-program>
- Other Grants <https://www.epa.gov/waterresilience/cybersecurity-funding>

---

#### **Supply Chain Reminders**

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

#### **Resources:**

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