



Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Department of Environmental Protection

One Winter Street Boston, MA 02108 • 617-292-5500

Charles D. Baker
Governor

Karyn E. Polito
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Kathleen A. Theoharides
Secretary

Martin Suuberg
Commissioner

VERY IMPORTANT NOTICE

Emergency Response Plan (ERP) Checklist Required to Document ERP Compliance

Date: April 28, 2022

Re: Emergency Response Plan Checklist

Attention: All Public Water Suppliers

Massachusetts Department of Environmental Protection (MassDEP) Drinking Water Program (DWP) regulations, 310 CMR 22.04(13), require all Public Water Systems (PWS) to develop Emergency Response Plans (ERPs). **All PWSs are expected to keep their ERPs up to date.** The ERPs must include specific information as outlined in the regulations and further described in the MassDEP Guidelines and Policies for Public Water Systems [Appendix O- Handbook](#) for Water Supply Emergencies listed below in the Resources section.

For security purposes, unless specifically requested, MassDEP/DWP does not require PWS to submit their actual ERPs to MassDEP/DWP, but the PWS must demonstrate proof of ERP compliance by submitting an ERP Checklist [per 310 CMR 22.03(13)] when the ERP is originally developed, significantly changed, or when specifically requested by MassDEP/DWP. Please note PWS must provide the plan for MassDEP/DWP staff review when requested e.g., during a sanitary survey.

Recently, MassDEP/DWP updated its ERP Checklist to align with the [America's Water Infrastructure Act](#) (AWIA)ⁱ which required community PWS serving more than 3,300 people to conduct a risk and resilience assessment (RRA) and develop and maintain an ERP. Significant and new AWIA priority areas include cybersecurity, and all updated ERPs must include the new priority areas.

Due to the significant changes to ERPs required by the AWIA, as well as supply chain and language proficiency issues, MassDEP/DWP is requiring all PWS to take the following actions:

If you are a Community water system serving 3,300 or more in population: To document that your Emergency Response Plan has been updated to address AWIA and other changes, **by May 31st 2022** you must complete and return the attached ERP Checklist to program.director-dwp@mass.gov Subject: ERP Checklist. This ERP Checklist is also located here ([PDF](#), [Word version](#)).

This information is available in alternate format. Contact Glynis Bugg at 617-348-4040.

TTY# MassRelay Service 1-800-439-2370

MassDEP Website: www.mass.gov/dep

If you are a community water system serving less than 3,300 in population, a non-transient non community system (NTNC) or a transient non community (TNC) water system: You are not required to submit your updated ERP or ERP checklist to MassDEP/DWP, however, you are required to update your emergency response plan to include new priority items (for example cybersecurity, supply chain, procedures for reasonably anticipated emergencies, etc.) and make your ERP available when requested by MassDEP/DWP.

Resources	
MassDEP Guidelines and Policies for Public Water Systems 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 Emergency Response Planning	https://www.mass.gov/lists/emergency-response-for-public-water-systems#emergency-response-plan-
EPA Emergency Response for Drinking Water and Wastewater Utilities	https://www.epa.gov/waterutilityresponse

Thank you for your continued work to plan and prepare for emergencies and to provide safe drinking water and protect public health.

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

Sincerely,



Yvette DePeiza

Program Director

MassDEP BWR/Drinking Water Program

Attachment File: DWPWQA/ER

ⁱ AWIA Requirements for Community water systems serving more than 3,300 people:

For community water systems serving more than 3,300 people, both the Risk and Resilience Assessment (RRA) and ERP must be updated at least every 5 years after the initial due dates under AWIA. Additionally, these systems must submit a certification of completion to the U.S. Environmental Protection Agency (EPA). Systems that developed ERP for AWIA may use their ERP certification for MassDEP requirements under 310 CMR 22.04(13) but must use the checklist to certify to MassDEP/DWP that they are also in compliance with the state requirements at 310 CMR 22.04(13). Community Water Systems serving over 3,300 people can access/use the EPA ERP template and instructions [here](#).

Note: All other registered/approved PWS in Massachusetts must comply with 310 CMR 22.04(13) and provide an updated ERP checklist



Emergency Response Plan (ERP) Compliance Checklist

Instructions

Complete and return this form to MassDEP Drinking Water Program (DWP) at program.director-dwp@mass.gov. Subject: ERP Compliance Checklist. MassDEP DWP regulations require all public water systems (PWS) to develop an Emergency Response Plan (ERP) [see 310 CMR 22.04(13) and 310 CMR 22.03(13)]. For security reasons, unless specifically requested, MassDEP DWP does not require PWSs to submit their actual ERPs to MassDEP, but the PWS must demonstrate proof of ERP compliance by submitting an **ERP compliance checklist** when the ERP is originally developed, significantly changed, or when specifically requested by MassDEP. E.g., newly approved/registered PWS are required to prepare an ERP and provide an ERP checklist to MassDEP as part of their new system approval process.

A. System Information

Important: When filling out forms on the computer, use only the tab key to move your cursor - do not use the return key.



Remember: Unless specifically requested, DWP does not require PWS to send their actual ERP to DWP but to document compliance with the ERP, the PWS must submit this ERP checklist when requested.

The ERP must be made available to DWP for review during the water system's sanitary survey or as requested.

For Assistance contact DWP at program.director-dwp@mass.gov. Subject: ERP Compliance Checklist Assistance

Please refer to Appendix O, Handbook for Water Supply Emergencies <https://www.mass.gov/media/1455721/download>

PWS Name	Date	
PWS ID #	City /Town	
PWS Type: <input type="checkbox"/> COM <input type="checkbox"/> NTNC <input type="checkbox"/> TNC		
Mailing Address		
Phone	FAX	E-mail

B. Certification

I submit this Compliance Checklist in accordance with 310 CMR 22.04(5) and I certify under penalty of law that I am the person authorized to fill out this form and the information contained herein is true, accurate, and complete to the best of my knowledge and belief.

Print Name of Responsible Party	Title
Signature	Date

C. Regulatory Checklist

Complete the following checklist and attach a copy of it to your ERP. Additionally, you must submit a copy of the Compliance Checklist to your MassDEP Regional Office. Do not leave any items on this checklist blank.

I. General:

- Does the ERP comply with 310 CMR 22.04(13) and follow the Massachusetts Guidelines and Policies for Public Water Systems, Chapter 12 – Emergency Response Planning
☐ Yes ☐ No
- Is the ERP in an easily accessible location?
☐ Yes ☐ No



Emergency Response Plan (ERP) Compliance Checklist

C. Regulatory Checklist (cont.)

3. If your PWS is a TNC or NTNC, do you plan to shut down in the event of an emergency? (If yes, you do not need to complete Sections II and III. If no, you must complete Sections II and III)

☐ Yes ☐ No

NOTE: Check with your local Board of Health to determine if this is an acceptable plan and sign and return this form to your Regional Office.

- II. The ERP shall include detailed steps, resources, and actions that the PWS will implement to ensure the continuation of service in the event of a potential or actual emergency, including but not

1. Loss of water supply from a source (drought, contamination, etc.)

Page _____ Paragraph _____

2. Loss of water supply due to major component failure

Page _____ Paragraph _____

3. Damage to power supply equipment or loss of power

Page _____ Paragraph _____

4. Contamination of water in the distribution system from backflow or other causes

Page _____ Paragraph _____

5. Collapse of a reservoir, reservoir roof, or pump house structure

N/A

Page _____ Paragraph _____

6. Break in a transmission or distribution line that could result in a loss of service to customers for more than four hours

Page _____ Paragraph _____

7. Potential or imminent threat of chemical or microbiological contamination of the water supply over limits specified by the Department's Office of Research and Standards as set forth in the Standards and Guidelines for Contaminants in Massachusetts Drinking Waters

Page _____ Paragraph _____

8. Potential or imminent threat of an overfeed of an approved drinking water treatment chemical into the system

N/A

Page _____ Paragraph _____

9. a) An act of vandalism or sabotage that has the potential to impact or impacts water quality or the quantity of water available to the system

Page _____ Paragraph _____

- b) Cyberattacks (cyber incidents impacting business enterprise, process control, and communications systems)

N/A

Page _____ Paragraph _____

10. A shortage or lack of resources that could affect the operations of the system, such as:

- a. Staffing shortage

Page _____ Paragraph _____

- b. Receipt of notice from a power utility of lengthy power outages

Page _____ Paragraph _____

- c. Imminent depletion of treatment chemical inventory and other critical supplies (e.g., supply chain)

N/A

Page _____ Paragraph _____



Emergency Response Plan (ERP) Compliance Checklist

C. Regulatory Checklist (cont.)

11. Any other failure of part or all of the water supply system due to equipment failure, human acts (deliberate or accidental) or natural or human made disasters.		
	Page	Paragraph
III. The ERP shall include a description of the procedures, structures and equipment used to respond to potential or actual emergencies, including but not limited to:		
1. Identification of alternate sources of water supply for use during an emergency and procedures for bringing such sources on-line	Page	Paragraph
2. Procedures for notifying the Department and other regulatory agencies, the news media, and consumers of the emergency and actions, if any, consumers should take during the emergency, including the use of personal protective equipment, if necessary, and water use guidelines or restrictions		
	Page	Paragraph
a. Procedures for communication, including a clear outline of the lines of communication among system personnel and between the water supplier, local, state, and federal officials and the public	Page	Paragraph
b. Procedures for communicating with consumers to ensure that consumers with limited English proficiency (LEP) are notified in a language they understand. Procedures should also include who should be alerted and specific languages as well as who is responsible for making notifications for your system	Page	Paragraph
	Page	Paragraph
3. Procedures for testing and maintaining all facility communications and alarm systems as necessary to ensure their proper operation	N/A	
	Page	Paragraph
4. Procedures for disinfecting and testing the distribution system after an emergency in order to return it to service	Page	Paragraph
5. Identification of critical system components that must remain in service or be returned to service quickly	Page	Paragraph
6. An inventory of equipment needs and availability, including the location of existing emergency equipment, generators and spill response materials, identification of additional emergency response needs, and procedures for obtaining additional services and equipment, including critical spare parts		
	Page	Paragraph
7. Procedure for implementing bulk water use, including a list of licensed bulk water suppliers	N/A	
	Page	Paragraph
8. Procedures for implementing any interconnections with other public water systems and any other arrangements in effect with neighboring communities or other public water supplies	N/A	
	Page	Paragraph
9. A description of the duties and responsibilities of key personnel who will be involved in emergency response actions, and a procedure for contacting and scheduling staff		
	Page	Paragraph



Emergency Response Plan (ERP) Compliance Checklist

C. Regulatory Checklist (cont.)

10. A plan for annually training staff and local partners in emergency response procedures to ensure that they are familiar with all emergency procedures, equipment, and systems
11. Early detection strategies that can aid in the detection of malevolent acts or natural hazards (intrusion sensors, perimeter fencing, personnel drills, and cybersecurity training, including cyber incident response)
12. Description of emergency operation of all system components including pumps, generators, chemical feed systems, storage tanks, alarms, valves, and interconnections and any electronic computer, network, or other automated systems
13. Procedures for flushing the system, including the recommended sequence of opening hydrants or a unidirectional flushing plan
14. Safety procedures, including the use of personal protection equipment, and security procedures, including securing a building
15. Sampling and monitoring procedures during and after an emergency (Including procedures for post-aerial mosquito spray water sample collection and transportation for systems with reservoirs; also plans for staff designation and training on sampling procedures)
16. Location of basic system information such as distribution system maps, treatment plant plans, schematic of treatment processes, and water chemistry information that reflects normal system operations
17. Any other matter identified by the Department in Massachusetts Drinking Water Guidelines and Policies for Public Water Supplies, Chapter 12 – Emergency Response Planning Requirements including Appendix O – Handbook for Water Supply Emergencies

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