



The MassDEP Drinking Water Program

How We Protect Public Health through Drinking Water Programs
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About the Drinking Water Program

The MassDEP Drinking Water Program (DWP) works to ensure that water from public water suppliers is safe and fit to drink.

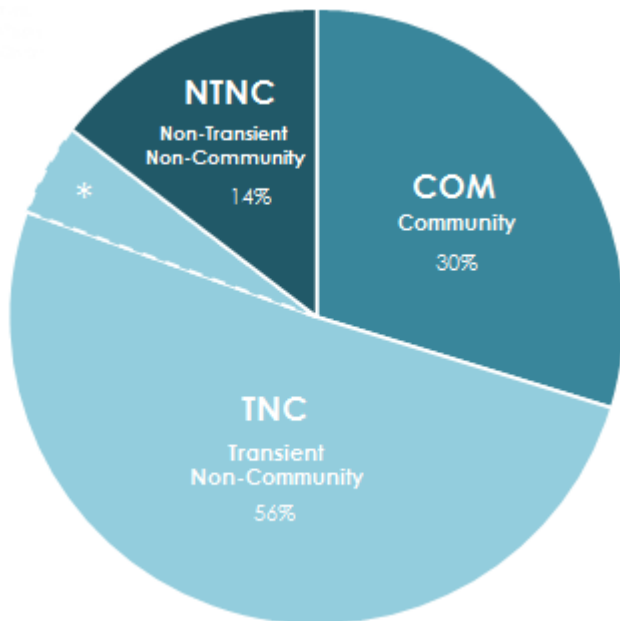
Massachusetts has
PRIMACY to enforce the
federal Safe Drinking
Water Act Programs.



Systems

1,751 - PWS presently registered

- 521-COM systems
- 256-NTNC systems
- 974-TNC systems includes 85 water vending machines*



6.8 million citizens rely on public drinking water

500,000 people rely on Private Wells

Note: Another 54 PWS are active for only part of the year

A Multiple Barrier Approach

1

Capacity Development

At the water system...

Planning, permits and approvals, oversight by certified operators, loans to improve compliance.

2

Source Development and Protection

At the Source...

Examining the water source, inspecting wellhead and watershed potential sources of contamination

3

Operations, Maintenance, and Treatment

Water Treatment...

Water treatment and system operations to maintain water that meets all standards

4

Distribution Protection, Inspections, and Enforcement

*Distribution &
Onward...*

Monitoring and compliance allows systems to detect and fix problems in the system as soon as possible

5

Public Education, Notification, and Transparency

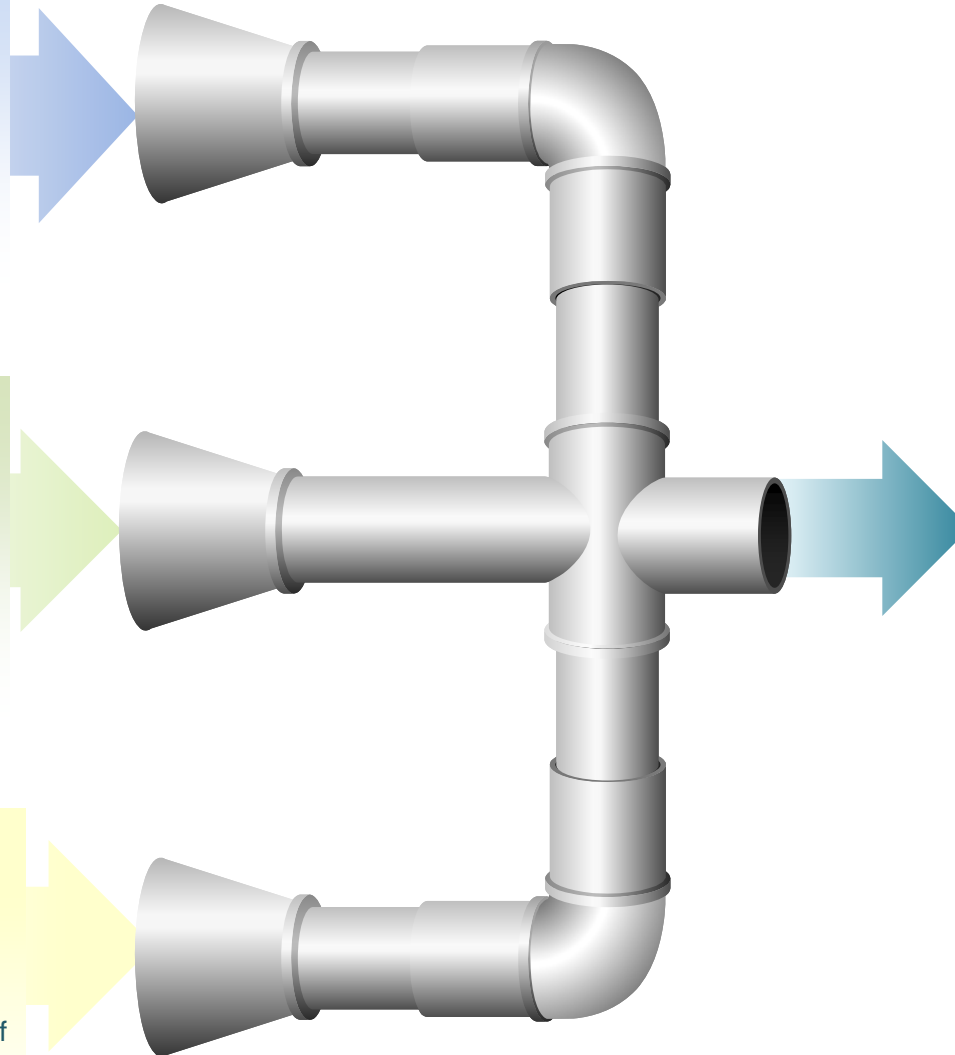
The Tap & Beyond...

Communication between water systems and consumers that promote community awareness about the source, treatment, and quality of the drinking water

Health based water quality monitoring for 115 contaminants;
Cross Connection Control;
Underground Injection Control;
Source Water Protection;
Sanitary Surveys;
Capacity Development;
Lead and Copper Rule;

Total Coliform Rule;
Ground Water Rule;
Surface Water Treatment Rules;
Filter Backwash Recycling Rule;
Disinfectants and Disinfection By-Products Rule;
Unregulated Contaminants Monitoring Rule;
Public Notification;

Consumer Confidence Reporting;
Operator Certification;
New System Registration;
Secondary Standards;
Consecutive Systems;
Metering, Point of Use/Point of Entry Treatment;
Distribution Protection;
and others.



**SDWA
Requirements**

Shared Responsibility

Source Water Protection Program

Reaches all PWS and prioritizes watershed protection.

Inspections – Sanitary Surveys

Sanitary survey inspections are performed at PWS by MassDEP every three to five years. They are periodic inspections PWS facilities, operations, and record keeping.

Other Inspections

Other Inspections are performed for source development, system modification, enforcement, and so on.



Shared Responsibility, Cont'd

Reporting responsibilities include:

Reporting Sampling Results

Samples results are to be received by MassDEP on time and reported correctly.

Monthly Operating Reports

Must be submitted to MassDEP if a PWS adds chemical(s) to their water for treatment/.

Annual Statistical Reports

PWS must submit every year describing PWS operations.

Emergency Response: Planning and Reporting

PWS must know how to prepare for and respond to natural or man-made emergencies.

Shared Responsibility, Cont'd

Public Notice

Your consumers have a right to know when their water exceeds standards.

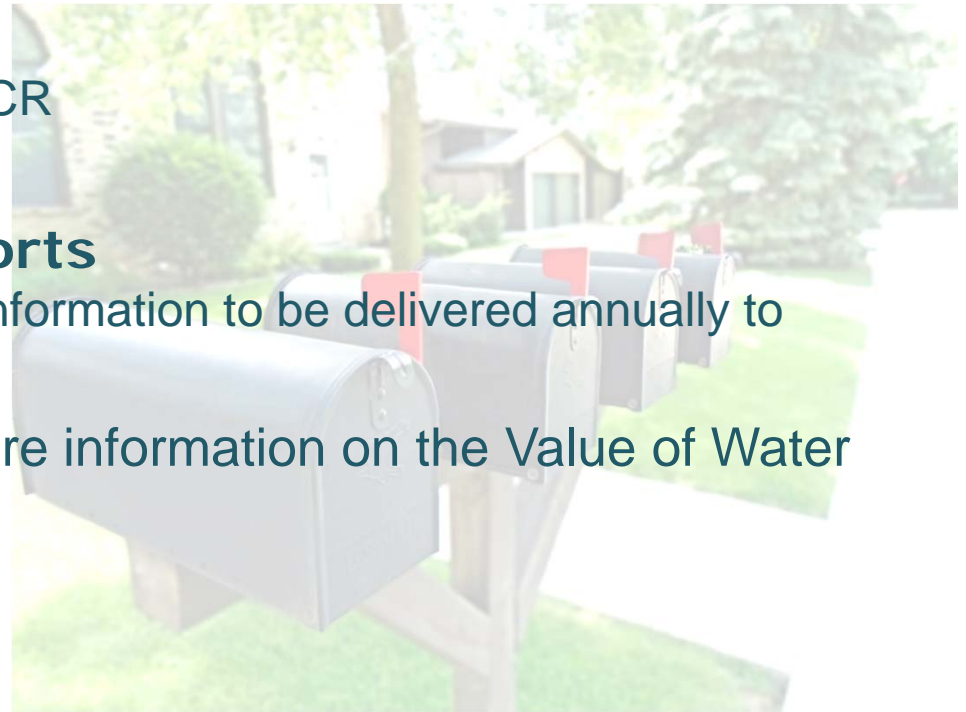
Public Education

Required for certain programs. E.g. LCR

Consumer Confidence Reports

Mandated reports on a water quality information to be delivered annually to PWS consumers.

- Use the opportunity to share information on the Value of Water



Shared Responsibility, Cont'd

- **Cross Connection Control**

Advocates to eliminate all cross-connections, uses distribution protection programs.

- **Underground Injection Control**

Protects underground water sources by regulating subsurface fluid disposal.

- **Fluoride**

Public Health fluoridation monitoring and reporting.

- **Well Drillers Program**

Regulating those who engage in well drilling statewide.

- **New Technology**

Certifies all chemicals, additives, coatings, treatment devices, or equipment that come into direct drinking water contact.

- **Point of Use/Point of Entry Treatment**

Guidance for treatment devices, permitting, and approval processes.

- **Private Wells**

Private Well guidance is offered through the MassDEP Boston office to assist the 7-8% of private well residents in MA.

- **Be Well Informed Tool**

Online tool hosted by EPA for independent consumer use in private well water quality analysis interpretations and remediation recommendations.

What to Expect

- Transparency
- UCMR
 - PFAS *
 - Cyanotoxins
- Mosquito Control
- LCCA –Lead in school drinking water*
- Lead & Copper Rule*
- Monitoring Waivers
- Legionella
- Reporting - ASR
- Certified Operators

Tools for PWS and DWP working together

- **DWP Technical Assistance providers**
- **Trainings**
- Check the **Google calendar**
<https://www.mass.gov/service-details/trainings-for-public-water-system-operators>
- **MassDEP Training Videos**
https://www.youtube.com/playlist?list=PLJn2AKOcYr7IutGJB-UfDKtQPF_o_249m
- **Webinars**
- **Bi –weekly Emails**
- **Emergency Response** After hours/holidays 1-800-304-1133
- **Value of Water**
- **Advisory Committees**

Results, Information, and Transparency

- **EDEP Reporting**
Timely reporting and response
Consumer information support
- **Information Data Portal**



Coordination with Partners



EPA, DPH, PWS, BOH, SCHOOLS, and others.

Compliance & Enforcement

**Percentage of Public Water Systems Without Incurring Violations:
2005-2018**

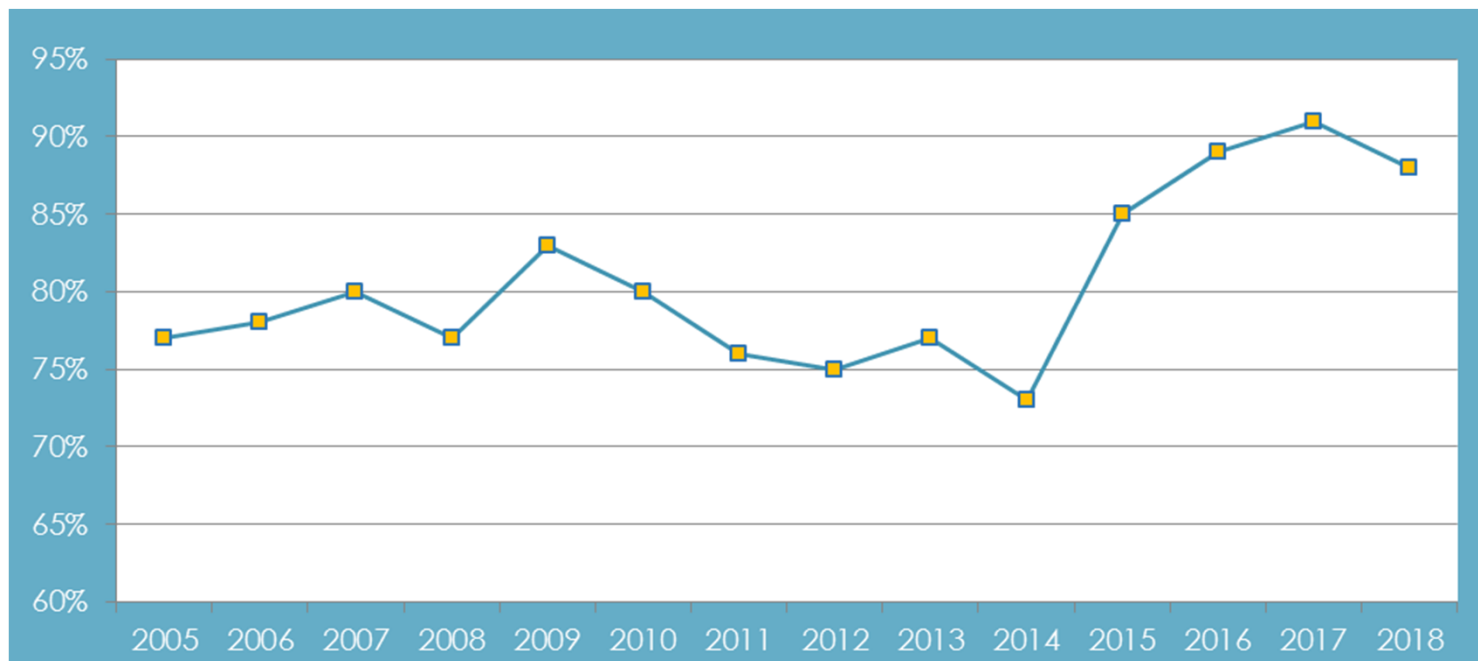
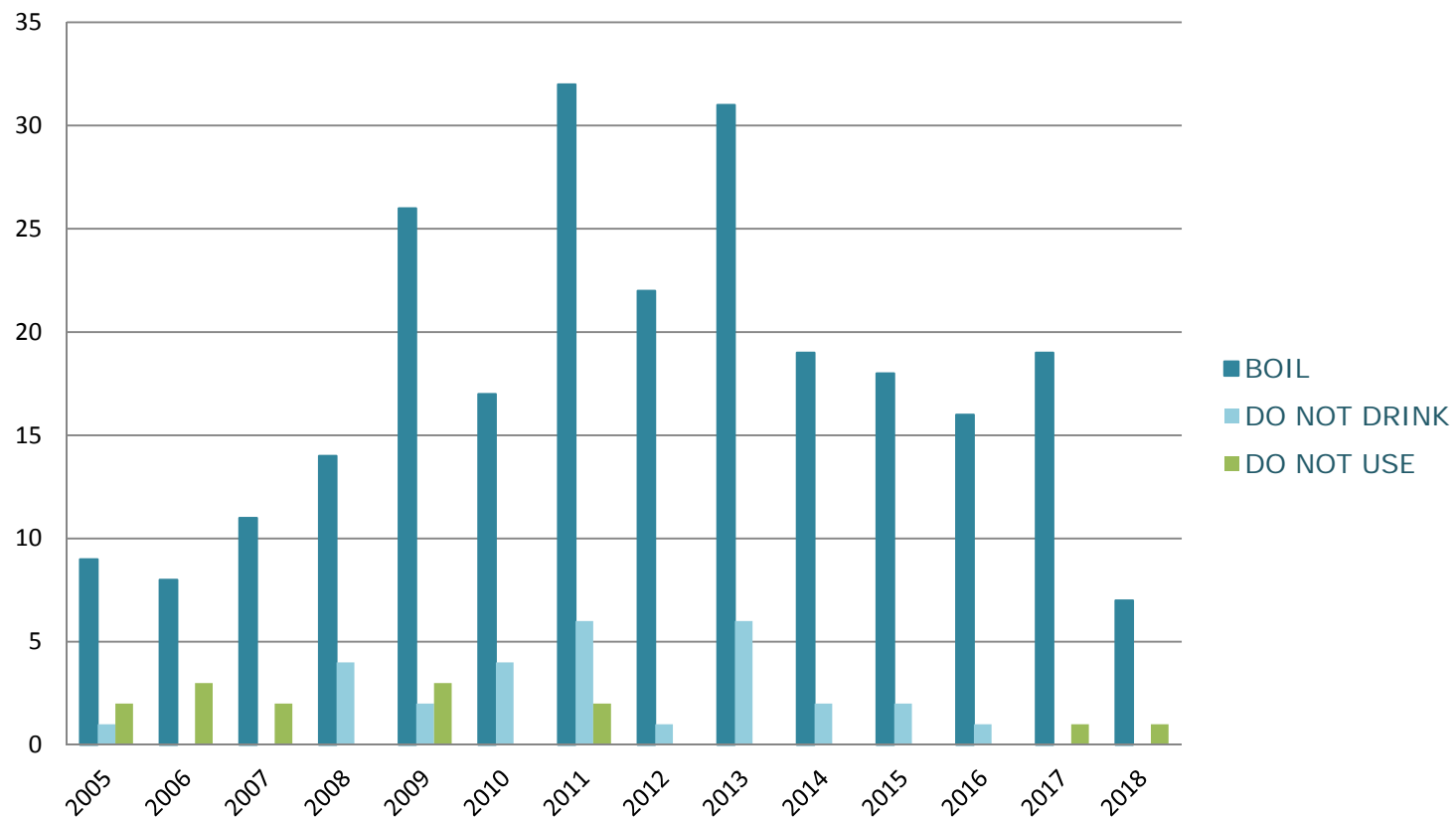


Figure 1. Percentage of MA water systems receiving no violations from 2005-2018. In 2017, the highest percentage of PWS without incurring any violations was 91%.

*Decline in 2018 no-violation percentage due to new Revised Total Coliform Rule (RTCR) requirements.

Vital Statistics: Public Health Orders

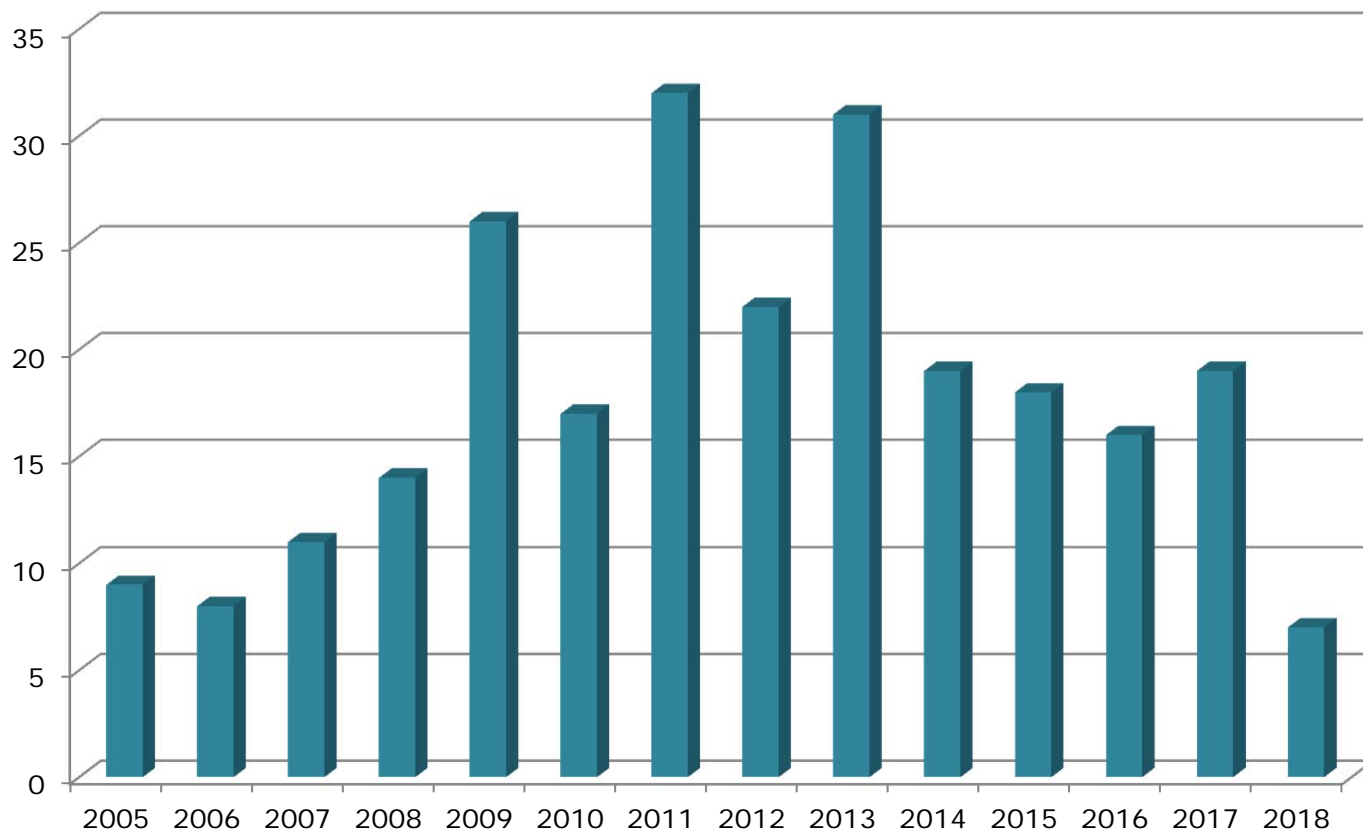
All Public Health Orders: 2005-2018

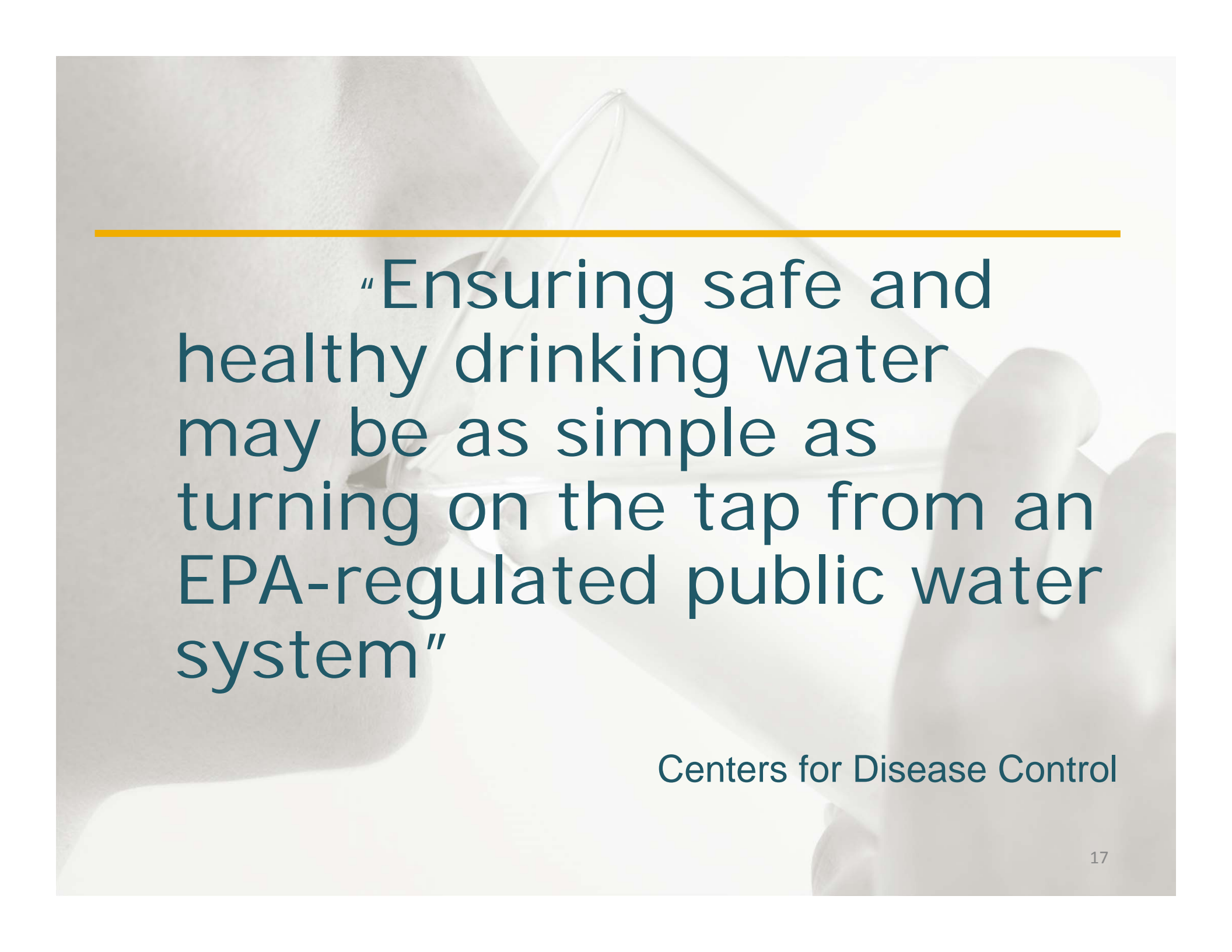


ZERO (0) waterborne disease outbreaks

Boil Water Orders/Advisories

Boil Orders Issued: 2005-2018



A background image showing a person's profile as they drink from a clear glass. The image is faded and serves as a backdrop for the text.

“Ensuring safe and healthy drinking water may be as simple as turning on the tap from an EPA-regulated public water system”

Centers for Disease Control



Department of Environmental Protection
Drinking Water Program



Contact: program.director-dwp@mass.gov

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