

MassDEP



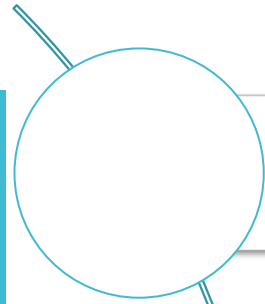
MassDEP Drinking Water Program Updates @ MHOA Workshop

Drinking Water Program Staff
2/23/2022

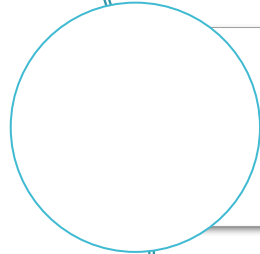




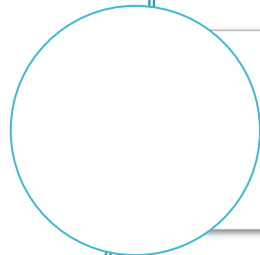
Topics



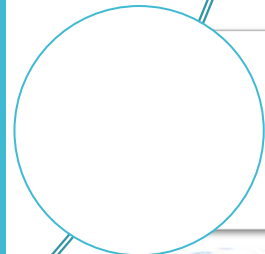
Lead and Copper Rule Revisions



Lead in Schools & Early Education and
Care Facilities



Private Wells



Communication



Lead and Copper Rule Revisions

LCRR

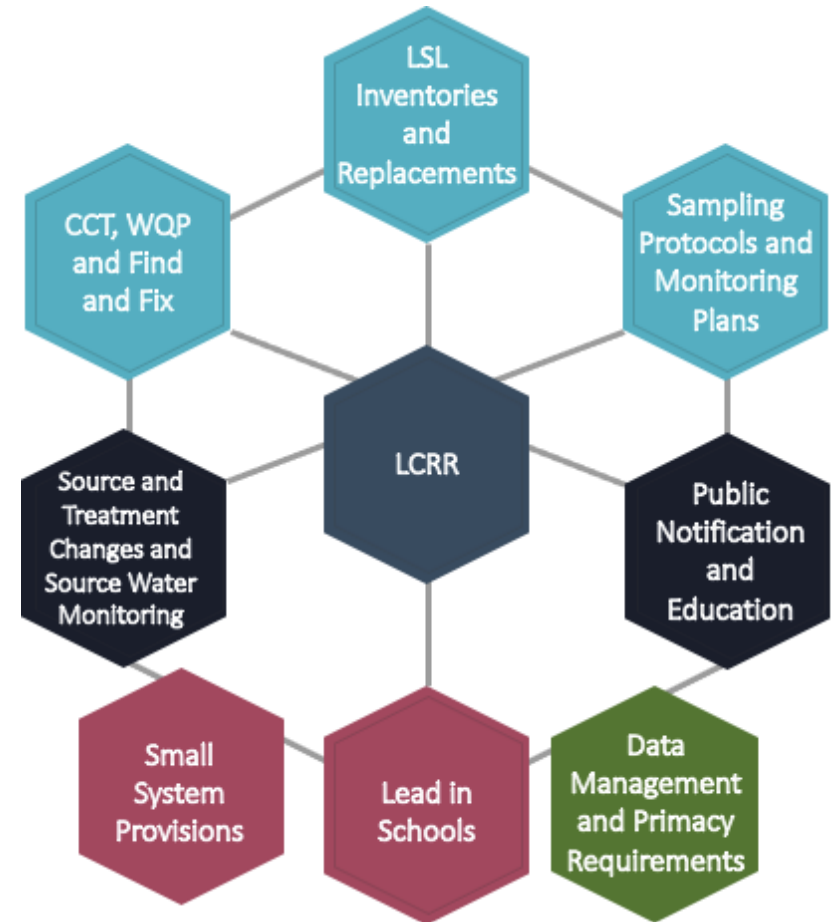
EPA's new rule strengthens every aspect of the LCR to better protect children and communities from the risks of lead exposure.

The rule aims to:

Goal 1. Better protect children at schools and child care facilities

Goal 2. Get the lead out of our nation's drinking water, and

Goal 3. Empower communities through information.



Lead and Copper Rule Revisions

LCRR - Lead Service Line Inventories Highlights

Public LSL Inventory

For the first time EPA will require systems to develop a PUBLIC LSL inventory (*including public and private side*) with a location identifier. The inventory should be posted On-line for Large Systems.

What should be included?

1. Lead Service lines
 2. Galvanized lines requiring replacement (Galvanized Service Lines that are or were Downstream from an LSL or downstream of a lead-status unknown line)
 3. Lead Status Unknown Service Lines
 4. Non-lead Service lines
- ❖ Lead connectors (i.e., goosenecks or pigtails) are recommended to be included in the inventory if records exist.

Deadline ??

Water systems must prepare an initial Lead Service Line Inventory within 3 years by October 16, 2024

LCRR- Lead Service Line Inventories Highlights

How often
should it
be
updated?

Annually or tri-annually if the system is on reduced monitoring

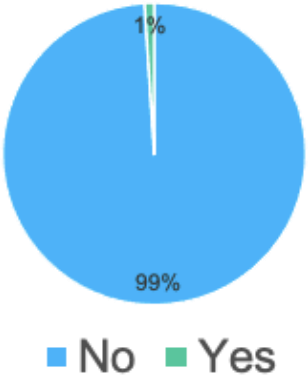
Lead and Copper Rule Revisions

Why are LSL Inventories Important?

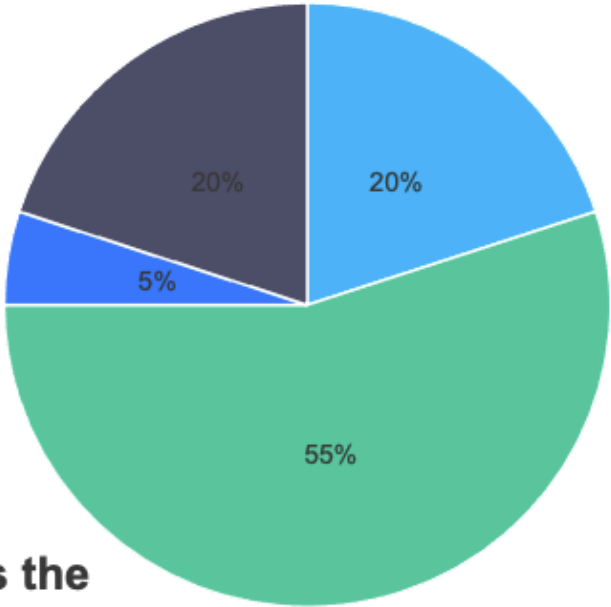
1. Inform the community served by the water the material of the service line delivering their water.
2. Help water systems to track their progress towards full LSL replacement should a water system exceed the existing lead action level or the new trigger level.
3. Enable states and others to verify whether the tap water monitoring samples are being collected from homes with service lines that are lead (unless they have none) as required by the revised rule.

MA LCRR Preparation PWSs Meetings Results

Do you have a complete LSL inventory



What is the most difficult task to develop LSL inventories



- Scanning Tie cards, plumbing records
- Customer LSL verification
- Create a database
- Not enough staff

Customer LSL verification is the greatest barrier to develop LSL inventories

Lead and
Copper Rule
Revisions



Lead and Copper Rule Revisions

Proposed Solution to accelerate LSL inventories

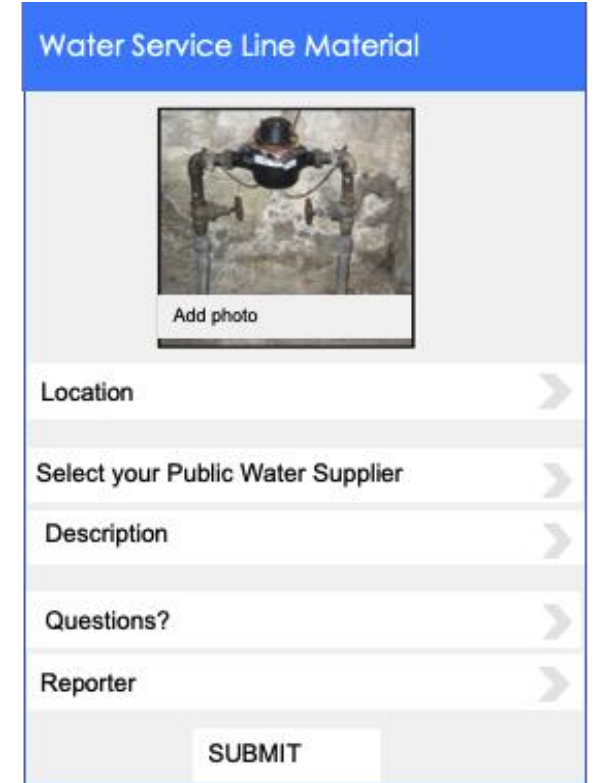
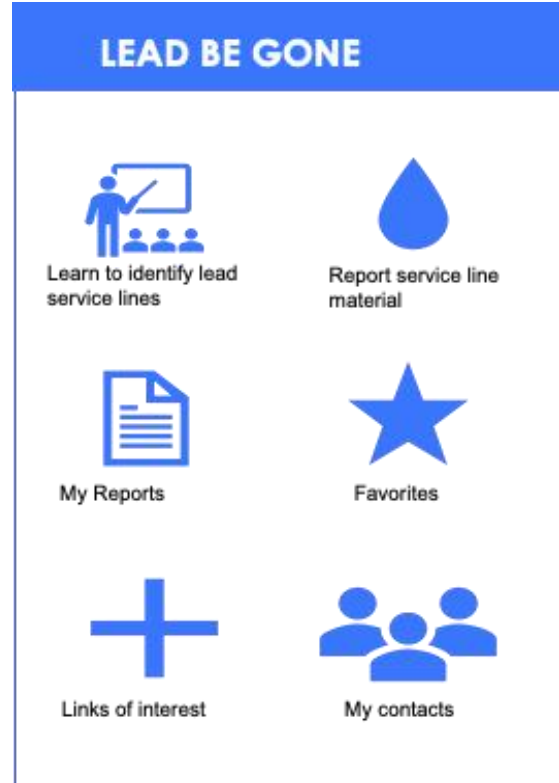
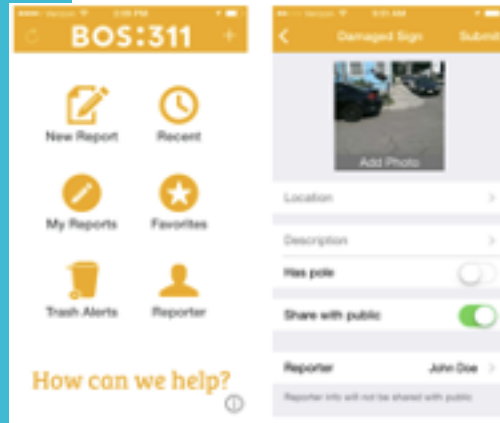
- Allow consumers to report their service line materials for PWS follow up verification

How?

- Develop an application for consumer reporting and launch social media outreach and education campaign

Propose Solution Development

Lead and
Copper Rule
Revisions



Lead and Copper Rule Revisions

Health Officials Role in the LCRR

- Communication
- Public Notification
- Public Education

Links of interest: <https://www.mass.gov/doc/getting-ready-for-the-lead-and-copper-rule-revisions-lead-service-line-inventories>

Lead in Schools & Early Education and Care Facilities

Drinking Water Assistance Program

- Goal: reduce lead exposure through **free** water testing and technical assistance at public schools and public/private childcare facilities
- Main Components:
 - Lead analysis
 - Lead outreach, education, and technical assistance
 - Online facility data management tool
 - Data posted online
 - MA DPH assists with data dissemination to communities and BOH
- From 2016-2019, sampled over 1,000 public schools and public childcare facilities (60,000+ samples)

Lead in Schools & Early Education and Care Facilities

Drinking Water Assistance Program

- Kicked off an expanded version of the program in early 2020 with USEPA funding
- Since 2020- served approximately 450 schools and childcare facilities
- Operating in a challenging environment
 - Covid limitations
 - No mandate for testing (yet) and majority of interested public schools already participated
 - Childcare facilities are mostly independent, plus language barriers at some family programs



Lead in Schools & Early Education and Care Facilities

Drinking Water Assistance Program

In late spring 2020, we did a “pandemic pivot” to focus on education, training, and outreach.



Informational Guide for Parents



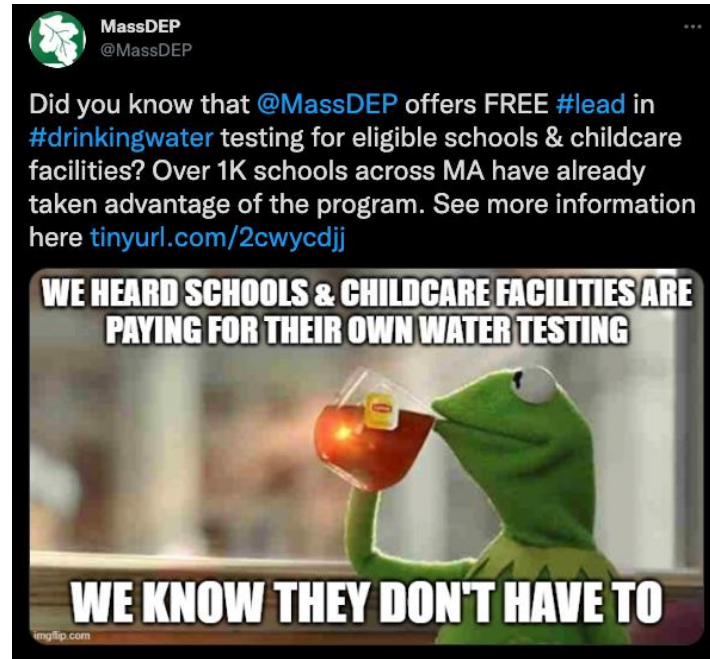
Trivia Night for Family Childcare Programs



Spanish-language Webinar for Family Childcare Programs

Drinking Water Assistance Program

Lead in
Schools &
Early
Education and
Care Facilities



Social Media Posts

1. CONTACTO PRINCIPAL PARA EL PROGRAMA DE ASISTENCIA

Este individuo será contactado por un proveedor de asistencia técnica de la Universidad de Massachusetts




* campos obligatorios

Primer Nombre *	Apellido *
<input type="text"/>	<input type="text"/>
Título Profesional *	Número de Teléfono *
<input type="text"/>	<input type="text"/>
Dirección Postal, Línea 1 *	
<input type="text"/>	
Dirección Postal, Línea 2 *	
<input type="text"/>	


Spanish-language Materials

Drinking Water Assistance Program

Lead in Schools & Early Education and Care Facilities

Expanded Assistance Program for Lead in Drinking Water in Schools and Childcare Facilities MassDEP DWP   

Providing free technical assistance and water testing to public schools and public/private childcare facilities.



Program Overview

Why Test for Lead

Program Eligibility and Application

Map for Expanded Assistance Program

This map presents information on schools and childcare facilities that have participated in the Expanded Assistance Program.

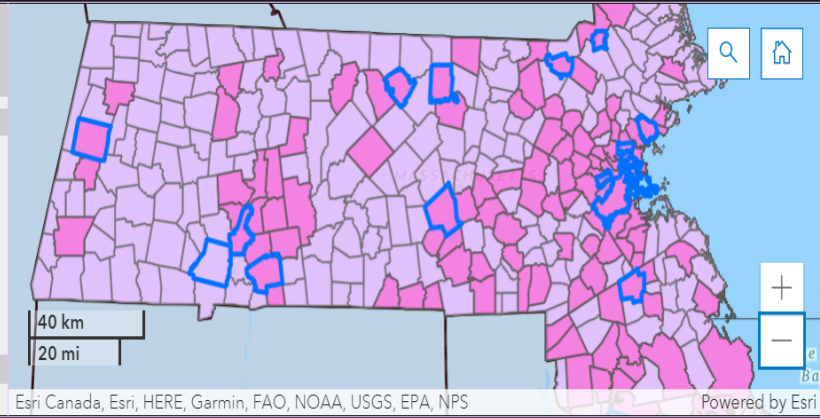
To see the map full-size click [here](#)

Expanded Assistance Program for Lead in Drinking Water in Schools a...
A program providing technical assistance to public schools and childcare facilities to establish a lead in drinking water program.

Communities with Facilities In The Program

- ABINGTON
- AMHERST
- ARLINGTON
- ATHOL
- ATTLEBORO

To see more information on the



40 km
20 mi

Esri Canada, Esri, HERE, Garmin, FAO, NOAA, USGS, EPA, NPS
Powered by Esri

Legend

- Communities at High Risk for Child Lead Poisoning **
- Communities with Facilities in the

Map legend

Number of Facilities	Numbers of Facilities	Total facilities participating in the program
263	163	148

Data EJ population *

Story Map

Drinking Water Assistance Program

As we get back to a new normal, we are starting two new initiatives to increase program participation.

Lead in
Schools &
Early
Education and
Care Facilities

1. Filter Incentives
 - Dispenser with filter offered to family childcare programs that test and find lead
 - Focus on programs in EJ communities



Drinking Water Assistance Program

Lead in
Schools &
Early
Education and
Care Facilities

2. Public Water System Pilot Program for LCRR Compliance
 - Starting in 2024, PWS will have to offer testing to schools and childcare facilities
 - If PWS partner with us, we can conduct testing now using state and federal resources



Clean Water Trust's School Water Improvement Grant (SWIG) Program

Lead in
Schools &
Early
Education and
Care Facilities



- Offers grants to schools and childcare facilities for purchase and installation of filtered water dispensers
- In 2020, awarded \$1 million to 37 public school districts
- In 2022, aiming to award up to \$4 million to public and private schools and childcare facilities
- To be eligible- must have participated in MassDEP's Assistance Program

For More Information

Lead in Schools & Early Education and Care Facilities

Assistance Program for Lead in School Drinking Water

A program providing technical assistance to public schools and childcare facilities to establish a lead and copper in drinking water program.

Notices & Alerts

[Hide Notices & Alerts](#)

📌 MassDEP reception areas are open 9:00 am to 5:00 pm Monday - Friday to serve the public. | Jan. 31, 2022, 12:01 am

In April 2016, Governor Charlie Baker and State Treasurer Deb Goldberg launched a cooperative program to help Massachusetts public schools voluntarily test for lead and copper in drinking water. As part of this program, the Massachusetts Department of Environmental Protection (MassDEP), University of Massachusetts – Amherst, and the Massachusetts Water Resources Authority (MWRA) will provide technical assistance to public schools and childcare facilities to establish a lead and copper in drinking water program. Technical assistance will include: helping public schools and childcare facilities to establish a program, provide lab analysis of samples taken at taps and water fountains used for drinking and cooking, and assist with the identification of fixtures with lead and copper concentrations over Massachusetts' lead and copper Action Levels and to provide guidance on possible remedial actions.

OFFERED BY



Massachusetts
Department of
Environmental
Protection →

What would you like to do?

Top tasks

[Apply for Technical Assistance →](#)

[View Lead and Copper in School Drinking Water Sampling Results →](#)

<https://www.mass.gov/assistance-program-for-lead-in-school-drinking-water>



Private Wells



Private Wells

- MassDEP Drinking Water Program offers the following documents:
 - Private Well Guidelines
 - Model Board of Health Regulations for Private Wells
 - Private well form templates for use by local boards of health
 - Protect Your Family: A Guide to Water Quality Testing for Private Wells
 - Guidelines for Ground Source Heat Pump Wells
 - Additional FAQs and Fact Sheets available at: mass.gov/private-wells



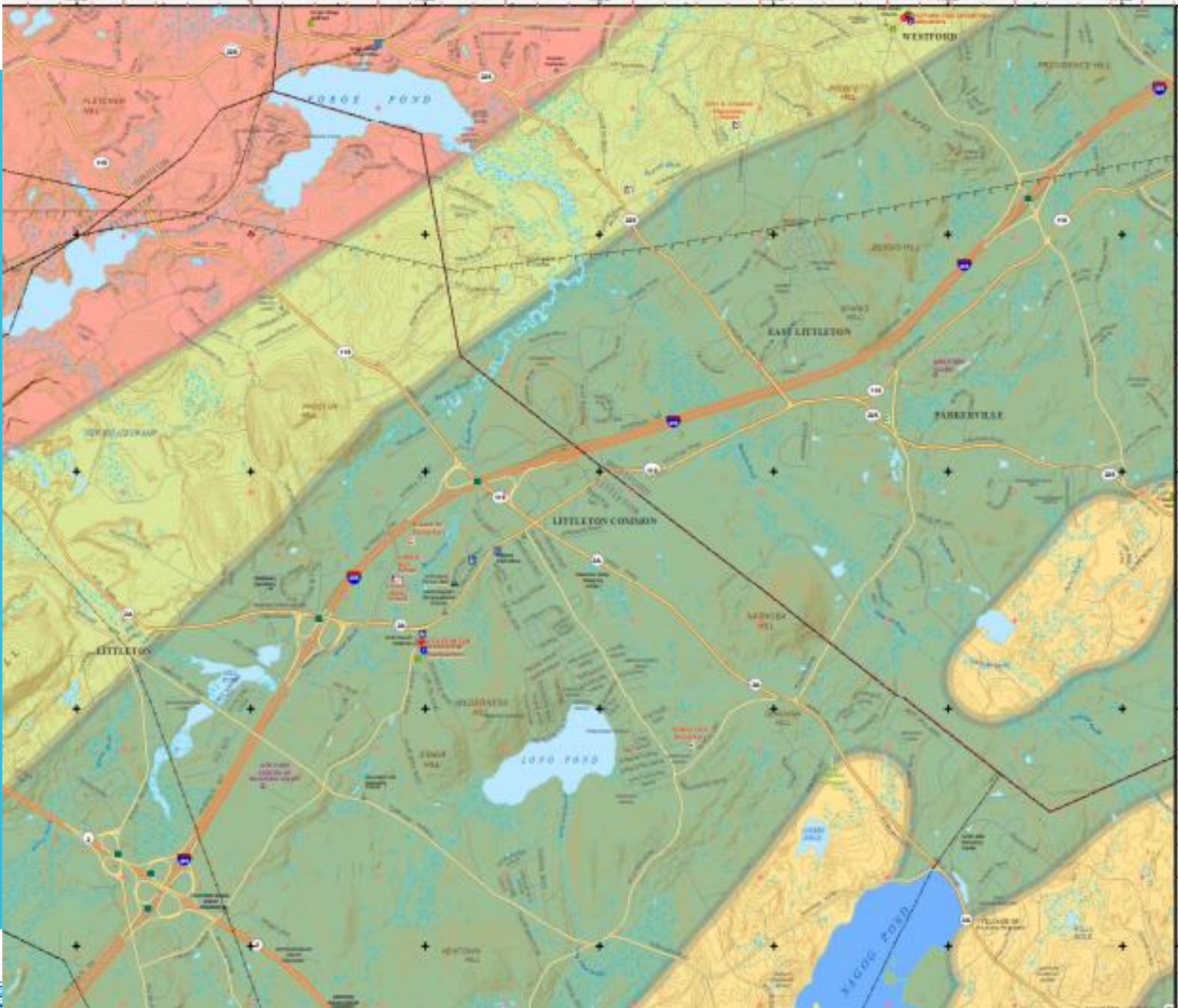
Private Wells

- Private well form templates for use by local boards of health:
 - Well Construction Permit Application
 - Pumping Test Report
 - Water Quality Report
 - Water Supply Certificate Application
 - Water Supply Certificate
 - Covenant to Maintain Well Water Treatment Unit



Private Wells

- Additional Resources:
 - Detailed maps showing probability zones that bedrock well water may exceed the public drinking water standards for arsenic and uranium
 - Arsenic probability maps for 144 municipalities
 - Uranium probability maps for 250 municipalities
- Well Completion Reports
 - Available through the **EEA Data Portal** at: eeaonline.eea.state.ma.us/portal#!/home select "search data" then "well drilling"



Bedrock Water Quality Map

LITTLETON

Arsenic Probability

This map is intended to complement the USGS Scientific Investigations Report 2011-5012, *Arsenic and Uranium in Water from Private Wells Completed in Bedrock of East-Central Massachusetts: Concentrations, Correlations with Bedrock Units, and Estimated Probability Maps*. That report presents the results of a statistical study of bedrock water quality based primarily on 678 samples from private wells. This is a relatively small number of samples for such a large and diverse study area. The confidence intervals around probabilities used here are broad. Users are urged to carefully read the original report.

The geologic map underlying this work is at a scale of 1:250,000 or about 4 miles per inch. Although presented on a two-dimensional map, bedrock geology is a three-dimensional phenomenon. Contact zones almost never go straight down. Because this town map is at a much larger scale than the original, the necessity of presenting 3D geology in only two dimensions, and the wide confidence intervals in the statistical analysis, users should interpret this map as a general indicator of expected water quality. The only way to be sure of the quality of water in any given well is to have that water tested.

% Probability of Exceeding the Public Drinking Water Standard of 10 Micrograms per liter (10 PPB)

Probability Range	City/Town Statistics Acres	Percent
< 1.0%	6527.7	58.2
1.0% to 4.0%	2389.2	21.3
5.0% to 10.0%	988.3	8.8
10.0% to 25.0%	1301.3	11.6
No Data	15	0.1
Total	11221.5	

- MAP LEGEND**
- Pond, Lake or Ocean
 - Reservoir
 - Fresh Water Wetlands
 - Creechery Bog
 - Salt Water Wetlands
 - Perennial Stream, Shoreline
 - Intermittent Stream
 - Intermittent Shoreline
 - Ditch/Canal
 - Aqueduct
 - Dam
 - Pipeline
 - Powerline
 - Active Rail Lines
 - Limited Access Highway
 - Multi-Lane Hwy. Not Limited Access
 - Other Numbered Highway
 - Major Road, Collector
 - Minor Road, Ramp
 - MA Town Boundary
 - MA Interstate Boundary
 - County Boundary
 - DEP Region Boundary
- Cultural Features**
- Town Halls
 - Fire Stations
 - Local Police Station
 - State Police Station
 - County Sheriff Station
 - Public School
 - Private School
 - Charter School
 - Collaborative Program School
 - Special Education School
 - Private College
 - Public College
 - Literarian
 - Hospital with ER
 - Hospital
 - Nursing Home
 - Rest Home
 - WETA Station
 - Alpaca
 - Prison
 - Camp
 - Compost
 - Convent
 - Convention Center
 - Court House
 - Field / Playground
 - Fish Hatchery
 - Golf Course
 - Industrial Park
 - Lighthouse
 - Marine
 - Monument
 - Museum
 - Park
 - Parking Lot
 - Post Office
 - Public Pool
 - Shopping Center
 - St. Area
 - Sports Facility
 - Theater
 - Tower

Map Created March, 2011

Deval Patrick
Governor
Richard E. Scudiero, Jr.
Commissioner of Environmental Protection

Map Location

Map Scale 1:18000



Energy & Environmental Affairs Data Portal

[HOME](#)

[DASHBOARDS](#)

[SEARCH DATA](#) ▼

[HELP](#) ▼

Energy & Environmental Affairs Data Portal

The EEA Data Portal is an open data hub for state environmental data.

[DISCLAIMER](#) >

[INTERACTIVE DASHBOARDS](#) >

[SEARCH DATA BY CATEGORY](#) >



Private Wells

- Additional Resources:
 - Massachusetts content for the Be Well Informed web-based tool to assist well owners interpret their water quality test results
 - Available at: bewellinformed.info
 - Be Well Informed is now hosted by the Environmental Council of the States on behalf of the participating agencies.





Private Wells



Entry

Resources

Results

Enter the Results of Your Drinking Water Test Routine Water Analysis

Arsenic	<input type="text"/>	mg/L	◆	Chloride	<input type="text"/>	mg/L	◆
Copper	<input type="text"/>	mg/L	◆	Copper Stagnant	<input type="text"/>	mg/L	◆
Fluoride	<input type="text"/>	mg/L	◆	Hardness	<input type="text"/>	mg/L	◆
Iron	<input type="text"/>	mg/L	◆	Lead	<input type="text"/>	mg/L	◆
Lead Stagnant	<input type="text"/>	mg/L	◆	Manganese	<input type="text"/>	mg/L	◆
Nitrate-N	<input type="text"/>	mg/L	◆	Nitrite-N	<input type="text"/>	mg/L	◆
Sodium	<input type="text"/>	mg/L	◆	pH	<input type="text"/>	unit	◆



Private Wells



Bacteria / Microbiology

Total Coliform

CFU/100 m

Present

Absent

E. coli

CFU/100 m

Present

Absent

Radionuclides

Radon

pCi/L

Uranium

µg/L

Gross Alpha

pCi/L

Non-Regulated Per- and Polyfluoroalkyl Substances (PFAS)

Perfluorooctane
Sulfonic Acid(PFOS)

µg/L

Perfluorooctanoic
Acid(PFOA)

µg/L





Private Wells

- Drinking Water Information for Boards of Health

mass.gov/lists/drinking-water-information-for-boards-of-health

- Your private well questions: email joseph.cerutti@mass.gov or call 781-465-4123





Communications and Tools



Drinking Water Program Communication



Health & Safety (Boil orders/PFAS, Lead and Copper, Covid , etc)



Private Wells (guidance, water quality and testing and resources)



Source Water Protection (Information on assessing, protecting and managing drinking water)



Water Suppliers Operations (information for owners and operators of PWS)



Operator Licenses (info on applying, renewing checking and learning resources)



Grants/Loans



Certified Laboratories and Permits & Reporting



Communication Tools



NEWSLETTERS/
BIWEEKLY ITM



NOTICES (BOIL
ORDERS, ETC.)



WEBSITE



POSTERS/FLYERS



TRAININGS



EMAILS





ALERTS | Show Coronavirus Update

Menu | Select Language | State Organizations | Log In to...

Mass.gov | Search Mass.gov

Drinking Water

Learn about drinking water safety, and about the programs and policies that keep it safe.



Notices & Alerts

MassDEP reception areas are open 9:00 am to 5:00 pm Monday - Friday to serve the public. | Jan. 31, 2022, 12:01 am

Health & Safety

What consumers and Boards of Health should know about the safety of our drinking water.

[Per- and Polyfluoroalkyl Substances \(PFAS\)](#)

[Look up Boil Orders](#)

[Find a Certified Laboratory for Water Testing](#)

more +

Water Supplier Operations

Information for owners and operators of

Lead in Drinking Water

What you need to know about lead in drinking water, and what MassDEP is doing about it.

[Find a Certified Laboratory for Water Testing](#)

[Assistance Program for Lead in School Drinking Water](#)

more +

Supply Facility Operator License

Find information on applying for, renewing,

Private Wells

Guidance, Water Quality & Testing, and Other Resources for Private Wells

[A guide to water quality testing for private wells](#)

[Find a MassDEP-certified laboratory](#)

more +

Permit & Reporting Forms

Forms, applications, and online filing for



MassDEP Drinking Water Program | Public Health Orders

When MassDEP issues a public health order to a local public water supplier(PWS), the PWS must notify its customers of the actions the customers should take. The PWS must also take appropriate corrective action, continue to monitor its water supply, and notify customers when the problem has been remedied and the water order has been lifted. If you have questions regarding a public health order the PWS should be contacted for details, and in limited instances consumers may find more information on their city or towns web site. The MassDEP website provides basic information regarding public health orders. If you have any comments and/or suggestions regarding this site, contact MassDEP - Drinking Water Program at Program.Director-DWP@mass.gov

Listed below are all drinking water public health orders for the past calendar year. You can filter the results using the search criteria above. To get a water supplier's contact information click on the water supplier's name. To learn what you should do in the event of a specific public health order, click on the link found under the "Order Type" column heading. Regardless of the order type (Do Not Use, Do Not Drink, and Boil), use of bottled water is always recommended until the order has been terminated.

Drinking Water Public Health Orders

City/Town:

Status:

Order Type: All Drinking Water Orders Boil Do Not Use Do Not Drink

Note: This information is updated within 24 hours for all public health orders issued during normal business hours. Orders issued on holidays or weekends are updated within 24 hours of the next business day.

City/Town	Supplier/Contact	Order Type	Contaminant Type	Results, Comments, Additional Information	Date Order Issued	Affected Area	Status	Record Last Update Date	Date Order Terminated
BOXBOROUGH	HARVARD RIDGE CONDOMINIUM	BOIL	BACTERIA	Boil water at a rolling boil for 1 minute before using for any human consumption purpose or use bottled water from an alternate source 12/21/2021 - Boil Water Order issued as a result of E.coli MCL violation.	12/21/2021	ENTIRE SYSTEM	ACTIVE	12/21/2021	
STOCKBRIDGE	WHITE PINES CONDOMINIUMS	BOIL	BACTERIA	Boil water at a rolling boil for 1 minute before using for any human consumption purpose or use bottled water from an alternate source 11/30/2021 - Boil Water Order issued as a result of E.coli MCL violation.	11/24/2021	ENTIRE SYSTEM	ACTIVE	11/30/2021	
LAKEVILLE	LAKEVILLE GOLF CLUB	DO NOT DRINK	OTHER	Do not use water for human consumption purposes. Use bottled water or water from an alternate source. 11/17/2021 - Do Not Drink order issued as a result of low (corrosive) pH. The source may not be used for consumption. The source can be used for utilities and sanitation.	11/17/2021	ENTIRE SYSTEM	ACTIVE	11/17/2021	
REHOBOTH	HILLSIDE COUNTRY CLUB	BOIL	BACTERIA	Boil water at a rolling boil for 1 minute before using for any human consumption purpose or use bottled water from an alternate source 10/28/2021 - Boil Water Order issued as a result of E.coli positive source sample.	10/28/2021	ENTIRE SYSTEM	ACTIVE	10/28/2021	
CUMMINGTON	WEST CUMMINGTON WATER DEPT	BOIL	BACTERIA	Boil water at a rolling boil for 1 minute before using for any human consumption purpose or use bottled water from an alternate source 10/12/2021 - Boil Water Order issued on 10/7/2021 due to E.coli positive source sample. Boil water at a rolling boil for 1 minute before using for any human consumption purpose or use bottled water from an alternate source	10/7/2021	ENTIRE SYSTEM	ACTIVE	10/12/2021	

Website



Expanded Assistance Program for Lead in Drinking Water in Schools and Childcare Facilities

MassDEP DWP

Providing free technical assistance and water testing to public schools and public/private childcare facilities.



Program Overview

Why Test for Lead

Program Eligibility and Application

Map for Expanded Assistance Program

This map presents information on schools and childcare facilities that have participated in the Expanded Assistance Program.

To see the map full-size click [here](#)



Expanded Assistance Program for Lead in Drinking Water in Schools a...

A program providing technical assistance to public schools and childcare facilities to establish a lead in drinking water program.

Communities with Facilities In The Program

ABINGTON

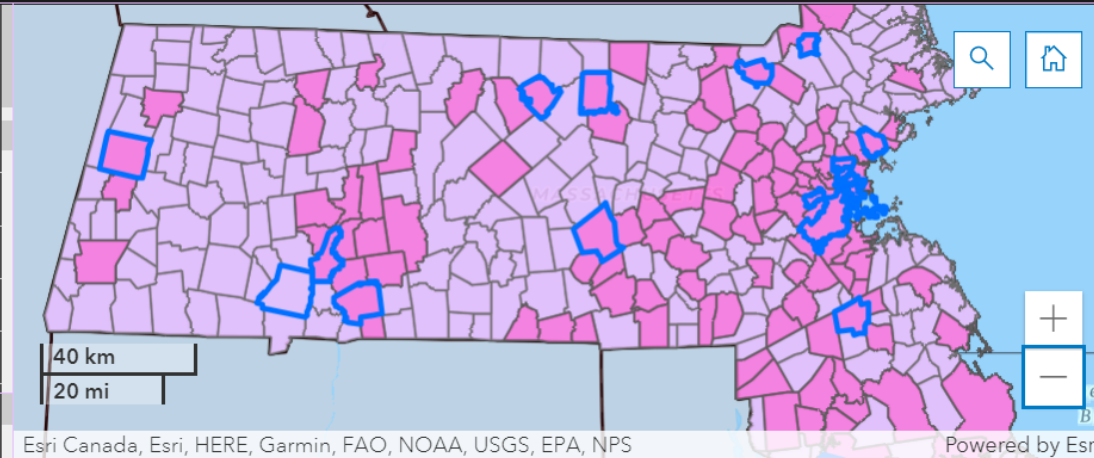
AMHERST

ARLINGTON

ATHOL

ATTLEBORO

To see more information on the



Legend

Communities at High Risk for Child Lead Poisoning **



Communities with Facilities in the

Map legend

Number of Facilities

263

Numbers of Facilities

163

Total facilities participating in the program

148

Data

EJ population *

Story Maps



Annual Notice to Local Board of Health

Menu Select Language State Organizations Log In to...

Mass.gov Search Mass.gov SEARCH

PART OF Drinking Water Health & Safety OFFERED BY Massachusetts Department of Environmental Protection

Drinking Water Information for Boards of Health

What boards of health and health officers need to know to carry out their responsibilities.

Notices & Alerts Hide Notices & Alerts

MassDEP reception areas are open 9:00 am to 5:00 pm Monday - Friday to serve the public. | Jan. 31, 2022, 12:01 am

- 2021 Annual Notice to Local Boards of Health (PDF 861 KB)
- 2020 Annual Notice to Local Boards of Health (PDF 1.15 MB)
- 2019 Annual Notice to Local Boards of Health (PDF 836.62 KB)
- 2018 Annual Notice to Local Boards of Health (PDF 837.77 KB)
- 2017 Annual Notice to Local Boards of Health (PDF 753.37 KB)
- 2015 Annual Notice to Local Boards of Health (PDF 313.91 KB)
- 2014 Annual Notice to Local Boards of Health (PDF 669.98 KB)
- Boards of Health Official Email Address and Emergency Contact List (PDF 195.48 KB)

Bottled Water

CONTACT

MassDEP Drinking Water Program

Phone
Program Director
617 292-5770

Online
MassDEP Drinking Water Program
program.director-dwp@mass.gov

Address
MassDEP Boston
1 Winter Street
Boston, MA 02108
Directions

RELATED

Certified Laboratories

Community Water



One Winter Street, Boston, MA 02108 • 617-292-5500
Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Charles D. Baker
Governor
Karyn E. Polito
Lieutenant Governor

Kathleen A. Theoharides
Secretary
Martin Suoberg
Commissioner

2021 Notice to Local Boards of Health

Dear Board of Health and Health Agent:

2021

The Massachusetts Department of Environmental Protection (MassDEP) Drinking Water Program annually provides local Boards of Health (BOHs) with information of interest, reminders of annual form submissions and an inventory of public water systems in the Commonwealth for review. This letter addresses topics where we continue to receive consumer questions or have important updates for BOHs.

Please find the information we have prepared for public water systems on COVID-19 at: <https://www.mass.gov/info-details/massdep-covid-19-resources-for-water-suppliers-and-wastewater-operators#water-supplier-resources>. Here you will find Frequently Asked Questions and other guidance for public water systems including information on the importance of flushing building after closure or low flow resulting from the COVID-19 pandemic. **Please share the Flushing Guidance with all facilities in your communities that have closed or experienced low flow operations during the COVID-19 Pandemic.** Please update the **Official Email Address & Emergency Contacts List**. This year we will continue with our commitment to reduce paper use and use email to provide you with copies of routine enforcement correspondence sent to your local public water suppliers. To ensure you receive copies of our enforcement correspondence please update the 'Official Email Address & Emergency Contacts List'.

How is this mailing organized? This mailing is organized by topic. Items requiring your action are in **Part I: Action Items**. The forms for responding to these items are on MassDEP's website in the links provided. For your convenience you may create a PDF of your response and send an electronic copy to us at Program.Director-DWP@mass.gov with the name of the form in the subject line. If you prefer, you can return the forms through the regular mail. However, during this COVID-19 pandemic to ensure our timely access to your responses, we encourage you to respond by email. If you are unable to access or print the attached forms or need additional information you can contact us at the email above or at 617-292-5770.

If you are looking for information on a topic that you do not see in this year's letter, please refer to the list of Drinking Water Program resource links at the end of the letter.

Please remember, if you have a public drinking water emergency that occurs outside of normal working hours (nights and weekends) please contact MassDEP at 1-888-304-1133 (24 hour toll-free). Thank you



Cybersecurity Tips for Public Water Systems

Reporting Cyber Attacks



After a suspected cyber attack, follow your PWS Cyber Incident Plan to identify next steps. Your Plan must include emergency contacts and when to alert supervisors, emergency personnel, legal team, or insurance providers. See our poster with steps on creating a Cyber Incident Plan [here](https://www.mass.gov/info-details/cyber-incident-plan) or visit tinyurl.com/MassDEPCyberPlan

Important Contacts to Report a Cyber Attack

- Local Police Department.
- Federal Bureau of Investigation's (FBI) 24/7 CyberWatch at 855-292-3937 or CyWatch@fbi.gov, and the Boston FBI Field Office at 857-386-2000 or [bostonfbi.gov](https://www.bostonfbi.gov).
- Commonwealth Fusion Center's Massachusetts Cybersecurity Program at 508-820-2233.
- MassDEP Regional Office, detailed contact list of each regional office can be found [here](https://www.mass.gov/info-details/massdep-regional-office), or type tinyurl.com/MassDEPEmergencycontacts

OR

Call the DEP 24-Hour Emergency Number: 888-304-1133.



Remember!

PWSs are required to notify MassDEP and their local Board of Health as soon as possible, but not more than 2 hours after obtaining knowledge of a potential or actual Emergency in accordance with 310 CMR 22.15(9)(b)1.

Additional Recommended Reporting

- Department of Homeland Security (DHS)/Cybersecurity and Infrastructure Security Agency (CISA) at 888-282-0870 or Central@cisa.dhs.gov, or through the DHS CISA Incident Reporting System [here](https://www.dhs.gov/cisa-incident-reporting-system); CISA Region 1 at CISARegion1@hq.dhs.gov.
- Water Information Sharing & Analysis Center (WaterISAC) at analyst@waterisac.org or 866-H2O-ISAC.



ADDITIONAL RESOURCES

- MASSDEP CYBERSECURITY PAGE
- MASSDEP CYBERSECURITY POSTERS AND TIPS
- EPA CYBERSECURITY BEST PRACTICES FOR THE WATER SECTOR
- EPA CYBER INCIDENT ACTION CHECKLIST



Cybersecurity Tips Series for Public Water Systems

Drinking Water Program (DWP)



PROTECT YOURSELF FROM PHISHING SCAMS

Hackers use email or text messages to trick you into giving them your sensitive information



Verify Links

Think before you click. Hover over links to see the actual URL (destination).



Confirm Requests

The best way to avoid phishing attacks is to verify sensitive information requests in person. Call the person who sent the request to verify that it's legitimate.



Sensitive Information

Never share sensitive or personal information requested via email.



Report

Report all suspected phishing attacks right away to your supervisor and IT department.*



COMMON FEATURES OF PHISHING EMAILS

- Too good to be true - Offers and attention-grabbing statements
- Hyperlinks and attachments
- Urgent action or confidential requests
- Spelling errors and grammar mistakes



*Report Phishing attacks to phishing-report@us-cert.gov

Visit the [MassDEP Cybersecurity Page](https://www.mass.gov/info-details/cyber-incident-plan) for more details on reporting cyberattacks.

MASSACHUSETTS EXPANDED ASSISTANCE PROGRAM FOR LEAD IN SCHOOL AND CHILDCARE DRINKING WATER

INCLUDES:

FREE LEAD IN WATER TESTING

TECHNICAL ASSISTANCE

OUTREACH MATERIALS

WATER FILLING STATION GRANTS AVAILABLE FOR ELIGIBLE FACILITIES

ARE YOU QUALIFIED FOR TESTING?

- Public Schools That Haven't Participated in Our Program Before
- Licensed Early Education and Childcare Facilities- Public & Private, Group & Family

Apply online here:

or email lccadep@umass.edu.

To learn more about the program visit <https://tinyurl.com/MassDEPleadinschools>



UMassAmherst



FREE WELL WATER TESTING for PFAS

REGISTER

Well owners, please apply online for your free private well drinking water sampling kit.

SAMPLE

Receive your free and easy-to-use sampling kit. Collect water samples and return free of charge.

GET RESULTS

Find out if your private well drinking water contains per- and polyfluoroalkyl substances (PFAS). PFAS have been linked to adverse health effects.

Apply for **FREE** water testing TODAY

dwp-pfas.madwpdep.org

Apply promptly, this is a limited time offer, in select towns.

Applications must be made online. If using cell phone, orient in landscape mode.

Posters/Postcards

STEPS TO PREPARE YOUR PUBLIC WATER SYSTEM FOR SUPPLY CHAIN DISRUPTIONS

A Public Water System (PWS), as part of emergency preparations, should develop plans to respond to supply chain issues like shortages of water treatment chemicals and other critical supplies. Below are steps a PWS can take in developing a plan or responding to a disruption.

- 1- Contact current suppliers and transporters and ask them to take measures to ensure functionality and service.
- 2- Create a list of other potential suppliers in your area. It's always good to make a connection with them beforehand. PWS can also get help from other related network/groups in the area to identify alternate suppliers.
- 3- Identify alternate products or work-around solutions, such as whether another chemical or part can be used and what approvals would be necessary.
- 4- Purchase and store chemicals and parts whenever possible.
 - Chemicals: Be sure to consider shelf-life issues and date your chemical inventory. Practice safe storage and handling as required by EPA, OSHA, and others. If you use temporary storage, be sure to label it clearly and have the Safety Data Sheet on the container.
 - Parts: Remember to maintain and update an inventory of available parts. Make sure to purchase and keep the spare parts now for all critical treatment equipment.
- 5- Review and update your operation and emergency response plans, as needed.
- 6- Coordinate with other PWS in buying consortiums to identify suppliers and manage cost.
- 7- Join the Water/Wastewater Agency Response Network or WARF at [WARFN! Mass.gov](https://www.warfnetwork.org).
- 8- Notify MassDEP of potential supply chain issues as soon as identified, such as receiving a Force Majeure letter from a chemical supplier. After notifying your regional Drinking Water Program contact or program.director.dep@mass.gov, be sure to complete the supply survey [here](https://www.mass.gov/info-details/cyber-incident-plan).

Cybersecurity Webinar Series for Public Water Systems

BASIC CYBERSECURITY MEASURES FOR WATER UTILITIES

November 2021
18
10:00-11:00AM

LEARNING GOALS

This webinar will introduce participants to the following topics:

- ✔ Passwords and Multifactor Authentication
- ✔ Patching and Back-ups
- ✔ Awareness Training and Assets Identification
- ✔ Remote access

This training has been approved for 1 TCH for MA Drinking Water Operators

*Before the training, please be sure to review the attached guidelines of attendee participation for earning TCHs.

Space Is Limited!
REGISTER TODAY FOR FREE

<https://tinyurl.com/MassDEPcybertraining>

SCAN HERE



Cybersecurity Webinar Series for Public Water Systems

NEXT WEEK

Ransomware Experiences, Defense and Response

February 1
10:00 AM - 11:30 AM

Learning Goals

- Introduce water utilities, state and local governments, and private sector stakeholders to the realities of ransomware through first and second-hand descriptions of attacks on water utility business enterprise networks and SCADA systems.
- Lessons will be drawn from three different utility experiences to help attendees learn how to defend against ransomware and how to respond if they have a ransomware incident.
- Additional advice will be drawn from best practices promoted by the Cybersecurity Infrastructure Security Agency (CISA).

1.5 TCHs for MA Drinking Water Operators
*Before the training, please be sure to review the attached guidelines of attendee participation for earning TCHs.

Speakers

Peter Hunt
Chief Information Officer at the Boston Water and Sewer Commission. He led a successful response to an Egregor ransomware attack against the BWSC.

Andrew Hildick-Smith
Technical Assistance Provider at MassDEP/DWP. Retired from MWRA after 30 years, where among other roles he was responsible for the SCADA system. He has been active in cybersecurity since 2005 and is an Advisor with WaterSAC.

Register Now
<https://tinyurl.com/MassDEP-Cybertraining3>

SCAN HERE

If you have questions please reach out to us at program.director-dwp@mass.gov.

MassDEP UMass Amherst RCAP Solutions

WEBINAR INFORMATIVO GRATUITO

PLOMO EN EL AGUA POTABLE EN LAS INSTALACIONES DE LAS GUARDERIAS


August 16
10:00-11:00 AM

Aprende información sobre el problema de el plomo en el agua potable en las guarderías y la asistencia estatal gratuita para ayudar a abordarlo.

HAS CLIC AQUÍ PARA RESERVAR TU LUGRO EN EL WEBINAR

ESCANEA AQUI

LOS NIÑOS SON MAS VULNERABLES A LOS EFECTOS DEL PLOMO!
REGISTRATE HOY!
PARA EL ANALISIS GRATUITO DE PLOMO EN EL AGUA POTABLE DE TU GUARDERIA.



Drinking Water Program (DWP)

Career Opportunity

INTRO TO BECOMING A DRINKING WATER OPERATOR (VSS, TI, & DI)

This is a collaborative effort between MassDEP, UMass, NEWWA, RCAP Solutions, and EPA.

September 23
9:00 AM - 12:15 PM EDT


Learning Goals

This class will introduce students to the following topics: wells and their source protection, water quality sampling, water distribution infrastructure, and basic water treatment.

The purpose of this class is to familiarize students with the operation and management of small water system and teach the roles and responsibilities of certified drinking water operators.

Space Is Limited!
REGISTER TODAY

SCAN HERE



Trainings

Biweekly In The Main E-Newsletter



MassDEP / Drinking Water Program
One Winter Street – 5th Floor; Boston, MA 02108
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.



jufoimages

Happy Valentine's Day

This In The Main newsletter has these topics of interest:

2022-02-11

1. PFAS Program Update
2. EPA's Draft Lead Strategy - Listening Event
3. Getting Ready for Lead and Copper Rule Revisions
4. New Critical Infrastructure Security Updates
 - White House Announced Water and Wastewater Sector Action Plan
 - Qbot Infection - Needs Only 30 Minutes to Steal your Credentials and Emails
 - FBI released a FLASH with Indicators of compromise related to the LockBit 2.0 ransomware
 - MassDEP Cybersecurity Reminders
5. Contract Certified Operator Directory Update
6. Annual Report on Timely Action, Fees, and Program Improvements SFY 2021 (repeat)
7. Did You Know?
 - MWRA Virtual Field Trip
 - Where do our storm drains lead to? Read the plaques.
8. MA COVID-19 Information
9. Training Calendar



How Can I Stay Updated on Drinking Water Topics?

- Subscribe to DWP's *In The Main* e-newsletter for program updates, timely reminders, trainings and other notices.
- Email program.director-dwp@mass.gov and ask to be added to the distribution list.



**Thank You for
All You Do to
Protect Public
Health**

“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 and Prevention

