



## MassDEP

Drinking Water Program

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### Drinking Water Program Updates

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This week's program director email has these topics of interest:

1. Future Workforce Challenges
2. Fish Kills
3. New England Water Communication Collaborative – Open Houses
4. Hurricane Season
5. MassDEP Visitor Policy
6. Training
7. Spam

## How to Meet the Future of Workforce Challenges

The Water Research Foundation presented their new video [Working in Water](#) at ACE18. The video highlights the many important and rewarding reasons for working in the water sector.

[A new report](#) published by the Metropolitan Policy Program at The Brookings Institute explores how to meet future water workforce challenges.

These tools can help to attract new talent to the water sector when job openings occur. The video and report are available at <http://www.waterrf.org/resources/NewsletterStories/WorkinginWater.html>.

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## Report Fish Kills this Summer

In the summer, lakes and ponds warm up and thus hold less dissolved oxygen that fish need to survive. This can precipitate a fish kill, a totally

natural event, as is spawning stress or diseased fish. But to be sure, if you observe a fish kill report it to the MA Environmental Police at 800-632-8076. They or a MassWildlife biologist will determine if it was a natural event or a pollution problem and thus take appropriate action.

To learn more about fish kills go to: <https://www.mass.gov/news/report-fish-kills-this-summer> .

## New England Water Communication Collaborative – Open Houses

The New England Water Communications Collaborative is a group of participants throughout New England interested in promoting the value of water. (Want to join? Contact [kking@newwa.org](mailto:kking@newwa.org)).

The fourth annual “Imagine a Day without Water” will be held October 10, 2018. This is a national event. One of the ways the collaborative is inviting people to participate in this day is by having an open house at your facility. It can be an open house for customers, or maybe even just a media open house where the invited media will tour and run a story about your facility informing consumers of the value of water.

There are many other ways to participate and join in on making water a visible resource we all value and which we need to survive. Please go to: <http://imagineadaywithoutwater.org/resources/waystoparticipate>. Contact [kking@newwa.org](mailto:kking@newwa.org) for more information.

## Hurricane Season

While Atlantic Hurricane Season began June 1st, most tropical storm systems that have impacted New England have struck during the months of August and September. That’s why now is the time to prepare before a storm approaches. Storms such as Tropical Storm Irene in 2011 and Hurricane Sandy in 2012, caused extensive damage and are reminders that Massachusetts must prepare for the next hurricane.

On the [MEMA website](#) you will find hurricane response tips as well as well as extreme heat and thunderstorm tips. In addition, Mass.gov features a [hurricane preparedness blog](#) from MEMA. We ask you to encourage residents and businesses of Massachusetts to prepare for hurricanes and tropical storms by determining if they live or work in

a [hurricane evacuation zone](#), making [family emergency plans](#), building an [emergency kit](#), and staying [informed](#). Feel free to use this information on your social media platforms and share with your residents, businesses, and public safety partners.

Remember to keep in contact with [National Weather Service](#), and join the [HHAN](#), or [WARN](#) for updates on storms and active alerts.

You may also find the attached document useful which lists EPA tools for water utilities.

With your help, we can improve the preparedness and resiliency of residents and businesses in the Commonwealth.

## MassDEP Visitor Policy

Effective August 13, 2018, EEA will be implementing the *EEA Workplace Visitor Policy* at its Boston metro locations (Saltonstall, Causeway, South Station and Winter Street). The administration of a visitor policy is vital to protect the safety and security of our workplace, workforce, and visitors.

Thank you for your cooperation in implementing this policy. Policy is attached.

## Training

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> for upcoming trainings.

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

## Spam

Please be reminded that official emails from MassDEP will never come from a Gmail or any other personal account. If you receive an email of this nature, the email is spam. Do not click on the links, and delete it immediately. To safeguard yourself only click open emails that have [XXXXX.XXXX@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. 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 to

<http://www.mass.gov/eea/agencies/massdep/news/advisory-committees/safe-drinking-water-act-assessment-advisory-committee.html>.



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## **EEA Workplace Visitor Policy**

**1.0 Purpose:** To provide guidance, safety and security for all state employees and visitors at EEA Boston Metro buildings. EEA Boston Metro buildings include: 100 Cambridge Street, 251 Causeway Street, 1 Winter Street and 1 South Station.

**2.0 Scope:** This policy applies to all state employees and workplace visitors. A workplace visitor includes, but not limited to, contractors, commercial vendors, service and repair company employees, outside agencies, employees' friend and family, and the general public. Visitors younger than 16 years of age must be accompanied by an adult and are not required to produce a photo ID.

Visitors who are unable to produce a photo ID, upon request, will be denied access to the building(s). Visitors denied access will be instructed to contact the agency they wished to visit by telephone, email or U.S. Mail.

### **3.0 Visitor Management**

#### **3.1 Hours of Operation**

- ✚ The EEA business hours are from **9:00 AM to 5:00 PM** Monday through Friday excluding state holidays and other days on which state offices are closed. Lobby doors are locked during non-business hours.
- ✚ The building hours of operation differ from EEA business hours, as indicated in the table 3.2 below. However, visitor access will be limited to business hours, unless indicated otherwise in this policy.
- ✚ Agencies requesting visitor access **outside of normal business hours** will require approval from the EEA Director of Facilities and may incur additional costs for added security staffing. These requests must be reviewed and approved by EEA before allowing visitor entry into building. EEA Facilities will require at minimum a 48 hour advance notice.

*Effective 8/13/18*

### 3.2 Table

<b>Building Location</b>	<b>Agencies</b>	<b>Floors</b>	<b>Procedure</b>
100 Cambridge Street, building hours of operation 8:00am to 6:00pm Monday- Friday  Business Hours are 9:00am - 5:00pm	EEA	9	The visitor must check-in with security on the <u>second floor</u> to receive their visitor badge. The visitor will then go to the 9 <sup>th</sup> floor location of their visit and sign-in/out at the receptionist desk.
100 Cambridge Street, building hours of operation 8:00am to 6:00pm Monday-Friday  Business Hours are 9:00am - 5:00pm	ENE	10	The visitor must check-in with security on the <u>second floor</u> to receive their visitor badge. The visitor will then go to the 10 <sup>th</sup> floor location of their visit and sign-in/out at the receptionist desk.
251 Causeway Street, building hours of operation 8:00am to 6:00pm Monday- Friday  Business Hours are 9:00am - 5:00pm	MEP DFG; MDAR ; CZM; EEA; DCR	1, 4 thru 9	The visitor will go to the floor location of their visit and sign-in/out at the receptionist desk at respective floor visiting
1 Winter Street, building hours of operation 7:00am to 6:00pm Monday-Friday  Business Hours are 8:45am - 5:00pm	DEP	2 thru 7	All visitors are to report to 2 <sup>nd</sup> Floor Reception area for sign in/out. Only employees and those that have access to DEP offices at Winter Street will enter through Security desk in the Corner Mall.
1 South Station, building hours of operation 9:00am to 5:00pm Monday-Friday  Business Hours are 9:00am to 5:00pm	DPU	4 and 5	All visitors must check-in with security through DPU entrance to receive visitor badge. Visitors will be directed to the 5 <sup>th</sup> Floor reception desk where they will sign in/out.

### 3.3 Check- In and Check-Out Process

- ✚ Visitors must arrive at a designated check-in entrance. (REF: *Table 3.2 above*)
- ✚ Visitors must present a photo identification card at the security station or reception desk (Table 3.2).  
*NOTE: if you are visiting from another agency, please have available your state ID badge.*
- ✚ Visitors will sign in and out at the receptionist desk and note the times.
- ✚ Visitors must be met by their employee sponsor at time of check-in. Access will be granted only after the agency employee arrives and escorts their respective visitor (s)
- ✚ Visitors must be accompanied by their employee sponsor while they are inside EEA buildings.
- ✚ Visitors cannot sponsor another visitor.
- ✚ Visitors are not permitted to bring pets into any of the EEA Metro Boston Buildings; however, service animals will be permitted to accompany their handler into the location.

### 3.4 Visitor Badges

- ✚ In buildings requiring a security check-in, every visitor will be issued a temporary visitor ID badge.
- ✚ Visitor must display their visitor ID badge, on their outer garment, at chest level while in the building.

### 3.5 Multiple Day Visits

- ✚ Visitors who are scheduled to be on premises for multiple days must follow all procedures associated with this policy (Check-In, Check-Out, etc.) on each day of their visit. There will be no “temporary” access cards issued.

### 3.6 Deliveries

- ✚ Logistic vendors (UPS/Fed Ex) who deliver orders, mail or packages for employees or departments should be directed to the respective building’s reception desk, when/where a signature is required. Reception desk employees will sign for the parcel, on behalf of the employee, and will then notify the employee/department who expects the delivery. The employee/department will then be responsible for picking up the designated parcel at the Reception desk.
- ✚ Large deliveries will follow same process as above; however, it will be necessary for the person expecting the delivery to notify the Reception desk that a larger delivery is due and its intended arrival date. The Reception desk will advise the employee or department when the delivery has been made and requested to come to the Reception desk and pick up the package. If necessary, assistance for large

deliveries may be coordinated with the vendor. A vendor will need to sign in, show ID, and be escorted to/from location for drop-off.

- ✚ In Buildings where there are centralized and staffed Mail Rooms (Winter Street – 4<sup>th</sup> floor) and (Causeway – Atrium level), deliveries will be made to those respective locations during the posted hours of operation. Mail room staff will follow same procedures to sign for the parcels, on behalf of the respective employee/department and then make the appropriate delivery or notification to the employee/department of the need for pickup. This is expected to occur the day of the delivery.
- ✚ Locations will be set up for package drop-off at the Reception Desk locations.

### **3.7 Service Vendors**

- ✚ In the case of service providers (Quest Water, Toshiba/Ricoh, ProShred, etc.), company personnel will sign in to the building/floor reception desk area visitor log and should be escorted to their designated location which requires work. Reception or facility staff should assist with this when/where necessary and/or the person who has so coordinated the service provider appointment. Service provider personnel should also sign out when they have completed their service.

### **3.8 Non Business Hours - Vendors and Contractors**

- ✚ All access between the hours of 5:00 PM and 8:45 AM is restricted to staff only except under the circumstances outlined below.
- ✚ Employees and Contractors who need access during non-business hours must follow the Massachusetts EEA Boston Metro Buildings' Vendor Guideline below:  
  
<http://www.env.govt.state.ma.us/facilities/eea-boston-building-vendor-guideline-contractor-use.pdf>
- ✚ The employee hosting the visit must ensure their visitors are properly signed in when they arrive and when they depart. A Contractor/Vendor visitor badge issued must be visible at all times and the employee coordinating the service must escort the visitor to/from location and throughout any office space.
- ✚ Vendors and contractors can gain access outside regular business hours by requesting EEA Facilities approval according to the EEA Boston Metro Buildings Vendor Guidelines and submittal of a completed Outside Vendor Application Form located on the EEA Intranet home page  
  
<http://www.env.govt.state.ma.us/>
- ✚ No contractor/vendor badges will be issued off hours and these specialty badges should be requested a minimum of 48 hours in advance of any scheduled visit.



### 3.9 Emergency Evacuation

- ✚ In the event of an emergency, it is the sponsoring employee's responsibility to ensure that the visitor follows the evacuation procedure and remains in the evacuation meeting area to be accounted for exiting the building. It is the sponsoring employee's responsibility to notify the Emergency Response Team of the visitor's evacuation.
- ✚ The Emergency Response Team members will account for all visitors using the visitor check-in information.
- ✚ Visitors should not leave the evacuation meeting area until it is confirmed with the Emergency Response Team that they have successfully evacuated the building.

### 4.0 On Courtesy

- ✚ All employees under EOEEA are reminded that all visitors are either customers or potential customers. Even in the case of clear violations of this policy, all actions, dealings and conversations are to be courteous in nature.
- ✚ Please follow agencies instructions for additional requirements, policies and procedures.

### 5.0 Responsibility

- ✚ This document is maintained by the EEA Facilities Department.
- ✚ **Adherence of this policy is the responsibility of all employees.**
- ✚ Administration of the Check-In and Check-Out procedure is the responsibility of identified individuals in each facility. In most facilities it is a duty of the main receptionist desk.
- ✚ At the option of any agency, the Sign-In/Out documents may be recycled after the later of 14 days, or such time the administrative use for such documents ceases, as determined by the agency.
- ✚ Any questions in regards to this policy, please contact the EEA Facilities Department.

## EPA Tools for Water and Wastewater Utilities Emergency Response to a Hurricane

GIS Maps – Maps developed for each state showing the 100 – year and 500 – year flood zone layers along with coastal inundation due to storm surge. A data layer is added showing water and wastewater utility locations, to help you plan for potential problems. For maps that just show you the storm surge, hurricane frequencies and flood plain information without the utilities, visit:

<https://toolkit.climate.gov/tool/storm-surge-inundation-and-hurricane-strike-frequency-map>

Closely monitor your local weather forecasts for more information. Links for many weather information specifics can be found at: <https://www.epa.gov/waterutilityresponse/weather-and-hydrologic-forecasting-water-utility-incident-preparedness-and>

All water emergency responders should download the app Water Utility on the Go for your smart phones or tablets to use during a response. It available free, from the Applestore or GooglePlay Store. Get familiar with this easy-to-use app prior to an event and learn about the valuable resources and tools it has available to you when dealing with an emergency. For more information: <https://www.epa.gov/waterutilityresponse/water-utility-response-go-mobile-application-and-website> One of its most useful features are the forms for documenting damage and actions taken by the utility, including photos. This can be used to make claims and share information and status with different organizations and agencies as needed. It has information links to weather tracking info, ER contacts at various agencies (by state), checklists for what utilities can be doing before/after incidents, and ICS forms.

EPA’s Incident Action Checklists (for 12 different types of threats/disasters such as floods, hurricanes, winter storms, tornados): <https://www.epa.gov/waterutilityresponse/incident-action-checklists-water-utilities> These are good for use when preparing, responding and recovering from an event. It is recommended that utilities review and keep these with their Emergency Response Plans.

In cases where shared resources may be necessary, we strongly encourage that you reach out to your State’s WARN, the mutual aid program for water/wastewater utilities, found below:

Connecticut	<a href="http://www.ctwarn.org/">http://www.ctwarn.org/</a>
Maine	<a href="http://www.mewarn.org">http://www.mewarn.org</a>
Massachusetts	<a href="http://www.mawarn.org/">http://www.mawarn.org/</a>
New Hampshire	<a href="https://t2.unh.edu/ma">https://t2.unh.edu/ma</a>
Rhode Island	<a href="http://www.rwarn.org">http://www.rwarn.org</a>
Vermont	<a href="http://www.vtwarn.org">http://www.vtwarn.org</a>

More information on WARNs in general is available at: <https://www.epa.gov/waterutilityresponse/mutual-aid-and-assistance-drinking-water-and-wastewater-utilities>

EPA New England’s Generator Preparedness Guide for Water Sector (brochure): Utilities should review and complete the generator form with a licensed electrician and then keep it with their Emergency Response Plan: <https://www.epa.gov/sites/production/files/2016-03/documents/waterwastewatersystemgeneratorpreparedness.pdf>

You will find a collection of the many other related EPA emergency response and preparedness “tools” at <https://www.epa.gov/waterresilience>