

Ferns public-water-system sanitary survey

Inspection: August 6, 2025 · Report: January 16, 2026

ABOUT THIS PUBLIC COPY

This document preserves the complete MassDEP sanitary-survey report, Notice of Noncompliance, compliance plan, and response form. Private recipient information, email addresses, direct phone numbers, distribution-list details, internal file-routing information, and names of private individuals not necessary to understand the findings have been removed. Redactions do not alter the agency's substantive findings or required corrective actions.

The report identifies violations and deficiencies involving source protection, monitoring, treatment, cross-connection control, reporting, operations, and related public-water-system requirements. It should be read as an agency record, not as a summary prepared by Ferns.



Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Department of Environmental Protection

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Maura T. Healey
Governor

Kimberley Driscoll
Lieutenant Governor

Rebecca L. Tepper
Secretary

Bonnie Heiple
Commissioner

January 16, 2026

Re: PWS City/Town: **Carlisle**
PWS Name: **Ferns Country Store**
PWS ID#: **3051020**
Program: **Sanitary Surveys: Non-Community**
Enforcement No.: 00022043

Dear Public Water Supplier:

On August 6, 2025, the Massachusetts Department of Environmental Protection (MassDEP) conducted a Sanitary Survey Inspection at Ferns Country Store. Attached is a report summarizing the findings made from the Sanitary Survey (including a Notice of Noncompliance (NON) and Compliance Plan). This report identifies items that the MassDEP has determined needs to be corrected and the timeframe for completing the required corrective actions.

A Sanitary Survey Inspection is a review of a public water system to assess its capability to supply safe drinking water. In accordance with USEPA requirements, the sanitary survey inspection provides an on-site review of the following eight areas of a public water system for the purpose of evaluating the system's ability to provide and distribute safe drinking water: sources, treatment, distribution system, finished water storage, pumps, monitoring and reporting, management and operations, and operator compliance.

Please be advised that within 30 days of receipt of this inspection report, if your system has Table A – Violations and/or Table B – Deficiencies, you must sign and return the enclosed Water Supplier Response and Certification form with a copy of the Compliance Plan (Tables A, B, C) listing the date that each corrective action was/or will be taken and any specified documentation. Note that items with future dates require you to submit documentation at the time of completion.

The following resources may also be helpful in understanding the findings in this inspection report:

- Massachusetts Drinking Water Regulations
www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations
- Guidelines for Public Water Systems

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

- www.mass.gov/service-details/guidelines-for-public-water-systems
- Drinking Water Policies and Guidance
www.mass.gov/service-details/drinking-water-policies-and-guidance
- 2020 Standards & Guidelines for Contaminants in Massachusetts Drinking Water
www.mass.gov/doc/2020-standards-and-guidelines-for-contaminants-in-massachusetts-drinking-waters
- Immediate Action Levels for Water Treatment Plant Chemicals
www.mass.gov/doc/immediate-action-levels-for-water-treatment-plant-chemicals
- MassDEP Drinking Water System Management Handbook
www.mass.gov/doc/massdep-drinking-water-system-management-handbook

This Sanitary Survey was issued with a digital signature and represents the formal agency document.

Sincerely,

Michael McLean

Michael McLean
Environmental Analyst
Drinking Water Program

Kristin L. Divris

Kristin L. Divris
Deputy Regional Director
Bureau of Water Recourses

1/16/2026

NORTHEAST REGIONAL OFFICE
DRINKING WATER PROGRAM
SANITARY SURVEY INSPECTION REPORT

Ferns Country Store	3051020	Carlisle
<i>PWS Name</i>	<i>PWS ID#</i>	<i>PWS City/Town</i>

Survey Date: August 6, 2025	Report Date: January 16, 2026
Surveyor: Michael McLean	Affiliation: NERO/DWP
Person(s) Interviewed:	Title: Primary Operator

PUBLIC WATER SUPPLIERS:

This report includes a “Compliance Plan” with:

- ☒ Table A – Violations referenced as **NON-000022043**
- ☒ Table B – Deficiencies
- ☐ Table C – Recommendations
- ☒ Water Supplier Response and Certification Form (To be completed and returned within 30 days of receipt, if Table A and/or Table B items included in the Compliance Plan)

During the course of the Sanitary Survey, MassDEP observed conditions in the source, facilities, equipment, operation, or maintenance of the PWS that are violation(s) of a regulation or statute and that jeopardize the delivery of pure and safe water to all consumers (hereafter collectively referred to as “violations”). All violations found at the PWS are listed in the attached Compliance Plan Table A, which is also a Notice of Noncompliance (NON) pursuant to M.G.L. c.21A, §16 and 310 C.M.R. 5.00.

Notwithstanding this NON, MassDEP reserves the right to exercise the full extent of its legal authority in order to obtain full compliance with all applicable requirements. Noncompliance with the terms of the NON may result in further enforcement, including the assessment of administrative penalties of up to \$25,000 for each day after the effective date of the NON during which each violation continues or is repeated, and/or the issuance of a unilateral administrative order requiring the necessary corrective action(s) within a reasonable time period. Noncompliance with the terms of such an order may also result in further enforcement, including the imposition of penalties of up to \$25,000 for each day after the effective date of the Order during which each violation continues or is repeated.

Note: Systems are not relieved of their responsibility for meeting regulatory requirements that may not be covered in the “Compliance Plan”.

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

SYSTEM CLASS

Transient Non-Community (TNC)

APPLICABLE REGULATIONS

In addition to regulations that apply to all Public Water Systems, the PWS is subject to the following requirements under the Safe Drinking Water Act:

- ☐ Lead and Copper Rule (NTNC systems only)
- ☒ Groundwater Rule
- ☐ Surface Water Treatment Rule (Surface water and Groundwater Under the Direct Influence of Surface Water)
- ☐ Disinfectant and Disinfection By-Product Rule (Disinfecting NTNC systems only)

SYSTEM DESCRIPTION

Ferns Country Store (Ferns) (PWS ID# 3051020) is a Transient Non-Community (TNC) Public Water System (PWS), serving approximately 70 patrons per day, as well as two to five employees, and one resident in an upstairs apartment via one service connection. The store traditionally operates as a coffee shop, market, and counter-service restaurant, but had been closed for several months at the time of the Sanitary Survey (closed on May 26, 2025). Ferns has one active groundwater source, "Ferns Well" (Source ID# 3051020-01G). According to a well evaluation conducted by Skillings and Sons on October 7, 2021, Well 01G is a bedrock well with a depth of 84' and an approved daily pumping volume of 1,000 gallons per day (GPD). Ferns has one treatment plant (3051020-01T), which is classified as a I-T treatment plant. In addition to the treatment plant, Ferns also maintains two point-of-use one-micron filters on the water lines serving an espresso machine and a coffee brewer. Ferns has one distribution system, one pressure zone and is classified as a very small system (VSS).

On April 27, 2023, MassDEP granted approval to construct a sodium hypochlorite chemical feed system via a Chemical Addition Retrofit Permit WS 34 (Permit # X289011, received by MassDEP June 1, 2022) following multiple coliform bacteria detections and a subsequent Boil Water Order for an E.coli maximum contaminant level (MCL) violation in September 2021. At the time of the Boil Order, emergency disinfection using sodium hypochlorite was activated, and sodium hypochlorite for disinfection was officially approved in April 2023 via the above-referenced permit.

In October 2024, MassDEP issued an Approval to Construct Water Treatment Facility WS 23 Permit, which superseded the 2023 WS34 Approval (Permit # 24-WS23-0005-APP). The WS 23 requested authorization for an alternative approach to disinfection using Ultraviolet Light (UV) since disinfection was not being used to satisfy Ground Water Rule (GWR) requirements. UV was not installed and not in use at the time of the survey.

Storage consists of one 62-gallon Flexcon (Model H2P65) hydropneumatic pressure tank. At the time of the survey, Ferns was not open to the public.

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

CAPACITY DETERMINATION

Capacity is the ability of a public water system to plan for, achieve, and maintain financial, managerial and technical compliance with applicable federal and state drinking water standards for the foreseeable future. Capacity also requires the demonstration of effective controls in all three areas.

CONDITIONAL CAPACITY - Systems with conditional capacity currently comply with a majority of MassDEP drinking water regulations but have issues that need to be improved.

STATEMENT OF ZONE I COMPLIANCE

☒	Please note that the PWS lacks ownership or control of the required 100 feet Zone I protective radius around Well/Source #3051020-01G . Pursuant to 310 CMR 22.21(3)(b), 310 CMR 22.21(1)(a) and 310 CMR 22.04(1), the owners or designated representative of the PWS must notify MassDEP prior to a change in facility ownership, or a change in land use within the Zone I, or any change that can impact the quality or quantity of the drinking water supply. The owners or designated representative of the PWS must obtain MassDEP approval prior to modifying or expanding the facility, or replacing any well or source. MassDEP will not approve any proposed modifications or expansions resulting in water withdrawals that exceed the designated MassDEP approved pumping rate.
☒	The owners or designated representative of the PWS are hereby notified that Well #3051020-01G is in non-compliance with MassDEP's requirement, 310 CMR 22.21(3)(b), that Zone I activities be limited to those directly related to the provision of public water or will have no significant adverse impact on drinking water quality. The identified source(s) will remain in non-compliance status until the non-conforming activities are removed from the Zone I. Pursuant to 310 CMR 22.04(1) and 310 CMR 22.21(1)(a), the owners or designated representatives of the PWS must notify MassDEP prior to a change in facility ownership or a change in land use within the Zone I, or any change that can impact the quality or quantity of the drinking water supply. The owners or designated representative of the PWS must obtain MassDEP approval prior to modifying or expanding the facility, or replacing any well or source. MassDEP will not approve any proposed modifications or expansions resulting in water withdrawals that exceed the designated MassDEP approved pumping rate.
Non-conforming activities documented within the Zone I(s):	Well 3051020-01G: Parking lot, septic, road, and building.

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025



Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

SANITARY SURVEY EVALUATION CHECKLIST

SYSTEM MANAGEMENT / OPERATION

OM-1	Who is the person directly in charge of day to day management of the PWS (name and title)?	Primary Operator.
OM-2	Explain the type of ownership and the chain of command from the owners to the operator(s).	The PWS is a private business. The certified primary operator reports directly to the owner,
OM-3	Is a PWS Affidavit recorded with the Registry of Deeds?	No - 22.04(1)(f)
OM-4	Does the PWS have sufficient financial capacity? (Can the PWS pay for necessary maintenance and have financial reserves for emergency expenses?)	Yes
OM-5	Is all critical infrastructure locked or sufficiently secured (e.g. pump house, well vault, chemical treatment building)? GWR-20	Yes
OM-6	Does the PWS have a back-up generator or a means of obtaining and connecting one in an emergency? (Comment re: fuel and what it powers)	NA - Will shutdown in power outage
R-1	Does the PWS have a readily available Emergency Response Plan? GWR-19	NA
R-2	Is the ERP current and does it contain all of the required elements identified in the ERP checklist?	NA
OM-13	If a TNC, is there a current emergency contact list available on site?	No - 22.15(9)(e)
R-7	If the ERP states that the PWS intends to shut-down, are there uses that make shut-down unlikely or impossible (i.e., PWSs that supply residential units, in-patient clinics, and other businesses unable to immediately shut-down like daycare centers)?	Yes - Ch 12
OM-14	Are any PWS operating components remotely accessible or connected to the internet?	No
OM-15	If the answer to the previous question is Yes, has the PWS performed a cyber security assessment?	NA - Comment
OM-16	If yes , what is the assessment report date?	NA
OM-17	If yes , what type of assessment (self-assessment or third-party)?	NA
OM-18	If yes , has your cybersecurity assessment report been reviewed/inspected by the MassDEP/DWP cyber team?	NA - Comment
OM-19	If yes , what is the MassDEP/DWP review date?	NA
OM-20	If the answer to OM-14 is Yes, who is the primary cybersecurity contact for your PWS (staff responsible for cybersecurity activities within the PWS)?	NA
OM-21	If the answer to OM-14 is No, has the PWS prepared and submitted the ERP-CS-OT form to MassDEP?	No
Comments:		

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

General:

OM-3: The PWS has not recorded a notice on the deed of the property where a public water supply source is located (**Table A, Item 1**).

R-7: PWS has an upstairs apartment, but does not have a protocol in place to alert the resident of any issues with the well in an emergency situation. (**Table B, Item 1**).

OM-13: An updated emergency contact list is not available (**Table B, Item 2**).

OM-21: Please take the **following actions within the next 30 days** (**Table B, Item 3**).

- ☐ ***If your PWS does not have Operational Technology (OT) conditions that present a cybersecurity risk** (see conditions/definitions of OT risks in the following ERP-CS-OT form), complete and return the [ERP-CS-OT form](#) to MassDEP/DWP via email and CC your MassDEP Regional Drinking Water Program office Subject: "Cybersecurity Assessment ERP-CS-OT", at the earliest convenience but not to exceed 30 days.

If you have any questions on this Cybersecurity information, please contact MassDEP/DWP at
Subject: Cybersecurity.

During the sanitary survey, Ferns was reminded that cybersecurity is an important component of emergency response planning pursuant to 310 CMR 22.04(13)(a)9. Further information and guidance about cybersecurity is available in EPA's Cybersecurity Guide for States located at: https://www.epa.gov/sites/default/files/2018-06/documents/cybersecurity_guide_for_states_final_0.pdf and through the Water Information Sharing and Analysis Center (WaterISAC) at: <https://www.waterisac.org/fundamentals> MassDEP recommends all PWS have an effective cybersecurity program as applicable that is coordinated with their Information Technology (IT) and/or Operational Technology (OT) service providers and software vendors. Ferns is also reminded that should the system experience any type of suspected cyber incident, it should be reported to MassDEP and your local law enforcement agency as quickly as possible, in coordination with contacting the Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) at 888-282-0870 or CISA can also provide assistance with identifying and restoring affected systems and coordinating additional assistance.

OPERATOR COMPLIANCE

O-1	Does the system have a primary certified operator (distribution and treatment if applicable)? ^{GWR-21}	Yes
O-2	Are the certified operator grades appropriate for the system size and/or treatment type? ^{GWR-22}	Yes
O-3	Are the listed operators' licenses current?	Yes
O-4	Are Licensed Operator Services contracted out?	Yes
O-5	If yes, is a current/approved "Certified Operator Compliance Notice" on file?	No - 22.11B(6) (a)

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

O-6	If yes, what is the frequency of operator visits?	Monthly
O-7	If yes, is there an on-site log of all activities and operator inspections?	No - 22.11B(6)(b)
O-8	Has the PWS filed a Comprehensive Staffing and Operations Plan identifying a backup operator who is available for emergencies? (Required for all contract operators and all VSS systems without secondary operators)	No - 22.11B(5)(i)
Comments: O-5: Ferns does not have a current approved Certified Operator Compliance Notice on file with MassDEP (Table A, Item 2). O-7: The operator stated monthly site visits are performed, as was evident from review of operator logs on site. They must ensure that all site visits including visits for sampling, treatment maintenance, residuals and flow meter readings are included in the on-site log. Records of all maintenance performed on the system must be maintained. (Table B, Item 4) O-8: Ferns does not have a current approved Comprehensive Staffing and Operations Plan on file with MassDEP (Table A, Item 3).		

GROUNDWATER SOURCES

WELL INSPECTION

Source ID	Casing height (ft)	Well House	In Pit?	Raw Water Tap?	Chem Inject Port?	Vent Present?	Unprotected Opening?	Runoff Directed Away	Evidence of Flooding	Tight Well Cap	Overall Condition (see below for details)
Ferns Well 3051020-01G	2	No	No	Yes	Yes	Yes	No	Yes	No	Yes	Acceptable

W-1	Are raw water sample taps available for the collection of source samples for <u>all</u> wells? GWR-5	Yes
W-2	Are all raw water sample taps located prior to the check valve?	Yes

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

W-3	Are all sample taps (raw, finished, etc.) smooth-nosed (non-threaded) non-mixing without aerators or screens?	Yes
W-4	Are emergency chemical injection ports available for disinfection of <u>all</u> groundwater sources, individually or manifolded? GWR-6	Yes
W-5	Do all wells have vents (external, mushroom or integrated in cap)?	Yes
W-6	Are there any unprotected openings in the well casing or cap of any wells that might result in contamination (e.g., vent not screened or turned downward, unsealed conduit opening)? GWR-2	No
W-7	Is the area around all wellheads graded away to direct runoff away?	Yes
W-8	Is any wellhead, cap, and/or vent subject to flooding? GWR-3	No
W-9	Is there evidence of flooding or standing water in any pit or pump house that could result in the entrance of fecal contaminants? GWR-16	NA
W-10	Do any wellheads (casing, cap, vent, seal) appear damaged in a manner that would make the source susceptible to contamination? GWR-1	No
W-11	Are any air/water relief valve discharges hard-piped to a floor drain without an air gap? GWR-17	NA - None Present
W-12	Are any deficiencies identified in the condition of the well house or structure containing the well components?	NA - No Well Houses
W-13	Are any other wellhead improvements needed or recommended (e.g., replace gasket/bolts, tighten well cap, paint the casing/cap)?	Yes - Comment
W-14	Was any work done on any wells since the last sanitary survey (e.g., hydrofracked, jigsaw seal installed, well pump replaced)?	Yes - Comment
W-15	Are there any unapproved groundwater sources being used? GWR-4	No
W-16	Does the PWS use manifolded sources? If yes, describe operation below.	NA - One well only
W-17	If yes, does the sampling schedule accurately reflect the manifolded system?	NA

Comments:

General: The well is located on a patio next to the main building and is covered by a large artificial Createk Stone brand rock cover, which was approved for use by MassDEP in 2010; however, issues have been identified with the rock cover that may lead to contamination issues. The rock cover is not airtight and evidence of insect activity, including cobwebs, was present under the cover. Water is pumped from the well via a submersible well pump to the basement of the building into a 62-gallon Flexcon (Model H2P65) hydropneumatic pressure tank. Water then splits into an irrigation line and a potable line. Potable water passes through a meter and is treated for disinfection via a sodium hypochlorite chemical feed injection. Following disinfection, water enters the distribution system. Ferns shall inspect the wellhead each month to determine if insect or rodent activity is present underneath the rock cover and shall document inspections in the onsite log. **(Table B, Item 5)**

W-13: There is a pipe located on top of the well cap for Ferns Well of which the operator was unaware. Previous MassDEP inspections found that the well cap had been used as an umbrella stand. Ferns are reminded that the use of the wellhead cap for umbrella purposes is not allowed. Ferns shall provide a written description and photos of inside of the existing pipe and of the vent for MassDEP review. **(Table B, Item 6).**

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

W-14: On November 3, 2021 a Jaswell seal was installed in the well, and on November 4, 2021, the seal was removed due to the discovery that it sealed off the water bearing fractures, leaving the PWS without a water source. On March 30, 2022, the gasket on the well cap was replaced.

SOURCE PROTECTION

SP-1	Is the PWS conducting any non-conforming activities in the Zone I? (fertilizers, pesticides, herbicides or other non-mechanical means of vegetation control, de-icing agents applied, chemical/equipment storage)	Yes - Comment
SP-2	Have any changes to the Zone I been observed since the last survey? (If yes, comment)	No
SP-3	Are there any wastewater components within the Zone I(s) or IWPA(s)?	No
SP-4	Are there any floor drains in the Zone I(s) that discharge outside of a sewer or septic system? (If yes, comment)	No
SP-5	If floor drains are present, is the PWS following BMPs for chemical storage? (Comment on chemicals present and control measures)	NA - No floor drains
SP-6	Is there any process waste (i.e. from continuous analyzers or cooling water) generated at the Well House/Zone I?	No
SP-7	Are ALL discharges to drywells registered with UIC (in or out of Zone I)?	NA
SP-8	Were any other source water protection issues identified?	No
Comments: SP-1: The Zone I includes a septic system and Bedford Road, which has de-icing agents applied throughout the winter. Bedford Road also includes Right of Way areas, which may have fertilizers and/or herbicides applied.		

SWTR COMPLIANCE FOR GROUNDWATER SOURCES (GWUDI)

GW-1	Have all groundwater sources been evaluated for GWUDI?	Yes
GW-2	If yes, were all groundwater sources determined to be exempt?	Yes
GW-3	Have conditions changed that would affect the current Exemption Status of any source? (i.e. surface water encroachment, well head condition, coliform detections in last 3 years, etc.)	No
GW-4	Are all the sources >100 ft from the nearest surface water feature?	Yes
Comments: GW-1/GW-2: Ferns Well is located >600' from the nearest surface water body.		

MASTER METERS

M-1	Are all sources individually metered?	Yes
M-2	Do the master meters account for all water supplied/purchased/withdrawn?	Yes

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

M-3	How frequently are the master meters read?	Monthly
M-4	In what year was the master meter(s) last calibrated (or installed)? (Whichever is more recent)	2024
Comments: M-2: Ferns's meter does not account for all water withdrawn from Ferns Well (3051020-01G). When water enters the basement, the line tees to irrigation prior to the flow meter. (Table A, Item 4).		

WATER QUANTITY

Q-1	Does system have any wells not used for potable water supply (irrigation wells, fire wells)?	No
Q-2	If yes, are these sources metered?	NA
Q-3	As reported in the last 3 years ASR, did the PWS exceed its MassDEP-approved withdrawal limit for any source? (If yes, comment)	No
Q-4	If yes, has the water withdrawal resulted in the PWS exceeding Zone I limits? (If yes, comment)	No
Q-5	Did the PWS report monthly withdrawal data for all sources in the ASR?	Yes
Q-6	Is the quantity of water supplied adequate?	Yes
Q-7	Are any sources failing to meet their expected output, or does the output from any sources decrease during the year?	No
Comments: See Master Meter section above. Irrigation use from the PWS well is not metered.		

FINISHED WATER PUMPS

None Present ☒

TREATMENT

No Treatment Present ☐

GENERAL TREATMENT QUESTIONS

T-1	Does the PWS have any unapproved treatment processes?	No
T-2	If the PWS uses a bag/cartridge filter, how often is it replaced?	NA
T-3	Are all treatment units performing effectively and being operated and maintained in accordance with MassDEP approvals?	Yes
T-4	Is all treatment equipment properly maintained?	Yes
T-5	Is the PWS maintaining a log of maintenance for all treatment systems? (e.g., backwashing, sediment, calibration of analyzers)	Yes
T-6	Does a licensed treatment operator perform all treatment-related tasks?	No - 22.11B(

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

		1) Comme nt
T-7	Is safety equipment adequate for the treatment system/chemicals present?	Yes
T-8	Are there any unprotected by-passes at any point in the treatment process that could result in fecal contamination (i.e. filter backwash, membrane cleaning processes, etc)? GWR-7	No
T-9	Are all required chemical treatment (C-ADD) forms being submitted?	Yes
T-10	If yes, are the C-ADD forms being completed properly and accurately?	No - 22.15(4)
T-11	For all treatment plants II-T or greater – what is the frequency of operator visits?	NA
T-12	Do any treatment processes backwash to a septic system?	No
T-13	Is there an operations and maintenance manual for the treatment system(s)?	Yes
T-14	Is there UV treatment present?	No

Comments:

According to a Level 2 Assessment submitted to MassDEP, temporary chlorination was installed by Skillings and Sons, as approved by MassDEP in an email sent on March 24, 2022 due to a boil water order. Ferns is still operating the “emergency chlorination system” that was installed in 2021 due to E.coli in the source, and not the permanent disinfection system proposed in the approved WS 34 permit, nor have they installed the Ultraviolet (UV) retrofit that was approved by MassDEP in October 2024 (**Table A, Item 5**).

The Ferns water treatment plant will be designated as “Ferns WTP” with a Treatment Plant ID# of “3051020-01T.”

T-6: All maintenance and operational activities related to the water treatment system are not being performed under the direct supervision of the certified operator. A revised Staffing Plan must be submitted for review by MassDEP. (**Table A, Item 3**)

T-7: Adequate safety equipment is not provided for the chemicals in use at the Water Treatment Plant. The containment spill skid on which the Sodium Hypochlorite day tanks sits is not at least 110% of the volume of the 35-gallon day tank. (**Table A, Item 6**).

T-10: Chemical treatment reports (C-ADD) require revisions. The C-ADDs are missing the treatment plan name “Water Treatment Plant” and treatment plan status in Section 1. Additionally, in Section II., Ferns is not including the sodium hypochlorite target dose and alarm settings (low and high), is incorrectly identifying “Borchlor 5”, manufactured by BOREMCO, as “Bleach” and is incorrectly selecting the option stating the chemical is NSF (National Sanitation Foundation)-Approved. The target range in Section II changes each month. In Section III., the O&M/Comments column is not utilized for maintenance and adjustments each month. Operators should review the *Chemical Addition Form (C-ADD) Guidance and Instructions* on the Mass.gov/dep website. (**Table B, Item 7**).

T-14: UV technology was approved by MassDEP in October 2024; however, UV was not present nor in use at the time of the survey.

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

TREATMENT TECHNIQUE GWR

TT-1	If any sources are 4-log certified under the GWR, is the PWS operating, maintaining, and monitoring its disinfection process to ensure the required 4-log treatment is achieved? (If using a continuous chlorine analyzer, this includes collecting grab samples to calibrate the analyzer a minimum of once every 5 days.) GWR-8	NA
TT-2	If any sources are 4-log certified under the GWR, is the PWS operating, maintaining, and monitoring its membrane process to ensure the required 4-log treatment is achieved? (Includes monitoring membrane integrity and ensuring no loss of membrane integrity.) GWR-9	NA
TT-3	If any sources are 4-log certified under the GWR, Are the GWR compliance monitoring forms submitted correctly?	NA
TT-4	Are there any unaddressed GWR significant deficiencies from previous surveys? (If yes, refer to "Outstanding Actions" section)	NA
Comments:		

FINISHED WATER STORAGE

HYDROPNEUMATIC STORAGE TANKS

None Present ☐

HT-1	Do all hydropneumatic storage tanks have a working pressure gauge?	Yes
HT-2	Are all hydropneumatic storage tanks in acceptable condition? (comment below)	Yes- Acceptable
HT-3	If the system only uses hydropneumatic storage tanks, is the volume and type of storage sufficient?	Yes
Comments:		

ATMOSPHERIC STORAGE TANKS

None Present ☒

DISTRIBUTION SYSTEM

GENERAL

DN-1	Does the PWS have a distribution system? (A network of pipes connecting buildings or other facilities beyond simple interior plumbing)	NA
DN-2	If yes, is there a current distribution map on file that identifies valves, hydrants, pipe sizes/materials, direction of flow, PRVs, pressure zones, and seasonal lines (as applicable)?	Yes

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

DN-3	If yes, how often is the distribution system flushed?	NA - No Flushing Ports
DN-4	If yes, how often are distribution gate valves exercised?	NA - No Gate Valves
DN-5	How many separate distribution systems does the PWS have?	1
DN-6	Are there low (under 20 psi) or negative pressures that occur under normal operating conditions in any part of the distribution system that could result in the entrance of fecal contaminants? GWR-11	No

Comments:

DN-1: Ferns serves one building, which contains a store, restaurant, and one apartment unit. The store and restaurant serve approximately two to five employees and up to 70 patrons per day, when the store is in operation. The building also contains an apartment, which has one permanent resident.

DN-2: The distribution system shall be reflected in the updated CSP map (See Table B.15 per TC-5 below)

Modifications:

Modifications and equipment replacements were discussed, including some modifications and replacements that may meet the definition of Substantial Modification. The Regulations call for Department approval of any substantial modification to a water system, and Department Policy 08-01 (<https://www.mass.gov/files/documents/2016/08/sm/dwpp0801.pdf>) provides guidance on what work is considered a substantial modification and requires a permit from the Department prior to construction. When planning any work, Ferns should review Policy 08-01 to determine if the work meets the criteria for a substantial modification; if the work meets the criteria in Policy 08-01, then Ferns is required to obtain Department approval.

CROSS-CONNECTION/BACKFLOW PREVENTION

XC-1	Does the system have an approved cross-connection plan on file?	Yes
XC-2	If subcontracted, is a current Sub-delegation Form on-file?	No - 22.22(3)(q)
XC-3	Date of last complete service area Cross-Connection Survey:	2/1/2010
XC-4	If the previous cross-connection survey identified unprotected cross-connections, has a backflow prevention device been installed on all cross-connections identified?	Yes
XC-5	Have all high hazard facilities been identified, surveyed, and properly protected? GWR-10	Yes
XC-6	Is a new cross-connection survey required at this time?	No
XC-7	Does the PWS have testable devices?	Yes
XC-8	If yes, does the system keep on-site an inventory list of the devices, including type of device, location, and device test inspection dates?	Yes

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

XC-9	If yes, is routine testing performed as required?	No - 22.22(13)(d)
XC-10	If yes, were all devices that failed in the last 3 years repaired/replaced and retested within 14 calendar days?	NA - no failures in last 3 years
XC-11	If yes, does the information reported in the ASR reconcile with the on-site records?	No - 22.22(3)(j)
XC-12	Are all threaded taps at PWS owned facilities protected by a vacuum breaker? (Hose bib or atmospheric silcock)	Yes
Comments: General: Ferns has one Cross Connection device, a Reduced Pressure Backflow Preventer (RPBP) device to protect the distribution system from the composting septic tank located in the basement of the building. Testing is conducted by Michal Poitras, the Primary Operator. In 2022 the device protecting the composting septic tank was a DCVA and failed. It was subsequently replaced with an RPBP and was initially tested (and passed) on April 25, 2022. XC-1: Ferns has approved cross connection plan on file, however the information is out of date (Table B, Item 8). XC-2: Ferns does not have a current Cross-Connection Sub-delegation form on file with MassDEP (Table B, Item 9). XC-9: Ferns is not testing its backflow devices at the required frequency. One annual testing form for each year was available for 2023 and for 2024. RPBPs are required to be tested twice annually. (Table A, Item 7). XC-11: Ferns is not accurately reporting cross connection information in the Annual Statistical Report (ASR). Ferns did not report its RPBP device in the 2023 and 2024 ASR. (Table B, Item 10).		

WATER QUALITY

WQ-1	Have there been any MCL violations or action level exceedances in the past 12 months?	No
WQ-2	Have there been elevated levels of any contaminant?	Yes - Comment
WQ-3	Are there any water quality issues that need to be addressed?	Yes - Comment
WQ-4	Are all samples being collected at the locations identified on their WQSS or approved sampling plans?	Yes
WQ-5	Have consumer complaints been made regarding water quality?	No
Comments: Sodium: Ferns has collected sodium samples from the Point of Entry (POE) to the distribution system triennially over the past 15 years. The levels of sodium have ranged from 92.1 mg/L to		

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

510 mg/L, with the most recent sample having a sodium level of 92.1 mg/L. There is no sodium MCL; however, these results exceed the Guideline level of 20 mg/L. Ferns is reminded that there are additional reporting requirements for Sodium pursuant to 310 CMR 22.06A, in which the PWS is responsible for notification to the local board of health (BOH) and the Department of Public Health (DPH) by written notice by direct mail within 30 days after the PWS learns of the results which indicate a level of sodium. **All levels of sodium** results must be reported to the local BOH and DPH; the reporting form for the local BOH and DPH is at: https://www.mass.gov/doc/sodium-in-public-drinking-water-0/download?_ga=2.235255297.1296014791.1643130521-2132215519.1621551004

Nitrate: Ferns has collected Nitrate samples from the POE to the distribution system annually in the 3rd quarter since the last sanitary survey. The most recent Nitrate sample collected on 8/6/2025 had results of 2.22 mg/L, which is below the 10 mg/L MCL. They are due to sample again in the 3rd quarter of 2026.

Nitrite: Ferns has collected Nitrite samples from the POE to the distribution system triennially in the 3rd quarter the last sanitary survey. The most recent Nitrite sample collected on 12/7/2023 had results of Non-Detect, which is below the 1 mg/L MCL, and they are due to sample again in the 3rd quarter of 2026.

Manganese: Ferns has collected samples from the POE to the distribution system triennially in the 3rd quarter since the last sanitary survey. The most recent Manganese sample was collected on 12/1/2023, and had results of Non-Detect, which is below the SMCL of 0.05 mg/L. They are due to sample again in the 3rd quarter of 2026.

WQ-2/PFAS:

The Massachusetts regulations addressing per- and polyfluoroalkyl substances (PFAS) were discussed. These regulations were promulgated in October 2020 and established a Maximum Contaminant Level (MCL) in drinking water of 20 nanograms per liter (ng/L), or parts per trillion (ppt) for the sum of six PFAS compounds (PFOS, PFOA, PFHxS, PFNA, PFHpA and PFDA) known as PFAS6. Because your system is a TNC, it is not subject to the PFAS regulations. However, 310 CMR 22.07G(2) requires all TNCs to collect, analyze and report analytical results from one sample collected from each Point of Entry into the distribution system by no later than September 30, 2022. Ferns conducted PFAS sampling during the second quarter of 2022 and PFAS6 was detected at 36.3 ng/L. Ferns has continued to sample annually for PFAS6 and **results have ranged from 22.5 ng/L to 25.2 ng/L**. TNCs are not required to meet the PFAS6 MCL, but are required to collect, analyze, and report the results of one PFAS sample from each sampling point by September 30, 2022, and may be subject to an individual health risk assessment if elevated PFAS6 levels are detected.

Consumption and other uses of water do not pose an unacceptable health risk and do not require treatment or corrective action for TNC PWS; however for any residential consumers, including the resident at Ferns, MassDEP requires additional actions be taken including those outlined in MassDEP's March 22, 2023 "PFAS Results" letter attached to this document.

Please note, that on April 10, 2024, EPA issued final National Primary Drinking Water Regulations (NPDWR) for PFAS establishing MCLs for the following six PFAS, namely PFOA, PFOS, PFNA, PFHxS, HFPO-DA (also known as GenX) and PFBS.

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

PFAS		Maximum Contaminant Level Goal	Maximum Contaminant Level
PFOA (perfluorooctanoic acid)		0	4.0 ppt
PFOS (perfluorooctane sulfonic acid)		0	4.0 ppt
PFNA (perfluorononanoic acid)		10 ppt	10 ppt
PFHxS (perfluorohexanesulfonic acid)		10 ppt	10 ppt
GenX (hexafluoropropylene oxide)		10 ppt	10 ppt
Mixture of 2 or more	PFNA	1 (unitless) Hazard Index	1 (unitless) Hazard Index
	PFHxS		
	GenX		
	PFBS (perfluorobutane sulfonic acid)		

Subsequently, on May 14, 2025, EPA announced changes to the NPDWR stating it will keep the MCLs of 4 ppt for PFOA and 4 ppt for PFOS that were established on April 10, 2024. EPA intends to rescind the regulations for PFHxS, PFNA, HFPO-DA (or GenX) and the Hazard Index mixture of these three compounds plus PFBS. EPA's announcement included a 2-year extension of the 2029 deadline for compliance with the PFOS and PFOA MCLs until 2031. This will allow PWS more time to address PFAS and if necessary, obtain funding to construct treatment facilities or connect to alternative sources of water.

On September 30, 2025 EPA released the Primacy Extension Request Documents for the PFAS NPDWR and has encouraged all states to apply for an extension due to their plans to rewrite the federal PFAS rule/regulations this Fall 2025/Spring 2026.

MassDEP is required to establish regulations that are no less stringent than the federal standards within two years of the NPDWR issuance, with the possibility of an extension of up to two additional years. The current Massachusetts PFAS regulations will be revised, and the public will have the opportunity to review proposed amendments, provide written comment and participate in public hearings.

MassDEP strongly recommends that you review your PFAS results against the EPA MCLs. You can review a summary of your PWS PFAS testing results on the EEA data portal by searching the contaminant group "PFAS" at: <https://eeonline.eea.state.ma.us/Portal/#!/home>

If applicable, MassDEP also strongly recommends you begin planning an approach to remove PFAS from the drinking water supplies and if not already completed, respond to the PFAS action survey at: <https://www.mass.gov/forms/pfas-survey-form-for-public-water-suppliers>

- For more information on PFAS, and opportunities for technical assistance, refer to the following: MassDEP Per- and Polyfluoroalkyl Substances (PFAS) Drinking Water Regulations Quick Reference Guide <https://www.mass.gov/doc/per-and-polyfluoroalkyl-substances-pfas-drinking-water-regulations-quick-reference-guide/download>
- MassDEP Per- and Polyfluoroalkyl Substances (PFAS) website: <https://www.mass.gov/info-details/per-and-polyfluoroalkyl-substances-pfas>

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

- Final MassDEP PFAS drinking water regulations
<https://www.mass.gov/lists/development-of-a-pfas-drinking-water-standard-mcl#final-pfas-mcl-regulations->

If you would like to discuss PFAS treatment options or need additional technical assistance regarding PFAS, please contact Amy LaPusata at _____ or _____

WQ-3: Since the previous Sanitary Survey, Ferns have experienced multiple coliform bacteria detections and a subsequent Boil Water Order for an E.coli maximum contaminant level (MCL) violation in September 2021. Emergency disinfection using sodium hypochlorite was activated following the Boil Water Order. MassDEP has also approved a permanent sodium hypochlorite disinfection system in 2022 and UV retrofit in October 2024, however Ferns has not activated the permanent sodium hypochlorite disinfection system, nor the UV retrofit (**Table A, Item 5**).

LEAD & COPPER RULE COMPLIANCE

N/A TNC ☒

REVISED TOTAL COLIFORM RULE COMPLIANCE

TC-1	Does the system have an approved Total Coliform Sampling Plan?	Yes
TC-2	If yes, does the TC Plan need to be updated?	Yes - 22.05(1)
TC-3	Have there been changes to the distribution system or population served such that the PWS is not collecting the minimum number of distribution coliform samples in compliance with the Revised Total Coliform Rule? GWR-18	No
TC-4	What is the date of the most recent Total Coliform sampling map on file?	1/10/2018
TC-5	Does this map need to be updated?	Yes- 22.19(6)
TC-6	Are any of the water mains drained or de-pressurized for any part of the year? (check all that apply) ☐ Yes, one or more distribution systems are fully drained. ☐ Yes, one or more distribution systems are partially drained. ☒ No, all distribution systems remain fully pressurized at all times.	
TC-7	If yes, are there written startup procedures?	NA
TC-8	If yes, does the TCR map depict the seasonal water lines?	NA
TC-9	For any systems that operate seasonally BUT at least part of the PWS remains pressurized all year, have they been granted seasonal-exempt status?	NA - Year Round
TC-10	If no, are they collecting bacteria samples year-round?	NA
TC-11	If no, are they submitting seasonal start-up certification?	NA
TC-12	If any part of the system operates seasonally, does the Coliform Sampling plan include special start-up samples for all seasonal components?	NA - No Seasonal

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

		Components
TC-13	Is the PWS on reduced (Quarterly) monitoring?	No
TC-14	If yes, the special monitoring evaluation results indicate: ☐ The PWS meets all quarterly monitoring requirements and may continue quarterly bacteria monitoring. ☐ The evaluation has identified at least one exclusion criteria and therefore the PWS must begin monthly bacteria monitoring beginning the following month. [22.05(1)(d)3.]	
Comments: Bacteria samples have been routinely collected at the raw water tap, a PT-01G tap, and the RS 001, Kitchen Hand Sink Tap. The most recent coliform plan on file is from 2018, before temporary chlorination was installed, and does not identify a post-treatment or a raw water tap. TC-2: The Coliform Sampling Plan does not include a post-treatment sample location, a raw water sampling location, or a system description. (Table B, Item 11). TC-5: The coliform sampling map does not include all coliform sampling locations. Ferns shall ensure that the new CSP map shows each coliform sampling location that is on the revised CSP, along with the well, treatment, and storage (Table B, Item 12).		

OTHER MATTERS OBSERVED

NONE

OUTSTANDING ACTIONS

ENFORCEMENT ACTIONS

NONE

INSPECTION ACTIONS

NONE

PHOTOS

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025



Well 3051020-01G



Well 3051020-01G with artificial rock cover

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025



Hypochlorite Storage Tank

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

COMPLIANCE PLAN

Fill in the completion date for all required activities and return to MassDEP with the response sheet and all required documentation. If the time required to complete the action is greater than 3 months, submit quarterly progress reports and anticipated completion date. If projected completion dates are included in the table, documentation must be submitted to the Department upon completion of all corrective actions.

TABLE A – VIOLATIONS*

This document also serves as a Notice of Noncompliance (NON) pursuant to M.G.L. c.21A, §16 and 310 CMR 5.00 for the following violations of the Massachusetts Drinking Water Regulations.

1	Citation:	Violation:	GWR SD/GWR TT†	
	310 CMR 22.04(1)(f)	The PWS has not recorded a notice on the deed of the property where a public water supply source is located.	No	
	Evaluation Checklist Section:		Checklist #	
	SYSTEM MANAGEMENT/OPERATION		OM-3	
	Corrective Action:		Due:	Complete:
	Ferns shall record a Public Water System Affidavit with the registry of deeds, stating that such property contains a drinking water source subject to 310 CMR 22.00. Submit a copy to MassDEP when recorded.		2/17/2026	
2	Citation:	Violation:	GWR SD/GWR TT†	
	310 CMR 22.11B(6)	Ferns does not have a current approved Certified Operator Compliance Notice on file with MassDEP	No	
	Evaluation Checklist Section:		Checklist #	
	OPERATOR COMPLIANCE		O-5	
	Corrective Action:		Due:	Complete:
	Ferns shall submit a current Certified Operator Compliance Notice and Certified Operator Duties (COD) for MassDEP review. https://www.mass.gov/lists/certified-operator-forms		2/17/2026	
3	Citation:	Violation:	GWR SD/GWR TT†	
	310 CMR 22.11B(5)(i) and (6)(a)	Ferns does not have a Staffing and Comprehensive Operations Plan on file with MassDEP.	No	
	Evaluation Checklist Section:		Checklist #	
	OPERATOR COMPLIANCE/TREATMENT		O-8 and T-8	
	Corrective Action:		Due:	Complete:
	Ferns shall submit a Staffing and Comprehensive Operations Plan to MassDEP (enclosed).		2/17/2026	
4	Citation:	Violation:	GWR SD/GWR TT†	
	310 CMR 22.04(6)	Ferns' meter does not account for all water withdrawn from Ferns Well (3051020-01G). When water enters the basement, the line tees to irrigation prior to the flow meter.	No	
	Evaluation Checklist Section:		Checklist #	
	MASTER METERS		M-2	

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

Corrective Action:		Due:	Complete:
Ferns shall install the meter to record all water pumped from the Ferns Well (3051020-01G), including any use for irrigation. Submit photo documentation to MassDEP once the meter has been installed.		2/17/2026	
5	Citation:	Violation:	GWR SD/GWR TT[†]
	310 CMR 22.04(4)	Ferns is still operating the emergency chlorination system that was installed in 2021 due to E.coli in the source, and not the permanent disinfection system approved in 2022, nor have they installed the Ultraviolet (UV) retrofit that was approved by MassDEP in October 2024.	No
Evaluation Checklist Section:		Checklist #	
TREATMENT/WATER QUALITY		T-General/WQ-3	
Corrective Action:		Due:	Complete:
Ferns shall provide a specific timeline for installation of either approved disinfection treatment outlining which treatment system will be installed. Since the permanent disinfection system was never installed as approved, weekly site visits by the certified operator are required by MassDEP until otherwise directed.		2/17/2026	
6	Citation:	Violation:	GWR SD/GWR TT[†]
	310 CMR 22.04(7) & Guidelines Chapter 6.3.4	Adequate safety equipment is not provided for the chemicals in use at the Water Treatment Plant. The containment spill skid where the Sodium Hypochlorite day tanks sits is not at least 110% of the volume of the 35-gallon day tank.	No
Evaluation Checklist Section:		Checklist #	
TREATMENT		T-7	
Corrective Action:		Due:	Complete:
Ferns shall replace its containment spill skid with a skid at least 110% of the volume of the 35-gallon day tank.		2/17/2026	
7	Citation:	Violation:	GWR SD/GWR TT[†]
	310 CMR 22.22(13)(d)	All RBPB and DCVA devices are not being tested on the required schedule. One test for 2023 and one for 2024 was available for review at the sanitary survey.	No
Evaluation Checklist Section:		Checklist #	
SYSTEM MANAGEMENT/OPERATION		XC-9	
Corrective Action:		Due:	Complete:
Have all RBPBs and DCVAs inspected and tested, in accordance with 310 CMR 22.22(13). All devices should be tested during the month of May (and November for RBPBs) and submit the results of the testing to MassDEP.		2/17/2026	
• RBPB shall be tested semiannually (minimum of 5 months apart). • DCVA shall be tested annually.			

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

Pressure type vacuum breakers shall be tested annually by owner of the device.		
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TABLE B – DEFICIENCIES*

The following items do not reflect good water system practice and, if left unresolved, could compromise your ability to provide safe drinking water. Uncorrected deficiencies may be elevated to violations if not corrected by the action due date.

1	Citation:	Deficiency:	GWR SD/TT†	
	310 CMR 22.04(7) & Guidelines Chapter 12.1	Ferns has a residential apartment on the second floor, but does not have a protocol in place to alert the resident of any issues with the well in an emergency situation.	No	
	Evaluation Checklist Section:		Checklist #	
	SYSTEM MANAGEMENT/OPERATION		R-7	
	Corrective Action:		Due:	Complete:
	Ferns shall develop procedures for alerting the apartment resident(s) of any emergencies related to the well and for procuring alternative water supply for long term-emergencies. (trucked or bottled water) (See <i>Policy 92-07: Bulk Water Suppliers</i> located at https://www.mass.gov/service-details/drinking-water-policies-and-guidance) Submit a copy of the notification procedure to MassDEP.		2/17/2026	
2	Citation:	Deficiency:	GWR SD/TT†	
	310 CMR 22.15(9)(e) & Guidelines Chapter 7.2.9	An updated emergency contact list is not available.	No	
	Evaluation Checklist Section:		Checklist #	
	SYSTEM MANAGEMENT/OPERATION		OM-13	
	Corrective Action:		Due:	Complete:
	Ferns shall prepare a current emergency contact list. The plan must display directions, contacts, and phone numbers of the proper persons to contact in case of emergency as specified in Chapter 7.2.9 of the Guidelines and Policies of Public Water Systems. Post in a readily visible part of the pump room, and submit a copy to MassDEP.		2/17/2026	
3	Citation:	Deficiency:	GWR SD/TT†	
	310 CMR 22.04(13) & Guidelines Chapter 12	Form ERP-CS-OT must be submitted to MassDEP.	No	
	Evaluation Checklist Section:		Checklist #	
	SYSTEM MANAGEMENT/OPERATION		OM-21	
	Corrective Action:		Due:	Complete:
	If Ferns has determined that Ferns does not have Operational Technology (OT) connected to the system, then it must document its determination in writing to MassDEP		2/17/2026	

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

	or and/or submit Form ERP-CS- OT, which is available at: https://www.mass.gov/doc/cybersecurity-statement-no-ot-risks-erp-cs-ot/download . PWS shall complete and submit this form to the _____ email _____ with the Subject Line: “Cybersecurity Assessment Operational Technology (OT) Not at a Cybersecurity Risk Statement - ERP-CS-OT” or contact MassDEP’s Cybersecurity Technical Assistance Provider, _____ at _____ for further assistance within 30 days.		
4	Citation:	Deficiency:	GWR SD/TT†
	310 CMR 22.11B(6)(b)	Ferns stated monthly site visits are performed, however MassDEP has been receiving chlorine residuals and flow meter readings taken weekly. Note that Table A.5 now requires weekly site visits, which shall be documented as directed below.	No
	Evaluation Checklist Section:		Checklist #
	OPERATOR COMPLIANCE		O-7
	Corrective Action:	Due:	Complete:
	Ferns shall ensure that all site visits including visits for residuals and flow meter readings are included in the on-site log. Records of the meter readings, residuals, and all maintenance performed on the system must be maintained. Ferns shall submit all on-site logs from July 2025 to December 2025 to MassDEP for review.	2/17/2026	
5	Citation:	Deficiency:	GWR SD/TT†
	310 CMR 22.04(7) & Guidelines Chapter 4	Ferns well is covered by a large artificial Createk Stone brand rock cover, which was approved for use by MassDEP in 2010; however, issues have been identified with the rock cover that may lead to contamination issues. The rock cover is not airtight and evidence of insect activity, including cobwebs, was present under the cover.	No
	Evaluation Checklist Section:		Checklist #
	GROUNDWATER SOURCE		W-General
	Corrective Action:	Due:	Complete:
	Ferns shall inspect the wellhead each month to determine if insect or rodent activity is present underneath the rock cover and shall document inspections in the onsite log.	2/17/2026	
6	Citation:	Deficiency:	GWR SD/TT†

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

	310 CMR 22.04(7) & Guidelines Chapter 4.20	There is a pipe located on top of the well cap for Ferns Well of which the operator was unaware; however, historical records indicate it was used to hold shade umbrellas.	No
Evaluation Checklist Section:			Checklist #
GROUNDWATER SOURCE			W-13
Corrective Action:			Due: Complete:
Ferns shall thoroughly inspect the well cap including any defects caused by the installed pipe and provide a written description and photos of inside of the existing pipe and well vent for MassDEP review. Provide a timeline for replacing the wellhead cap to ensure it is in compliance with the provisions of Guidelines and Policies Chapter 4.20 General Well Construction or submit documentation to MassDEP that the wellhead cap has been replaced in accordance with Chapter 4.20.			1/30/2026
7	Citation:	Deficiency:	GWR SD/TT[†]
	310 CMR 22.15(4)	Chemical treatment reports are not being completed correctly. They are missing the treatment plan name "Water Treatment Plant" and treatment plant status in Section I of their chemical treatment forms. Additionally, Ferns is not including the sodium hypochlorite target dose and alarm settings (low and high) in Section II of their chemical treatment forms. Ferns are also incorrectly identifying "Borchlor 5" which is manufactured as BOREMCO, as "Bleach" and are incorrectly selecting the option stating the chemical is NSF (National Sanitation Foundation)-Approved in Section II of their chemical treatment forms.	No
Evaluation Checklist Section:			Checklist #
TREATMENT			T-10
Corrective Action:			Due: Complete:
Ferns shall begin submitting accurate and complete C-ADD reports each month. Reports shall include the treatment plant name, the sodium hypochlorite target dose (and alarm settings (low and high), if applicable. Verify the NSF (National Sanitation Foundation)-Approval of chemicals used and properly identify them in the reports. Ferns shall			2/10/2026

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

	either provide MassDEP with documentation from their chemical manufacturer stating “Borchlor” is NSF/ANSI (American National Standards Institute) approved or identify a new chemical.			
8	Citation:	Deficiency:	GWR SD/TT†	
	310 CMR 22.22(3)(b)1	The cross-connection plan on file requires updating.	No	
	Evaluation Checklist Section:		Checklist #	
	CROSS CONNECTION/BACKFLOW PREVENTION		XC-1	
	Corrective Action:		Due:	Complete:
	PWS shall submit a new cross-connection plan.		2/17/2026	
9	Citation:	Deficiency:	GWR SD/TT†	
	310 CMR 22.22(3)(q)	The PWS does not have a current Cross-Connection Sub-delegation form on file with MassDEP.	No	
	Evaluation Checklist Section:		Checklist #	
	CROSS CONNECTION/BACKFLOW PREVENTION		XC-2	
	Corrective Action:		Due:	Complete:
	Submit a completed Sub-delegation form to delegate, sub-delegate or contract for Cross Connection Surveyor responsibilities.		2/17/2026	
10	Citation:	Deficiency:	GWR SD/TT†	
	310 CMR 22.22(3)(j)	Ferns is not accurately reporting cross connection information in the Annual Statistical Report. Ferns did not report its RBPB device in the 2023 and 2024 ASR.	No	
	Evaluation Checklist Section:		Checklist #	
	CROSS CONNECTION/BACKFLOW PREVENTION		XC-11	
	Corrective Action:		Due:	Complete:
	Report all cross-connection activities conducted annually in the ASR, Section C, to MassDEP. Revise Section C of the 2024 ASR and submit to MassDEP.		2/17/2026	
11	Citation:	Deficiency:	GWR SD/TT†	
	310 CMR 22.05(1)(a)	The Coliform Sampling Plan does not reflect the current conditions of the water system. It does not include a source tap, a post treatment sample location, or a system description.	No	
	Evaluation Checklist Section:		Checklist #	
	REVISED TOTAL COLIFORM RULE COMPLIANCE		TC-2	
	Corrective Action:		Due:	Complete:

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

12	Submit a revised Total Coliform Sampling Plan on the enclosed template to MassDEP for review and approval, reflecting the addition of chlorination.		2/17/2026	
	Citation:	Deficiency:	GWR SD/TT[†]	
	310 CMR 22.19(6)	The Coliform Sampling Map does not include all coliform sampling locations.	No	
	Evaluation Checklist Section:		Checklist #	
	REVISED TOTAL COLIFORM RULE COMPLIANCE		TC-5	
	Corrective Action:		Due:	Complete:
	Ferns shall submit an updated map of the coliform sampling locations included on the revised CSP, along with the locations of wells, treatment, and storage.		2/17/2026	

TABLE C - RECOMMENDATIONS*

The following items are recommended actions/improvements in order to improve your ability to provide safe drinking water. These items may be elevated to deficiencies in subsequent surveys.

	Citation:	Recommendation
1.	None	

*MassDEP reserves the right to exercise its Order authority under M.G.L. Chapter 111, Section 160, or to take other appropriate action as permitted by law, in order to prevent the pollution and to secure the sanitary protection of the water supply and to ensure the delivery of a fit and pure water supply to all consumers, including without limitation if sufficient progress to meeting a recommended deadline is not achieved.

Ferns Country Store
PWS ID# 3051020

Carlisle
Survey Date: 8/6/2025

Water Supplier Response and Certification Form **NOTICE OF NONCOMPLIANCE NON-00022043**

Within 30 days of receipt of this inspection report, you must complete and submit this form if your system has Table A – Violations and/or Table B – Deficiencies. Attach a copy of the completed table(s) listing the date that the corrective action was/will be taken; include all required documentation as specified in the table(s). **Note that items with future dates require you to submit documentation of work at the time of completion. If a specific form of documentation is not identified, an updated Compliance Plan Table, letter, or email addressed to the inspector that the deficiency has been corrected may be used.**

The following corrective actions listed in the Compliance Plan Table A and/or Table B have been taken by the Public Water System. (Please check all that apply).

- ☐ My system has taken **ALL** of the corrective actions listed within the timeframes specified in the Compliance Plan.
- I have listed the completion date for each item within the table(s).
 - I have attached copies of supporting documentation as required.
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- ☐ My system has taken **SOME BUT NOT ALL** of the corrective actions listed within the timeframes specified in the Compliance Plan.
- I have listed the actual or anticipated compliance date for each item within the table(s).
 - I have attached copies of supporting documentation as required.
 - I have attached a revised corrective action schedule establishing timelines for my system to address outstanding items and I will submit a written progress report each quarter (every 3 months) until all items have been addressed. I understand that my system may be subject to further enforcement.
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- ☐ My system is **UNABLE** to comply with some or all of the corrective actions within the timeframes specified in the Compliance Plan. I understand that my system may be subject to further enforcement.
- An explanation is attached.

I certify under penalties 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 extent of my knowledge.

Water Commissioner, Owner, Owner Representative, or Other Responsible Party:

Signature: _____

Date: _____

Print Name: _____

Title: _____

Return this form, a copy of the completed Compliance Plan, and all attachments to:

MassDEP
BWR Drinking Water Program
150 Presidential Way, Suite 300
Woburn, MA 01801