



Massachusetts Department of  
Environmental Protection

**Commonwealth of Massachusetts**  
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Executive Office of Energy &  
Environmental Affairs  
Matthew A. Beaton, Secretary

Massachusetts Dept. of Environmental  
Protection (MassDEP)  
Martin Suuberg, Commissioner

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Produced by the  
Bureau of Resource Protection  
Drinking Water Program (BRP-DWP)

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This information is available in alternate  
format by calling our  
ADA Coordinator at  
(617) 574-6872

Printed on recycled paper

# fact sheet

## Drinking Water Program

### First Time Applicants for a MassDEP-DWP Cross-connection Certification Using the Online Application – EEA ePlace Portal

The Commonwealth of Massachusetts is pleased to offer access to many licensing, permitting and certificate services online. With this Portal, the Commonwealth hopes to deliver more efficient, convenient, and interactive e-government services:

The Massachusetts Department of Environmental Protection, Bureau of Water Resources, Drinking Water Program, Cross-connection Program (MassDEP-BWR-DWP-CCCP) is reminding you that if you passed a Backflow Prevention Assembly Tester and/or Cross Connection Surveyor examinations. Application for the DWP Cross-connection Certification must be submitted no later than 12 months after the date the applicant received notice of passing the examination, 310 CMR 22.22(12).

#### First time users of the Online Application: ePLACE Portal

Register, or create, an account in the Massachusetts eLicensing:

<https://permitting.state.ma.us/citizenaccess/>

1. In the Login box, click "New Users: Register for an Account"
2. Click the checkbox "I have read and accepted the above terms" and click "Continue Registration >>"
3. Provide the Login Information: username, password, security question and your e-mail address for future contacts and click "Add New" to add "Contact Information" and click "Save and Close" or "Clear"

#### Filing your application online:

1. Once you are registered and have logged in, click "File an Online Application."
2. Read and accept the "General Disclaimer." Click the checkbox and click "Continue"
3. Select Agency as "EEA - Energy and Environmental Affairs" and on "Apply for DEP Authorization," then click "Continue."
4. Select "Drinking Water (DW)" and then "WS10 – Cross-connection Certification Application,"
5. Click the "Continue" button.
6. Click "Instructions" for more information and select the type of application you are applying for (i.e. backflow tester or cross-connection surveyor or combination) Follow the instructions and attached the supporting documentation and make your payment
7. Review the information entered is correct and check the box agreeing to it. Click "Continue"
8. Make your payment: Pay Online or Pay by Mail
9. If the application has been successfully completed a record # will be issued: "Your Record Number is 18-WS10-XXXXXX-APP"
10. You will receive e-mails: Authorization PIN, Proof of Record, Application Submission & Payment Information.

#### Applicant Information:

1. Click on "Instructions" for more information about this certification and provide all the require information, data and supporting documentation.
2. Select the type of certification: Backflow Prevention Device Testing, Cross-connection Surveyor or Combination Certification (Backflow Tester + Cross-connection Surveyor)
3. Click "Continue Application" or you can always "Save and resume later"

#### Review an Application:

1. Review your application and click "Edit Application" if you need to update or change any section
2. Click "Continue Application" or you can always "Save and resume later"

**Pay Fees: \$65.00**, chose to "Pay Online" or "Pay by Mail"

#### Record Issuance:

1. After you have chosen and gone through payment option, the screen indicates the application has been successfully completed
2. **Take note of your Record Number for this online application.** Please attach your **Record Number** if you choose "Pay by Mail"

3. You will receive the following emails:
- ✓ Authorization PIN (personal identification number) that allows you to share your application for any reason;
  - ✓ Proof of Record: is a receipt of your application confirmation, your record number will be include;
  - ✓ Application Submission and Payment Information: is the information about payment.

**Check Your Status:** Login to [ePLACE Portal](#) and click “**My Records**” and click on the symbol (►) in front “**DEP**”

**ATTENTION FIRST TIME APPLICANTS FOR THE CC CERTIFICATION**

**310 CMR 22.22(12)**

**“Application for certification must be submitted to the Department no later than 12 months after the date the applicant received notice of passing a Department approved examination.”**

**Note:**

- *If you have any questions regard, please contact Mr. Otavio DePaula-Santos at 617-556-1085 or at [Otavio.Paula-Santos@mass.gov](mailto:Otavio.Paula-Santos@mass.gov)*
- *If you have any technical issues while creating an account and registering for ePLACE, call 844- 733-7522 between the hours 7:30AM-5:00PM Monday-Friday or e-mail us at [ePLACE\\_helpdesk@state.ma.us](mailto:ePLACE_helpdesk@state.ma.us)*