



Massachusetts Department of
Environmental Protection

Commonwealth of Massachusetts
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Environmental Affairs
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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

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fact sheet

Drinking Water Program

How to Renew your MassDEP-DWP Cross-connection Certification Using the Online Application

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 that yours Cross-Connection Certification as a Backflow Prevention Device Tester and/or Cross Connection Surveyor has expired or will expire.

First Step: 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"

Second Step: ePlace Account Link Information

You have to link your existing certification information to your ePlace account:

1. Once you are registered and have logged in, click "File an Online Application."
2. Read and accept the "General Disclaimer."
3. Click on "Link Your Account" then select "Link your online account to an existing record" option and press "Continue."
4. You must select "Agency" as "EEA - Energy and Environmental Affairs" and "Apply for DEP Authorization."
5. Enter your "**Record Identification Code and Authorization Code**" provided to you on a separate correspondence. Your personal "Authorization Code" should be kept confidential.
6. Select "Drinking Water (DW)" and "WS10 – Cross-connection Certification Application"
7. Click the "Continue" button.
8. Review the information entered is correct.
9. Click "Continue" button to complete the linking process.
10. Click on "My Records" and you will see this Authorization

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”**

Note:

- *If you have any questions regard, please contact Mr. Otavio DePaula-Santos at 617-556-1085 or at Otavio.Paula-Santos@state.ma.us.*
- *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*