

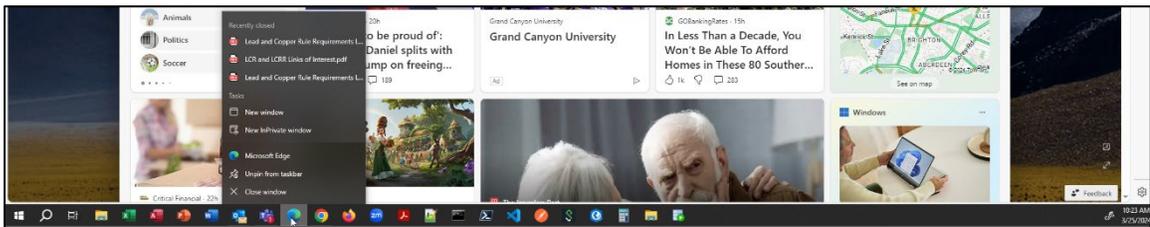
# MassDEP Drinking Water Program Annual Statistical Report (ASR) Tech Tips for PWSs and Operators

Here are some of the most common issues that eDEP users encounter during the ASR filing process, and how to work through those problems:

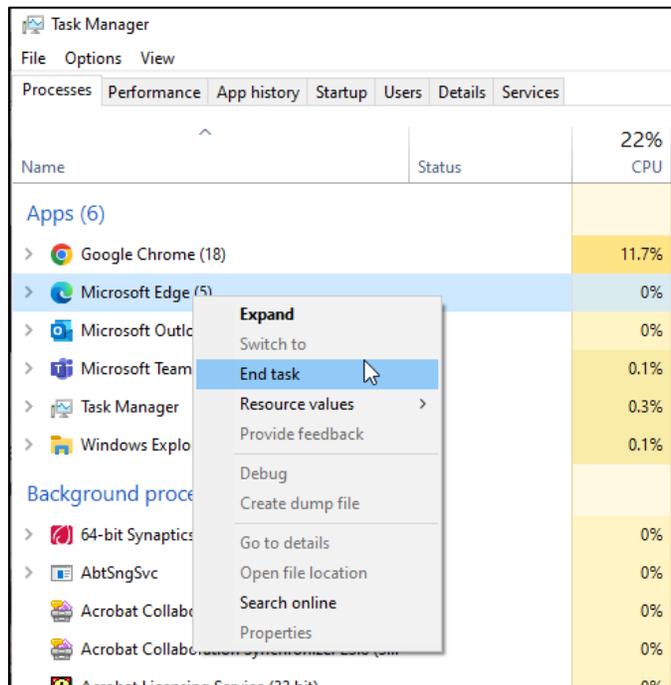
## 1. Multiple tabs and/or windows error

First, try closing out of the browser completely, as follows

- On Windows computer, right click browser icon in the taskbar, and select close window, as seen below.



- Windows users also have the option to open Task Manager and end processes. This should eliminate any potential background processes that would cause the multiple tabs/windows error.



- To open Task Manager, press ctrl + alt + del (at the same time).
  - Select Task Manager
  - Select the “Processes” tab
  - Find the process/app for your web browser, e.g. Google Chrome, Microsoft Edge.
  - Right-click the browser process/app and select “End Task”
  - Repeat these steps for each instance of the web browser process listed.
- On Apple computer, select the browser window to make it the active window. Press command/⌘ + Q to fully quit the application.
- If closing out of browser does not work, then restart your computer.

## **2. Missing Forms (incorrect data load)**

- Before starting work on your eASR verify that a complete “build” includes all expected forms.
  - The full set of forms should include the following (those italicized may not appear in your transaction overview list if it does not apply to your system):
    - System Information
    - Treatment Plants
    - Pump Stations
    - Cross Connection Control Program (CCCP)
    - Storage Facilities
    - *Source Protection – Zone II*
    - Staffing and Contact Information
    - *Source Protection -IWPA*
    - Ground Water Sources
    - Surface Water Sources
    - Purchased Water Sources
    - Water Production & Consumption Information
    - *Water Management Act Annual Report – Distribution*
    - *Water Management Act Annual Report – Basin Withdrawal*
  - If forms are missing, delete the transaction and start over to force a rebuild of the transaction.

## **3. Attaching Files**

To attach files to the ASR, after you have completed and validated all forms, you will be prompted to attach additional files.

- Click on the button labeled “Choose File”.

Note: The button label may be different depending on the browser you are using. For example, through google chrome the button label is **Orange**.

- Locate the file and click “Open” (Microsoft Windows).
- Repeat steps 1 and 2 for each attachment type listed.
- Click the button labeled “Attach/Update Files”
- If you have additional files to attach that are not listed, click the radio button labeled “Yes, I will attach or mail (additional) files” and send all files to [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) Subject: eASR Attachments.

#### **4. Revisions or Additions after Submitting the ASR.**

Your ASR cannot be updated after submission. If you need to add or correct information, please print the form, make the changes, scan and email to [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) Subject: eASR Revision.

Note: if you are only correcting contact information, please have the primary distribution operator/owner/primary contact email the new information and request DWP make the update for you without a corrected form.

#### **5. eDEP Account Ownership**

An eDEP account belongs to an individual person and should not be shared among multiple persons. The notarized Proof of Identity(ies) associated with each eDEP account are of the owner (an individual) of the eDEP account. You should not share your account login information with others and you should also not use an eDEP account that does not belong to you, such as retired, or former staff, at your PWS. By using and submitting transactions from an eDEP account not owned by you, you are misrepresenting any official submissions made using the eDEP account in question. If you need assistance creating your own eDEP account, contact [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov).

**If you have other issues submitting your eASR or these solutions do not work for you, please contact [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) Subject: eASR Question and a member of the DWP staff will assist you.**