



MassDEP

Drinking Water Program

One Winter Street – 5th Floor; Boston, MA 02108

Program.Director-DWP@mass.gov or 617-292-5770



Drinking Water Program Updates

2020-04-02

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

1. Massachusetts Covid-19 Information
2. MassDEP Public Water Supply Information
3. MassDEP COVID19 Conference Calls
4. How to connect with MassDEP and the Drinking Water Program
5. Calling All Certified Operators!
6. Useful Web Links
7. SRF Grant Deadlines
8. Training
 - a. Free AIWA Webinar - 5 TCH
 - b. Cyanobacteria Webinar
 - c. Free Private Well Classes

Massachusetts Covid19 Information

For all information go to <https://www.mass.gov/info-details/covid-19-state-of-emergency>

Text COVIDMA to-888-777 to sign up for text messages alerts about the latest information in Massachusetts concerning COVID-19.

MassDEP Public Water Supply Information

MassDEP is coordinating with the water supply industries, agencies, and organizations to provide information about the impacts of COVID-19 in Massachusetts.

- Recorded weekly meetings with Commissioner Suuberg: [Water Suppliers Meetings on COVID-19](#)
 - Recorded weekly meetings with Commissioner Suuberg: [Wastewater Treatment System Operators Meetings on COVID-19](#)
 - Questions from drinking water operators answered by Mass: DEP [Water Supplier FAQs](#)
 - Questions from wastewater operators answered by MassDEP: [Wastewater Operator FAQs](#)
-

MassDEP COVID19 Conference Calls

MassDEP's Commissioner Suuberg is holding weekly Zoom conference calls to all operators and interested parties. Here is a link to MassDEP's webpage, where recordings of Commissioner Suuberg's calls with the operators as well as FAQs for both water supply and wastewater are published: <https://www.mass.gov/lists/covid-19-information-for-drinking-water-and-wastewater-operators>. MassDEP will continue to populate this webpage with other relevant information related to the COVID-19 crisis.

The next call with Commissioner Suuberg is scheduled for Tuesday, April 7, at 2 PM. Please email any questions you have to jpederson@masswaterworks.org by noon on Tuesday.

Topic: MassDEP call with Public Water Systems re: COVID-19

Time: Apr 7, 2020 02:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/550814507>

By Phone: +1 929 436 2866 US (New York)

With Computer Audio: <https://zoom.us/j/716180953> (please turn your video off!)

Meeting ID: 550 814 507

One tap mobile

+19294362866,,550814507# US (New York)

+13126266799,,550814507# US (Chicago)

Dial by your location

+1 929 436 2866 US (New York)

+1 312 626 6799 US (Chicago)

+1 301 715 8592 US

+1 346 248 7799 US (Houston)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US

Meeting ID: 550 814 507

Find your local number: <https://zoom.us/j/550814507>

How to Connect with MassDEP and the Drinking Water Program

Currently, MassDEP offices are closed and staff are working remotely until May 4, 2020. There are several ways to contact the Drinking Water Program for your daily work.

We encourage you to use phone, or email to contact staff. You may continue to contact your regional program. See [Water Supplier FAQs](#) . You may also send questions to MassDEP's Drinking Water Program by emailing Program.Director-DWP@mass.gov or calling the main DWP phone number at 617-292-5770. Staff are checking messages throughout the day. For emergencies, call MassDEP at 888-304-1133.

Be sure to sign up for these *MassDEP Drinking Water Program Updates* by emailing your name, email address, PWS ID # and PWS name to Program.Director-dwp@mass.gov and use the subject line: Add My Email.

Calling All Certified Operators! Training

Division of Professional Licensure (DPL) webinar for renewing expired certified operator licenses.

When: Friday April 10th 2020 at 11 am via Webex

Agenda:

- Introduction and Purpose
- Walk through the job-aid (Attached)
- Q&A

Instructions for joining the meeting:

To join the online presentation visit <https://statema.webex.com/> and enter the meeting ID 618 091 880, and password “Water2020” to join.

Also **see attached excerpt** from DPL Creating an ePLACE Portal Account; Linking a License and Renewing a License via ePLACE Portal. This document provides step-by-step instructions on how to register and create an account on the ePLACE Portal, linking your ePLACE Portal account to your license, and renewing your license via the ePLACE Portal.

What are some steps PWS could take to find replacements for Covid-19 impacted operators?

The Board of Certification of Operators of Drinking Water Supply Facilities are currently authorized by regulation to issue temporary emergency certifications that can last for up to six months.

Steps

1. Identify individuals who can run your system.
2. Reach out to recently retired operators (preferably with valid licenses and appropriate grades) who are familiar with the system.
3. Reach out to operators whose licenses have recently expired (12/31/19).
Encourage operators with expired licenses to renew online with DPL. Note: due to high volume of on-line licensing inquiries from operators, response time from DPL may be longer than normal. Operators with expired licenses are eligible to receive Temporary Certification as described below.
4. Reach out to other professionals (such as licensed professional engineers and others) who are familiar with operating a public water system and can assist the PWS in providing a clean source of drinking water to the public.

5. Upon identifying new operators, the PWS should complete the “Temporary Emergency Certification Application” found at:
<https://www.mass.gov/doc/temporary-emergency-certification-application-o/download> on the DPL website. Complete a hard copy and send to DPL address listed on the form. In order to expedite this process also send completed form via email to drinkingwaterboard@mass.gov with a cc to: michael.maynard@mass.gov and program.director-dwp@mass.gov. All applications will be reviewed by DPL and the Board of Certification and a determination will be made. PWS will be notified ASAP.

DPL and MassDEP are working collectively to assist PWS with identifying qualified individuals that can assist with providing a clean source of drinking water to the public.

Useful Web Links

- MA Department of Public Health: <https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19>
- Mass Water Works Association: <https://mwwa.memberclicks.net/>
- New England Water Works Association: <https://www.newwa.org/About/COVID-19Information.aspx>

- Join the MA WARN – Water Agency Response Network: <http://portal.mawarn.org/>
- American Water Works Association: <https://www.awwa.org/Resources-Tools/Resource-Topics/Coronavirus>
- US EPA: <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>
- Centers for Disease Control and Prevention Information: <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>
- World Health Organization: <https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19>
- Department of Homeland Security: <https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>
- Water ISAC

Security & Resilience Update



<https://www.waterisac.org/>

Please go to Water ISAC's site for a wealth of information including such things as FEMA Resilience Tools, Perils of your Zoom meeting being hacked, and Corona Pandemic Information.

Alerts, reports, best practices and much more can be found on their site.

SRF Grant Deadlines

The Trust and MassDEP have issued a joint statement to extended key SRF deadlines in response to the COVID-19 Emergency. The full text of the statement is at <https://www.mass.gov/alerts/covid-19-guidance-for-state-revolving-loan-srf-borrowers#undefined>. It also appears at the following link: <https://www.mass.gov/state-revolving-fund-srf-loan-program>.


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

or click here:  YouTube

Upcoming Trainings

AWIA – Free online Training

MassDEP has worked with EPA to redesign the April 22, 2020 training on AWIA sections 2013 and 2018 into a webinar option due to the ongoing pandemic. This online training is now open to all community PWSs serving greater than or equal to 3,300 customers, and will prepare PWSs for conducting their Risk and Resilience Assessments, updating Emergency Response Plans, the certification process, and a brief overview of section 2018, which includes revisions to the Emergency Planning and Community Right to Know Act (EPCRA). A total of five Training Contact Hours (TCHs) have been approved for this online training, provided you register and complete the questions both throughout and at the end of the training. Please see the attached agenda and below information for training details:

WHEN: April 22, 2020

TIME: 8:00 AM to 2:30 PM ET

WHERE: Online Webinar

Registration is required. Use this link to

register: <https://attendee.gotowebinar.com/register/4518660042831080961>

Cyanobacteria in Drinking Water

There is an EPA webinar on **April 28th (2-3:30 EST)** on Treatment Options for HABs Impacted Waters and Water Treatment Plant Evaluation Protocol for HABs.

<https://www.epa.gov/water-research/small-systems-monthly-webinar-series>

Private Well Class

Is My Water Safe to Drink? - Common Questions about Private Wells

Wednesday, April 22, 2020 at 1PM CT

Hosted by PrivateWellClass.org

<http://privatewellclass.org/101>

Groundwater and Well Construction 101

Wednesday, May 20, 2020 at 1PM CT

Hosted by PrivateWellClass.org

<http://privatewellclass.org/construction-webinar>

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>.

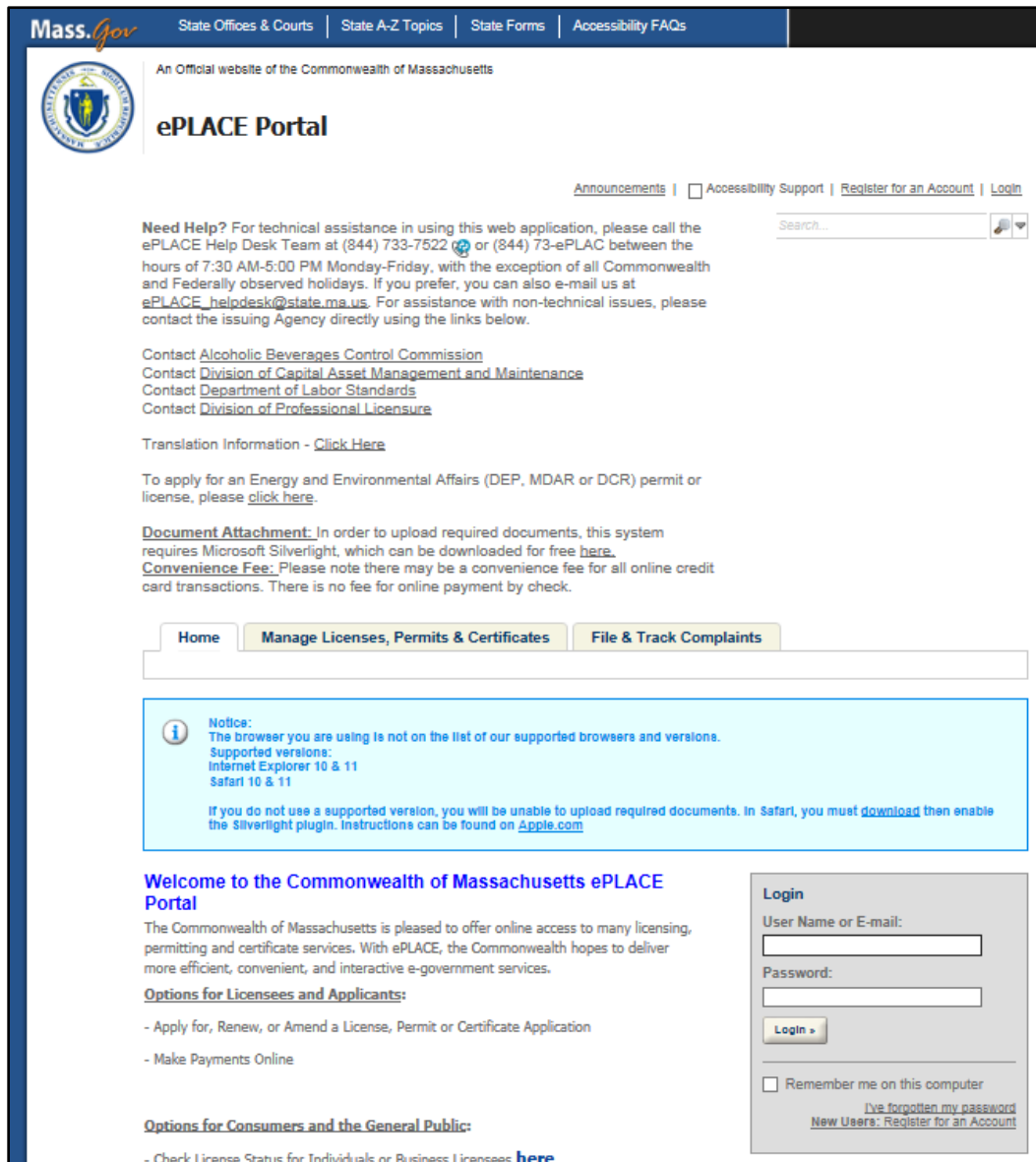
Creating an ePLACE Portal Account; Linking a License and Renewing a License via ePLACE Portal

Overview

This document provides step-by-step instructions on how to register and create an account on the ePLACE Portal, linking your ePLACE Portal account to your license, and renewing your license via the ePLACE Portal.

Directions

- 1 Navigate to the ePLACE Portal webpage: <https://elicensing.state.ma.us/CitizenAccess/>



The screenshot shows the ePLACE Portal homepage. At the top is the Mass.gov header with navigation links: State Offices & Courts, State A-Z Topics, State Forms, and Accessibility FAQs. Below this is the ePLACE Portal logo and a search bar. The main content area includes a 'Need Help?' section with contact information for the ePLACE Help Desk Team, a 'Document Attachment' section with links to download Microsoft Silverlight and a convenience fee notice, and a 'Welcome to the Commonwealth of Massachusetts ePLACE Portal' section. On the right side, there is a 'Login' form with fields for 'User Name or E-mail' and 'Password', a 'Login' button, and links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'. A red arrow points from the URL in the directions to the top right of the page.

Mass.gov State Offices & Courts | State A-Z Topics | State Forms | Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

ePLACE Portal

Announcements | ☐ Accessibility Support | [Register for an Account](#) | [Login](#)

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 733-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@state.ma.us. For assistance with non-technical issues, please contact the issuing Agency directly using the links below.

Contact [Alcoholic Beverages Control Commission](#)
Contact [Division of Capital Asset Management and Maintenance](#)
Contact [Department of Labor Standards](#)
Contact [Division of Professional Licensure](#)

Translation Information - [Click Here](#)

To apply for an Energy and Environmental Affairs (DEP, MDAR or DCR) permit or license, please [click here](#).

Document Attachment: In order to upload required documents, this system requires Microsoft Silverlight, which can be downloaded for free [here](#).
Convenience Fee: Please note there may be a convenience fee for all online credit card transactions. There is no fee for online payment by check.

[Home](#) | [Manage Licenses, Permits & Certificates](#) | [File & Track Complaints](#)

Notice:
The browser you are using is not on the list of our supported browsers and versions.
Supported versions:
Internet Explorer 10 & 11
Safari 10 & 11
If you do not use a supported version, you will be unable to upload required documents. In Safari, you must [download](#) then enable the Silverlight plugin. Instructions can be found on [Apple.com](#)

Welcome to the Commonwealth of Massachusetts ePLACE Portal

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

Options for Licensees and Applicants:

- Apply for, Renew, or Amend a License, Permit or Certificate Application
- Make Payments Online

Options for Consumers and the General Public:

- Check License Status for Individuals or Business Licensees [here](#)

Login

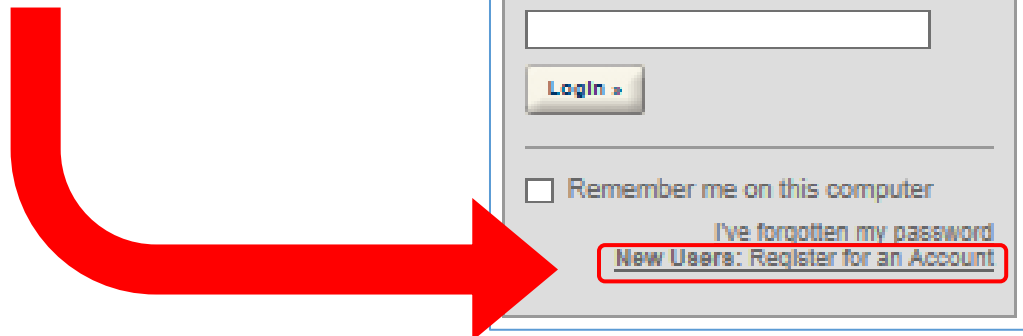
User Name or E-mail:

Password:

[Login >](#)

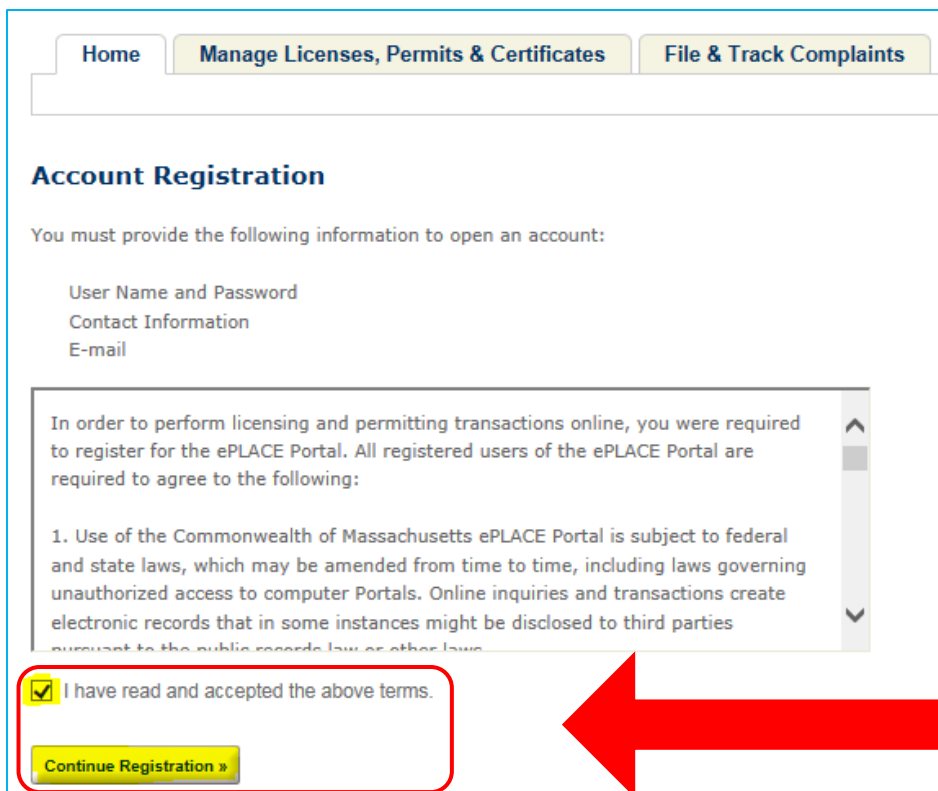
☐ Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

- 2 In the grey Login box, click on the link
[New Users: Register for an Account](#)



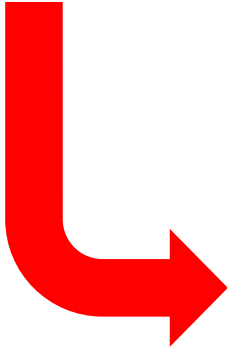
The screenshot shows a grey login box with the title "Login". It contains two input fields: "User Name or E-mail:" and "Password:". Below these is a "Login »" button. At the bottom, there is a checkbox labeled "Remember me on this computer" and a link "I've forgotten my password". A red box highlights the link "New Users: Register for an Account" below the password field. A large red arrow points from the text in step 2 to this link.

- 3 Review the terms of service and mark the checkbox below it. Then click on the
[Continue Registration](#) button.



The screenshot shows the "Account Registration" page. It has three tabs: "Home", "Manage Licenses, Permits & Certificates", and "File & Track Complaints". Below the tabs, it says "You must provide the following information to open an account:" followed by a list: "User Name and Password", "Contact Information", and "E-mail". A scrollable box contains the terms of service. Below the terms, there is a checkbox labeled "I have read and accepted the above terms." which is checked. A red box highlights this checkbox and the "Continue Registration »" button below it. A large red arrow points from the text in step 3 to this button.

- 4 Complete all required fields (required fields have a red asterisk*).

The screenshot shows the 'Account Registration for the Commonwealth of Massachusetts ePLACE Portal' page. It has tabs for 'Home', 'Manage Licenses, Permits & Certificates', and 'File & Track Complaints'. The main heading is 'Enter / Confirm Your Account Information'. A note states: 'E-mail addresses must be current in order to receive important legal and other notices relating to your use of this site. An e-mail will be sent to the e-mail address provided during the registration process.' The 'Login Information' section contains several required fields marked with a red asterisk: * User Name, * E-mail Address, * Password, * Type Password Again, * Select a Security Question, and * Answer. A red circle highlights these fields. To the right, a blue box contains the text: 'For future reference, make a note of your user name (or email address) and password. You will need this information after you have created your ePLACE Portal account.' Below this is the 'Contact Information' section, which includes instructions and an 'Add New' button. A red arrow points from step 5 to the 'Add New' button.

- 5 Once the required fields are completed. Click the **Add New** button to provide contact information.



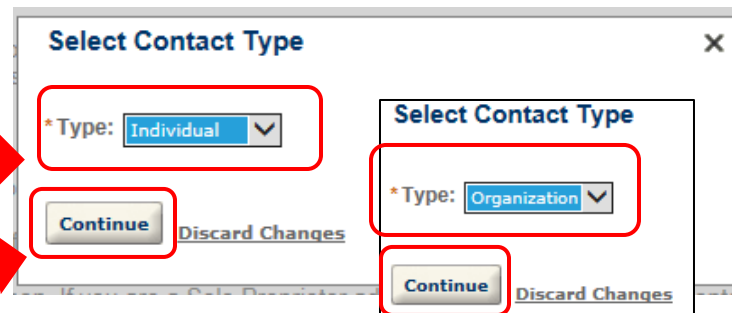
When selecting a **Contact Type**, choose “**Individual**” if this account is for a person, or choose “**Organization**” if this account is for a business entity.

The 'Select Contact Type' dialog box shows a dropdown menu for '*Type:' with 'Individual' selected. Below the dropdown are 'Continue' and 'Discard Changes' buttons.

6 Creating a Contact Type

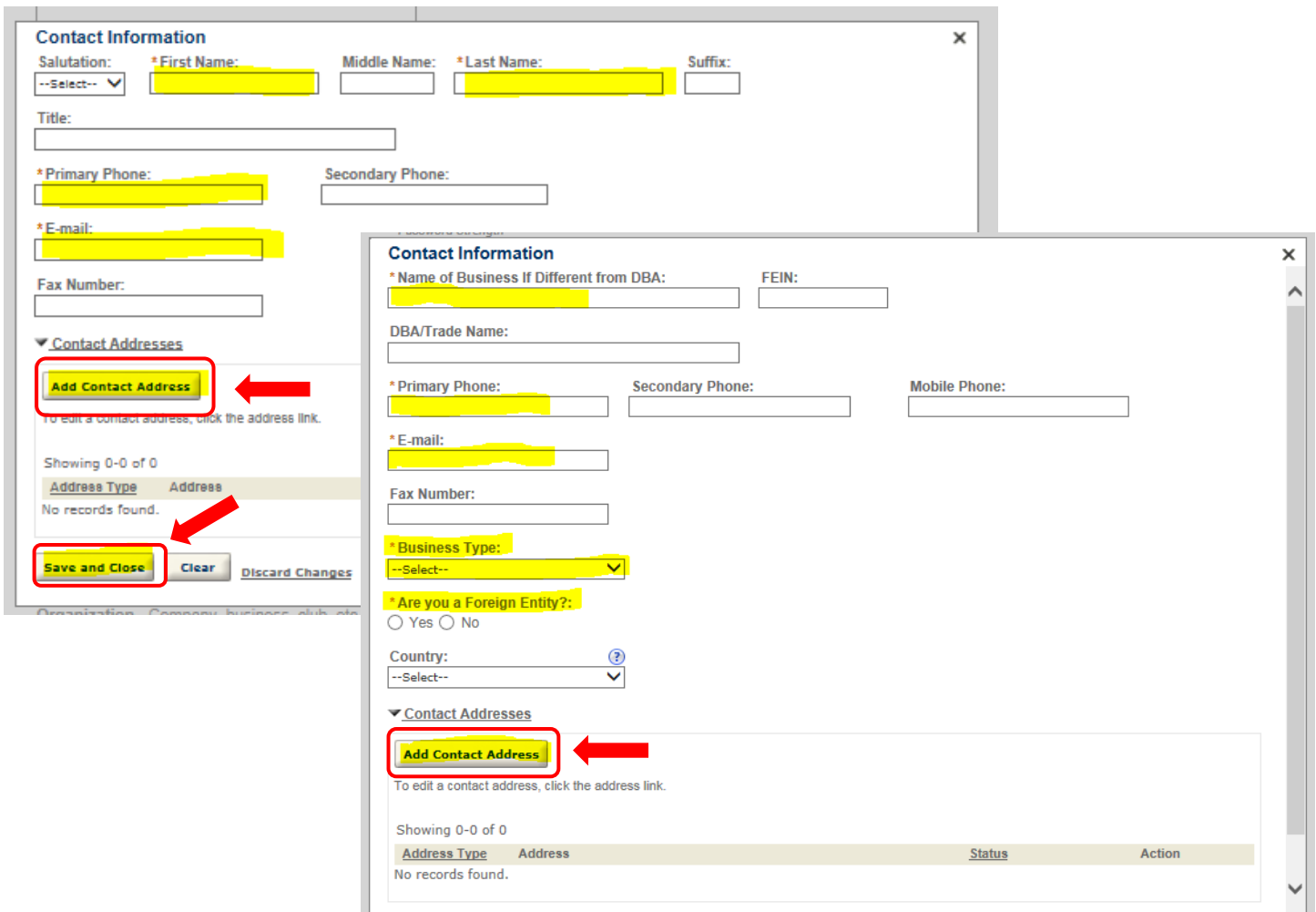
For the **Contact Type** in the “Type” dropdown menu, select “**Individual**” for an individual, or select “**Organization**” for a business.

Then click the **Continue** button.



The image shows two versions of the 'Select Contact Type' dialog box. In the first, the 'Type' dropdown is set to 'Individual'. In the second, it is set to 'Organization'. Both versions have a 'Continue' button highlighted with a red box and a red arrow pointing to it from the text above.

In the Contact Information pop-up window that appears, complete all the required fields. The required fields may vary depending on the Contact Type you selected.



The image shows two versions of the 'Contact Information' pop-up window. The left version is for an individual, and the right version is for an organization. Both versions have the 'Add Contact Address' button highlighted with a red box and a red arrow pointing to it from the text above.

After you have completed the required fields in the Contact Information window, click on the **Add Contact Address** button. The Contact Address Information pop-up window will appear. Complete the required fields and then click on the **Save and Close** button.

The image shows two overlapping windows. The background window is titled "Contact Information" and contains fields for Salutation, First Name, Middle Name, Last Name, Suffix, Title, Primary Phone, Secondary Phone, E-mail, and Fax Number. Below these fields is a section titled "Contact Addresses" which includes an "Add Contact Address" button (highlighted with a red box) and a table showing no records. The foreground window is titled "Contact Address Information" and contains fields for Address Type (set to "Mailing Address"), Street Number, Address Line 1, Address Line 2, Address Line 3, City, State, ZIP Code, Country/Region (set to "United States"), and Recipient. The "Save and Close" button in this window is also highlighted with a red box. A black arrow points from the "Add Contact Address" button in the first window to the "Save and Close" button in the second window.

The image shows the "Contact Information" window after the address has been added. A yellow message box at the top of the "Contact Addresses" section reads "Contact address added successfully." Below this is a table with one row: "Mailing Address" for "Harrison Street", with a status of "Active". The "Save and Close" button at the bottom left is highlighted with a red box. A red arrow points from the message box to the "Save and Close" button.

Once you have saved and closed the Contact Address Information window, a message displays confirming that the "Contact address added successfully".

Then click the **Save and Close** button in this Contact Information window.

Commonwealth of Massachusetts
Enterprise eLicensing System Integration Services Project
Division of Professional Licensure

Contact Information

Please select "Add New" to provide contact information. E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal. An e-mail will be sent to the e-mail address provided during the registration process.

This contact information pertains to the account registration for this Portal. All other changes to contact information should be made through the application or amendment process with the applicable Agency.

You can associate two types of contacts with your registration an "Individual" and/or and "Organization".

Individual - Individual is a person. If you are a Sole Proprietor add yourself as an "Individual" contact.

Organization - Company, business, club, etc., that is formed for a particular purpose. Entity being licensed permitted and/or certified to do business in the Commonwealth of Massachusetts. When adding an Organization contact type, you will be required to provide a FEIN number.

✔ **Contact added successfully.**

Curly Sue
[REDACTED]@state.ma.us
Primary Phone: (617)727-[REDACTED]
Mobile Phone:
Alternate Phone:
Fax Number:
[Edit](#) [Remove](#)

▼ **Contact Addresses**

[Add Contact Address](#)

To edit a contact address, click the address link.

Showing 1-1 of 1

Address Type	Address	Status	Action
Mailing Address	Harrison Street	Active	Actions ▼

[Continue Registration »](#)

After you have saved and closed the Contact Information pop-up window, a message displays confirming that the “**Contact added successfully**”.

Then click the **Continue Registration** button at the bottom of the page.

[Announcements](#) | [Register for an Account](#) | [Login](#)

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Convenience Fee: Please note there may be a convenience fee for all online credit card transactions. There is no fee for online payment by check.

Home

Manage Licenses, Permits & Certificates

File & Track Complaints



Congratulations. You have successfully created an account with the Commonwealth of Massachusetts ePLACE Portal. You will receive a confirmation by e-mail.

Reminder: If you are a current license, permit or certificate holder, you must link this Portal account to your record before you can complete transactions such as a renewal or amendment.

Click on the "Home" tab to login and continue.

Your account has been successfully created.

Account Information

User Name: CurlySue

E-mail: [REDACTED]@state.ma.us

Password: *****

Security Question: What is the brand of your first car?

Contact Information

Curly Sue

[REDACTED]@state.ma.us

Primary Phone: (617)727-[REDACTED]

Alternate Phone:

Fax Number:

Contact Address List

▼ Contact Addresses

Showing 1-1 of 1

Address Type	Address	Status	Action
Mailing Address	Harrison Street	Active	

Upon completing account registration, a message appears confirming that your ePLACE Portal account has been successfully created!

If you wish to renew or amend your license, you must now follow the steps to link your license.

Proceed for directions on linking your license to your ePLACE Portal account.

DPL Training

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7 Linking a License to Your ePLACE Portal Account (for Licensed Individuals and Businesses)

7A To link your license to your ePLACE Portal account, you will need your license Record Identification code and Authorization Code. This information is provided in the paper renewal form you may have received in the mail or you can contact your licensing Board and request it.

Immediately after you create your ePLACE Portal account and click on any of the tabs (Home, Manage Licenses, or File & Track Complaints), you will be automatically signed out and required to login using the User Name (or email address) and Password you used to create your ePLACE Portal account.

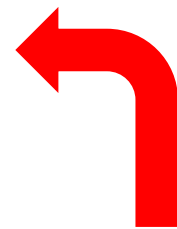
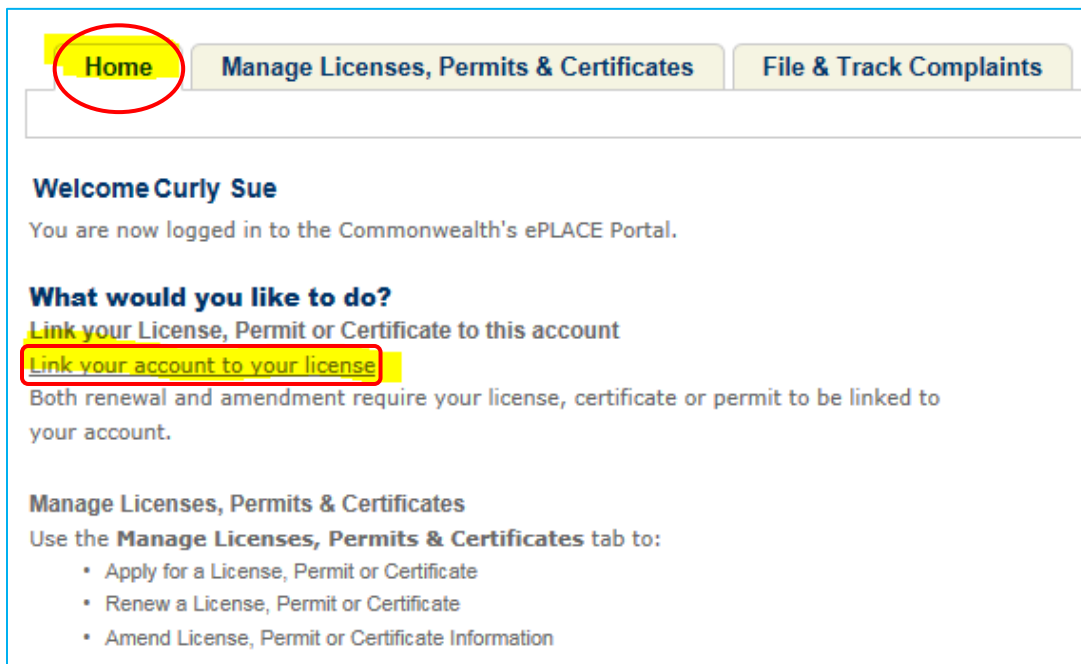
Simply type in your User Name (or email address) and Password. Then click on the **Login** button.

You must follow these steps for each and every license you have under DPL that you wish to link to your ePLACE Portal account.

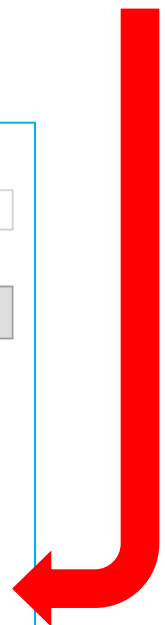
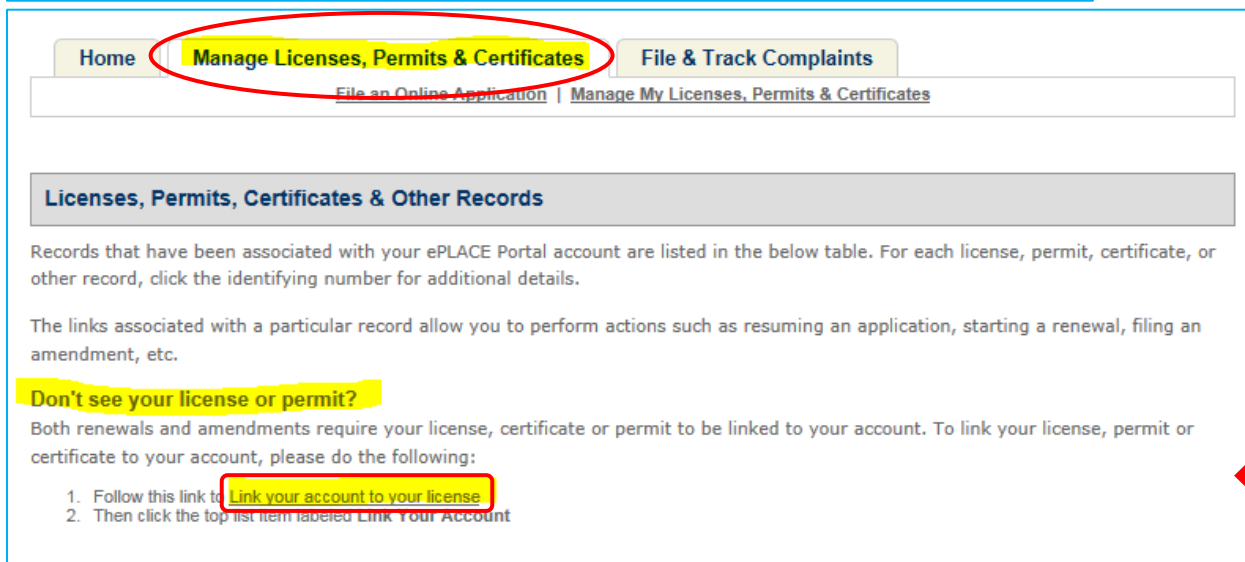
The screenshot shows the ePLACE Portal interface. At the top, there are three tabs: "Home", "Manage Licenses, Permits & Certificates", and "File & Track Complaints". Below the tabs, the main heading reads "Welcome to the Commonwealth of Massachusetts ePLACE Portal". A paragraph follows, stating: "The 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." Below this, there are two sections: "Options for Licensees & Applicants:" and "Options for Consumers and the General Public:". The "Options for Licensees & Applicants:" section lists two items: "- Apply for, Renew, or Amend a License, Permit or Certificate Application" and "- Make Required Payments Online". The "Options for Consumers and the General Public:" section lists one item: "- Check License Status for a Individuals or Business Licensee [here](#)". On the right side of the page, there is a "Login" box. It contains two input fields: "User Name or E-mail:" and "Password:". Both fields are highlighted with a yellow background. Below these fields is a "Login »" button, which is also highlighted with a yellow background. A red arrow points from the top right towards the login box, and another red arrow points from the left towards the "Login »" button. Below the login box, there is a checkbox labeled "Remember me on this computer" and two links: "I've forgotten my password" and "New Users: Register for an Account".

7B If you are on the HOME tab, under the “What would you like to do?” section, click on the [Link your account to your license](#) link.

Or, if you are on the MANAGE LICENSES, PERMITS & CERTIFICATES tab, under the “Don’t see your license or permit?” section, click on the [Link your account to your license](#) link.



**HOME tab
OR
MANAGE
LICENSES tab**



The screenshot shows the ePLACE Online Services portal. At the top, there are three tabs: "Home", "Manage Licenses, Permits & Certificates", and "File & Track Complaints". Below the tabs, there are two links: "File an Online Application" and "Manage My Licenses, Permits & Certificates". The main heading is "ePLACE Online Services".

New Applicants and Consumers:
The Commonwealth of Massachusetts ePLACE portal provides the ability to file applications for licensure, permits, and certificates and submit complaints. From the listing below, please select the service you would like to use and click the continue button.

Existing Licensees, Permit or Certificate Holders:
You may use the "Manage Licenses, Permits, & Certificate" tab to renew or amend a license, permit or certificate. **NOTE:** The Division of Professional Licensure's "License Amendment" service below can be used to update information, such as mailing address, across multiple licenses.

If your license or permit is not listed under the "Manage Licenses, Permits & Certificates" tab, please select the "Link your online account to an existing record" option found under the "Link Your Account" section below. You will be prompted for a "record identification code" and "authorization code." This information was provided to you on your renewal notice or other recent communication from the Agency.

Below the text, there is a search bar with a "Search" button. Below the search bar, there is a section titled "Link Your License/Permit/Certificate to Your Account" with a red box around it. Below this section, there is a list of professional boards and divisions, each preceded by a right-pointing arrow. At the bottom of the page, there is a "Continue" button with a red box around it. Red arrows point from the "Link Your License/Permit/Certificate to Your Account" section to the "Continue" button.

Link Your License/Permit/Certificate to Your Account
Link your license / permit / certificate to your portal account

- ▶ Alcoholic Beverages Control Commission - Retail
- ▶ Alcoholic Beverages Control Commission - State
- ▶ Board of Allied Health Professions
- ▶ Board of Allied Mental Health and Human Services
- ▶ Board of Certification of Health Officers
- ▶ Board of Embalming and Funeral Directing
- ▶ Board of Examiners of Sheet Metal Workers
- ▶ Board of Hearing Instrument Specialists
- ▶ Board of Operators of Drinking Water Supply Fac.
- ▶ Board of Public Accountancy
- ▶ Board of Radio and Television Technicians
- ▶ Board of Registration in Optometry
- ▶ Board of Registration in Podiatry
- ▶ Board of Registration in Veterinary Medicine
- ▶ Board of Registration of Architects
- ▶ Board of Registration of Chiropractors
- ▶ Board of Registration of Cosmetology and Barbering
- ▶ Board of Registration of Dietitians and Nutritionists
- ▶ Board of Registration of Dispensing Opticians
- ▶ Board of Registration of Electrologists
- ▶ Board of Registration of Landscape Architects
- ▶ Board of Registration of Home Inspectors
- ▶ Board of Registration of Massage Therapy
- ▶ Board of Registration of Professional Engineers and of Land Surveyors
- ▶ Board of Registration of Psychologists
- ▶ Board of Registration of Real Estate Appraisers
- ▶ Board of Registration of Real Estate Brokers and Salespersons
- ▶ Board of Registration of Sanitarians
- ▶ Board of Registration of Social Workers
- ▶ Board of Speech-Language Pathology and Audiology
- ▶ Board of State Examiners of Electricians
- ▶ Board of State Examiners of Plumbers and Gas Fitters
- ▶ Division of Capital Asset Management and Maintenance
- ▶ Department of Labor Standards
- ▶ Office of Private Occupational School Education

Continue

7C On the next page, in the list of links click on the first link **Link Your License/Permit/Certificate to Your Account**.

Below that, click on the circle next to **Link your license/permit/certificate to your portal account**.

Then scroll to the bottom of the page and click on the **Continue** button.

7D You are then directed to step 1 of the Record Link page.

- For **Agency**, select DPL.
- For **Record Identification Code**, type in your license record ID which is your license number (hyphen) Board code (hyphen) Type class (Example: 123455-EL-A)
- For **Authorization Code**, type in your Authorization Code provided on your paper renewal form or obtain this information by *contacting the Board staff. (Example: 123654788)

Then click the **Continue** button.

*If you contact the Board staff, you will need to provide your name, license information, date of birth, and last four digits of your Social Security Number for purposes of identification and authentication.

Home Manage Licenses, Permits & Certificates File & Track Complaints

Record Link

1 Link your existing record 2 Review 3 Application Submission

Step 1: Link your existing record > Record Authorization Form

At this time, the ePLACE Portal services only some (not all) licenses and permits issued by the Alcoholic Beverages Control Commission (ABCC), the Division of Capital Asset Management and Maintenance (DCAMM), the Department of Labor Standards (DLS), and the Division of Professional Licensure (DPL).

To associate your existing license or permit to your portal account, select the applicable Agency and enter the "Record Identification Code" and the associated "Authorization Code." This information was provided on your renewal notice or other recent communication from the Agency.

* indicates a required field.

Record Authorization Form

RECORD LINK

* Agency: ? DPL

* Record Identification Code:

* Authorization Code:

Continue »

Save and resume later:

Home Manage Licenses, Permits & Certificates File & Track Complaints

Record Link

1 Link your existing record 2 Review 3 Application Submission

Step 2: Review

Continue » Save and resume later:

Please review all information below. Click the "Edit" button to make changes. If there are no changes needed, please click the "Continue" button.

Record Type

Record Link

Record Authorization Form

RECORD LINK

Agency: DPL

Record Identification Code: EL-A

Authorization Code:

Continue » Edit

Save and resume later:

7E You are then directed to step 2 of the Record Link page.

Review the information you entered for accuracy. Should you need to edit anything, click on the Edit button shown on the right.

If the information displayed is correct, click the **Continue** button.

At this point, you are directed to step 3 of the Record Link page and a message appears confirming that your license has been successfully linked to your ePLACE Portal account!

Now, follow those same steps for each and every license you have under DPL that you wish to link to your ePLACE Portal account.

Home Manage Licenses, Permits & Certificates File & Track Complaints

Record Link

1 Link your existing record 2 Review 3 Application Submission

Step 3: Application Submission

☒ **Successfully Completed.**
Go to Manage my Licenses, Permits, & Certificates to renew or amend the license you just linked to your account.

Thank you for using our online services.
Your Record Number is 18CAP-00014674.

Choose "Manage Licenses & Permits" to view your linked licenses and/or permits.

8 Renewing a License Via ePLACE Portal

8A Login to your ePLACE Portal account if you have not already done so.

8B Click on the **Manage Licenses, Permits & Certificates** tab.

8C The license you linked will be listed there with a link to renew if you are eligible for license renewal. Click on the Renew Application link.

The screenshot shows the 'Master Electrician Renewal' page. At the top, there are tabs for 'Home' and 'Manage Licenses, Permits & Certificates'. Below these is a link to 'File an Online Application'. The main heading is 'Master Electrician Renewal'. There are three steps: '1 Contact Information', '2 Application Information', and '3 Documentation'. The first step is selected. Below the steps, it says 'Step 1: Contact Information > Contact Information'. There is a section for 'Licensed Individual'. Below this, there is a message about updating the mailing address. A red arrow points from the 'Continue' button at the bottom left to the 'Contact Address Information' window in the next screenshot.

Home Manage Licenses, Permits & Certificates

File an Online Application

Master Electrician Renewal

1 Contact Information 2 Application Information 3 Documentation

Step 1: Contact Information > Contact Information

Licensed Individual

If your mailing address has changed, you may update your address by selecting the 'Contact Address Information' link. Licensees must maintain at least one mailing address. Only a mailing address you wish to update it now you must submit the change via a paper license renewal form or by submitting a name change amendment. A name change amendment can be found under the "file an online application" link on the home page. If you need a duplicate paper renewal to be provided please contact the board.

Leija.T.Meadows@mass.gov
Primary Phone:
Mobile Phone:
Alternate Phone:
[Edit](#)

Contact Address Information

Add Contact Address

To edit a contact address, click the address link.
Required contact address type(s): Mailing Address

Showing 1-1 of 1

Address Type	Recipient	Address	Action
Mailing Address		FRAMINGHAM, MA, 01701-2633, United States	Actions

Continue »

Save and resume later:

8D On the next page, the first tab of the renewal is displayed: **Contact Information**.

If the Board allows for it, Licensed Individuals (not Businesses) may update their Mailing Address here.

If not updating an address, click the **Continue** button.

To update your Mailing Address, simply click on the address link. A Contact Address Information window appears. Update the required fields and click the **Save and Close** button. If multiple addresses appear here, select the one at the top.

After you have saved and closed the Contact Address Information window, a message displays confirming that the "Contact address updated successfully".

Then click the **Continue** button at the bottom of the page.

The screenshot shows the 'Contact Address Information' window. It has fields for 'Address Type' (Mailing Address), 'Country' (United States), 'Street Number' (1000), 'Address Line 1' (Washington Street), 'Address Line 2' (Suite 710), 'Address Line 3', 'City' (Boston), 'State' (MA), and 'ZIP Code' (02130). There are buttons for 'Save and Close', 'Save and Add Another', and 'Discard Changes'. A red arrow points from the 'Continue' button in the previous screenshot to the 'Save and Close' button. Another red arrow points from the 'Continue' button in the next screenshot back to the 'Save and Close' button.

Contact Address Information

* Address Type: Mailing Address * Country: United States

Street Number: 1000 * Address Line 1: Washington Street

Address Line 2: Suite 710

Address Line 3:

City: * Boston State: * MA * ZIP Code: 02130

Save and Close Save and Add Another Discard Changes

Add Contact Address

To edit a contact address, click the address link.
Required contact address type(s): Mailing Address

✓ Contact address updated successfully.

Showing 1-1 of 1

Address Type	Recipient	Address
Mailing Address		1000 Washington Str

Continue »

8E On the following page, the next tab of the online license renewal is displayed. On this and all subsequent tabs, update information where applicable, answer all required questions, and proceed through the rest of the online renewal. Proceed by clicking on the **Continue** button.

When additional information is required as part of your license renewal, instructional text is provided on the page to explain what information is captured there and how to update the renewal record with that information.

8F On the Documentation tab of the online renewal, you are able to **upload any saved or scanned files from your hard drive. If you do not need to upload files, click on the **Continue** button to proceed.

****NOTE: Users will need to install Microsoft Silverlight in order to upload files to the Documentation tab.**

Home Manage Licenses, Permits & Certificates File & Track Complaints

File an Online Application | Manage My Licenses, Permits & Certificates

Master Electrician Renewal

1 Contact Information 2 Application Information 3 Documentation 4 Attestation 5 E-Signature 6 7 8

Step 3: Documentation > Documentation

* indicates a required field.

Documentation

The maximum file size allowed is 20 MB.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Continue >

To upload files to the Documentation tab, click on the **Add** button.

Save and resume later:

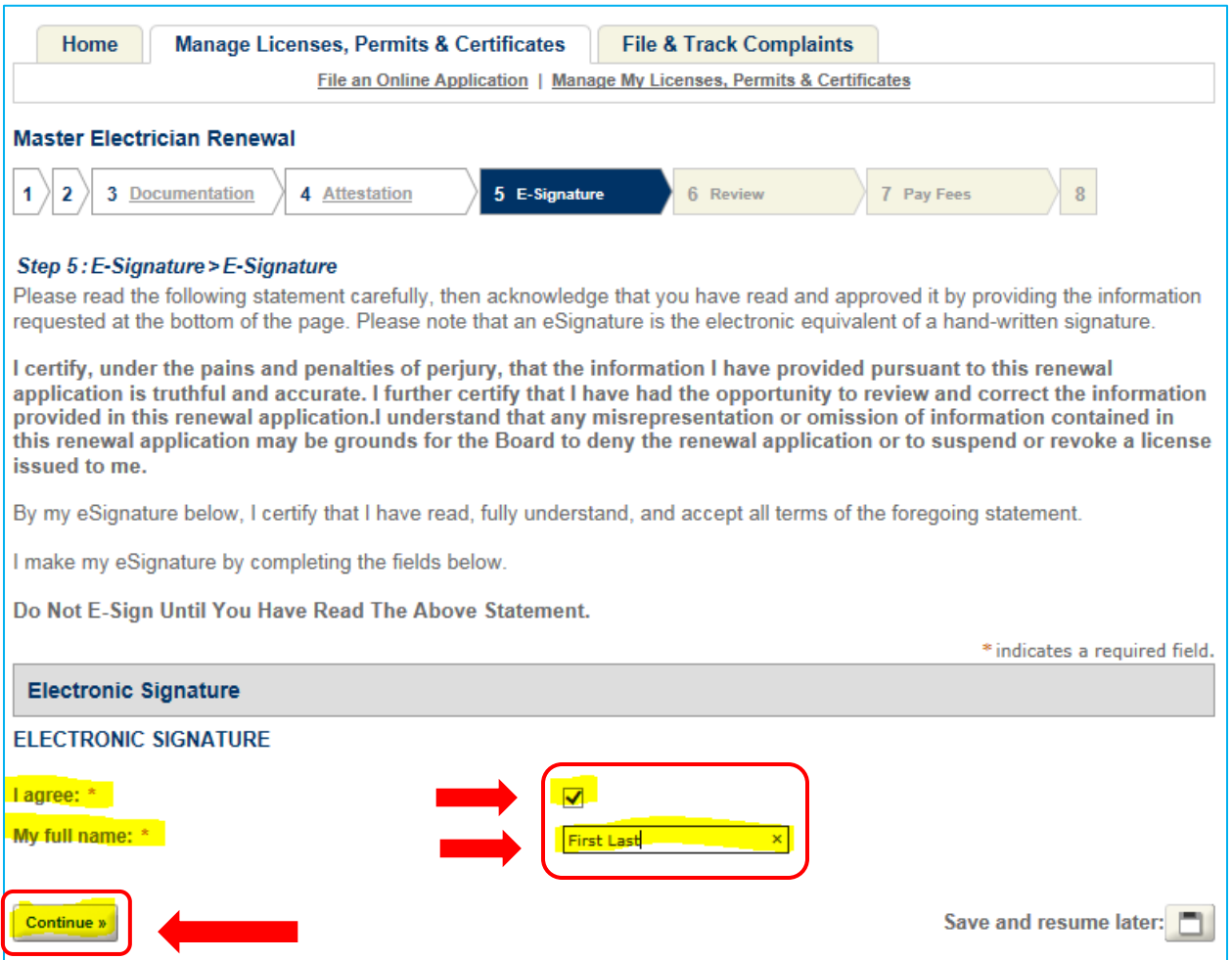
Follow the prompts to select the chosen file. Select the type of file from the **Type** dropdown menu, and type a description of the file in the **Description** field.

Click the **Add** button to upload another file. Click the **Save** button to save your changes. Click the **Continue** button when finished.

8G On the Attestation tab of the online renewal, review the attestation statements and respond **Yes** or **No** by clicking on the circle next to your response. If you are prompted to provide an explanation, type your explanation in the Explanation text box that appears.

After you have responded to all the attestations, click the **Continue** button.

8H On the E-Signature tab of the online renewal, review the electronic signature statement. Then mark the checkbox for “I agree” and type your full name in the field corresponding to “My full name”. Click the **Continue** button.



The screenshot shows the 'Master Electrician Renewal' process at Step 5: E-Signature. A red curved arrow points from the left margin to the 'E-Signature' step in the progress bar. Below the progress bar, the text reads: 'Step 5: E-Signature > E-Signature. Please read the following statement carefully, then acknowledge that you have read and approved it by providing the information requested at the bottom of the page. Please note that an eSignature is the electronic equivalent of a hand-written signature. I certify, under the pains and penalties of perjury, that the information I have provided pursuant to this renewal application is truthful and accurate. I further certify that I have had the opportunity to review and correct the information provided in this renewal application. I understand that any misrepresentation or omission of information contained in this renewal application may be grounds for the Board to deny the renewal application or to suspend or revoke a license issued to me. By my eSignature below, I certify that I have read, fully understand, and accept all terms of the foregoing statement. I make my eSignature by completing the fields below. Do Not E-Sign Until You Have Read The Above Statement. * indicates a required field.' The form contains two required fields: 'I agree: *' with a checkbox and 'My full name: *' with a text input field. Red arrows point from the left margin to the checkbox and the text input field. The checkbox is checked. The text input field contains 'First Last' and a red box highlights the entire field. At the bottom left, a red box highlights the 'Continue »' button, with a red arrow pointing from the left margin to it. At the bottom right, there is a 'Save and resume later:' button with a floppy disk icon.

Home Manage Licenses, Permits & Certificates File & Track Complaints

[File an Online Application](#) | [Manage My Licenses, Permits & Certificates](#)

Master Electrician Renewal

1 2 3 Documentation 4 Attestation 5 E-Signature 6 Review 7 Pay Fees 8

Step 5: E-Signature > E-Signature

Please read the following statement carefully, then acknowledge that you have read and approved it by providing the information requested at the bottom of the page. Please note that an eSignature is the electronic equivalent of a hand-written signature.

I certify, under the pains and penalties of perjury, that the information I have provided pursuant to this renewal application is truthful and accurate. I further certify that I have had the opportunity to review and correct the information provided in this renewal application. I understand that any misrepresentation or omission of information contained in this renewal application may be grounds for the Board to deny the renewal application or to suspend or revoke a license issued to me.

By my eSignature below, I certify that I have read, fully understand, and accept all terms of the foregoing statement.

I make my eSignature by completing the fields below.

Do Not E-Sign Until You Have Read The Above Statement.

* indicates a required field.

Electronic Signature

ELECTRONIC SIGNATURE

I agree: * ☒

My full name: *

Continue »

Save and resume later:

Home | Manage Licenses, Permits & Certificates | File & Track Complaints

[File an Online Application](#) | [Manage My Licenses, Permits & Certificates](#)

Master Electrician Renewal

1 2 3 4 **Application** 5 **Review** 6 Pay Fees 7 Record Issuance

Step 6: Review

[Continue >](#) Save and resume later:

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Master Electrician Renewal

Licensed Individual

[Edit](#)

Date of Birth: 08/23/1963
www.m...
Preferred Communication: Postal Mail

Licensee

[Edit](#)

LICENSEE

Type: Master Electrician

Inspector:

Associated Business

[Edit](#)

ASSOCIATED BUSINESS

Company Name:

DBA Name:

Licenses in Other Jurisdictions

[Edit](#)

LICENSE IN OTHER JURISDICTIONS

License Type	License Number	License Jurisdiction	Issue Date	Status
1	1	1	02/02/2017	1

Documentation

[Edit](#)

The maximum file size allowed is 50 MB.

Name	Type	Size	Latest Update	Action
Koski.jpg	Other	782.29 KB	05/30/2018	Actions
Pennette.jpg	Other	729.40 KB	05/30/2018	Actions

Renewal Attestation

[Edit](#)

RENEWAL ATTESTATION

1. I AM IN COMPLIANCE WITH G.L.c.62C §§47A & 49A.: Yes

1b. Explanation:

2. I HAVE REPORTED TO THE BOARD ALL DISCIPLINE TAKEN AGAINST ANY PROFESSIONAL LICENSE ISSUED TO ME.: Yes

2b. Explanation:

3. I HAVE REPORTED TO THE BOARD ALL CRIMINAL CONVICTIONS OR GUILTY PLEAS.: Yes

3b. Explanation:

4. I HAVE REPORTED TO THE BOARD ALL PLEAS OF NOLO CONTENDERE/NO CONTEST.: Yes

4b. Explanation:

5. I HAVE REPORTED IF I WAS A DEFENDANT IN A CIVIL PROCEEDING RESULTING IN SETTLEMENT OR JUDGEMENT.: Yes

5b. Explanation:

6. AS REQUIRED BY M.G.L. C. 206, §13A, I HAVE REPORTED MY SOCIAL SECURITY NUMBER.: Yes

6b. Explanation:

Electronic Signature

[Edit](#)

ELECTRONIC SIGNATURE

I agree: Yes

My full name: First Last

[Continue >](#) Save and resume later:

8I On the final tab of the online renewal, the Review tab, you have the opportunity to glance over the information you provided.

To edit any of the information you provided, click **Edit** button and update the information accordingly.

When you are ready to complete your online renewal and pay, click on the **Continue** button.

8J On Pay Fees tab, the renewal fee (and a late fee if applicable) will be displayed.

Click the **Continue** button to proceed.

Home Manage Licenses, Permits & Certificates File & Track Complaints

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Master Electrician Renewal

1 2 3 4 Attestation 5 E-Signature 6 Review 7 Pay Fees 8 Record Issuance

Step 7: Pay Fees

Listed below are fees based upon the information you've entered. Please review the fees and then click the "Continue" button to proceed. You will be redirected to the Commonwealth's payment site to provide all required payment information.

Application Fees

Fees	Qty.	Amount
Late Renewal Fee	1	\$57.00
Master Electrician License - Renewal	1	\$117.00

TOTAL FEES
Note: This does not include additional fees, such as licensure fees, which may be assessed later.

\$174.00

Continue »

On the second part of the Pay Fees tab, select the preferred payment method: Credit Card or Bank Account (Electronic Check). Click on the **Submit Payment** button.

*The Credit Card payment method includes a nominal convenience fee. Using the Bank Account (Electronic Check) payment method does **not** incur a convenience fee.

Home Manage Licenses, Permits & Certificates File & Track Complaints

[File an Online Application](#) | [Manage My Licenses, Permits & Certificates](#)

Master Electrician Renewal

1 2 3 4 Attestation 5 E-Signature 6 Review 7 Pay Fees 8 Application Submission

Step 7: Pay Fees

Please select a payment method and then click the "Submit Payment" button. You will be redirected to the Commonwealth's payment site to provide all required payment information.

The available payment methods are:
Bank Account (Electronic Check)
Credit Card

* indicates a required field.

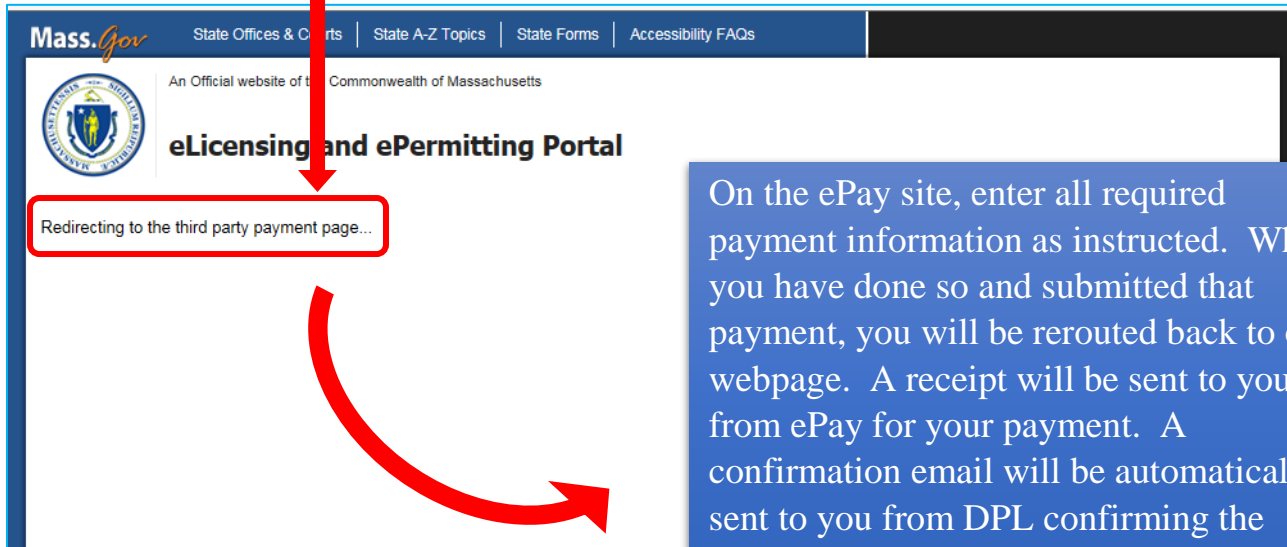
Payment Options

Amount to be charged: \$174.00

☒ Pay with Credit Card
☐ Pay with Bank Account

Submit Payment »

8K Upon clicking the Submit Payment button, you will be directed to our third party payment page for ePay.



On the ePay site, enter all required payment information as instructed. When you have done so and submitted that payment, you will be rerouted back to our webpage. A receipt will be sent to you from ePay for your payment. A confirmation email will be automatically sent to you from DPL confirming the submission of your online renewal.

8L After the payment piece is completed and you are returned to the ePLACE Portal, navigate to the **Manage Licenses, Permits & Certificates** tab to view your updated license information (expiration date will change and status will reflect as Current). The renewal record you just submitted will also appear with a status of Ready for Printing. You should receive your new license card approximately 4-6 weeks from the time you renewed.

The screenshot shows the ePLACE Portal interface. The 'Manage Licenses, Permits & Certificates' tab is selected. Below the navigation bar, there is a section titled 'Licenses, Permits, Certificates & Other Records'. A table displays the following information:

Date	Identifying Number	Record Type	Entity Name	Expiration Date	Status	Action
05/11/2016	2018-██████-EL-A-R	Master Electrician Renewal			Ready for Printing	
12/11/2014	██████-EL-A	Master Electrician License		07/31/2019	Current	Amendment

Below the table, there are instructions: '1. Follow this link to Link your account to your license' and '2. Then click the top list item labeled Link Your Account'. The table is repeated below with the same data.