

# Fact Sheet for Public Water Systems for Temporary Emergency Certificates and Provisional Certificates

This fact sheet describes Temporary Emergency Certificates (TECs) and Provisional Certificates (PCs) and highlights the process for applying for a TEC or PC for your Public Water System (PWS).

## Definitions

If a PWS does not have a properly licensed operator as required by [Massachusetts Drinking Water Regulations \(310 CMR 22.11B\)](#), they can apply for a temporary license for an operator already working at the PWS. There are two types of temporary licenses, as defined in [236 CMR 4.00](#): Temporary Emergency Certificates (TEC) issued to the operator and Provisional Certificates (PC) issued to the PWS. The TEC license allows a specific operator to serve as a PWS's Primary or Secondary Operator while the PWS obtains a properly licensed operator – by searching for a new operator or waiting for a currently employed operator to obtain the required qualifications (i.e. examination, education, and experience). A PC license may be granted when/if a PWS's TEC expires and the PWS has not yet obtained a properly licensed operator. Both TEC and PC licenses are valid for six months and cannot be renewed. The PWS may apply for another TEC license if the operator is different than the one listed on the first TEC license.

The granting of TEC and PC licenses does not relieve the PWS from the responsibility of hiring an appropriately licensed operator as soon as possible.

## Process

1. TEC license applications should be submitted as soon as possible once the PWS identifies that they need a TEC license because their current Primary or Secondary operator will no longer be available to supervise their system. It is strongly recommended to submit PC license applications at least one month prior to the expiration of the TEC license.
2. The PWS must first apply for a TEC license for the on-staff operator that will hold the position of Primary or Secondary Operator. If the PWS does not have a properly licensed operator by the time the TEC license expires (six months from date of issuance), they may apply for a PC license.
3. The PWS or the PWS's operator should submit the [Temporary Emergency Certificate application](#) or the [Provisional Certificate application](#) and corresponding application fee to the Division of Occupational Licensure (DOL) as listed on the above linked TEC and PC.
4. Given the inherent urgency in applying for a TEC or PC license, the Board of Certification of Operators of Drinking Water Supply Facilities (the Board) has delegated to the Board Chair the duty of reviewing and acting upon applications outside of Board meetings. Applications and decisions are included in the Board's meeting agendas. The Board reserves the right to deny the request for certification if the information provided does not meet the standards set forth in the existing regulations. Board meetings and agenda information are located at [Board meeting minutes webpage](#).
5. If approved, the Board sends a letter to the TEC/PC designee and PWS that acts as the license. Applications are shared with the applicable regional MassDEP Drinking Water Program Chief.

For all questions on this information please contact the Drinking Water Board at  
[DrinkingWaterBoard@mass.gov](mailto:DrinkingWaterBoard@mass.gov).