



# New Drinking Water System Self Guide

## Minimum System Permitting and Approval Process

### Source Pumping 10,000 to <100,000 GPD or 7 to <70 GPM

The purpose of this Drinking Water Program (DWP) Facility Self Guide is to assist new public water systems (PWS)<sup>1</sup> to prepare drinking water program permit applications and requests for approval that comply with current MassDEP regulations, policies, and guidelines found at <https://www.mass.gov/service-details/water-resources-laws-rules>. Completion of this self-guide will ensure that the applicant has considered minimum permitting aspects identified by the MassDEP Drinking Water Program. Please note: MassDEP may require additional information as regulations, standards, or procedures are implemented or revised. **This self-guide does not need to be submitted to MassDEP**, but may be used in planning consultations with MassDEP staff.

## Instructions to Applicant – How to Use This Self Guide

1. Find the regional MassDEP office for your city or town where the proposed system including well, wellfield, or spring is or will be located: <https://www.mass.gov/service-details/massdep-regional-offices-by-community>
2. Contact the regional MassDEP office in advance of planning for a new or substantial modification to a public water system. MassDEP staff will help you to identify all permits and approvals that you will need.

MassDEP Contact List

	Source Approval		System Approval	
<b>NERO - (Northeast)</b>	Melissa Dwinell <a href="mailto:melissa.dwinell@mass.gov">melissa.dwinell@mass.gov</a>	857-278-5348	Melissa Dwinell <a href="mailto:melissa.dwinell@mass.gov">melissa.dwinell@mass.gov</a>	857-278-5348
<b>SERO - (Southeast)</b>	Michelle Regon, <a href="mailto:michelle.regon@mass.gov">michelle.regon@mass.gov</a>	508-946-2836	Jim McLaughlin, <a href="mailto:james.m.mclaughlin@mass.gov">james.m.mclaughlin@mass.gov</a>	508-946-2805
<b>CERO - (Central)</b>	Timothy O'Keefe <a href="mailto:timothy.okeefe@mass.gov">timothy.okeefe@mass.gov</a>	781-686-6867	Randy Swigor <a href="mailto:randy.swigor@mass.gov">randy.swigor@mass.gov</a>	781-459-9270
<b>WERO - (Western)</b>	Christine Simard <a href="mailto:christine.simard@mass.gov">christine.simard@mass.gov</a>	413-755-2147	Andrew Kelly <a href="mailto:Andrew.kelly@mass.gov">Andrew.kelly@mass.gov</a>	413-755-2230
<b>BOSTON - (HQ)</b>	Bruce Bouck <a href="mailto:bruce.bouck@mass.gov">bruce.bouck@mass.gov</a>	617-556-1055	Xochitl Perez <a href="mailto:Xochitl.Perez@mass.gov">Xochitl.Perez@mass.gov</a> (System Approval Check Self-Guide and New Technology)	
<b>Drinking Water Program - (General)</b>	<a href="mailto:program.director-dwp@mass.gov">program.director-dwp@mass.gov</a>			

3. Discuss your plans with MassDEP staff and check off all required items on the attached self-guide. Review the web links for more information on any item. You may wish to record the name of the MassDEP staff you contacted and the date for future contact.
4. Submit your permit and/or approval request as specified by your regional contact and the MassDEP information. MassDEP has various application fees with a waiver policy in certain cases. Refer to the forms for more information or to the schedule of water supply fees and permit codes at: <https://www.mass.gov/guides/massdep-permitting-assistance>.

<sup>1</sup> Public Water System means a system for the provision to the public of water for human consumption, through pipes or other constructed conveyances, if such system has at least 15 service connections or regularly serves an average of at least 25 individuals daily at least 60 days of the year. A public water system includes a "community water system" or a "non-community water system". For more information refer to PWS definition in MassDEP's regulations at <https://www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations>. Refer to MassDEP Drinking Water Policies # 88-10 and # 88-11 for calculating daily consumption and residential populations at <https://www.mass.gov/service-details/drinking-water-policies-and-guidance>.

# New Drinking Water System - Self Guide

For Minimum MassDEP /DWP Approvals. Permits and Other Required Documents Needed for New System Approval for Source(s) Pumping 10,000 to <100,000 GPD or 7 to <70 GPM

<b>Item #</b> Check <input checked="" type="checkbox"/> if applicable after discussion with MassDEP contact	<b>Permit/Approval or Other Documentation Needed</b> MassDEP may require the following permits or approvals prior to the system receiving <b>final</b> approval to operate. The following permits and approvals are listed in likely sequence; however the final sequencing will be decided by the progress of each item and discussion with your MassDEP regional contact. View the web link for more information on the item.	<b>Comments</b> Include explanations of not applicable (N/A) items in this column
1 <input type="checkbox"/>	<b>Consecutive Public Water System</b> - If a new drinking public water system consists only as a new consecutive system, such that, water is received and/or purchased from one or more MassDEP approved supplying public water systems with an existing PWS ID number, then a written summary agreement is needed for submittal per MassDEP Regulations 310 CMR 22.03 Compliance at <a href="https://www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations">https://www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations</a> . For examples of written agreements see: <a href="https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#consecutive-water-systems-">https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#consecutive-water-systems-</a> . If this item 1 is checked, then proceed to <b>Capacity Development</b> -item 8, then proceed to item 14 titled <b>Chemical Addition Permit</b> , and then finish the remaining items.	
2 <input type="checkbox"/>	<b>Source Permit – BRP WS 13</b> Approval to Site and Conduct a Pumping Test for a Source Less Than 70 Gallons per Minute which includes exploratory phase, site examination, land use survey, and approval to conduct pumping test. Form to be submitted to MassDEP. <a href="https://www.mass.gov/how-to/ws-13-approval-to-site-a-source-and-conduct-a-pumping-test-for-a-source-less-than-70-gallons">https://www.mass.gov/how-to/ws-13-approval-to-site-a-source-and-conduct-a-pumping-test-for-a-source-less-than-70-gallons</a>	
3 <input type="checkbox"/>	<b>Source Permit – BRP WS 15</b> Approval of Pumping Test Report and to Construct a Source less than 70 Gallons per Minute. Form to be submitted to MassDEP. <a href="https://www.mass.gov/how-to/ws-15-approval-of-pumping-test-report-and-to-construct-a-source-less-than-70-gallons-per">https://www.mass.gov/how-to/ws-15-approval-of-pumping-test-report-and-to-construct-a-source-less-than-70-gallons-per</a>	
4 <input type="checkbox"/>	<b>Wetlands permit</b> if work in wetlands is needed for drilling – Notice of Intent (NOI) application (401 determination) <a href="https://www.mass.gov/lists/wetlands-permitting-forms">https://www.mass.gov/lists/wetlands-permitting-forms</a>	
5 <input type="checkbox"/>	<b>Local Conservation Commission Order of Conditions</b> to be completed if required by the Local Conservation Commission. Over 100 Massachusetts communities have local wetlands protection bylaws in addition to the state and federal laws. Contact the conservation commission at your city or town hall for more information about local bylaws. <a href="https://www.mass.gov/guides/protecting-wetlands-in-massachusetts">https://www.mass.gov/guides/protecting-wetlands-in-massachusetts</a>	
6 <input type="checkbox"/>	<b>Massachusetts Endangered Species Act (MESA) Permit Application</b> to be completed if applicable. If applicable an application with potential Notice of Intent (NOI) is required <a href="https://www.mass.gov/ma-endangered-species-act-mesa-regulatory-review">https://www.mass.gov/ma-endangered-species-act-mesa-regulatory-review</a>	
7 <input type="checkbox"/>	<b>Army Corps of Engineers 404 Permit to be completed if applicable.</b> This permit may be required if alteration of wetlands occurs during pumping test. Call 1-800-362-4367 for more information. <a href="http://www.epa.gov/owow/wetlands/pdf/reg_authority_pr.pdf">http://www.epa.gov/owow/wetlands/pdf/reg_authority_pr.pdf</a>	

8 <input type="checkbox"/>	<b>Capacity Development - Business Plan</b> for New Water Supplies to be submitted to MassDEP. <a href="https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#system-development">https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#system-development</a>	
9 <input type="checkbox"/>	<b>Construction Permit</b> - BRP WS 23A – Approval to construct facility to pump less than 40,000 gpd form, <b>or</b> Construction Permit – BRP 23B – Approval to construct facility to pump between 40,000 – 200,000 gpd form needs to be submitted to MassDEP. <a href="https://www.mass.gov/how-to/ws-23-24-approval-to-construct-a-water-treatment-facility">https://www.mass.gov/how-to/ws-23-24-approval-to-construct-a-water-treatment-facility</a>	
10 <input type="checkbox"/>	<b>Source of Water Deed Note.</b> If a Note on the Deed is requested by MassDEP regional office, the owner of a transient non-community public water system source or any other public water system source shall complete an affidavit and submit a copy to MassDEP, <a href="http://www.mass.gov/dep/water/laws/goneappb.pdf">http://www.mass.gov/dep/water/laws/goneappb.pdf</a>	
11 <input type="checkbox"/>	<b>Proof of ownership or ability to control the Zone I</b> , as required, refer to MassDEP regulations 310 CMR 22.21: Ground Water Supply Protection. To be submitted to MassDEP. <a href="https://www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations">https://www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations</a>	
12 <input type="checkbox"/>	<b>Groundwater Under the Direct Influence of Surface Water (GWUDI) Exemption Request</b> (if applicable) to be submitted to MassDEP. Refer to Criteria for Determining Exemption (Factsheet for Non-Community Public Water Systems) <a href="https://www.mass.gov/doc/criteria-for-determining-exemption-factsheet-non-community-systems">https://www.mass.gov/doc/criteria-for-determining-exemption-factsheet-non-community-systems</a>	
13 <input type="checkbox"/>	<b>Ground Water Rule Representative Triggered Monitoring Plan.</b> Ground Water Rule* Applies to all systems with ground water sources that do not have MassDEP certified 4-log treatment. To be submitted to MassDEP. Refer to <a href="https://www.mass.gov/doc/gwr-c-representative-triggered-monitoring-plan">https://www.mass.gov/doc/gwr-c-representative-triggered-monitoring-plan</a> .	
14 <input type="checkbox"/>	<b>New Technology Permit</b> to be completed if applicable for drinking water additives, chemicals, treatment devices or equipment, if a product or operation will come into contact with a public water supply. <a href="https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#new-technology-approvals-forms-">https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#new-technology-approvals-forms-</a>	
15 <input type="checkbox"/>	<b>Chemical Addition Permit</b> - BRP WS 34 Chemical Addition Retrofit for Systems That Serve Less Than or Equal to 3,300 People ( <i>if any chemical(s), such as bleach or lime, are planned to be added to PWS, submit this permit form</i> ) <a href="https://www.mass.gov/how-to/ws-34-water-treatment-chemical-addition-retrofit-of-water-systems-serving-less-than-3300">https://www.mass.gov/how-to/ws-34-water-treatment-chemical-addition-retrofit-of-water-systems-serving-less-than-3300</a>	
16 <input type="checkbox"/>	<b>Operation and Maintenance (O/M)</b> procedures for all treatment operations to be submitted to MassDEP** Preventive Maintenance schedule log of routine operation and maintenance tasks to be developed and submitted. <a href="https://www.mass.gov/doc/drinking-water-policy-93-02-operation-and-maintenance-manuals-0">https://www.mass.gov/doc/drinking-water-policy-93-02-operation-and-maintenance-manuals-0</a>	
17 <input type="checkbox"/>	<b>Spare parts</b> inventory to be made available for all applicable components** <a href="https://www.mass.gov/guides/emergency-planning-and-preparedness-tips-for-wastewater-and-water-treatment-plant-operators">https://www.mass.gov/guides/emergency-planning-and-preparedness-tips-for-wastewater-and-water-treatment-plant-operators</a>	
18 <input type="checkbox"/>	<b>Waste disposal permit**</b> (If applicable) PWS must submit a Waste Disposal Plan per Guidelines Chapter 5.10 <a href="https://www.mass.gov/service-details/guidelines-for-public-">https://www.mass.gov/service-details/guidelines-for-public-</a>	

	<a href="#">water-systems</a>	
19 <input type="checkbox"/>	<p><b>Energy Saving report or statement*</b>. Summary discussion to be submitted. Refer to Guidelines Chapter 1.2.10 Energy Efficiency Encouraged (if applicable).  <a href="https://www.mass.gov/service-details/guidelines-for-public-water-systems">https://www.mass.gov/service-details/guidelines-for-public-water-systems</a></p>	
20 <input type="checkbox"/>	<p><b>Emergency Response plan (ERP)</b> needs to be submitted*  <a href="https://www.mass.gov/service-details/guidelines-for-public-water-systems">https://www.mass.gov/service-details/guidelines-for-public-water-systems</a>  Refer to Guidelines  Chapter 12: Emergency Response Planning.  <a href="https://www.mass.gov/doc/guidelines-for-public-water-systems-chapter-12-emergency-response-planning-0/download">https://www.mass.gov/doc/guidelines-for-public-water-systems-chapter-12-emergency-response-planning-0/download</a>  And  Appendix O- Handbook for Water Supply Emergencies  <a href="https://www.mass.gov/doc/guidelines-for-public-water-systems-appendix-o-handbook-for-water-supply-emergencies-0/download">https://www.mass.gov/doc/guidelines-for-public-water-systems-appendix-o-handbook-for-water-supply-emergencies-0/download</a>  <b>Note:</b></p> <ul style="list-style-type: none"> <li>• <b>Cybersecurity must be addressed in all PWS ERP.</b></li> <li>• Cybersecurity must be integrated into the routine operations and maintenance of the PWS to ensure the continuity of safe drinking water.</li> <li>• PWS must have a cybersecurity program/ plan and conduct a cybersecurity assessment.</li> <li>• PWS are expected to eliminate cybersecurity vulnerabilities identified by their cybersecurity assessment.</li> <li>• For more details see <a href="#">MassDEP/DWP cyber resource Hub</a>.</li> </ul>	
21 <input type="checkbox"/>	<p><b>a) Distribution Modifications Permit BRP WS 33</b> for systems that serve 3,300 people or less in the modification of a drinking water distribution systems, such as storage tanks, distribution pump stations, and transmission main installation. Form to be submitted.  <a href="https://www.mass.gov/how-to/ws-33-distribution-modifications-for-systems-that-serve-3300-people-or-fewer">https://www.mass.gov/how-to/ws-33-distribution-modifications-for-systems-that-serve-3300-people-or-fewer</a></p> <p><b>b) Map of distribution system</b> including all pipes, valves, hydrants, storage facilities, etc. to also be submitted.</p>	
22 <input type="checkbox"/>	<p><b>Service Line Inventory (SLI)</b> - to be completed by all NTNC and COM PWS. PWS must submit the <a href="#">MassDEP SLI Workbook</a> (or the <a href="#">No Split Ownership workbook</a>, if applicable). The Workbook files and Instructions for the workbook(s) are available on the Lead and Copper Forms webpage: <a href="https://www.mass.gov/lists/lead-copper-forms-and-templates">https://www.mass.gov/lists/lead-copper-forms-and-templates</a>.</p> <p>PWS must also submit the SLI Certification Form with their SLI:  <a href="https://www.mass.gov/doc/lcr-service-line-inventory-certification-form/download">https://www.mass.gov/doc/lcr-service-line-inventory-certification-form/download</a></p> <p>PWS must also submit the No Lead Service Lines Certification if PWS's SLI only contains Non Lead Service Lines: <a href="https://www.mass.gov/doc/lcrr-certification-of-non-lead-service-lines-request-for-approval/download">https://www.mass.gov/doc/lcrr-certification-of-non-lead-service-lines-request-for-approval/download</a></p> <p>Should a PWS not have any service lines, PWS may complete the No SLI Certification Form. This form may be provided upon request.</p>	
23 <input type="checkbox"/>	<p><b>Certified Operator</b> * Submit name and staffing plan of hired certified operator responsible to run PWS system. <i>Also complete the individual duties forms for each system type.</i>  <a href="https://www.mass.gov/doc/public-water-system-certified-operator-compliance-notice-0">https://www.mass.gov/doc/public-water-system-certified-operator-compliance-notice-0</a></p>	
24 <input type="checkbox"/>	<p><b>Cross connections program plan*</b>to be submitted  <a href="https://www.mass.gov/lists/cross-connections-forms">https://www.mass.gov/lists/cross-connections-forms</a></p>	

25 <input type="checkbox"/>	<b>Other permit(s), approval(s) or documents</b> as determined by MassDEP	
26 <input type="checkbox"/>	<p>When all applicable items from above are approved you will receive a <b>Final Approval of Completed Works Letter from MassDEP</b> which includes the issuance of a PWS ID number (generated by MassDEP) and a Sampling Schedule*. Refer to Massachusetts Drinking Water Program Testing Requirements for Public WaterSystems:  <a href="https://www.mass.gov/doc/testing-requirements-for-public-water-systems-summary-0">https://www.mass.gov/doc/testing-requirements-for-public-water-systems-summary-0</a></p> <p>Once a system is approved and in operation, the following minimum reports and information are required:</p> <ol style="list-style-type: none"> <li>1. Community water systems are required to test their water for coliform bacteria and other contaminants specified in the regulations and on their sampling schedule using a state certified lab, and report the results. <a href="https://www.mass.gov/guides/drinking-water-standards-and-guidelines">https://www.mass.gov/guides/drinking-water-standards-and-guidelines</a></li> <li>2. Monthly chemical reporting form to be submitted monthly (if any treatment chemicals are added to PWS) <a href="https://www.mass.gov/how-to/chemical-addition-report">https://www.mass.gov/how-to/chemical-addition-report</a> **</li> <li>3. Water Treatment Chemical Feed System Control and Alarm Testing Log <a href="https://www.mass.gov/doc/water-treatment-chemical-feed-system-control-and-alarm-testing-log">https://www.mass.gov/doc/water-treatment-chemical-feed-system-control-and-alarm-testing-log</a>**</li> <li>4. Consumer Confidence Reports (annually to customers required) <a href="https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#consumer-confidence-reports">https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#consumer-confidence-reports</a></li> <li>5. Safe Drinking Water Act Assessment. Bills for the Massachusetts Federal Safe Drinking Water Act Assessment are mailed to all public water systems based on water use reported for previous calendar year. Minimum bill is \$20.00. <a href="https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#safe-drinking-water-act">https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#safe-drinking-water-act</a></li> <li>6. Annual Statistical Reporting (eASR) Form (<i>This report is submitted online and requires proof of identity</i>) <a href="https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#statistical-reporting-forms">https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#statistical-reporting-forms</a></li> <li>7. _____</li> <li>8. _____</li> <li>9. _____</li> <li>10. _____</li> <li>11. _____</li> <li>12. _____</li> </ol>	

\*The approval for this item is generally included in final approval of complete works.  
\*\*The approval for this item is usually given for the specific component, but approval may also be included in the final approval of complete works.

**Applicants may wish to keep the following information:**

Location of new PWS: \_\_\_\_\_  
Date of contact or consultation with MassDEP staff: \_\_\_\_\_