



New Drinking Water System Self Guide

Minimum System Permitting and Approval Process

TNC Source Pumping Less than 10,000 GPD or 7 GPM

The purpose of this Drinking Water Program (DWP) Facility Self Guide is to assist new public water systems (PWS)¹ 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 Guide²

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

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>.

¹ 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>.

² Two different "How –To-Guides" for TNCs are found at <https://www.mass.gov/doc/a-business-owners-guide-to-complying-with-massachusetts-state-drinking-water-rules> and <https://www.mass.gov/files/documents/2018/01/11/Managing%20your%20TNC%20System%20Guide.pdf>.

New Drinking Water System - Self Guide

For Minimum MassDEP /DWP Approvals. Permits, and Other Required Documents Needed for New System Approval for TNC Systems with Source(s) Pumping Less than 10,000 GPD or 7 GPM

Item # Check / if applicable after discussion with MassDEP contact	Permit/Approval or Other Documentation Needed MassDEP may require the following permits or approvals prior to the system receiving final 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.	Comments Include explanations of not applicable (N/A) items in this column
1 <input type="checkbox"/>	Consecutive Public Water System - 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 https://www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations . For examples of written agreements see https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#consecutive-water-systems . If this item 1 is checked, then proceed to Capacity Development item 3, then proceed to item 9 titled Chemical Addition Permit, and then finish the remaining items.	
2 <input type="checkbox"/>	Source Permit – (Well Permit) BRP WS 37 – Approval of TNC less than 10,000 gpd which includes pumping test information, Zone I delineation/ownership/control, construction and treatment specifications, etc. Form to be submitted. https://www.mass.gov/how-to/ws-37-approval-of-transient-non-community-source-less-than-7-gallons-per-minute	
3 <input type="checkbox"/>	Capacity Development - Business Plan for New Water Supplies to be completed https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#system-development	
4 <input type="checkbox"/>	Construction Permit - BRP WS 23A – Approval to construct facility to treat less than 40,000 gpd form needs to be submitted. https://www.mass.gov/how-to/ws-23-24-approval-to-construct-a-water-treatment-facility	
5 <input type="checkbox"/>	Source of Water Deed Note. 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, https://www.mass.gov/doc/guidelines-for-public-water-systems-appendix-b-sample-affidavit	
6 <input type="checkbox"/>	Proof of ownership or ability to control the Zone I , as required, refer to MassDEP regulations 310 CMR 22.21: Ground Water Supply Protection https://www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations	
7 <input type="checkbox"/>	Groundwater Under the Direct Influence of Surface Water (GWUDI) Exemption Request (if applicable) Refer to Criteria for Determining Exemption (Factsheet for Non-Community Public Water Systems) https://www.mass.gov/doc/criteria-for-determining-exemption-factsheet-non-community-systems	

8 <input type="checkbox"/>	Ground Water Rule Representative Triggered Monitoring Plan. Ground Water Rule* Applies to all systems with ground water sources that do not have MassDEP certified 4-log treatment Refer to https://www.mass.gov/doc/gwr-c-representative-triggered-monitoring-plan	
9 <input type="checkbox"/>	New Technology Permit 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. https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#new-technology-approvals-forms-	
10 <input type="checkbox"/>	Chemical Addition Permit - 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> https://www.mass.gov/how-to/ws-34-water-treatment-chemical-addition-retrofit-of-water-systems-serving-less-than-3300	
11 <input type="checkbox"/>	Operation and Maintenance (O/M) procedures for all treatment to be submitted** Preventive Maintenance schedule log of routine operation and maintenance tasks to be developed, and submitted. https://www.mass.gov/doc/drinking-water-policy-93-02-operation-and-maintenance-manuals-0	
12 <input type="checkbox"/>	Spare parts to be made available for all applicable components** https://www.mass.gov/guides/emergency-planning-and-preparedness-tips-for-wastewater-and-water-treatment-plant-operators	
13 <input type="checkbox"/>	Waste disposal permit** (If applicable) PWS must submit a Waste Disposal Plan per Guidelines Chapter 5.10 https://www.mass.gov/service-details/guidelines-for-public-water-systems	
14 <input type="checkbox"/>	Energy Saving report or statement* . Summary discussion to be submitted. Refer to Guidelines Chapter 1.2.10 Energy Efficiency Encouraged (if applicable). https://www.mass.gov/service-details/guidelines-for-public-water-systems	
15 <input type="checkbox"/>	Emergency Response Plan (ERP) needs to be submitted* https://www.mass.gov/service-details/guidelines-for-public-water-systems Refer to Guidelines Chapter 12: Emergency Response Planning. https://www.mass.gov/doc/guidelines-for-public-water-systems-chapter-12-emergency-response-planning-0/download And Appendix O- Handbook for Water Supply Emergencies https://www.mass.gov/doc/guidelines-for-public-water-systems-appendix-o-handbook-for-water-supply-emergencies-0/download Note: <ul style="list-style-type: none"> • Cybersecurity must be addressed in all PWS ERP. • Cybersecurity must be integrated into the routine operations and maintenance of the PWS to ensure the continuity of safe drinking water. • PWS must have a cybersecurity program/ plan and conduct a cybersecurity assessment. • PWS are expected to eliminate cybersecurity vulnerabilities identified by their cybersecurity assessment. • For more details see MassDEP/DWP cyber resource Hub. 	
16 <input type="checkbox"/>	Map of distribution system including all pipes, valves, hydrants, storage facilities, etc. to be submitted.	

17 <input type="checkbox"/>	Certified Operator * 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> https://www.mass.gov/doc/public-water-system-certified-operator-compliance-notice-0	
18 <input type="checkbox"/>	Cross connections program plan* https://www.mass.gov/lists/cross-connections-forms	
19 <input type="checkbox"/>	Other permit(s), approval(s) or documents as determined by the MassDEP	
20 <input type="checkbox"/>	<p>When all applicable items from above are approved you will receive a Final Approval of Completed Works Letter from MassDEP 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 Water Systems: https://www.mass.gov/doc/testing-requirements-for-public-water-systems-summary-0</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"> 1. TNC water systems are required to test their water for coliform bacteria, nitrate, nitrite, and sodium using a state certified lab, and report the results. https://www.mass.gov/guides/drinking-water-standards-and-guidelines 2. Monthly chemical reporting form to be submitted monthly (if any treatment chemicals are added to PWS) https://www.mass.gov/how-to/chemical-addition-report ** 3. 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 ** 4. Consumer Confidence Reports (annually to customers required) https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#consumer-confidence-reports 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. https://www.mass.gov/info-details/water-systems-operations-requirements-and-guidance#safe-drinking-water-act 6. Annual Statistical Reporting (eASR) Form (This report is submitted online and requires proof of identity) https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#statistical-reporting-forms 7. _____ 8. _____ 9. _____ 10. _____ 11. _____ 12. _____ 	

*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: _____

Name, phone # and email address of MassDEP contact: _____