
WS29 – Chemical Addition Retrofit for systems that serve more than 3,300 people Application

MassDEP Bureau of Water Resources, Drinking Water







EEA ePlace Portal

Overview

- ❑ This presentation is to assist in completing a new **WS29 – Chemical Addition Retrofit for systems that serve more than 3,300 people Application.**
- ❑ This approval serves to protect the health and welfare of the public through the control of any product or operation that comes into contact with public drinking water.
- ❑ Regulatory authority for these approvals is stated in 310 CMR 22.04(6), of the Drinking Water Regulations.
- ❑ This presentation will take you screen by screen through the ePLACE online permitting application process.



General Navigation

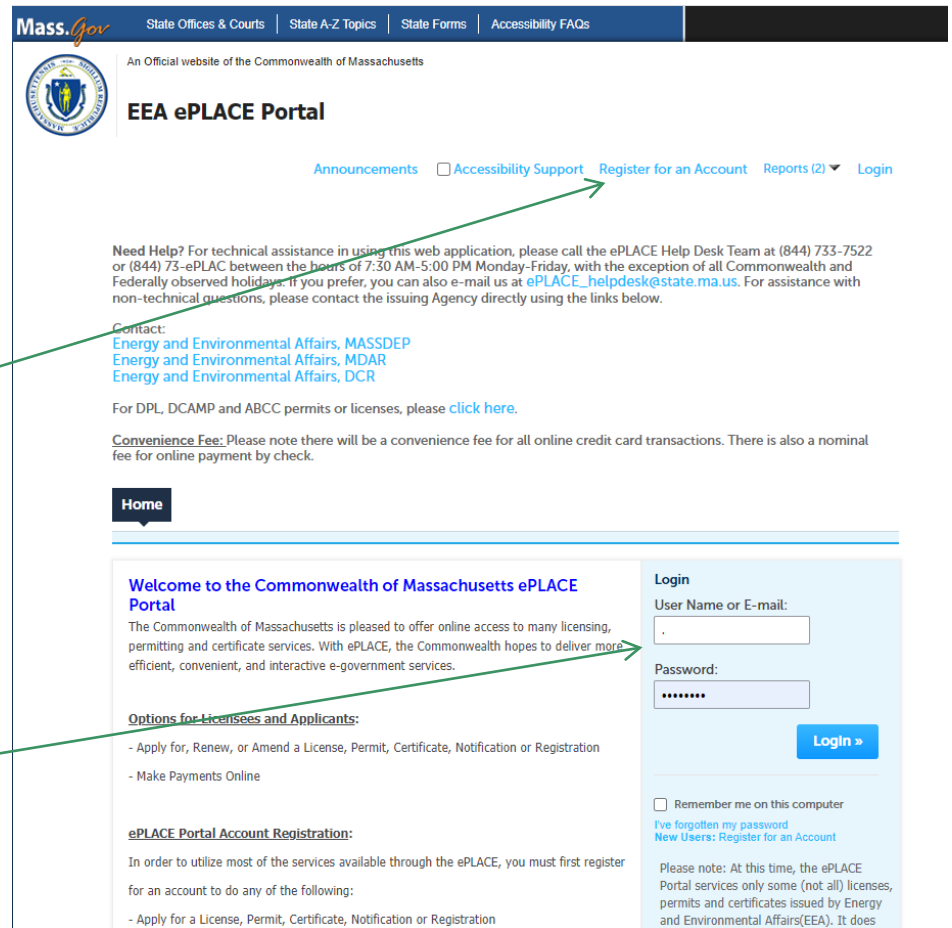
- ❑ Always Click  to move to the next page.
- ❑ Do NOT use the Browser Back Button  as this will take you out of the system
- ❑ Any field with a red asterisk (*) is required before you can move off the page.
- ❑ Click  to save your work and resume at a later time.
- ❑ Click on the tool tips where applicable to get more details. 
- ❑ Suggested preferred browsers are Chrome and Microsoft Edge



How to Apply

First time users:

- ❑ Click or type this address on your browser:
<https://eplace.eea.mass.gov/citizenaccess>
- ❑ Follow the prompts to create a new user account
- ❑ Log into your account in EEA ePlace using your username/password



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

An Official website of the Commonwealth of Massachusetts

EEA ePLACE Portal

[Announcements](#) ☐ Accessibility Support [Register for an Account](#) [Reports \(2\)](#) [Login](#)

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-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 questions, please contact the issuing Agency directly using the links below.

Contact:
[Energy and Environmental Affairs, MASSDEP](#)
[Energy and Environmental Affairs, MDAR](#)
[Energy and Environmental Affairs, DCR](#)

For DPL, DCAMP and ABCC permits or licenses, please [click here](#).

Convenience Fee: Please note there will be a convenience fee for all online credit card transactions. There is also a nominal fee for online payment by check.

[Home](#)

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, Certificate, Notification or Registration
- Make Payments Online

ePLACE Portal Account Registration:

In order to utilize most of the services available through the ePLACE, you must first register for an account to do any of the following:

- Apply for a License, Permit, Certificate, Notification or Registration

Login

User Name or E-mail:

Password:

[Login »](#)

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

Please note: At this time, the ePLACE Portal services only some (not all) licenses, permits and certificates issued by Energy and Environmental Affairs(EEA). It does



EEA ePlace Portal

File an Online Application

❑ Click here to start

The screenshot shows the EEA ePlace Portal interface. At the top, there is a dark blue 'Home' button. Below it is a light blue navigation bar with three buttons: 'Dashboard', 'My Records', and 'My Account'. The main content area has a white background. It starts with a 'Welcome TEST TESTING' message, followed by 'You are now logged in to the Commonwealth's EEA ePlace Portal.' Below this is a section titled 'What would you like to do?' with three bullet points: '- New License, Permit, Certificate, Notification or Registration [Click Here](#)', '- Renew License, Permit, Certificate or Registration (select "My Records" above)', and '- Amend License, Permit, Certificate or Registration (select "My Records" above)'. A 'Please note' section follows, stating that the portal only services some licenses, permits, certificates, and registrations issued by EEA, and does not service other types of licenses or permits issued by the Commonwealth or its agencies/municipalities. On the right side of the main content area, there is a large blue button labeled 'File an Online Application'. A green arrow points from the text 'Click here to start' to this button.

Home

Dashboard My Records My Account

Welcome TEST TESTING
You are now logged in to the Commonwealth's EEA ePlace Portal.

What would you like to do?

- New License, Permit, Certificate, Notification or Registration [Click Here](#)
- Renew License, Permit, Certificate or Registration (select "My Records" above)
- Amend License, Permit, Certificate or Registration (select "My Records" above)

Please note: At this time, the EEA ePLACE Portal services only some (not all) licenses, permits, certificates and Registrations issued by Energy and Environmental Affairs(EEA). It does not service any other type of license or permit that is issued or approved by the Commonwealth or any of its agencies or municipalities. This Portal will not service any federal licenses or permits.

File an Online Application

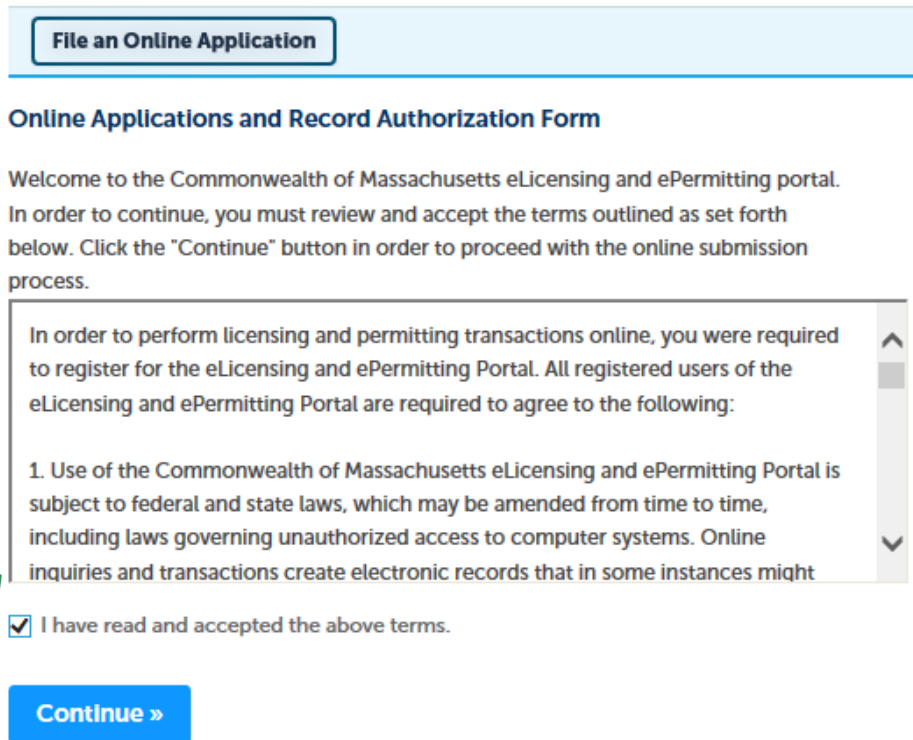


EEA ePlace Portal

File an Online Application

☐ Read and accept the Terms and Conditions

☐ Click the checkbox and click “Continue”



File an Online Application

Online Applications and Record Authorization Form

Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the "Continue" button in order to proceed with the online submission process.

In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might

☒ I have read and accepted the above terms.

Continue »



Apply for a WS29 Application

- ❑ Click on “Apply for a DEP Authorization-Drinking Water(DW)” to expand the list of applications
- ❑ You can also search for the application on the search bar field

Home

Dashboard My Records My Account

Commonwealth of Massachusetts EEA ePLACE (ePermitting) Online Services

New Applicants:
The Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal provides the ability to file applications for licenses, permits, certificates, notifications and registrations. From the listing below, please click on the appropriate link to expand the options, select the service that you would like to use and click the continue button.

Existing Applicants:
Click Home and use the "My Records" tab to renew or amend a license, permit, certification or registration. If they are not listed under the "My Records" tab, please select the "Link your account" option found in section below. You will be prompted for a "record identification code" and "authorization code." from the Account Link notification you received. If you have not received a notification letter, please contact the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLACE between the hours of 7:30 AM - 5:00 PM Monday-Friday.

For easier and quicker way to find your application from the list below, Use Search Bar. Type in the name of your application or a keyword in the search field and click search for results.

- › Apply for a DEP Authorization - Drinking Water (DW)
- › Apply for a DCR Authorization - Construction and Vehicle Access Permits
- › Apply for a DCR Authorization - Special Use Permits
- › Apply for a DEP Authorization - Air Quality (AQ)
- › Apply for a DEP Authorization - Hazardous Waste (HW)
- › Apply for a DEP Authorization - NPDES (WM)
- › Apply for a DEP Authorization - Solid Waste (SW)
- › Apply for a DEP Authorization - Watershed Management (WM)
- › Apply for a DEP Authorization - Waterways Chapter 91 (WW)
- › Apply for a DEP Authorization - Water Pollution Wastewater (WP)
- › Apply for a DEP Authorization - Water Pollution Residuals (WP)
- › Apply for a DEP Authorization - 401 Water Quality Certification (WW)
- › Apply for a DEP Authorization - Toxic Use Reduction (TUR)
- › Apply for a MDAR Authorization
- › Apply for an EEA General Request
- › Link Your Account - For MassDEP Only



Apply for a WS29 Application

- ❑ Select “WS29 – “Chemical Addition Retrofit for systems that serve more than 3,300 people Application” and click the continue button at the bottom of the page to start your application



Contact Information: Important NOTE

- ❑ There are three contact sections in the next screen:
 - ❑ **Permittee:** the person or signatory authority responsible for signing and accepting all conditions of the Permit
 - ❑ If you are the Permittee, click “Add New” button and select the checkbox “Use Login Information”
 - ❑ If you are not the Permittee you have the option to Add New and enter all the Permittee Information or if the Permittee has an EEA ePlace account, then you have the option to look them up under “Look Up” option
 - ❑ **Permittee Company:** here enter the company information the Permittee is affiliated with, if applicable.
 - ❑ **Application Contributors:** use this section if multiple users will be coordinating in the preparation of this application
 - ❑ If you are unable to find the correct contributor, click on the “Save and resume later” button. Advise the contributor to create an account in the EEA ePLACE Portal and then resume the application.



Step 1: Contact Information

- ❑ Add Permittee, please read the section instructions and add accordingly
- ❑ Add Permittee Company, if applicable
- ❑ Look Up “Application Contributors”, if applicable
- ❑ Click “Continue Application” to proceed

Step 1: Contact Information > Page 1 of 1

Instructions

Permittee

“Permittee” is the individual or an individual authorized by a Company

If you are the Permittee, you may click on the “Add New” button and click “Continue”.

If you are a consultant, engineer, attorney, or other authorized representative you are an “Application Contributor”. Do not enter your name or contact information.

• If the Permittee has an EEA ePLACE account and they would like to continue, click on the “Continue” button.

• If the Permittee does not have an EEA ePLACE account and does not have an account, click on the “Add New” button and enter the Permittee information on their behalf.

Add New

Look Up

Permittee Company

Please add the company information that the Permittee is affiliated with.

Add New

Application Contributors

If multiple preparers will be part of filling out this application, you will need to add them below.

Note – If you are unable to find the correct Preparer, click on “save and resume later” and return to this page later.

Look Up

Showing 0-0 of 0

Contact Type	Name	Organization
No records found.		

Continue Application »

Save and resume later

Please fill the below information:

☐ Use Login Information

* Individual/Organization:

Individual

* First Name:

Middle Name:

* Last Name:

* Country:

United States

* E-mail:

* Telephone #:

Ext #:

* P.O. Box / Address Line:

* City:

* State:

* Zip:

Continue

Clear

Cancel

Please fill the below information:

* Individual/Organization:

Organization

* Name Of Organization:

Contact Person:

* Country:

United States

* E-mail:

* Telephone #:

Ext #:

* P.O. Box / Address Line:

* City:

* State:

* Zip:

Continue

Clear

Cancel

Search for Contact

To search for individual contact, please enter First Name, Last Name, or Middle Name

First Name:

Middle Name:

Last Name:

Look Up

Clear

Cancel



EEA ePlace Portal

Step 2: Location Information

- ❑ Enter the Name of Location and Address
- ❑ Add the Latitude and Longitude if available
- ❑ Click “Continue Application” to proceed

The screenshot shows the 'W529 - Chemical Addition Retrofit for systems that serve more than 3,300 people Application' form. The 'Location Information' tab is selected. The form includes fields for 'Name of Location', 'Street #', 'Street Name', 'Street Name 2', 'City', 'State' (a dropdown menu showing 'MA'), 'Zip', 'Latitude', and 'Longitude'. A 'Clear' button is located below the form fields. At the bottom, there are two buttons: 'Continue Application »' and 'Save and resume later'. A note at the top right states '* Indicates a required field.'.



Step 3: Application Information

- ❑ Enter the PWS ID.
If unavailable
enter N/A.

- ❑ Add any additional
information that
might help the
agency with the
review of this
application

- ❑ Click “Continue
Application” to
proceed

The screenshot shows the DEP Applications portal for a "WS29 - Chemical Addition Retrofit for systems that serve more than 3,300 people Application". A progress bar at the top indicates the current step is "3 Application Information", with other steps being "1 Contact Information", "2 Location Information", "4 Documents", "5 Special Fee Provision", "6", and "7". The page title is "Step 3: Application Information > Page 1 of 1". A note states "* indicates a required field." The form includes a section for "Public Water System (PWS ID)" with a text input field and a prompt: "Please enter the PWS ID. If unavailable, please enter N/A:". Below this is an "Additional Information" section with a text area and a prompt: "Please use this space to enter additional information that may seem pertinent to your application." At the bottom, there are two buttons: "Continue Application »" and "Save and resume later".



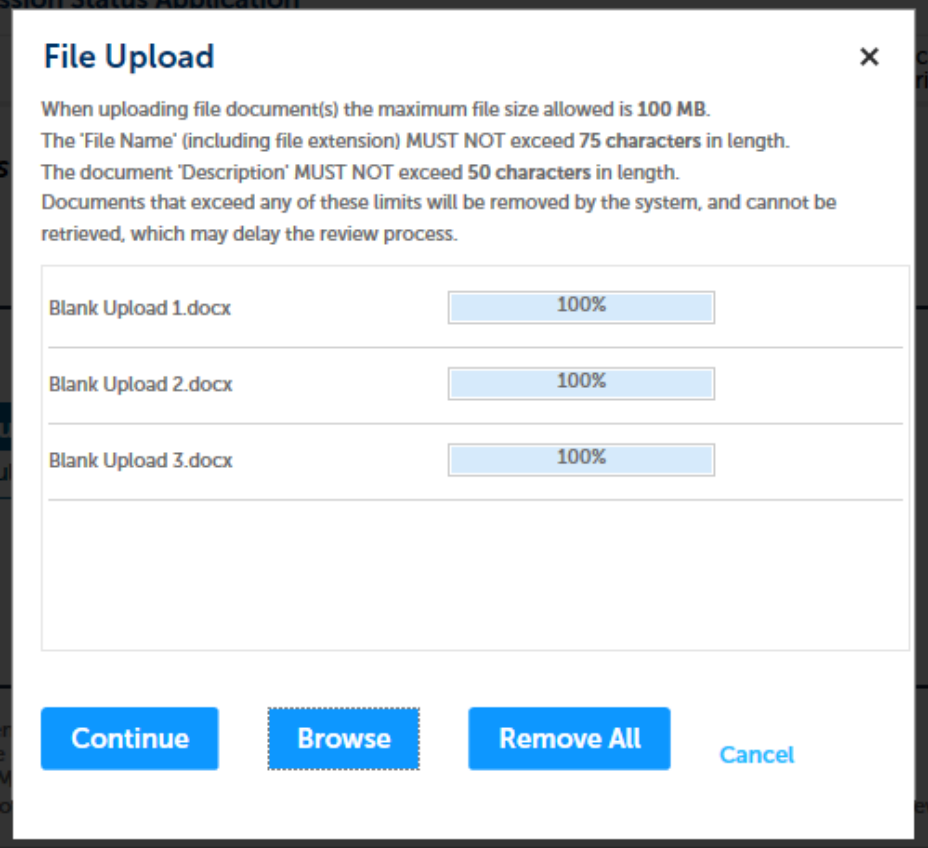
Step 4: Documents

- ❑ Upload all required documents for your application
- ❑ The required documents will be listed in the table
- ❑ To begin attaching documents, click “Browse”

[illegible]

Step 4: Documents (Attaching)

- ❑ A “File Upload” window opens
- ❑ Click “Browse”
- ❑ Choose the file(s) you want to attach.
- ❑ When all files reach 100%, click “Continue”



File Upload [X]

When uploading file document(s) the maximum file size allowed is **100 MB**.
The 'File Name' (including file extension) **MUST NOT** exceed **75 characters** in length.
The document 'Description' **MUST NOT** exceed **50 characters** in length.
Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.

Blank Upload 1.docx	100%
Blank Upload 2.docx	100%
Blank Upload 3.docx	100%

[Continue] [Browse] [Remove All] [Cancel]



Step 4: Documents (Attaching)

- ❑ Select the document type
- ❑ Provide a description of each document that you uploaded
- ❑ Click “Browse” to add more documents
- ❑ When all documents are uploaded and described, click “Save”

File:
Blank Upload 1.docx
100%

* Description (Maximum 50 characters):
A maximum of 50 characters.

* Type:
--Select-- Remove

File:
Blank Upload 2.docx
100%

* Description (Maximum 50 characters):
A maximum of 50 characters.

* Type:
--Select-- Remove

File:
Blank Upload 3.docx
100%

* Description (Maximum 50 characters):
A maximum of 50 characters.

Save Browse Remove All

Continue Application > Save and resume later



Step 4: Documents (Attaching)

- ❑ You should see a message that you have successfully attached documents
- ❑ Review the list of attached documents
- ❑ When ready, click on “Continue Application” to proceed

DCP Applications

The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected.

WS29 - Chemical Addition Retrofit for systems that serve more than 3,300 people Application

1 Location Information 2 Application Information 3 **Documents** 4 Special Fee Payment 5 Review

Step 4 - Documents > Page 1 of 2 *Fields with an asterisk are required

Documents

Documents:

Please upload 3 Required Document(s) which are mandatory to Submit this Application:

1. Check letter
2. Documentation to Support Request
3. Most Recent Application Fee

Attachment

When uploading file, document file size maximum allowed is 50 MB.
The Title Name describing the existing HUST NOT exceed 75 characters in length.
The document Description HUST NOT exceed 255 characters in length.
Document title exceeding these limits will be removed for the system and cannot be reviewed, which may delay the review process.
Just attach the file to the application and do not upload the file to the system. The file will be removed for the system and cannot be reviewed, which may delay the review process.
Just attach the file to the application and do not upload the file to the system. The file will be removed for the system and cannot be reviewed, which may delay the review process.

Name	Type	Size	Latest Update	Description	Action
Document 12.docx	Most Recent Application Fee	31.21 KB	11/14/2022	Fee	Action
Document 22.docx	Documentation to Support Request	30.24 KB	11/10/2022	Fee	Action
Document 32.docx	Check Letter	30.24 KB	11/10/2022	Fee	Action

Browse

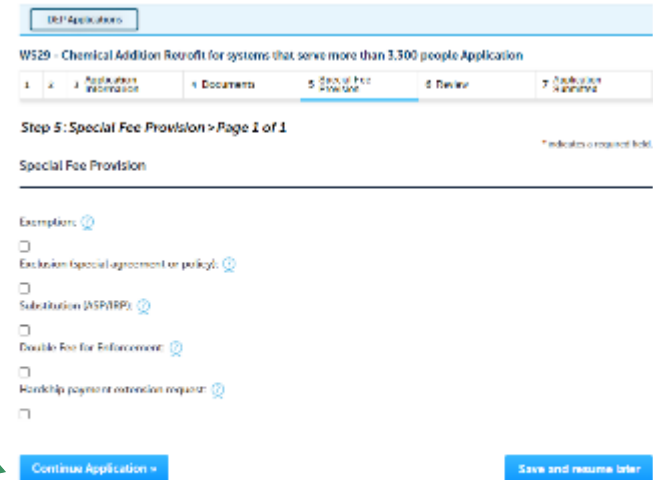
Continue Application

Save and resume later



Step 5: Special Fee Provision

- ☐ Select Special Fee Provision, if applicable.
- ☐ Click “Continue Application” to proceed



The screenshot shows the 'Special Fee Provision' step of the application process. At the top, there is a breadcrumb trail: '1 Application Information', '2 Documents', '3 Special Fee Provision', '4 Review', and '5 Application Summary'. The current step is '3 Special Fee Provision'. Below the breadcrumb, the text reads 'Step 5: Special Fee Provision > Page 1 of 1'. A note indicates '* indicates a required field'. The main section is titled 'Special Fee Provision' and contains a list of exemptions with checkboxes: 'Exemptions', 'Exclusion (special agreement or policy)', 'Substitution (ASPI/RRP)', 'Double Fee for Refinement', and 'Workshop payment extension request'. At the bottom, there are two buttons: 'Continue Application >' and 'Save and resume later'.



Step 6: Review

- ❑ The entire application is shown on a single page for your review
- ❑ If you notice something that you want to change, click “Edit Application”
- ❑ Otherwise, continue to the bottom of the page

DEP Applications

WS29 - Chemical Addition Retrofit for systems that serve more than 3,500 people Application

1 > 4 Application Information 4 Document 5 Special Fee Review 6 Review 7 Application Submitted

Step 6: Review

[Continue Application](#) [Save and resume later](#)

Please review the information below prior to submission. After the application has been submitted, you will not be able to make changes. To make changes after submital you must contact the Department directly.

Review and Certification

[Edit Application](#)

Permittee

Individual
Joshua Loring
100 Winter Street
Boston, MA, 02103
United States
Use Logic Information: Yes

Telephone: 617-627-726-3315
E-mail: jlloring@mass.gov

Permittee Company

Application Contributors

Showing 0-0 of 0

Contact Type	Name	Organization Name	Contact Person	Action
No records found				

Location Information



Step 6: Review

- ☐ Read the Certification Statement
- ☐ Click the check the box to complete your certification
- ☐ Click on “Continue Application” to proceed with the submittal of your application

Application Submitter

Individual
Testing Eipas
Melrose, MA, 01928

Telephone #:123-123-2323
E-mail:testing@eipas.com

I certify that I am familiar with the work proposed and that to the best of my knowledge and belief the information contained in this application is true, complete, and accurate.

☐ By checking this box, I agree to the above certification.

Date:

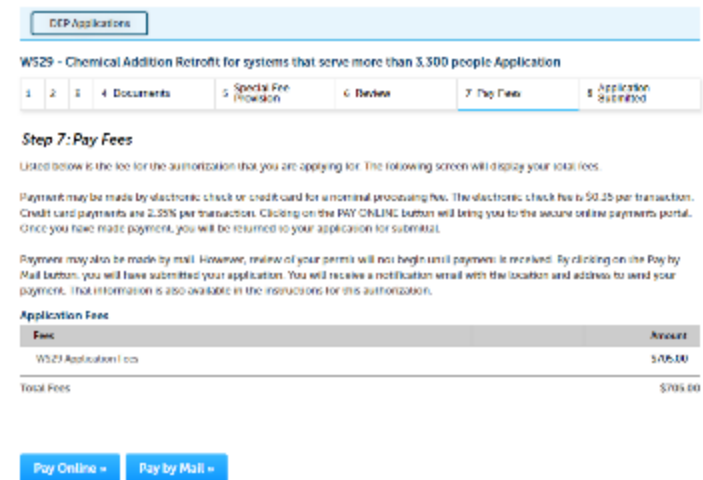
[Continue Application »](#)

[Save and resume later](#)



Step 7: Pay Fees

- ❑ Both online payment and pay by mail options are available
- ❑ Online payment will require a service charge
- ❑ Click the appropriate box to continue



DEP Applications

WS29 - Chemical Addition Retrofit for systems that serve more than 3,300 people Application

1 2 3 4 Documents 5 Special Fee Provision 6 Review 7 Pay Fees 8 Application Submitted

Step 7: Pay Fees

Listed below is the fee for the authorization that you are applying for. The following screen will display your total fees.

Payment may be made by electronic check or credit card for a nominal processing fee. The electronic check fee is \$0.25 per transaction. Credit card payments are 2.55% per transaction. Clicking on the PAY ONLINE button will bring you to the secure online payments portal. Once you have made payment, you will be returned to your application for submission.

Payment may also be made by mail. However, review of your permit will not begin until payment is received. By clicking on the Pay by Mail button, you will have submitted your application. You will receive a notification email with the location and address to send your payment. That information is also available in the instructions for this authorization.

Fee	Amount
WS29 Application Fee	\$705.00
Total Fees	\$705.00

[Pay Online >](#) [Pay by Mail >](#)



Pay Online

- ☐ If you choose “Pay Online”, you will be brought to this screen
- ☐ Provide all payment and billing information
- ☐ Accept the terms and conditions and click submit
- ☐ You will be e-mailed a receipt

Billing Information

First Name
Enter First Name

Last Name
Enter Last Name

Street
Enter Street

City
Enter City

State/Territory
Select State

Zip
Enter Zip

Phone Number
() - -

Email
Enter Email Address

Confirm Email
Enter Email Address

Payment Information

☐ Credit/Debit Card ☒ Electronic Check/ACH

Card Type
Select Card Type

Card Number
TEST MODE

CVV Code
123

Expiration
01 2011

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
☐ I Accept

Commonwealth of Massachusetts Terms Agreement

I authorize the charge to my credit card for the amount shown above. I agree to pay the total amount above according to the card issuer agreement. By checking the box below, I certify that I am an authorized user for the above referenced credit card account.

[nCourt Terms Agreement](#)

Back

Please Verify above information before the Submit Payment Button is pressed. Do not click Submit Payment button more than one time.



Pay by Mail

- ☐ If you choose “Pay by mail”
- ☐ Check your email for instructions
- ☐ Your application will not be reviewed until payment is received

Payment online: If you have paid online by credit or ACH you will receive an additional notification from the epayment vendor that your payment is complete. Review of your application will begin. That notification will include a Reference ID # for your records.

Pay by Mail: If you chose the "Pay by Mail" option, please make your payment in the form of a check or money order made payable to the Commonwealth of Massachusetts. Do not send cash. You must include your Application Number 20-WM05-0047-APP on the check or money order that must be sent to the address below.

Department of Environmental Protection
PO Box 4062
Boston, MA 02211

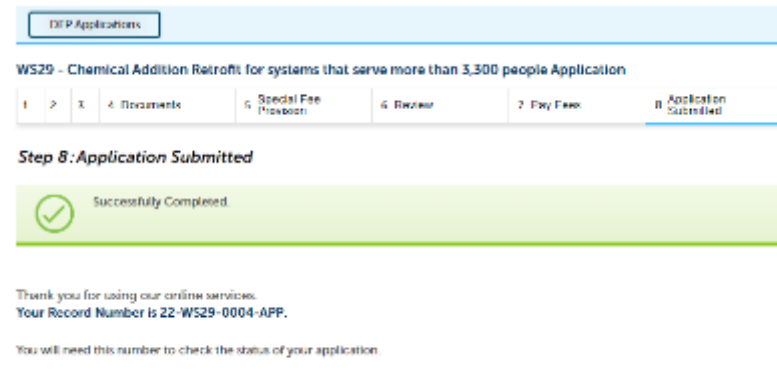
Review of your application will not begin until after your payment has been received and processed.



Step 8: Submission Successful!

❑ When you submit your application, you will receive a Record ID so you can track the status of your application online

❑ Upon submission of your application please make sure to check your email for system notifications



The screenshot displays the DEP Applications portal interface. At the top, a blue header bar contains the text "DEP Applications". Below this, a title bar reads "WS29 - Chemical Addition Retrofit for systems that serve more than 3,300 people Application". A progress bar follows, with steps 1 through 8. Step 8, "Application Submitted", is highlighted in blue. Below the progress bar, the text "Step 8: Application Submitted" is displayed. A green checkmark icon is shown next to the text "Successfully Completed". Below this, a message states: "Thank you for using our online services. Your Record Number is 22-WS29-0004-APP. You will need this number to check the status of your application."

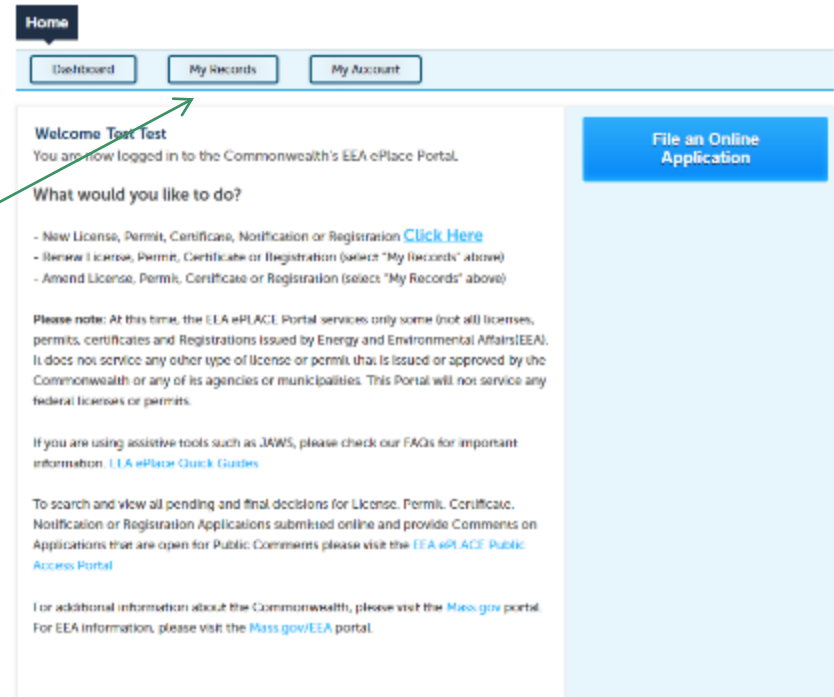


To check the status of an application

❑ Log on to EEA ePlace portal

➤ <https://eplace.eea.mass.gov/citizenaccess>

❑ Go to your “My Records” page to see and/or track the status of an application



Questions?

For technical assistance:

- ❑ Contact the ePlace Help Desk Team at (844) 733-7522
- ❑ Or send an email to: ePLACE_helpdesk@state.ma.us

For business related questions, please visit the link below:

<https://www.mass.gov/how-to/ws-29-chemical-addition-retrofit-of-water-systems-serving-more-than-3300-people>



EEA ePlace Portal