

America's Water Infrastructure Act's

Electronic Certification Process for Completion of Risk and Resilience Assessments and Emergency Response Plans

Introduction:

This document provides guidance on how to certify the completion of your community water system's risk and resilience assessment and emergency response plan to the U.S. EPA, as required under Section 2013 of [America's Water Infrastructure Act](#). This law establishes certification deadlines based on community water system population served and requires re-certification to occur every five-years; see [U.S. EPA's America's Water Infrastructure Act website](#) for more information.

For purposes of this guide, we will illustrate the path of a utility certifying its risk and resilience assessment first, then its emergency response plan.

Step 1 - Account Registration: From our [America's Water Infrastructure Act Certification page](#), select the **"Certify my community water system's risk and resilience assessment"** link.

Begin by registering your community water system. If you do not have an existing U.S. EPA Shared CROMERR Services (SCS) account, select **"Register a new account"** to sign up, otherwise login with your User ID and password.

Once you register, future risk and resilience assessment or emergency response plan certifications can be completed in a few simple clicks. If you need assistance or have questions about the certification process, please reach out to the U.S. EPA via email at helpdesk@epacdx.net or call 888-890-1995 (Option 2).

Step 2 - PWSID Number: Next enter your community water system's PWSID number, including your two-character primacy agency abbreviation, such as your state, territory, or tribal nation abbreviation, followed by the full seven-digit identification number, with no spaces in between, then select **"Continue."** In the specific case of the state of Utah, users should spell out UTAH, followed by their five-digit identification number, with no spaces in between, then select **"Continue."** You'll then see a pop-up to ensure your PWSID number is correct. Recheck your input, then select **"Continue"** again.

Step 3 - Terms and Conditions: Read and accept the terms and conditions, click the box certifying your acceptance, then click **"Accept."**

Step 4 - Account Details: Now it is time to build your **"Account Profile."** Enter the required information in the **Account Owner** section. Required fields are indicated with an asterisk (*). The system does require your First and Last names, as well as your email address.

Create your User ID and password. The password must be at least eight characters long and contain at least one uppercase letter, one lowercase letter, and one number. Confirm your password, then select and complete the three security questions. The answers to these questions will be used to recover your password if it is forgotten. You may click the box on the bottom left-hand side of the screen to **Show Passwords and Answers** to ensure that you have typed in the correct entries. Note that you may create a PDF of your answers and keep a password protected digital copy or print your responses and keep them in a safe place. Now select **“Continue”** to move on to the next screen.

Step 5 - Organization or Community Water System Information:

On this page you'll encounter one of two scenarios:

Scenario 1: If your community water system is listed below.

- Click on the community water system name.
- Click the **“Select”** icon next to your address.
- Click the **“Continue”** icon at the bottom right-hand side of the screen.
- Click the **“Add new address”** link. If your address information is incorrect, supply the correct information, then click **“Continue.”**

Scenario 2: If your community water system is not listed below.

- Enter your community water system's name in the search box.
- Click on your community water system's information, then click the **“Continue”** icon at the bottom right-hand side of the screen.
- If problems persist in identifying your system, select the **“Enter a new organization”** link, add your information, then click the **“Continue”** icon. Alternatively, you may want to ensure your PWSID number is correctly entered by clicking the **“Program Identification”** link in the upper left-hand toolbar of this screen. When applicable, correct your information and continue.

After walking through one of these two scenarios, click **“Continue.”**

Step 6 - Email Validation:

After entering your community water system's information, you will receive an automated email from *SCS Administrator* in your email inbox containing an account validation code. Enter the validation code into the **“Code”** field under your User ID and select **“Create Account.”** This code is only used for account creation and you do not need to save it.

Your account is now created. You will be directed to your Dashboard where you will see your pending actions. A second email is also sent to your email inbox from *SCS Administrator* stating that your account has been activated.

¹ The selection of your Organization or Community Water System.

Step 7 – Vulnerability Assessments Submitted to U.S. EPA Under the Public Health Security and Bioterrorism Preparedness and Response Act of 2002:

Under the Public Health Security and Bioterrorism Preparedness and Response Act of 2002, your community water system likely submitted a vulnerability assessment to U.S. EPA. On this screen you will be asked if you want that vulnerability assessment: 1) permanently disposed of by U.S. EPA; 2) returned to you; or 3) if the scenario is not applicable. Make your choice and click **“Submit.”** After you select **“Submit,”** you will be presented with a pop-up message asking you to certify your risk and resilience assessment either now or later.

You may select **“Certify Later,”** if you want to use your original vulnerability assessment to inform your new risk and resilience assessment or for any other reason. If you do select **“Certify Later,”** you will be able to login into this system with just your User ID and Password to complete the risk and resilience assessment or emergency response plan certification process.

Please be advised that it may take up to 60 days for U.S. EPA to return your vulnerability assessment.

Step 8 - Certification Selection Process:

The next step is to certify your pending actions. The certification processes for the Risk and Resilience Assessment and Emergency Response Plan are very similar, so for demonstration purposes, we will choose to click on **“Certify your Risk and Resilience Assessment.”**

Step 9 - Certification Statements:

You will be presented with your standard Risk and Resilience Assessment certification statement, which is based on the language in Section 2013 of America's Water Infrastructure Act. Your name, community water system's name, and population served will be auto-populated into the certification statement. Please review the statement. If you need to, you can edit your community water system's name and its population served. Once you verify your information, select the **“Certify Now”** icon on the bottom left of your screen.

Prior to certification, you may also print this page as a record for your files and you will receive an acknowledgment of receipt email from U.S. EPA (scs@epacdx.net) when your certification is completed.

If you run into any issues, please click on the **“Contact Us”** link in the top right of your screen.

Once you have certified your Risk and Resilience Assessment a pop-up message will appear on your screen asking if you want to certify your Emergency Response Plan now or later. You may not be ready to certify your Emergency Response Plan at this time, so you may select **“Certify Later;”** this selection will return you to the homepage.

If you are ready to certify your Emergency Response Plan, select **“Certify Now.”** This will open a page that prompts you to enter your PWSID number. Use the **“Select”** button to enter your organization or community water system as you did under the Enter Organization Information process above.

Once you have opened the certification page, as before, you will have the ability to edit your community water system's name and population served before submitting. Prior to certification, you may also print this page as a record for your files and you will receive an acknowledgment of receipt email from U.S. EPA (scs@epacdx.net) once certification is completed.

Step 10 - Future Logins:

Once these steps are completed, you will be able to simply login with your established User ID and password to certify your risk and resilience assessment or emergency response plan in the future.

OTHER FEATURES

Accessing Past Certifications:

On the risk and resilience assessment and emergency response plan certification statement pages, there will be an icon to view your certification submission history.

User ID and Password Reset:

If you have an account but have forgotten your User ID, select the **“Forgot your User ID”** hyperlink under the login boxes; this will take you to a screen to retrieve your User ID. Enter the email address you used to register your account and select **“Submit.”** You can then check your email for your User ID.

Similarly, if you have forgotten your password, select the **“Forgot your Password”** hyperlink under the login boxes. This will take you to a screen to reset your password. Enter your email address and User ID and select **“Submit”** and check your email for a link to reset your password.

Help and Technical Support:

If you encounter any issues, please email dwresilience@epa.gov, call the Help Desk at 888-890-1995 (Option 2), or select **“Contact Us”** on the login page to access the Helpdesk via email (helpdesk@epacdx.net).