

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 (RRA) and emergency response plan (ERP) to the U.S. EPA, as required under section 1433 of the Safe Drinking Water Act (SDWA), which was revised by section 2013 of [America's Water Infrastructure Act of 2018](#). 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 RRA and ERP website](#) for more information.

Step 1 - Account Registration

From EPA's [How to Certify webpage](#), select the **"Electronically Certify your Community Water System's Risk and Resilience Assessment and/or Emergency Response Plan Here"** button¹.

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 RRA and ERP 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."**

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:

Next step is to build your **"Account Profile."** Enter the required information in the **Account Owner** section. Required fields are indicated with an asterisk (*). The system

¹ When registering for an account, please use this short link on our website, **"Certify my community water system's risk and resilience assessment and/or emergency response plan"** <https://encromerr.epa.gov/RegistrationRequest/OW--AWIA--AWIA%20Certifier?theme=awia> as opposed to registering for an account directly from <https://encromerr.epa.gov/>. The short link contains a shortcut that will make the registration process easier for you. If you do register for your account directly from <https://encromerr.epa.gov/> and not from the short link, there are additional steps you must take: 1) When the system asks you to "Choose a Partner," select **"US EPA Office of Water"** (Do NOT select your state primacy agency), and 2) When prompted to "Choose a Program Service," select **"AWIA: Risk and Resilience Assessment and Emergency Response Plan Certification."** 3) Under "Choose a Role," select the only available option, **"AWIA Certifier"**. 4) Select **"Continue"**.

requires 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 will see the community water system name that is associated with the PWSID you previously entered. To proceed:

- Click on the community water system name.
- Click the **"Select"** icon next to your address.
- Enter your phone number
- Click the **"Continue"** icon at the bottom right-hand side of the screen.

If you did not recognize or found an error in the community water system name or address listed, please contact EPA at dwresilience@epa.gov for further assistance.

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.

Step 7 - Certification Selection Process

The next step is to certify your pending actions. On your Dashboard you will see one action available, **"Certification (now/later) your RRA/ERP."** Once you are ready to certify your RRA and/or ERP, click this action. You will be directed to a landing page from which you can certify both the RRA and ERP.

Step 8 - Certification Statements

When you are ready to certify the RRA, click **"Go to Certify RRA."** You will be presented with a standard RRA certification statement, which is based on the language in SDWA section 1433. Your name, community water system's name, population served, and wholesaler information will be auto populated into the certification statement; please contact dwresilience@epa.gov if you believe any information is incorrect. If you are ready to certify, 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 EPA 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 RRA a pop-up message will appear on your screen asking if you want to certify your ERP now or later. You may not be ready to certify your ERP at this time, so you may select **“Certify Later;”** this selection will return you to the landing page.

If you have completed and are ready to certify your ERP, select **“Go to Certify ERP.”** You will be presented with a standard ERP certification statement, which is based on the language in SDWA section 1433. 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 EPA once certification is completed. If you are not yet ready to certify your ERP, you may log back in later to do so by following Step 9 below. **Please be careful to only proceed to certify your ERP if you are ready to do so now. If you accidentally certified your ERP and only meant to certify your RRA, please email dwresilience@epa.gov for assistance.**

Please note that community water systems are not submitting their actual RRA or ERP documents to EPA - they are only signing and submitting a certification statement to EPA. When you submit your certification to EPA, you are signing a document stating that the RRA or ERP conducted or reviewed by your utility meets all the requirements of the law. This is a self-certification process; however, EPA does retain the right to request a copy for quality assurance purposes.

Step 9 - Future Logins

Once these steps are completed, you will be able to simply go to <https://encromerr.epa.gov/> and sign in using your established User ID and Password to certify your RRA or ERP in the future.

OTHER FEATURES

Accessing Past Certifications

From the RRA and ERP certification statement pages, you can view your certification history. To do this, go to SCS homepage, <https://encromerr.epa.gov/>, and sign in using your User ID and Password. Navigate to the AWIA Landing page and click the "**AWIA Certification History**" link. A table will display detailing past RRA and ERP certifications.

User ID and Password Reset

If you have an account but have forgotten your User ID or Password, navigate to the SCS homepage, <https://encromerr.epa.gov/>. Under the green login buttons there is a question written in white: "**Forgot your Password or User ID?**"

If you forgot your User ID, select the "**User ID**" hyperlink. 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 "**Password**" hyperlink under the login boxes. This will take you to a screen to reset your password. Enter your email address, User ID and select "**Submit**" and check your email for a link to reset your password.

Adding Multiple PWSIDs under one account User ID

You can use one User ID and password to certify the completion of multiple CWSs RRAs and ERPs with EPA's electronic certification system. When logging into the system, a user must identify a single PWSID number to move forward, then add a "Role", a level of administrative access. When the system asks you to "Choose a Partner," select "**US EPA Office of Water**" (Do NOT select your state primacy agency). When prompted to "Choose a Program Service," select "**AWIA: Risk and Resilience Assessment and Emergency Response Plan Certification**." Under "Choose a Role," select the only available option, "**AWIA Certifier**". Select "**Continue**". Then the user should enter in the additional PWSID that they would like to add to their account.

Help and Technical Support

If you encounter any technical issues or have questions regarding the electronic certification process, please 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). All other SDWA section 1433 related inquiries can be emailed to U.S. EPA at dwresilience@epa.gov.