Memo

To: Boiler Operator Community
From: Bates Technical College
Date: July 29, 2019
Re: Boiler Operator Certificate Printing Delay

Last week, the college experienced a cyber intrusion that interfered with our computer systems and disabled our server and backup server. At this time, we do not know the extent of the intrusion and are currently working with appropriate officials to learn more about the impact. Please know that this is a temporary situation, and our IT team is working around the clock to fix the technical issues.

We are operating on a normal basis, however, there is an impact to boiler operator certificate renewal requests since July 16, 2019. We are still able to collect renewal fees, but the printing of certificates is temporarily suspended until our internal servers have been fully examined and printers can safely be returned online.

The college is aware that many boiler operator certificates expire on August 1, 2019, and we are notifying the city and state boiler inspection and enforcement agencies about our circumstance. These certificates will enter a 45-day grace period, which will end on Sunday, Sept. 15, 2019.

We understand the inconvenience this may cause, and the college will waive the $25 late fee throughout the grace period.

Thank you.