



# LCRI: SOFTWARE UPDATES TO ALIGN WITH BASELINE INVENTORY

Leverage your 120Water account to  
plan, communicate and take action

Carsen Lennon / August 14, 2026



# AGENDA

01

Check In

---

02

Review New Requirements in LCRI

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03

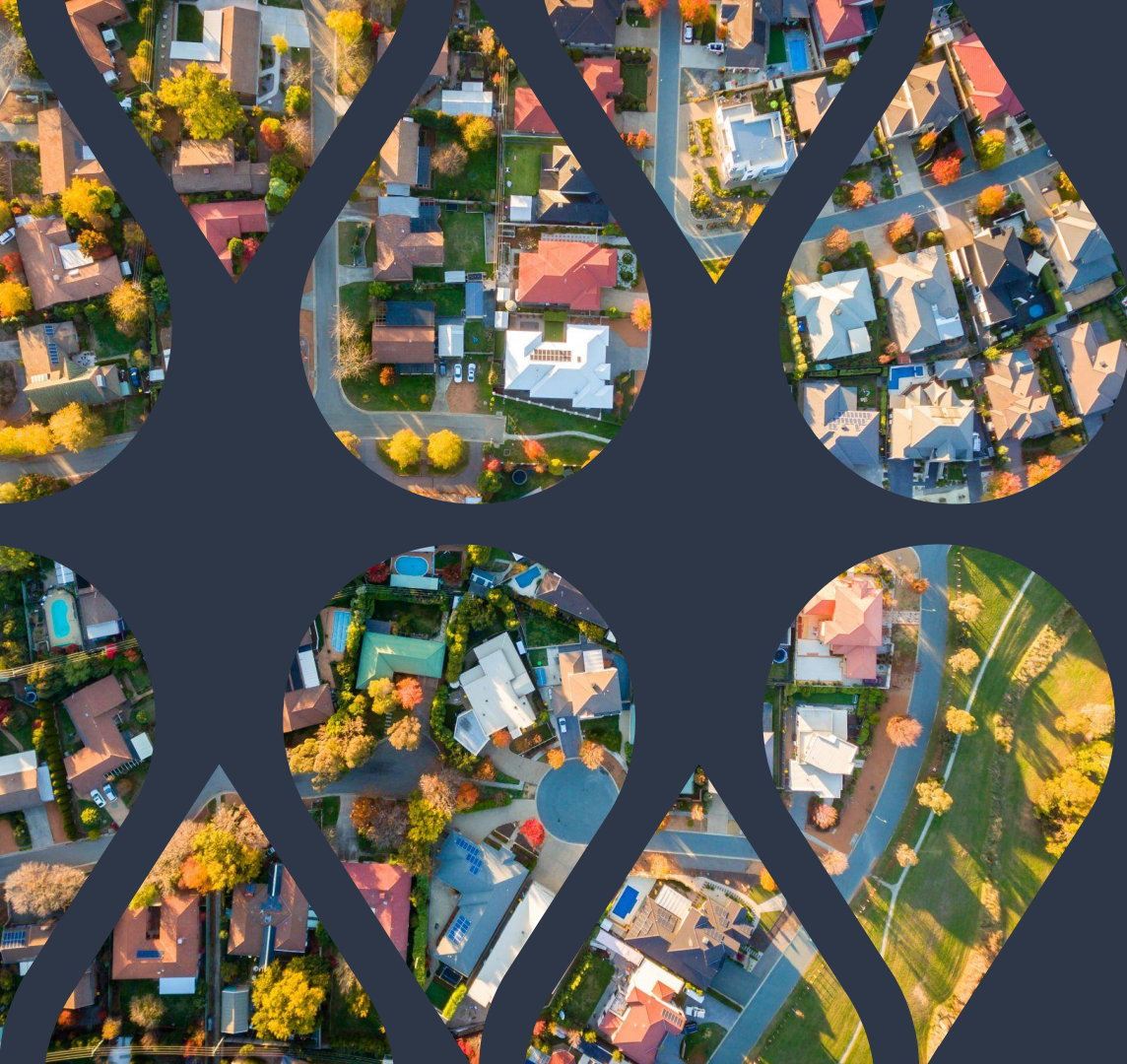
Making Updates & Taking Action in PWS Portal

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04

Questions & Next Steps

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# INVENTORY PULSE CHECK

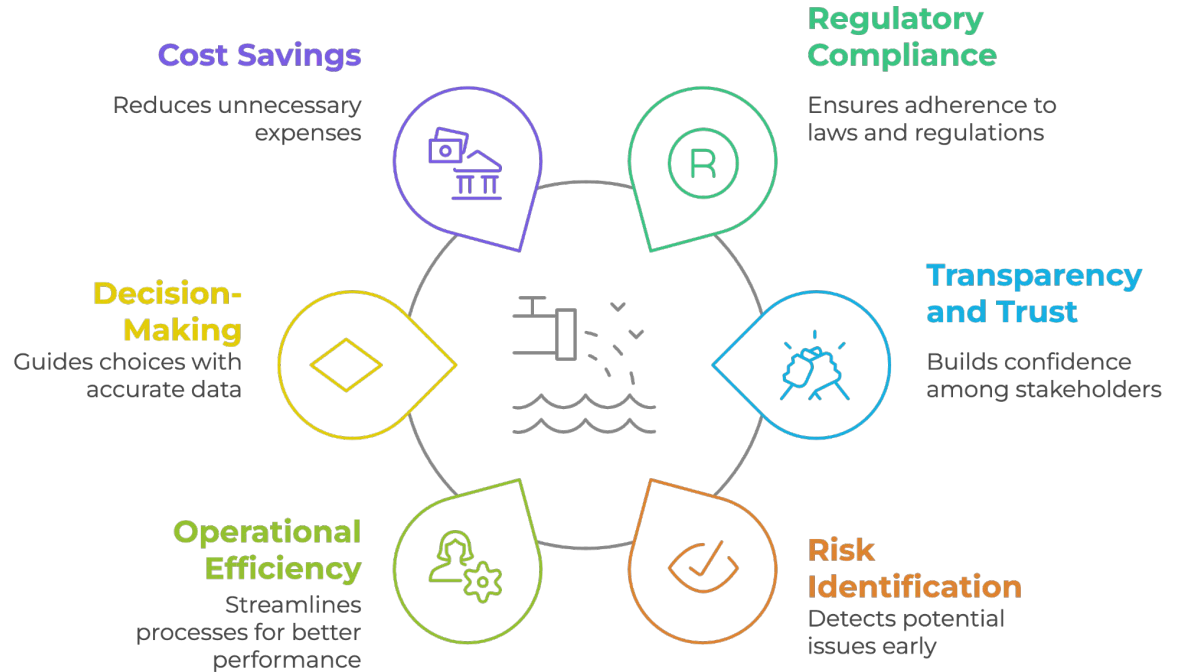
# WHAT'S IN IT FOR ME?



1. Centralized Data
2. Jumpstart Next Steps for LCRI
3. Support Beyond Service Lines
4. Transparency with Customers

# WHY DATA MATTERS

Capturing data is critical in the water management and compliance industry because it forms the foundation for informed decision-making, operational efficiency, regulatory compliance, and public health protection.





# REGULATORY OVERVIEW



*November 2027*

# LCRI MAJOR IMPACTS

1. Add Connectors/Goosenecks/Pigtails to Inventory
2. Remove all LSL/GRR *“under your control”* within 10 years (Dec. 2037)
  - Remove regardless of 90th percentile lead levels
3. Sample for lead in School and Childcare Facilities
4. Lowers action level to 10 ppb (from 15 ppb)
5. Compliance sampling at 100% LSL sites (if applicable)
  - Sample for lead in 1st and 5th liter and use higher result for 90th percentile
6. Provide results to customer for ALL samples within 3 business days, after receiving results, regardless of level
7. Non-Lead Service Line Validation

# NOV. 1ST, 2027 SUBMISSION SUMMARY



Baseline Inventory (including updates to service line material and connectors)



List of Schools and Childcare Facilities in the water system



Replacement Plan (if Inventory includes lead or unknowns)



**Customer Notices must be sent for every year there are lead, GRR, and unknown lines in the inventory.**

# SCHOOL AND DAYCARES



## *Understand the Requirements*

**When:** NOW

**How:**

- Review the [EPA Fact Sheet](#) for specific regulatory requirements.
- Understand the [SOP for 3Ts](#) and steps necessary to start your program.
- Watch the [3Ts Collection Video](#) to learn more.



## *Create Your List*

**When:** NOW - 11/1/2027

**How:**

- For schools, [AZ School Report Card Search](#) can identify the schools across the state.
- For childcare facilities, [AZ Childcare Resource Search](#) can identify registered facilities in your distribution system.
- **Review your options** for providing sampling to those facilities throughout the system.



## *Determine Next Steps*

**When:** NEXT

**How:**

- **Update** the Property Classification in PWS Portal.
- **Develop a project plan** for this type of program
- **Reach out** to ADEQ with any questions!

# MEET THE TEAM

| Party                                                     | Abbreviated Name | Role                                                                                                                                                                                                                              | Email / Website                                                                                                                                   |
|-----------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Water Quality Division, AZ Dept. of Environmental Quality | ADEQ             | Regulatory<br>Questions/ comments related to Arizona-specific interpretations of the LCRI; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification methods, etc. | <a href="https://azdeq.gov/WQD">https://azdeq.gov/WQD</a><br><br>602-568-6988<br><a href="mailto:lsinventory@azdeq.gov">lsinventory@azdeq.gov</a> |
| 120Water                                                  | 120Water         | Product & Technical Support<br>Questions and comments related to PWS Portal, technical questions about how to log in and use the software, and how to build and manage your inventory within the platform.                        | <a href="mailto:support@120water.com">support@120water.com</a><br><br><a href="https://120water.com">120water.com</a>                             |

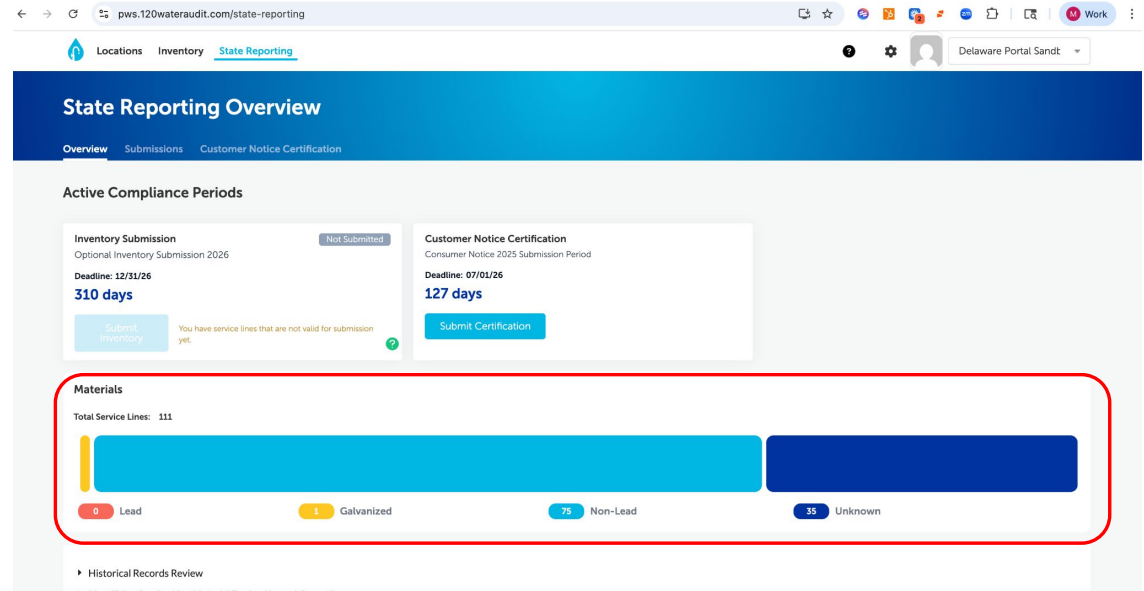


# PWS PORTAL

# WHAT 'TYPE' OF SYSTEM ARE YOU?

## Water System types based on initial inventory:

1. All Non-Lead
2. Majority Unknowns
3. Unknowns and GRR/Lead SLs
4. All Known Lines with Mix of Materials





# TIME TO LOG BACK IN

1. Navigate to: <https://pws.120wateraudit.com>
2. Use your email address and password to log in. If you forgot your password, you can reset it on this page too!
3. Questions: Email [support@120water.com](mailto:support@120water.com) - Include your Name, PWS ID, and your question

[pws.120wateraudit.com](https://pws.120wateraudit.com)



## Login

Welcome back! Please login to your account.



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# REVIEW YOUR SUBMISSIONS

## Navigate to the State Reporting page:

1. Check your Inventory Submission Status.
  - a. If Voided or Rejected, you will need to resubmit your inventory
  - b. If Accepted, great work!
2. Check your Customer Notice Certification Form.
  - a. Due to ADEQ **July 1, 2026**.

The screenshot displays the 'State Reporting Overview' page on the 120Water portal. The navigation bar includes 'Locations', 'Inventory', and 'State Reporting'. The 'Submissions' tab is selected and highlighted with a red box. Below the navigation bar, the 'Active Compliance Periods' section contains two cards. The 'Inventory Submission' card is highlighted with a red box and shows a 'Submit Inventory' button and a note: 'You have service lines that are not valid for submission yet.' The 'Customer Notice Certification' card is also highlighted with a red box and shows a 'Submit Certification' button. Below these cards is the 'Materials' section, which displays a bar chart for 'Total Service Lines: 111'. The chart shows the following distribution: Lead (0), Galvanized (1), Non-Lead (75), and Unknown (35). At the bottom, there is a link for 'Historical Records Review'.

# BULK EDITING

## Ways to Use:

- Location Record updates
- School & Childcare
- Asset Record updates
- Verification in bulk
- Connectors in bulk
- -- Other fields!

Showing 20 of 162 Locations

All Locations Schools & Daycares Contains: Lead Contains: Unknown

5 Selected [Select all 162 Locations](#)

Edit Assign to Program Send Communication

|                                     | 120Water ID | External ID | Address                                      | LCR Tier | Classification     | Programs                                        |
|-------------------------------------|-------------|-------------|----------------------------------------------|----------|--------------------|-------------------------------------------------|
| <input type="checkbox"/>            | 26333693    | 12345       | 123 Main Street<br>Delaware, PA 00001        | --       | Commercial         | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input checked="" type="checkbox"/> | 26210227    | --          | 305 Blue Hen Way<br>Rehoboth Beach, DE 19971 | --       | --                 | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/>            | 26210226    | --          | 304 Blue Hen Way<br>Rehoboth Beach, DE 19971 | --       | Childcare Facility | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/>            | 26210225    | --          | 303 Blue Hen Way<br>Rehoboth Beach, DE 19971 | --       | --                 | --<br><a href="#">View</a> <a href="#">Edit</a> |

### Edit Multiple Entries

You are about to update **6** entries.

**System-Owned Material:** Non-Lead - Copper

Would you like to continue?

Back

Bulk Update



**Helpful Hint:** This is ideal when you are applying the same change to multiple records.

# CREATE YOUR SCHOOL & CHILDCARE LIST

## Update a single Location Record:

- Select the location for the property you want to update
- Click 'Edit Details'
- Select the Property Classification dropdown, then Save!

## Important Property Classifications:

- Childcare facility
- Elementary School
- Multi-family residence with childcare
- Secondary School
- Single Family residence with childcare

Locations

Inventory

State Reporting

?

⚙️



Delaware Portal Sandt

◀

12 Rodney Drive, Rehoboth Beach, DE 19971

Edit Details

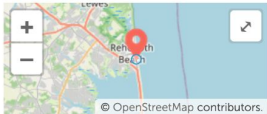
Details

Samples

Assets

Attachments

Location Details



Coordinates  
38.709498,  
-75.076962

Edit Coordinates

Address  
12 Rodney Drive  
Rehoboth Beach, DE 19971

Mailing Address  
--

Address Verification Score  
0

Mailing Address Verification Score  
0

Location Notes

There are no notes for this Location yet

Profile

LCR Tier  
--

LCRR Tier  
Insufficient Data to Calculate

Current LCR Sampling Site  
Unknown

Building Plumbing Contains Lead Solder  
Unknown

Point of Entry or Point of Use Treatment  
Unknown

Property Classification  
Childcare Facility

Sensitive Population  
No

Is Disadvantaged Neighborhood  
--

Persons in the Home  
--

Parcel Information

Parcel Number  
--

County  
--

Neighborhood  
--

Property Owned By Business  
--

Business Name  
--

Year Built  
--

Lot Area (square feet)  
--

Other Buildings On Property  
--

Estimated Home Value  
--

Recent Attachments

View Attachments

No attachments found

Do your research! Childcares can be hard to identify.  
They do need to be licensed though AZ.

 120Water™

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# CREATE YOUR SCHOOL & CHILDCARE LIST

## Update bulk Location Records:

- Select the locations for the property you want to update
- Click 'Edit'
- Check the box for 'Property Classification'
- Choose the Classification type.
- Confirm by clicking 'Bulk Update'

|                                     | Water ID | External ID | Address                                       | LCR Tier | Classification     | Programs |
|-------------------------------------|----------|-------------|-----------------------------------------------|----------|--------------------|----------|
| <input type="checkbox"/>            | 120      |             | 123 Main Street<br>Delaware, PA 00001         | --       | Commercial         | --       |
| <input checked="" type="checkbox"/> | 26210227 | --          | 305 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | --                 | --       |
| <input type="checkbox"/>            | 26210226 | --          | 304 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | Childcare Facility | --       |
| <input type="checkbox"/>            | 26210225 | --          | 303 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | --                 | --       |
| <input type="checkbox"/>            | 26210224 | --          | 302 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | --                 | --       |
| <input checked="" type="checkbox"/> | 26210223 | --          | 301 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | --                 | --       |
| <input type="checkbox"/>            | 26210222 | --          | 300 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | --                 | --       |
| <input checked="" type="checkbox"/> | 26210221 | --          | 1780 First State Blvd<br>Wilmington, DE 19805 | --       | --                 | --       |
| <input checked="" type="checkbox"/> | 26210220 | --          | 1779 First State Blvd<br>Wilmington, DE 19805 | --       | --                 | --       |

## Important Property Classifications:

- Childcare facility
- Elementary School
- Multi-family residence with childcare
- Secondary School
- Single Family residence with childcare

**Edit Multiple Entries**  
Note: These selections will replace current values for the selected entries

Profile

**Property Classification**  
Select a classification

- Childcare Facility
- Commercial
- Elementary School
- Hospital or Medical Care Facility
- Industrial
- Multi-Family Residence
- Multi-Family Residence w/ Childcare
- Non-Residential
- Nursing Home
- Other
- Public
- Secondary School
- Single Family Residence
- Single Family Residence w/ Childcare

**Edit Multiple Entries**  
You are about to update 5 entries.

**Property Classification:** Elementary School

Would you like to continue?

Back Bulk Update

# CREATE YOUR SCHOOL & CHILDCARE LIST

Once Property Classification has been updated:

- Select the School & Childcares filter to review your list.



**Efficiency Tip:** This will serve as foundation of your school and childcare list submission that is due on November 1, 2027.

## Locations

[Add Single Site](#)[Import Locations](#)[Import Contacts](#)[Import Interactions](#)

Showing 14 of 14 Locations

All Locations

**Schools & Daycares**

Contains: Lead

Contains: Unknown

Classification: Elementary School Secondary School Childcare Facility Single Family Residence w/ Childcare Multi-Family Residence w/ Childcare

Clear all filters

| <input type="checkbox"/> | 120Water ID | External ID | Address                                       | LCR Tier | Classification     | Programs                                        |
|--------------------------|-------------|-------------|-----------------------------------------------|----------|--------------------|-------------------------------------------------|
| <input type="checkbox"/> | 26210226    | --          | 304 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | Childcare Facility | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/> | 26210214    | --          | 1773 First State Blvd<br>Wilmington, DE 19805 | --       | Elementary School  | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/> | 26209278    | --          | 5 Water Avenue<br>Wilmington, DE 19805        | --       | Secondary School   | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/> | 26209277    | --          | 4 Water Avenue<br>Wilmington, DE 19805        | --       | Elementary School  | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/> | 26209276    | --          | 3 Water Avenue<br>Wilmington, DE 19805        | --       | Childcare Facility | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/> | 24640220    | --          | 1019 Walnut Street<br>Milford, DE 19963       | --       | Secondary School   | --<br><a href="#">View</a> <a href="#">Edit</a> |

# VERIFICATIONS

## Verify a Single Location Record:

- Click on the Address:
- Navigate to Assets Tab
- Select 'Verify Asset'
- Check the box for System Owned or Customer Owned
  - Or, if the information is the same, both can be updated!
- Fill out the information, then click 'Finish Verification'



**Note:** The Date and Name will auto-populate with today's date and the User name.

If different, please change!



1775 First State Blvd, Wilmington, DE 19805  
Location External ID: -- Edit

Details Samples Contacts **Assets** Interactions Attachments

State Submission Validation Errors:  
'System-Owned Classification Basis' is required.  
'Customer-Owned Classification Basis' is required.

Assets  
Service Line - 25385394  
+ Add New Asset

Actions **Verify Asset** Replace Asset

Summary

|                              |                     |                          |
|------------------------------|---------------------|--------------------------|
| Status                       | Ownership           | Service Line External ID |
| InService                    | Split               | --                       |
| EPA Material Classification  | Verification Status | Verification Date        |
| Lead Status Unknown          | Not Verified        | --                       |
| Inventory Communication Sent | Last Sent On        | Description              |
| --                           | --                  | --                       |

Asset ID 25385394

Line Verification

Verification Date \* 07/29/2026 Verified By \* Carlen Lennon

Add Notes  
Add optional Notes

Select the sections of the line you wish to update \*

☒ System Owned  
☐ Customer Owned  
☐ Unable to Verify

Add Attachment

Drag and drop a file here or click to browse.  
Browse

Only 5 files at a time

Cancel Next

Line Verification

System-Owned Verification

Material \* Verification Method \*

Material Classification Basis

Classification Basis Notes  
Enter classification basis notes

Add Notes  
Add optional Notes

Connectors

Connector Present? \*

Back Finish Verification

# VERIFICATIONS

## Verify bulk Asset Records:

- Check the boxes of the service lines that are being updated
- Click 'Edit'
- Check the box for the field being updated
  - Or choose a Quick Action at the top!
- Fill out the information
- Confirm by clicking 'Bulk Update'

3 Selected

Select all 157 Asset

Edit

Assign to Program

Delete

Send Communication

| <input type="checkbox"/>            | 120Water ID | External ID | Address                                       | Status     | LCR Tier | EPA Classification  | Ownership | System-Owned Material      | Customer-Owned Material    | Connector Present | Programs                                        |
|-------------------------------------|-------------|-------------|-----------------------------------------------|------------|----------|---------------------|-----------|----------------------------|----------------------------|-------------------|-------------------------------------------------|
| <input type="checkbox"/>            | 25509143    | --          | 123 Main Street<br>Delaware, PA 00001         | In Service | --       | Non-lead            | Split     | Non-Lead - PVC             | Non-Lead - Brass           | Not Known         | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/>            | 25385399    | --          | 304 Blue Hen Way<br>Rehoboth Beach, DE 19971  | In Service | --       | Lead Status Unknown | Split     | Unknown - Material Unknown | Unknown - Material Unknown | Yes               | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/>            | 25385398    | --          | 1781 First State Blvd<br>Wilmington, DE 19805 | In Service | --       | Non-lead            | Split     | Non-Lead - Brass           | Non-Lead - Brass           | Yes               | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input checked="" type="checkbox"/> | 25385397    | --          | 1773 First State Blvd<br>Wilmington, DE 19805 | In Service | --       | Lead Status Unknown | Split     | Unknown - Material Unknown | Unknown - Material Unknown | Not Known         | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input checked="" type="checkbox"/> | 25385395    | --          | 1774 First State Blvd<br>Wilmington, DE 19805 | In Service | --       | Lead Status Unknown | Split     | Unknown - Material Unknown | Unknown - Material Unknown | Not Known         | --<br><a href="#">View</a> <a href="#">Edit</a> |
| <input checked="" type="checkbox"/> | 25385394    | --          | 1775 First State Blvd<br>Wilmington, DE 19805 | In Service | --       | Lead Status Unknown | Split     | Unknown - Material Unknown | Unknown - Material Unknown | Not Known         | --<br><a href="#">View</a> <a href="#">Edit</a> |

### Edit Multiple Entries

Select which entries you want to bulk update on the next page

**QUICK ACTIONS**

[Verify Line Materials](#)
[Edit Primary Connector](#)
[Edit Fittings](#)

**Details - Service Line**

☐ Status

**Details - System-Owned**

☐ System-Owned Material  
☐ System-Owned Verification Method  
☐ System-Owned Verified Date  
☐ System-Owned Verified By  
☐ System-Owned Classification Basis  
☐ System-Owned Lead Solder  
☐ System-Owned Previously Lead  
☐ System-Owned Verified  
☐ System-Owned Installation Date

### Edit Multiple Entries

Note: These selections will replace current values for the selected entries

**Details - System-Owned**

System-Owned Material

System-Owned Verification Method

System-Owned Verified Date

System-Owned Verified By

System-Owned Classification Basis

**Details - Customer-Owned**

Customer-Owned Material

Customer-Owned Verification Method

Showing 20 of 157 Asset

### Edit Multiple Entries

You are about to update 3 entries.

**System-Owned Material:** Non-Lead - PEX

**System-Owned Verification Method:** Visual Inspection at the Meter Pit

**System-Owned Verified Date:** 07/15/2026

**System-Owned Verified By:** Carsen Lennon

**System-Owned Classification Basis:** Visual - Meter

Would you like to continue?

[Back](#)
[Bulk Update](#)

# CONNECTORS

## Update a Single Connector:

- Click on the Location
- Navigate to Assets Tab
- Select 'Edit'
- Fill in 'Connector Present'
  - If YES, this will populate questions regarding Material Type, Classification, and Verification
- Click 'Save'



**EPA Definition:** A connector is a short segment of pipe, no greater than 3 feet, that can be bent and is used for connections between service piping, typically connecting the service line to the water main.

Often referred to as pigtails and/or gooseneck

Details - Connectors / Fittings / Other

Save Cancel

**Connectors** ⓘ

Connector Present? Not Known

+ Add Connector

**Fittings** ⓘ

Fittings Material Fittings Verification Method

-- -- --

Fittings Verification Date Fittings Verified By

[Calendar Icon]

**Other**

Lead Solder Other Lead Equipment

Unknown

# CONNECTORS

## Update bulk Connector Records:

- Check the boxes of the Select the locations being updated
- Click 'Connectors Present'
  - Or use the Quick Action for 'Edit Primary Connector'
- Select the correct option for Connector Present?
- Confirm by clicking 'Bulk Update'

Showing 20 of 162 Locations

All Locations Schools & Daycares Contains: Lead Contains: Unknown

5 Selected [Select all 162 Locations](#)

Edit Assign to Program Send Communication

|                                     | 120Water ID | External ID | Address                                       | LCR Tier | Classification     | Programs |                                           |
|-------------------------------------|-------------|-------------|-----------------------------------------------|----------|--------------------|----------|-------------------------------------------|
| <input type="checkbox"/>            | 26333693    | 12345       | 123 Main Street<br>Delaware, PA 00001         | --       | Commercial         | --       | <a href="#">View</a> <a href="#">Edit</a> |
| <input checked="" type="checkbox"/> | 26210227    | --          | 305 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | --                 | --       | <a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/>            | 26210226    | --          | 304 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | Childcare Facility | --       | <a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/>            | 26210225    | --          | 303 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | --                 | --       | <a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/>            | 26210224    | --          | 302 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | --                 | --       | <a href="#">View</a> <a href="#">Edit</a> |
| <input checked="" type="checkbox"/> | 26210223    | --          | 301 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | --                 | --       | <a href="#">View</a> <a href="#">Edit</a> |
| <input type="checkbox"/>            | 26210222    | --          | 300 Blue Hen Way<br>Rehoboth Beach, DE 19971  | --       | --                 | --       | <a href="#">View</a> <a href="#">Edit</a> |
| <input checked="" type="checkbox"/> | 26210221    | --          | 1780 First State Blvd<br>Wilmington, DE 19805 | --       | --                 | --       | <a href="#">View</a> <a href="#">Edit</a> |
| <input checked="" type="checkbox"/> | 26210220    | --          | 1779 First State Blvd<br>Wilmington, DE 19805 | --       | --                 | --       | <a href="#">View</a> <a href="#">Edit</a> |

### Edit Multiple Entries

Select which entries you want to bulk update on the next page

QUICK ACTIONS

[Verify Line Materials](#) [Edit Primary Connector](#) [Edit Fittings](#)

### Edit Multiple Entries

Note: These selections will replace current values for the selected entries

Connectors ⓘ

Connector Present  
Yes

Connector Material  
---

Connector Verification Method  
---

Connector Verification Date  
mm/dd/yyyy

Back Continue



**Remember:** Connector material will not impact EPA Classification of the service line

# CONNECTOR IMPORT

## Export Connector Records:

- Navigate to the Inventory page
- Export current Connector information.
- Fill out the information in Excel

## Import Connector Records:

- Click Import Connectors on the Inventory page
- Choose the Connectors template, then select 'Upload File'
- Select 'create & update records', then Next.
- Upload file from the computer, then click 'Next.'
- Navigate to the Import log to review the imported data.
- Once reviewed, select 'Complete Import'

Inventory Submission Deadline No Assigned Submission Period

Service Line Materials

Total 'In-Service' Lines: 152

1 Lead 1 Galvanized 81 Non-Lead 69 Unknown

Search Showing 20 of 157 Asset

| 120Water ID | External ID | Address                                    | Status     | LCR Tier | EPA Classification  | Ownership | System-Owned Material      | Customer-Owned Material    | Connectors Present |
|-------------|-------------|--------------------------------------------|------------|----------|---------------------|-----------|----------------------------|----------------------------|--------------------|
| 25876331    | --          | 868 N Dupont Hwy Dover, DE 19901           | In Service | --       | Non-lead            | Split     | Non-Lead - PEX             | Non-Lead - PEX             | Not Known          |
| 25509143    | --          | 123 Main Street Delaware, PA 00001         | In Service | --       | Non-lead            | Split     | Non-Lead - PVC             | Non-Lead - Brass           | Not Known          |
| 25385399    | --          | 304 Blue Hen Way Rehoboth Beach, DE 19971  | In Service | --       | Lead Status Unknown | Split     | Unknown - Material Unknown | Unknown - Material Unknown | Yes                |
| 25385398    | --          | 1781 First State Blvd Wilmington, DE 19805 | In Service | --       | Non-lead            | Split     | Non-Lead - Brass           | Non-Lead - Brass           | Yes                |
| 25385397    | --          | 1773 First State Blvd Wilmington, DE 19805 | In Service | --       | Lead Status Unknown | Split     | Unknown - Material Unknown | Unknown - Material Unknown | Not Known          |
| 25385395    | --          | 1774 First State Blvd Wilmington, DE 19805 | In Service | --       | Lead Status Unknown | Split     | Unknown - Material Unknown | Unknown - Material Unknown | Not Known          |

Service Lines  
Service Lines & Locations  
**Connectors**  
Delaware Inventory

Locations Inventory State Reporting

Service Lines

Create Service Line Import Service Lines **Import Connectors**

Inventory Submission Deadline No Assigned Submission Period

Service Line Materials

Total 'In-Service' Lines: 152

1 Lead 1 Galvanized 81 Non-Lead 69 Unknown

# REPLACEMENTS

## 1. Replace a Single Service Line:

- Click on the location of the line being replaced
- Navigate to Assets Tab
- Select 'Replace Asset'
- Choose 'Replacement Type'
- Fill out the fields for a Full or Partial Replacement.
- Click 'Save Replacement'

The screenshot shows the 120Water web application interface. At the top, there are tabs for 'Locations', 'Inventory', and 'State Reporting'. Below these, the location '868 N Dupont Hwy, Dover, DE 19901' is selected. The 'Assets' tab is active, showing a list of assets. A red box highlights the 'Replace Asset' button in the 'Actions' menu. To the right, a modal window titled 'Replace Asset' is open, showing fields for 'Replacement Type & Date', 'Side Replaced & New Material', and 'Evidence & Audit Trail'.



**Note:** The 'Conducted By' field will auto-populate with the User name.

If different, please change!

The screenshot shows the 'Asset History' section in the 120Water web application. It displays a table with the following data:

| Status    | Replacement              | Conducted By  |
|-----------|--------------------------|---------------|
| Completed | Replacement Jul 29, 2026 | Carsen Lennon |

# SUBMIT AN INTERIM INVENTORY UPDATE

## To Submit an Update:

- Navigate to the State Reporting page
- Click 'Submit Inventory'
- Answer the questions, then click 'Submit'



Check that all required information is included for the service lines being submitted!

## Submit Inventory

### Historical Records Review

Type of Record Describe the Records Reviewed for Your Inventory and Indicate Your Level of Confidence (e.g., Low, Medium, or High)

1. Previous Materials Evaluation\*

2. Construction Records and Plumbing Codes\*

3. Water System Records\*

4. Distribution System Inspections and Records\*

5. Other Records

## Submit Inventory

### General Information

Is this the Initial Inventory or an Inventory Update?

Who owns the service lines in your system? If other, please explain below.

If other please explain:

Is there documentation that defines service line ownership in your system? If yes, please describe b...

If Yes, please describe:

Required

## Submit Inventory

### Identifying Service Line Material During Normal Operations

During which normal operating activities are you collecting information on service line material? Check all that apply.\*

☒ Water Meter Reading ☒ Water meter repair or replacement

☒ Service line repair or replacement ☒ Water main repair or replacement

☒ Backflow prevention device inspection ☐ Other

If other please explain:

Did you develop or revise standard operating procedures to collect service line material information during normal operation?\*

Did you develop or revise standard operating procedures to collect service line material informat...

## Submit Inventory

### Service Line Investigations

Identify the service line investigation methods your system used to prepare the inventory (check all that apply). If a water system chooses an investigation method not specified by the state under 40 CFR 141.84(a)(3)(iv), state approval is required. **Note that investigations are not required by the LCRR but can be used by systems to assess accuracy of historical records and gather information when service line material is unknown.\***

☒ Visual Inspection at the Meter Pit ☒ Customer Self-Identification

☐ CCTV Inspection at Curb Box - External ☐ CCTV Inspection at Curb Box - Internal

☐ Water Quality Sampling - Targeted ☐ Water Quality Sampling - Flushed

☐ Water Quality sampling - Sequential ☐ Water Quality Sampling - Other

☒ Mechanical Excavation ☒ Vacuum Excavation

☐ Predictive Modeling ☐ Other

If other please explain:

If Predictive Modeling, please briefly describe the model and inputs used:

# ONGOING SUPPORT

We are here for you! Please reach out with any software questions.

## 120Water Help Center:

- <https://pws-hc.120water.com/pws-helpcenter>

## Contact Support:

- <https://120water.com/support>
- 1-800-674-7961
- [support@120water.com](mailto:support@120water.com)

 120Water™

PWS Help Center

Go to 120Water

Hello. How can we help you?



### Start Here

Here you'll find information about 120Water, how you can work with us, and other FAQ's.



### What's New

Check here for the latest and greatest product improvements!



### Compliance Journey HQ

Your source of regulatory resources and technical platform information.



## Contact Us - Support

Need assistance with your program? Fill out the form and a team member will be in touch shortly to resolve your issue.

Request Type

Please Select

First Name\*

Last Name\*

Email\*

Street address

Phone number\*

City\*

State/Province

Please Select

Issue\*

Details\*

Submit

# WHAT'S NEXT



# KEEP UP THE GREAT WORK!



## *Inventory Data*

**When:** NOW - 2027

**What:**

- Maintain your data
- Reduce 'unknowns'
- Document replacements
- Classify your Locations

**Why:** Baseline Inventories are due 11/1/27

**Really Why:** Minimize your compliance burden and do not get behind in this work!



## *Transparency*

**When:** 2026

**What:**

- PWS PTD Live
- CCR updated
- Optional Inventory Submission

**Why:** Compliance

**Really Why:** Your role in your community matters!



## *Stay Connected*

**When:** Quarterly Trainings

**What:**

- Sign up [HERE](#)
- Become a power user! It will bring you cost savings, operational efficiency, help with decision making, and build transparency & trust

**Why:** CEU credits pending

**Really Why:** Best in class PWS!

# 120Water Training for Arizona Utilities

## Training Dates & Times

~~Q1 Training: Virtual~~  
~~Friday, March 6 at 10am MT (12pm ET)~~

~~Q2 Training: Arizona Water~~  
~~April 28, 2026~~

Q3 Training: Virtual  
Friday, August 14 at 10am MT (1pm ET)

Q4 Training: Virtual  
Friday, November 6 at 10am MT (12pm ET)

## Webpage

<https://120water.com/az-state-training-registration-qr/>





**QUESTIONS?**

# THANK YOU

