

Regulatory Affairs Branch
Drinking Water Section

Circular Letter # 2026-24

TO: Community Public Water Systems
Non-Transient Non-Community PWS
Certified Operators

FROM: Christopher D. Roy, Public Health Section Chief, Drinking Water
Section

DATE: October 6, 2026

SUBJECT: LCRI Service Line Inventory Platform

The United States Environmental Protection Agency (EPA) promulgated the new lead and copper rule, the Lead and Copper Rule Improvements (LCRI) in the Code of Federal Regulations (CFR) on October 30, 2024, with a compliance date of November 1, 2027. The LCRI strengthens the requirements in the current Lead and Copper Rule (LCR) and Lead and Copper Rule Revisions (LCRR) to better protect children and adults from lead in drinking water. Please refer to [Circular Letter 2026-06](#) or the Drinking Water Section [LCRI webpage](#) for more information on this new rule.

The LCRI requires all community (C) and non-transient non-community (NTNC) public water systems (PWS) to **develop a “baseline inventory”**, which identifies the material and location of each service line and identified connector within the PWS’s distribution system regardless of ownership status, and submit to CT Department of Public Health (DPH) **by November 1, 2027**. For PWS that submitted the LCRR initial inventory in 2024 or afterwards, they must submit the “baseline inventory” with any updated information, including any identified connector material, and a signed certification by November 1, 2027.

To support all C and NTNC PWS with LCRI compliance, CT DPH has contracted with 120Water, a water management software company, to develop an on-line service line inventory data portal called PWS Portal. The portal allows water systems to track, view, update, manage and submit their service line inventory information, and comply with the required public accessibility standards. CT DPH is providing the portal to public water systems at no cost.

If the PWS submitted a complete LCRR initial inventory to CT DPH, the PWS Portal will initially contain the PWS's LCRR initial inventory data. All C and NTNC PWS will be required to use the PWS Portal to input, update, manage, and submit their baseline inventory, any future updated service line inventory and supporting documentation for LCRI compliance.

Every C and NTNC PWS will have a unique PWS Portal account in a secure individual environment. PWS Portal credentials will be assigned to the system's owner, legal, and administrative contacts after they attend one of the software training sessions conducted by 120Water. During the training, the system contact will learn how to assign access within the PWS Portal to any of their team members to view, update, and manage their service line inventory. However, each team member is encouraged to attend one of the software training sessions to receive access to the PWS Portal from 120Water.

Please register for the PWS Portal software training at <https://www.120water.com/2026-ct-state-page>. You will need to provide your name, email address, PWS name, and PWS ID. The 120Water team has resources, recordings, and a support team ready to help.

If you have any questions about the LCRI, please contact us at DPH.LeadandCopper@ct.gov. If you have questions about the PWS Portal after attending the training, please email support@120water.com.

Cc: Lisa Morrissey, Deputy Commissioner, CT DPH
Local Health Departments