



LCRI: WHAT DE WATER SYSTEMS NEED TO KNOW

120Water PWS Portal Training

Maddie Brogan / DE Summit 2026



AGENDA

01 Check In

02 LCRI & What You Need to Know

03 PWS Portal: Plan & Action

04 Questions & Next Steps



INVENTORY PULSE CHECK

WHAT'S IN IT FOR ME



1. Centralized Data
2. Jumpstart Next Steps
3. Submission Ease
4. Support Beyond Service Lines



**WHY ARE
WE HERE?**

NEW RULES REQUIRE NEW TOOLS



Baseline
Inventory



Service Line
Replacement



School & Childcare
Testing



Risk Mitigation



Sampling and
Monitoring



Site Assessments



Corrosion Control



Customer
Communications



REGULATORY TRANSITION

1991 LCR

LCRR 10/16/24

LCRI: 11/1/27

Comply with LCR until 11/1/2027, except for LCRR 1, 2, 3, and 4

1. Service Line Inventory: 10/16/24
2. Customer Notice for LSL, FTT, and Unknown: 11/15/24 & Annually
3. 24-hr public notice following Pb ALE @ ppb
4. 2025 CCR Updates: 7/1/25

Comply with all LCRI elements starting 11/1/2027

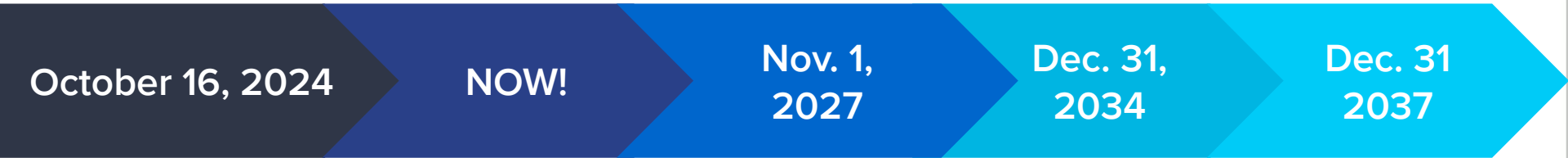


November 2027

LCRI MAJOR IMPACTS

1. Add Connectors/Goosenecks to Inventory
2. Non-Lead Service Line Validation
3. Provide results to customer for ALL samples within 3 business days, after receiving results, regardless of level
4. Lowers action level to 10 ppb (from 15 ppb)
5. Offer sample for Pb in School and Childcare Facilities
6. Remove all LSL/GRR “*under your control*” within 10 years (Dec. 2037)
 - Remove regardless of P90 Pb levels
7. Compliance sampling at 100% LSL sites (if applicable)
 - Sample for Pb in 1st and 5th liter and use higher result for P90

INVENTORY: PAST - PRESENT - FUTURE



October 16, 2024

NOW!

Nov. 1,
2027

Dec. 31,
2034

Dec. 31
2037

- 1) Submit “Initial” LCRR inventory
- 2) Make inventory available to the public
- 3) LSL, GRR, and Unknown notice by 11/15/24

- 1) Add connectors
- 2) Verify Unknown SLs
- 3) CCR Updates about Inventory
- 4) Build verification and replacement strategy & research funding opps

*Annual Notices

- 1) Submit LCRI “Baseline” inventory with connector info added (and then, annually)

- 1) Complete non-lead validation

- 1) Verify all unknowns





DE LCR WEBSITE

<https://dhss.delaware.gov/dhss/dph/hsp/odwpbcu.html>

Office of Drinking Water

Public Health

Menu

Home

About ▶

Services ▶

Information ▶

Connect

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Lead and Copper Rule

Lead and copper enters drinking water primarily through plumbing materials. Exposure to lead and copper may cause health problems ranging from stomach distress to brain damage. In 1991, the EPA published a regulation to control lead and copper in drinking water. This regulation is known as the Lead and Copper Rule (also referred to as the LCR).

The LCR requires systems to monitor drinking water at customer taps. If lead concentrations exceed an action level of 15 parts per billion or copper concentrations exceed an action level of 1.3 parts per million in more than 10% of customer taps sampled, the system must undertake a number of additional actions to control corrosion.

If the action level for lead is exceeded, the system must also inform the public about steps they should take to protect their health and may have to replace lead service lines under their control.

[Delaware Lead Service Line Inventory Template for Drinking Water Utilities](#)

Lead and Copper Rule links:

- Certification form for community water systems
- Certification form for non-community non-transient water systems
- Consumer notice for community water systems (action level exceedance)
- Consumer notice for community water systems (below action level)
- Consumer notice for non-community non-transient water systems
- Sampling plan requirements
- Sampling plan change form
- Lead and copper sampling directions for homeowners
- 90th percentile calculator

Lead and Copper Rule Revisions links:

- Lead and Copper Rule Revisions Guidance Document
- EPA Developing and Maintaining a Service Line Inventory: Small Entity Compliance Guide
- EPA Fact Sheet for Developing and Maintaining a Service Line Inventory
- EPA Drinking Water Requirements for States and Public Water Systems



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health
Office of Drinking Water

Office of Drinking Water
43 S. DuPont Hwy.
Dover, DE 19901
p: 302-741-8630
f: 302-741-8631

*REVISED Lead and Copper Rule Revisions Guidance Document

INTRODUCTION:

The Lead and Copper Rule Revisions (LCRR) were effective on December 16, 2021. Listed below are some of the key points that all Community and Non-Transient Non-Community water systems shall prepare for to meet the requirements of the LCRR.

- Develop a service line inventory. This inventory must include information on both the water system owned and customer owned parts of the service lines. This inventory must be completed and submitted to the Office of Drinking Water (ODW) by October 16, 2024.
- Service line inventories must be made available to the public.
- PWSs that identify lead service lines as part of their inventory creation must create a lead service line replacement plan.
- PWSs that identify lead service lines must revise their sampling plans and sampling protocols.
- PWSs that serve schools and childcare facilities are to create a sampling plan to test 20% of Elementary schools and childcare facilities that they serve on an annual basis.
- PWSs must review their Corrosion Control Treatment and reoptimize if necessary. This must be done if the PWSs 90th percentile results indicate that the trigger level is exceeded.

SERVICE LINE INVENTORY:

All Community and Non-Transient Non-Community water systems must develop an inventory to identify the materials of service lines connected to their water distribution system.

The first step in creating a lead service line inventory is to understand the definition of a lead service line. The following is ODW's working definition of a lead service line:

"Lead service line" means any pipe or portion thereof of, whether the privately owned portion, utility owned portion, or both, that is made of or contains lead that connects a water main to a building inlet up to the first shut-off valve not to exceed two feet inside the premises or to the water meter, whichever is furthest inside the Premises. For purposes of this regulation, a galvanized service line is considered a lead service line if it has ever been or is currently downstream of any lead service line or portion thereof or service line of unknown material. If the only lead piping or portion thereof serving a premises is a lead gooseneck, pigtail, or connector

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, [Safe School Drinking Water](#) can help identify facilities already participating in sampling.
- For childcare facilities, [Dept of Ed, OCCL Site](#) can help identify registered facilities in your distribution system.



Determine Next Steps

When: NEXT

How:

- **Review your options** for providing sampling to those facilities throughout the system.
- **Develop a project plan** for this type of program
- **Reach out** to ODW with any questions!



SCHOOL TESTING IN DE

<https://publichealthalerts.delaware.gov/safe-school-drinking-water/#what-you-should-know>

Safe School Drinking Water

The State of Delaware is doing everything it can to ensure your children and all staff in schools have safe and clean drinking water.

Lead Sampling Test Results


Results of Drinking Water Sampling in Schools by District or Charter

[View Data Visualization →](#)

[View Lead Screening and Testing Information →](#)

School Water Menu

- [What You Should Know](#)
- [Lead Screening & Testing](#)
- [Data/Sampling Results](#)
- [Lead Information ▲](#)
- [Frequently Asked Questions](#)
- [Resources ▲](#)

 [Listen](#) 

 [See the Drinking Water Sampling in Delaware Schools Summary Report here.](#) 

[Link to Interactive Mapping Dashboard](#) 

What You Should Know

The State of Delaware is working with federal and local partners to ensure all Delaware children and school staff have safe and clean drinking water.

With the support of a grant from the federal Environmental Protection Agency (EPA), the Delaware Department of Education (DOE) and the Delaware Division of Public Health (DPH) began a sampling initiative in Delaware schools in October 2020 to identify the levels of lead within the drinking water system.



FUNDING OPPORTUNITIES

The Delaware State Revolving Fund team has financial opportunities available for systems looking for support...

- Match Planning Grants
- Asset Management Incentive Program
- Bond Bill Grant
- Drinking Water State Revolving Fund Eligibility Handbook

MEET THE TEAM

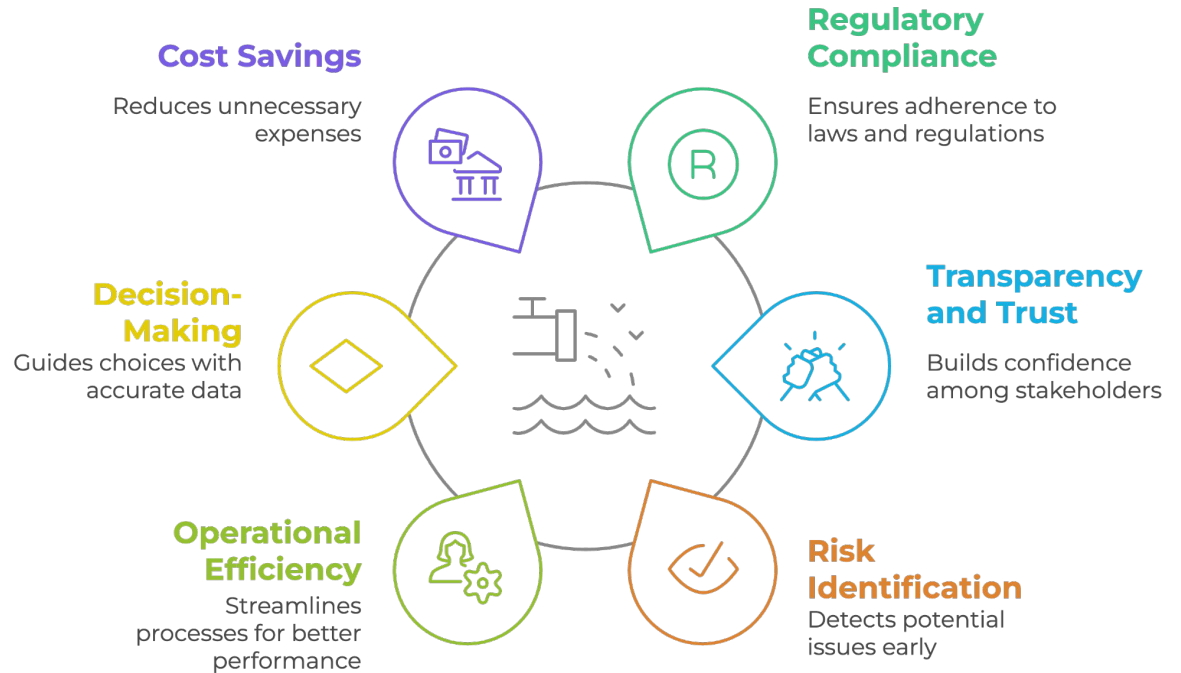
Party	Abbreviated Name	Role	Email / Website
Office of Drinking Water	ODW	Regulatory Questions and clarity related to Delaware-specific interpretations of the LCRI; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification methods, etc.	dhss.delaware.gov/dhss/dph/hsp/odw.htm 302-741-8630 kevin.cottman@delaware.gov
Delaware Drinking Water State Revolving Fund	DE DWSRF	Financial Questions and opportunities related to financial support (e.g., grants, loans, etc) to support the development of a system's service line inventory.	https://dhss.delaware.gov/dhss/dph/hsp/dwsrf.html 302-744-4817 DHSS_DPH_DWSRF@delaware.gov
Delaware Rural Water Association	DRWA	Additional Support Delaware Rural Water is an incredible resource supporting systems with inventory related work and otherwise. Contact their team to see if there is an opportunity to inquire about some assistance.	delawareruralwater@drwa.org drwa.org
120Water	120Water	Product & Technical Support 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.	support@120water.com 120water.com



PWS PORTAL

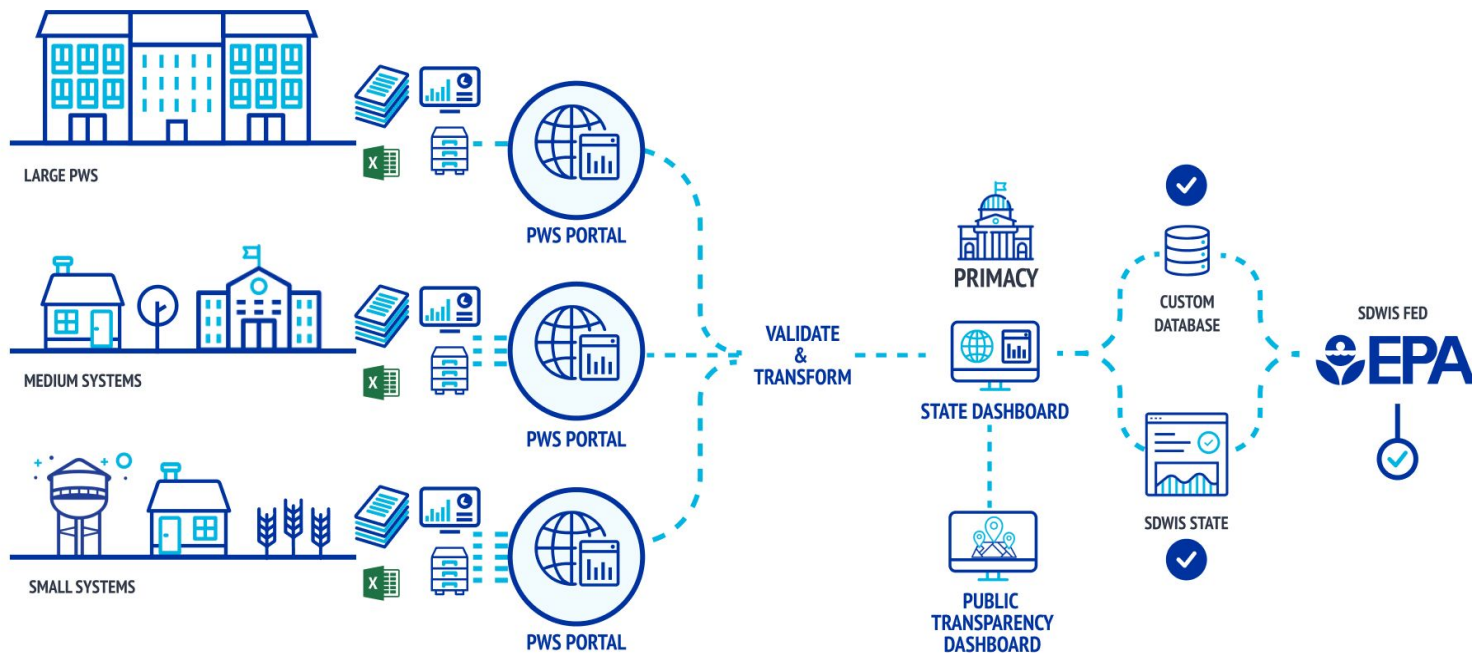
WHY DATA MATTERS

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.



HOW DOES IT WORK?

This ecosystem standardizes and streamlines data, reporting, and communication with both your primacy agency and your community.

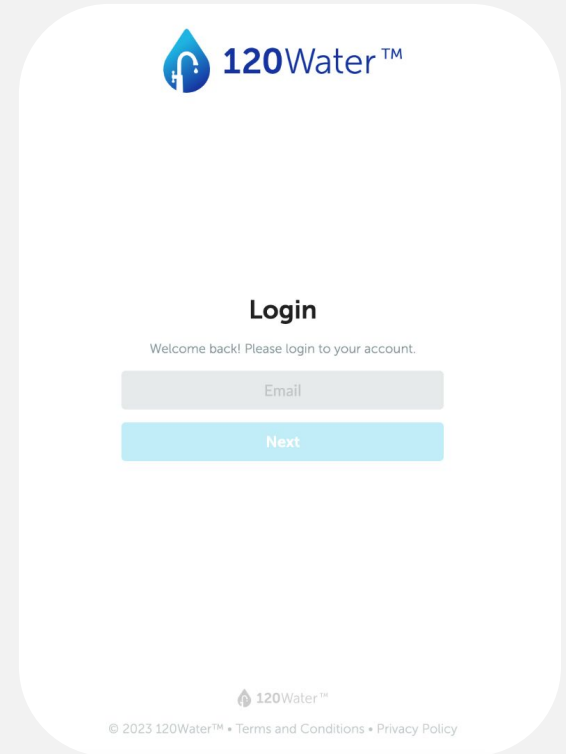




TIME TO LOG BACK IN

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 - Include your Name, PWS ID, and your question

pws.120wateraudit.com



MAKE YOUR PLAN



THE LCRI COMPLIANCE TRAIL MAP

Trail Length

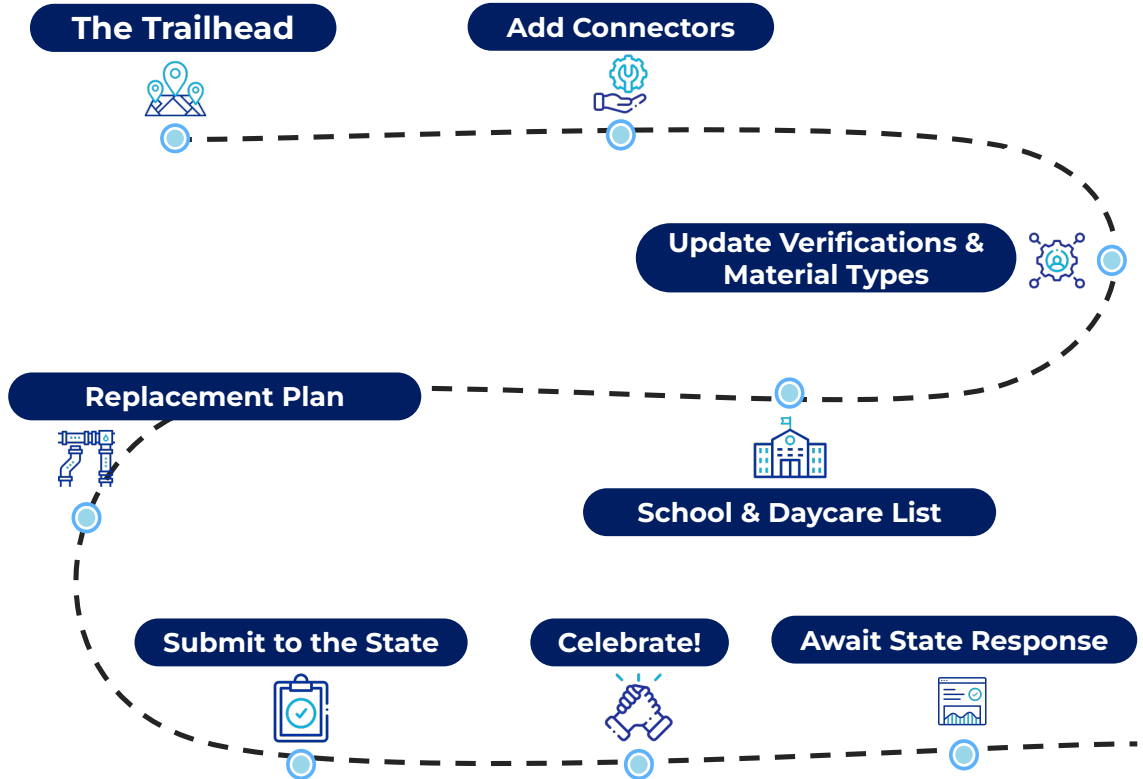
Present - Nov 1, 2027

Estimated Difficulty

Easy with 120Water

Elevation Change

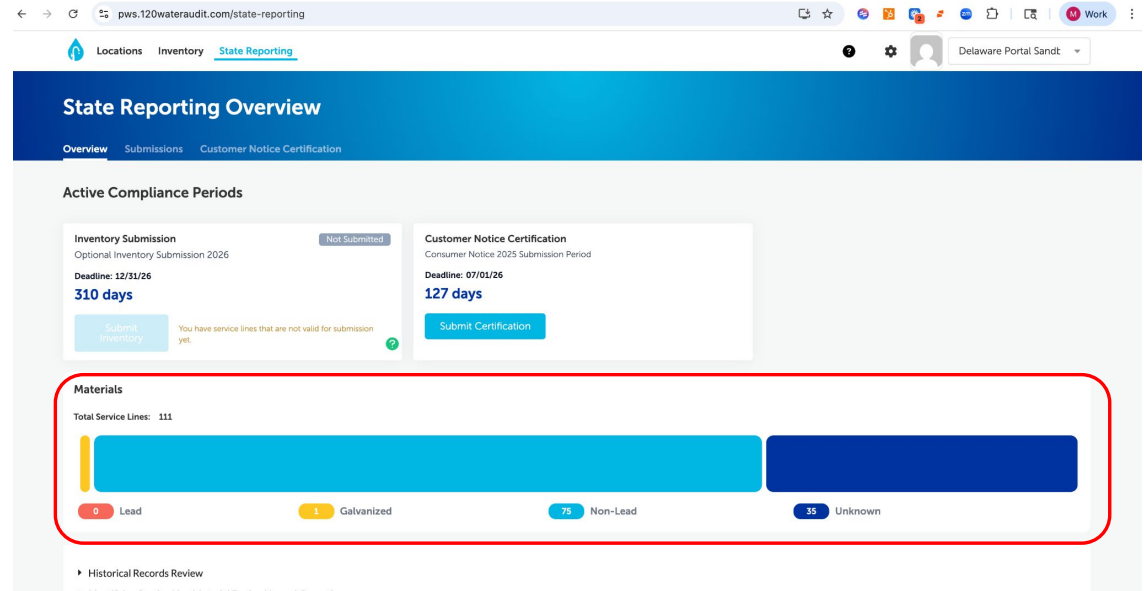
Reaching new heights
with LCRI Compliance



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



REVIEW YOUR SUBMISSIONS

Navigate to the State Reporting page:

1. Review Submission History
2. Submit Your Customer Notice Certification Form
3. Consider Submitting An *Optional* Inventory Update, if you've made substantive updates.

The screenshot displays the 'State Reporting Overview' page. At the top, there are navigation tabs: 'Overview', 'Submissions', and 'Customer Notice Certification'. Below this, the 'Active Compliance Periods' section contains two main cards. The first card, 'Inventory Submission', is for the 'Optional Inventory Submission 2026' with a deadline of 12/31/26 and 310 days remaining. It features a 'Submit Inventory' button and a note: 'You have service lines that are not valid for submission yet.' The second card, 'Customer Notice Certification', is for the 'Consumer Notice 2025 Submission Period' with a deadline of 07/01/26 and 127 days remaining. It features a 'Submit Certification' button. Below these cards is a 'Materials' section showing 'Total Service Lines: 111'. A horizontal bar chart displays the distribution: Lead (0), Galvanized (1), Non-Lead (75), and Unknown (35). At the bottom, there is a link for 'Historical Records Review'.

CUSTOMER NOTICE CERTIFICATION FORM

After clicking 'Submit Certification' on the State Reporting page:

- Fill it out with necessary information based on the notices you sent this Fall
- Submit to ODW by
 - **July 1st, 2026**

State Reporting

[Current Inventory](#) [Submissions](#)

[< Back](#)

Customer Notice Certification Form

Full Name (First and Last) <input type="text"/> <small>Required</small>	Email <input type="text"/> <small>Required</small>	Phone <input type="text"/> <small>Required</small>
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During this submission period, by what method did you distribute notices? Select all that apply.*

- Mailed with water bill
- Mailed with CCR
- Separate Mail
- Hand Delivery
- Email [?]
- No Notices required

During this submission period, how many 'Lead' notices have you distributed?*

EMAIL NOTIFICATIONS FOR SUBMISSION CHANGES

Upcoming Submission Deadline

Hello Meena Gunachandran,

This is a reminder that your Inventory Submission for **ALFORDSVILLE WATER UTILITY** is due on **March 19, 2026 at 08:00 PM EDT**.

Deadline Details

Submission Period: Inventory Sub 02/26

Type: Inventory

Submission Due Date: March 19, 2026 at 08:00 PM EDT

Requirements: All inventory fields must be submitted and finalized via the State Reporting page.

To complete your submission, visit your portal:

[Complete My Submission](#)

Keeping your submissions on schedule ensures compliance and supports effective communication with your State Primacy Agency.

Notification Types

- Submission Confirmation
- Submission Status Change
- Submission Comment Added
- Submission Deadline Reminder
- Overdue Submission Reminder

Profile Details

Update your personal profile details

First Name

Last Name

Email

Email Preferences

Choose which emails you receive from 120Water. Updates apply only to you

Unsubscribe from all emails
If checked, you'll no longer receive email reminders from 120Water for these items

- Submission Confirmation
- Submission Status Changes
- Submission Comments added
- Deadline Reminders / Upcoming Due Dates
- Overdue Submission Nudges

TAKE ACTION



CREATE AND UTILIZE LISTS

Look at a View:

- Navigate to the Inventory Page
- Click on the View button
- Select one of the premade Views to narrow down your table.

Create a new View:

- Apply a filter
 - Click on the filter option to make selections
- Apply a table update
 - Click on table icon to make changes
- Click on Views
 - Select 'Save View'
 - Name the View
 - Choose if it's for the team or just you

The screenshot shows a web application interface for 'Service Lines' on the 'Inventory' page. At the top, there are navigation tabs for 'Locations', 'Inventory', and 'State Reporting'. Below this, there are buttons for 'Create Service Line' and 'Import Service Lines'. A 'Materials' section displays a bar chart for 'Total Service Lines: 45' with categories: Lead (1), Galvanized (1), Non-Lead (26), and Unknown (17). A 'Inventory Submission Deadline' widget shows 'Accepted' status and '0 days remaining' for 'October 16th 2024'. The main table lists 20 of 45 assets with columns for ID, Address, Status, and various material types. A 'Views' dropdown menu is open on the right, showing options like 'Save View', 'My Views', 'Team Views', and 'Platform Views'.



Break it down! You don't have to look at your full inventory at once.

VERIFICATIONS

How to Verify a Service Line:

- Click on the Address:
- Navigate to Assets Tab
- Select 'Edit Details'
- Fill in either or both the Utility-Owned side and the Customer-Owned side
- Click 'Save Details'

The screenshot shows a web browser window with the URL `pws.120wateraudit.com/locations/16246510/inventory`. The page title is "Locations Inventory State Reporting". The address "101 Sandy Woods Drive, Rincon, GA 31326" is displayed. Below the address, there are tabs for "Details", "Samples", "Assets" (highlighted with a red box), and "Attachments". On the left, there is a map showing the location with a red pin. Below the map, the latitude is "32.363003" and the longitude is "-81.223132". On the right, there are form fields for "Status" (set to "In Service"), "Ownership" (set to "Split"), "Service Line External ID" (set to "8537"), "Inventory Communication Sent" (checkbox), and "Last Sent On" (calendar icon). A "Description" field with a "200 Character Limit" is also present. A "System-Owned" section is visible below. A "Cancel" button and a "Save Details" button (highlighted with a red box) are located on the right side of the form.

Update all applicable Verification fields:

- Check the box, if yes!
- Select Method
- Select Date
- Fill in Name

The screenshot shows the "Verification" section of the form. It contains the following fields:

- Verified?**: A toggle switch that is currently turned off.
- Verification Method**: A dropdown menu with a downward arrow.
- Verification Date**: A text input field with a calendar icon to its right.
- Verified By**: A text input field that is currently empty.

CREATE YOUR SCHOOL & CHILDCARE LIST

Update the Location Record:

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

Property Classifications:

- Single Family Residence
- Commercial
- Industrial
- Multi-Family Residence
- **Secondary School**
- **Elementary School**
- **Childcare Facility**

Review Your List:

- On the locations table, you can filter and review

The screenshot shows the '12 Rodney Drive, Rehoboth Beach, DE 19971' location record page. The page is divided into several sections:

- Location Details:** Includes a map, coordinates (38.709498, -75.076962), and address (12 Rodney Drive, Rehoboth Beach, DE 19971).
- Profile:** Contains fields for LCR Tier, LCRR Tier, Insufficient Data to Calculate, Current LCR Sampling Site, Building Plumbing Contains Lead Solder, and Point of Entry or Point of Use Treatment. The 'Property Classification' dropdown is highlighted with a red box and set to 'Childcare Facility'.
- Parcel Information:** Includes fields for Parcel Number, County, Neighborhood, Property Owned By Business, and Business Name.
- Recent Attachments:** Shows 'No attachments found'.



Do your research! Daycares can be hard to identify. They do need to be licensed though the [OCCL](#).

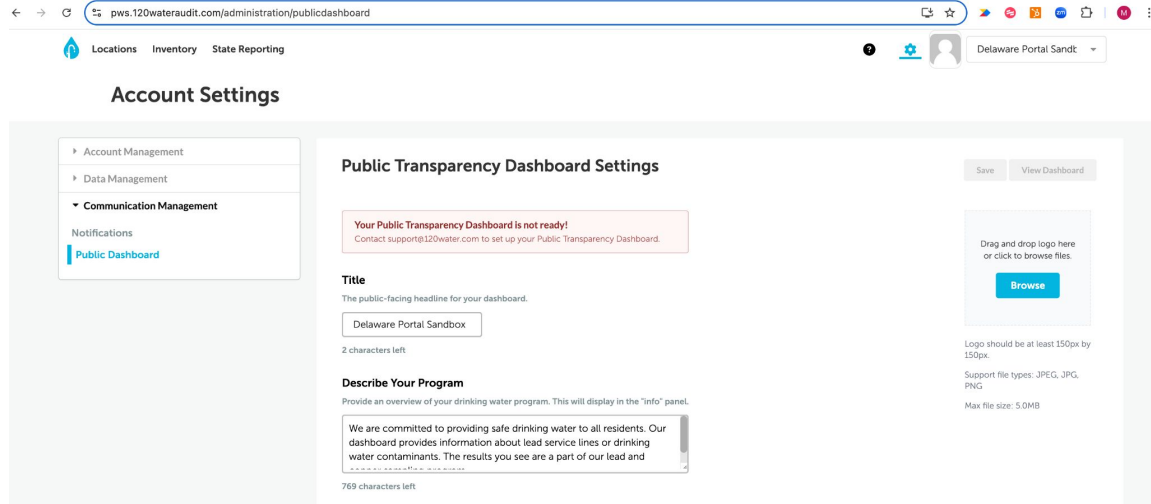
PWS PUBLIC TRANSPARENCY DASHBOARD

PWS PTD

Display your live inventory data on a public facing website to meet the transparency requirements of the rule.

How to Set Up your PWS PTD

- Navigate to the Account Settings Page
- Select 'Communications Management'
- Click on 'Public Dashboard'
- Fill in the fields and save!
- Email support@120water.com to turn it live



The screenshot shows the 'Account Settings' page for the PWS Public Transparency Dashboard. The page is titled 'Account Settings' and has a navigation menu with 'Locations', 'Inventory', and 'State Reporting'. The 'Public Dashboard' option is selected in the left sidebar. The main content area is titled 'Public Transparency Dashboard Settings' and contains a warning message: 'Your Public Transparency Dashboard is not ready! Contact support@120water.com to set up your Public Transparency Dashboard.' Below this, there are three main sections: 'Title' (with a text input field containing 'Delaware Portal Sandbox' and a character count of 2 characters left), 'Describe Your Program' (with a text area containing a sample paragraph about safe drinking water and a character count of 769 characters left), and a 'Logo' section (with a 'Browse' button and instructions on logo requirements: 'Logo should be at least 150px by 150px. Support file types: JPEG, JPG, PNG. Max file size: 5.0MB').



Set it up once and share it with your community = continued transparency! Labor Saver!

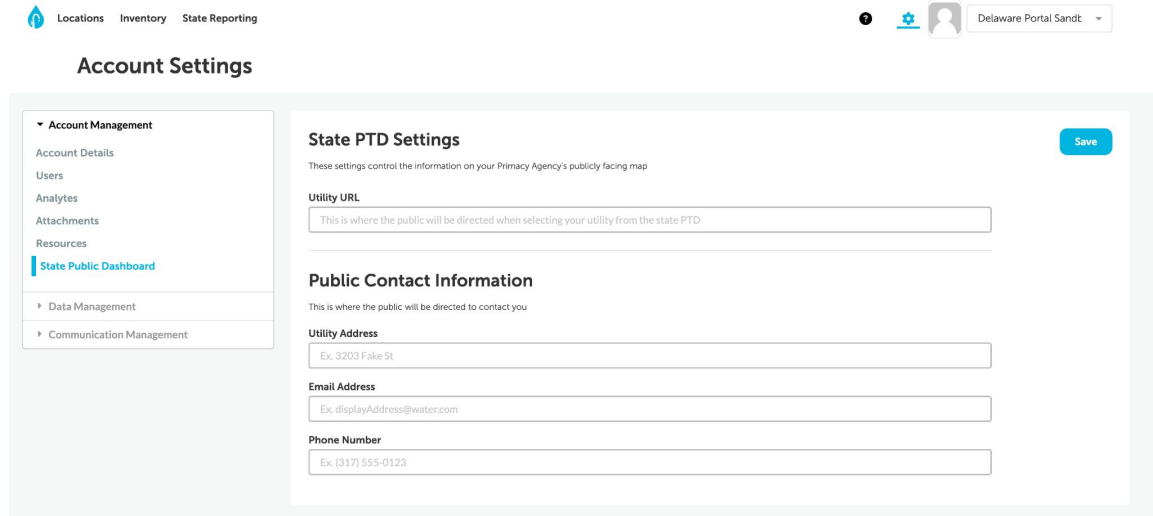
STATE PUBLIC TRANSPARENCY DASHBOARD

State PTD

DHSS has published a statewide map that showcases the submitted inventory data from all water systems.

Ensure your information is accurate on State PTD

- Navigate to the Account Settings Page
- Select 'Account Management'
- Click on State Public Dashboard
- Fill in the fields and save!



The screenshot shows the 'Account Settings' page. At the top, there are navigation links for 'Locations', 'Inventory', and 'State Reporting'. On the right, there are icons for help, settings, and a user profile dropdown labeled 'Delaware Portal Sandt'. The main heading is 'Account Settings'. A left sidebar contains a menu with 'Account Management' expanded, showing sub-items: 'Account Details', 'Users', 'Analytes', 'Attachments', 'Resources', 'State Public Dashboard' (highlighted), 'Data Management', and 'Communication Management'. The main content area is titled 'State PTD Settings' and includes a 'Save' button. Below the title is a note: 'These settings control the information on your Primary Agency's publicly facing map'. There are three sections: 'Utility URL' with a text input field and a note 'This is where the public will be directed when selecting your utility from the state PTD'; 'Public Contact Information' with a note 'This is where the public will be directed to contact you'; and three more text input fields: 'Utility Address' (with example 'Ex. 3203 Fake St'), 'Email Address' (with example 'Ex. displayAddress@water.com'), and 'Phone Number' (with example 'Ex. (317) 555-0123').



Fill in your Utility URL with your PWS PTD link or your website, so the public can easily find your information.

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



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.

120Water™ PWS Help Center [Go to 120Water](#)

Hello. How can we help you?

Search for answers

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.

Request Type

First Name*
Last Name*

Email*

Street address
Phone number*

City*

State/Province

Issue*

Details*

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
- Customer Notices & Cert Submission
- 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!

Delaware Water System Training Schedule

Q1 Training: In-Person
Delaware Rural Water Conference
February 25, 2026

Q2 Training: Virtual
Wednesday, May 13 at 2pm

Q3 Training: Virtual
Wednesday, August 26 at 2pm

Q4 Training: Virtual
Wednesday, November 18 at 2pm



SIGN UP TODAY!

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





QUESTIONS?

THANK YOU

