



LCRI: WHAT DE WATER SYSTEMS NEED TO KNOW

120Water PWS Portal Training

Maddie Brogan / DRWA 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

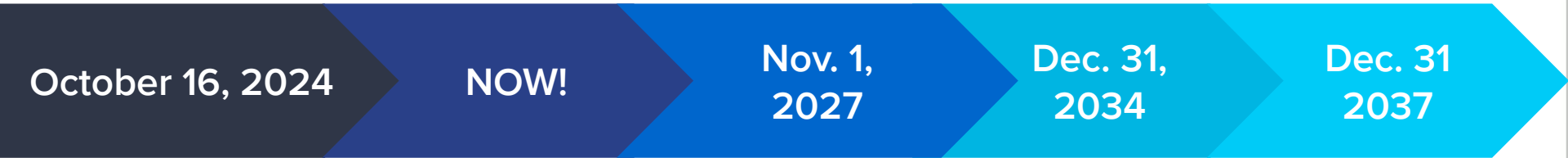


November 2027

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



LCRR CHANGES FOR CCR DELIVERED BY JULY 1, 2025

- 1) Include a statement about the completed service line inventory and how to access it. Even for 100% non-lead inventories.



Link your PWS PTD!

- 2) Include the range of Pb/Cu tap sample results for the most recent sampling period. Both rounds if on biannual monitoring.
- 3) Notify customers that complete lead tap sampling data are available for review and include information on how to access the data.
- 4) Update the lead educational statement and the health effects language

MEET THE TEAM

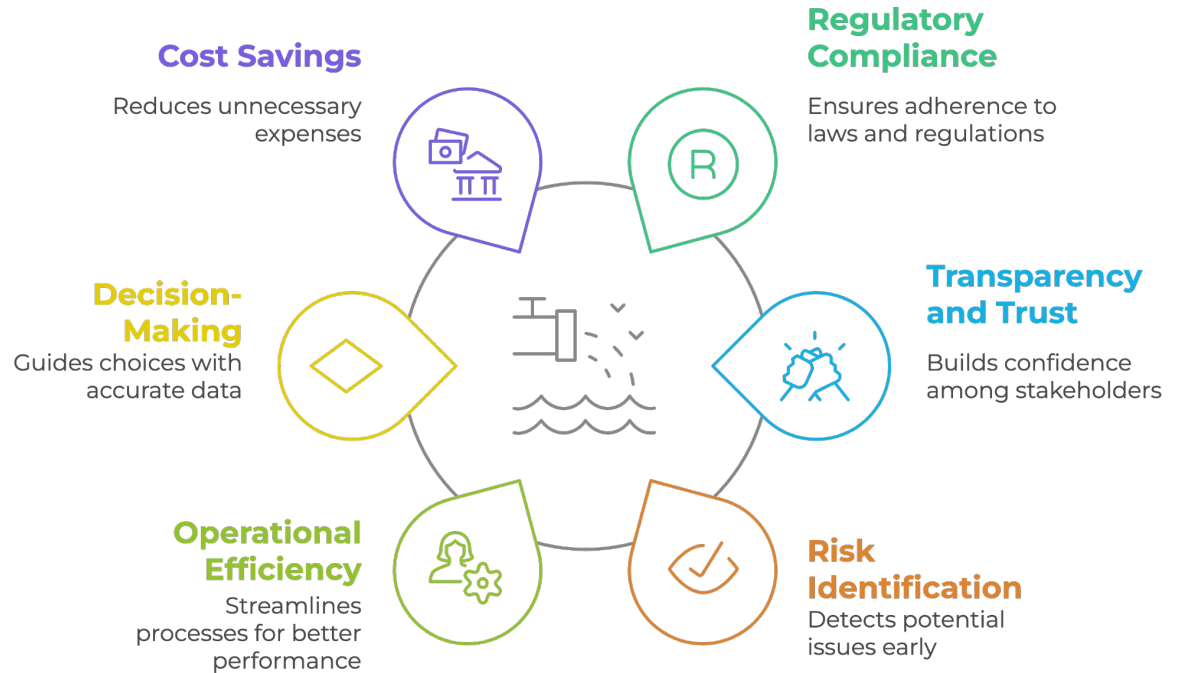
Party	Abbreviated Name	Role	Email / Website
Office of Drinking Water	ODW	Regulatory Questions and clarity related to Delaware-specific interpretations of the LCRI; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification methods, etc.	dhss.delaware.gov/dhss/dph/hsp/odw.htm 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

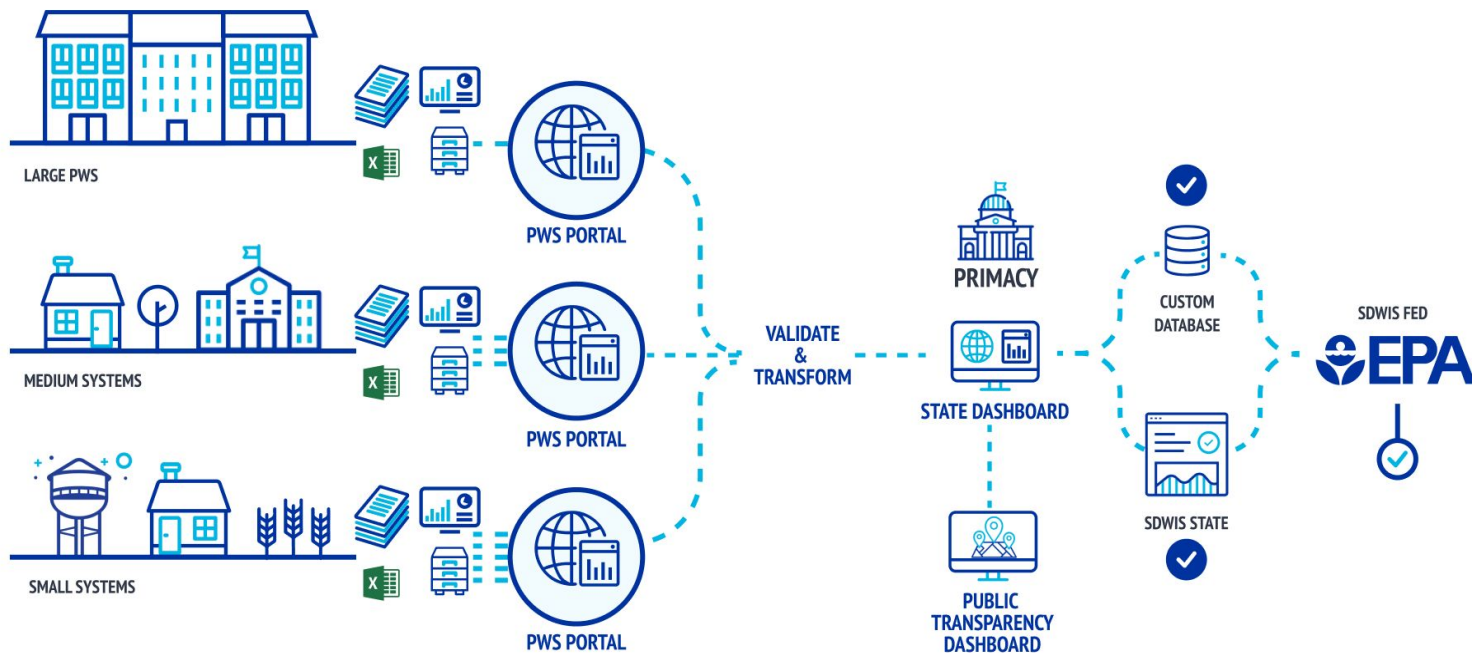
WHY DATA MATTERS

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.



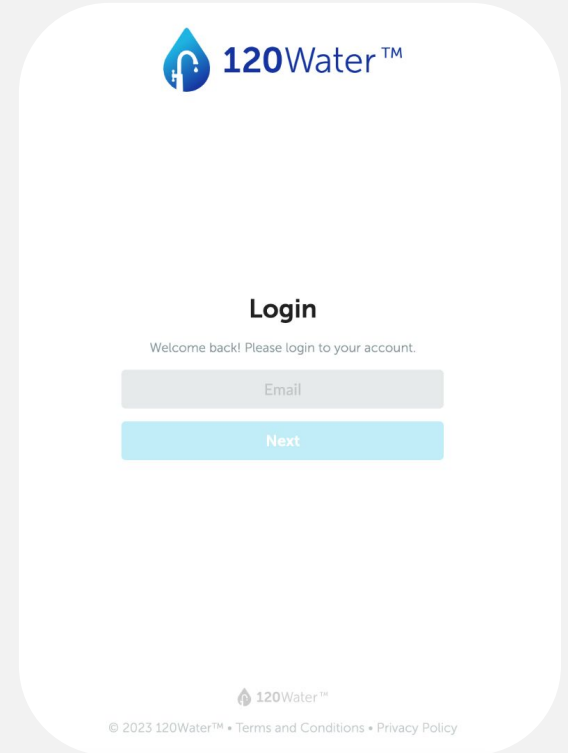


TIME TO LOG BACK IN

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

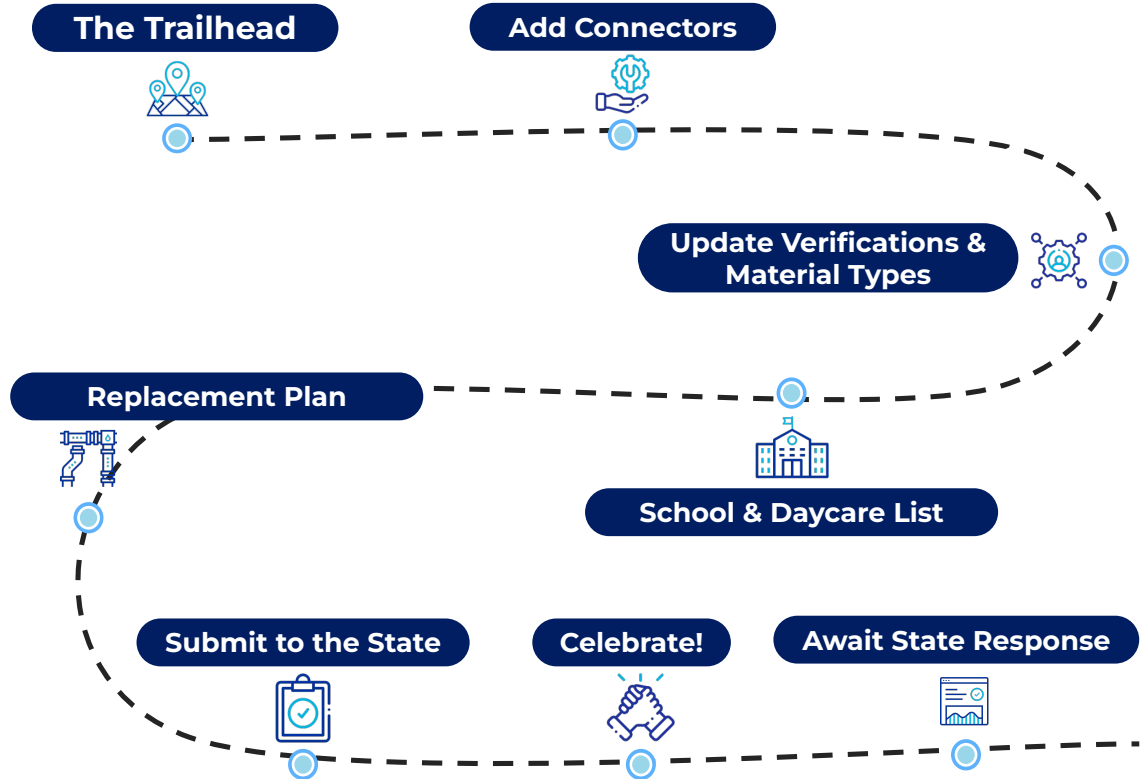
Present - Nov 1, 2027

Estimated Difficulty

Easy with 120Water

Elevation Change

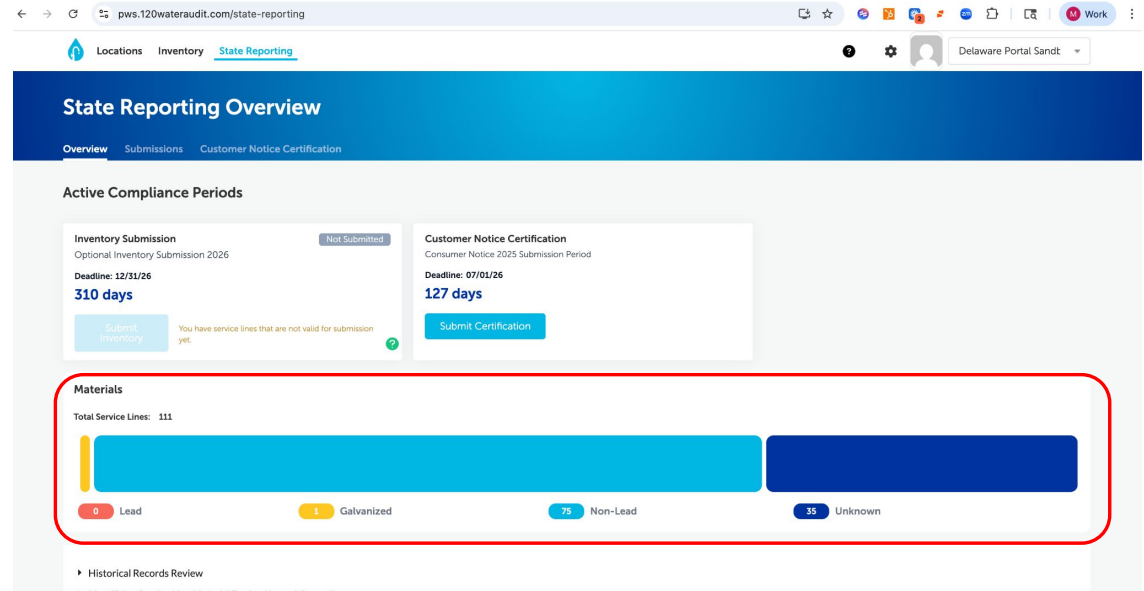
Reaching new heights
with LCRI Compliance



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

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 an '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 a '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: 0 Lead (red), 1 Galvanized (yellow), 75 Non-Lead (blue), and 35 Unknown (dark blue). At the bottom, there is a section 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? *

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. The page has a blue header with 'Service Lines' and buttons for 'Create Service Line' and 'Import Service Lines'. Below the header, there's a 'Materials' section with a bar chart showing 'Total Service Lines: 45' and a breakdown: 1 Lead, 1 Galvanized, 26 Non-Lead, and 17 Unknown. A 'Inventory Submission Deadline' widget shows '0 days remaining' for 'October 16th 2024' with an 'Accepted' status. Below this is a table of assets with columns for '120Water ID', 'External ID', 'Address', 'LCRR Tier', 'Status', 'System-Owned Material', 'System-Owned Installed Date', 'Customer-Owned Material', 'Customer-Owned Installed Date', and 'Ownership'. The table shows 20 of 45 assets. A 'Views' dropdown menu is open on the right, showing options like 'Save View', 'My Views', 'Team Views', and 'Platform Views'. The 'Views' button in the dropdown is highlighted with a red box.



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

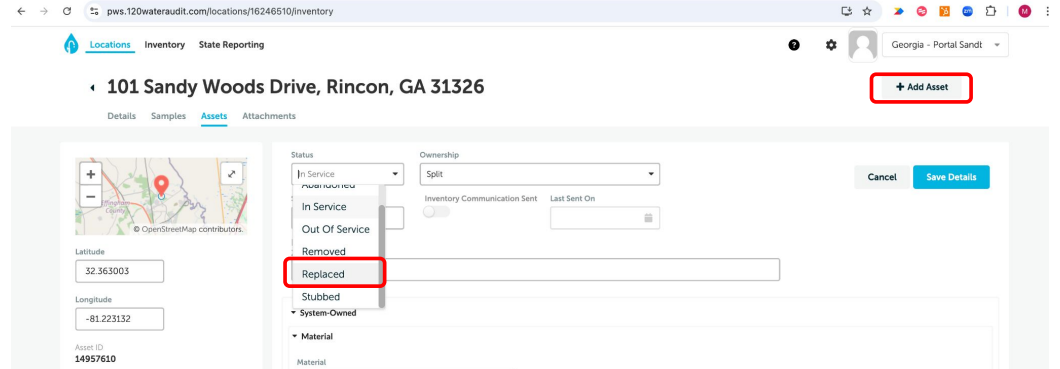
The screenshot shows the "Verification" section of the form. It contains the following fields:

- 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.

REPLACEMENTS

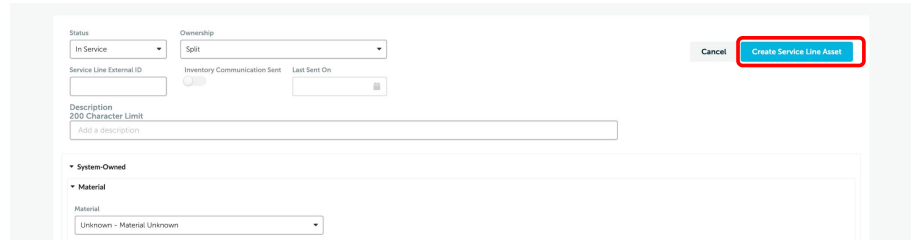
1. Replace a Service Line:

- Click on the location of the line you are replacing
- Navigate to Assets Tab
- Select 'Edit Details'
- Click on the Status dropdown and select Replaced.
- Click 'Save Details'



2. Add the new Service Line:

- While on this page, click 'Add Asset' in the upper right hand corner.
- Fill in the new fields.
 - Well document the material type, installation date, etc.
- Click 'Create Service Line Asset' to save the new line.



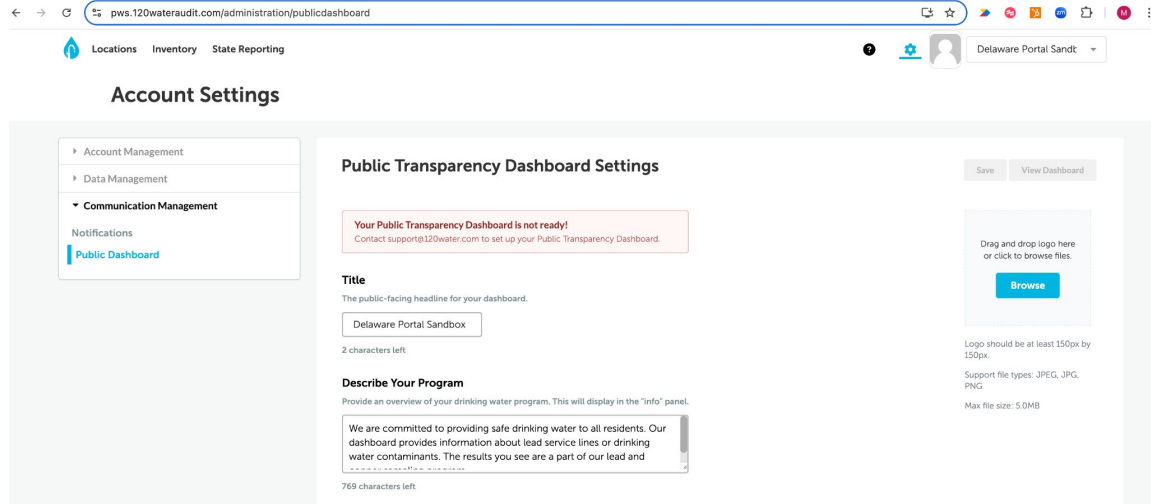
PWS PUBLIC TRANSPARENCY DASHBOARD

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 red warning box stating 'Your Public Transparency Dashboard is not ready!' with contact information for support@120water.com. Below this, there are fields for 'Title' (set to 'Delaware Portal Sandbox') and 'Describe Your Program' (with a text area containing a sample paragraph about safe drinking water). A 'Save' button and a 'View Dashboard' button are visible at the top right of the settings area.



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

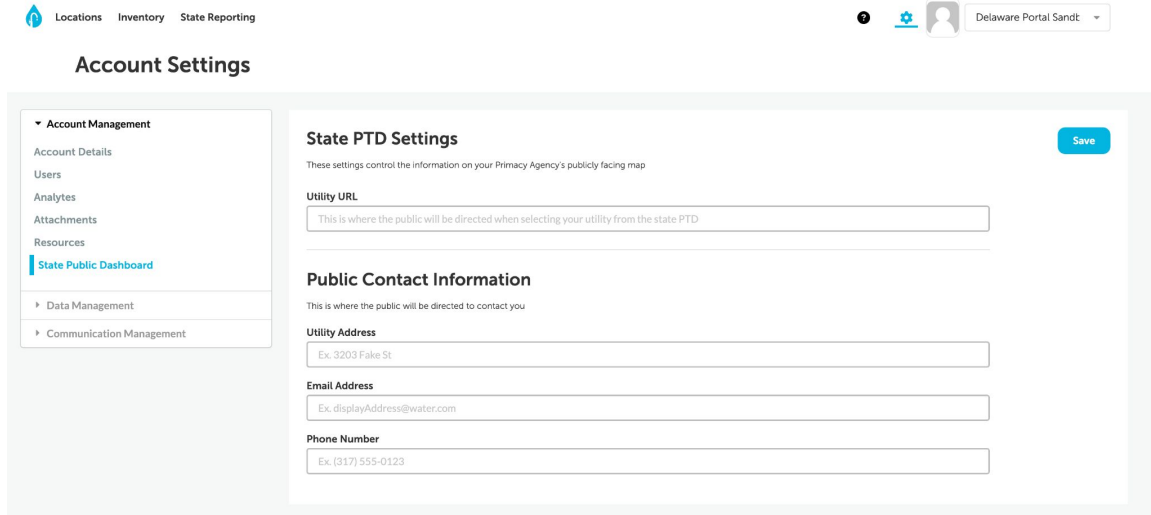
STATE PUBLIC TRANSPARENCY DASHBOARD

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 is a user profile icon and a dropdown menu labeled 'Delaware Portal Sandt'. The main heading is 'Account Settings'. On the left, there is a sidebar 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, there is a note: 'These settings control the information on your Primary Agency's publicly facing map'. The 'Utility URL' section has a text input field with the placeholder 'This is where the public will be directed when selecting your utility from the state PTD'. The 'Public Contact Information' section has a note: 'This is where the public will be directed to contact you'. It contains three input fields: 'Utility Address' (placeholder: 'Ex. 3203 Fake St'), 'Email Address' (placeholder: 'Ex. displayAddress@water.com'), and 'Phone Number' (placeholder: '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.

The screenshot shows the top section of the 120Water PWS Help Center. It features a blue header with the 120Water logo and 'PWS Help Center' text. Below the header is a search bar with the placeholder text 'Hello. How can we help you?' and 'Search for answers'. Underneath the search bar are three columns of content, each with an icon and a title: 'Start Here' (hands icon), 'What's New' (triangle icon), and 'Compliance Journey HQ' (clipboard icon). Each column has a brief description of the content.

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

