



ONE YEAR UNTIL LCRI: WHAT WATER SYSTEMS NEED TO KNOW

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

Carsen Lennon / October 13, 2026



AGENDA

01

Check In

02

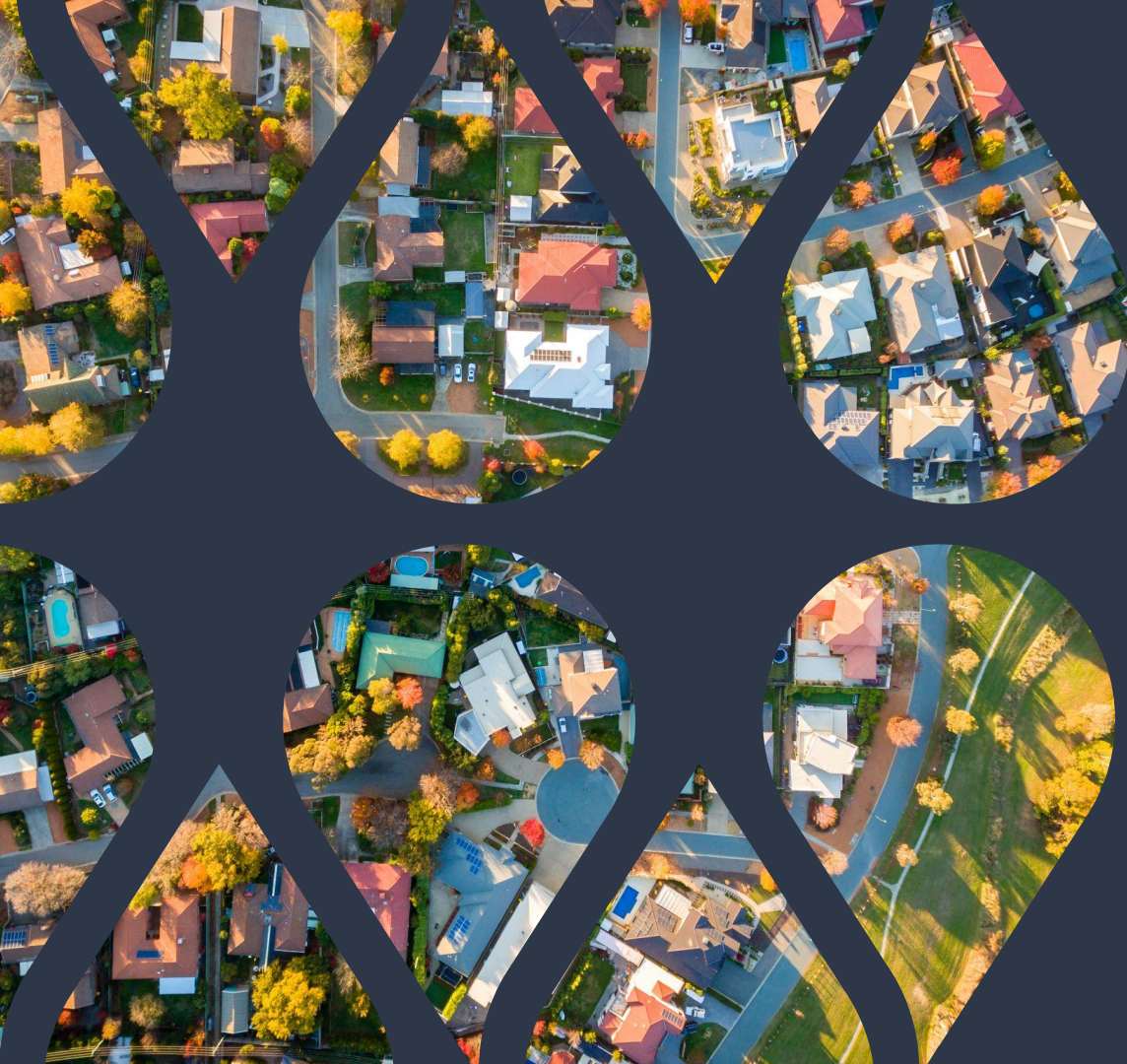
Review Required Components for LCRI

03

Making Updates & Taking Action in PWS Portal

04

Questions & Next Steps



INVENTORY PULSE CHECK

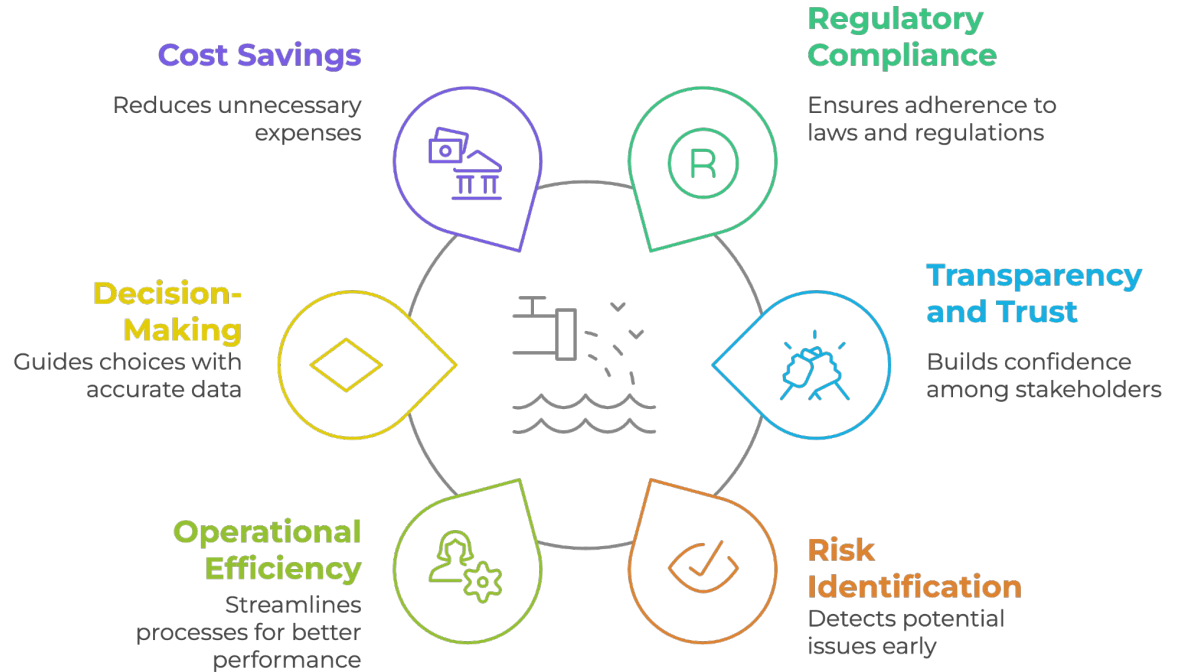
WHAT'S IN IT FOR ME?



1. Centralized Data
2. Understand 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

INVENTORY COMPARISON

LCRR

Compliance date of 10/16/2024

1. Location identifiers for Lead or GRR service line (ie: street address).
2. All service lines, regardless of the actual or intended use.
3. System and customer owned service line material classification (i.e., lead, galvanized requiring replacement (GRR), non-lead, or lead status unknown).

LCRI

Compliance date of 11/01/2027

1. Updates service line inventory, to include connector information and any updates to service line material classifications.
2. A list of all school and childcare facilities served by a water system.
3. A replacement plan, for any system reporting Lead, GRR, or Unknown in their inventory submission.



Customer Notices must be sent for every year there are Lead, GRR, and Unknown lines in the inventory.

MEET THE TEAM

Topic	Description	Party	Email / Website
Regulatory	Questions/ comments related to Georgia-specific interpretations of the LCRR; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification methods, etc.	GA EPD	tamara.frank@dnr.ga.gov katherine.doussa2@dnr.ga.gov andy.bryan@dnr.ga.gov www.epd.georgia.gov
Financial	Questions/ comments related to financial support (e.g., grants) to support the development of a system's service line inventory.	GEFA	leadserviceline@gefa.ga.gov www.gefa.georgia.gov Lead Service Line Webpage
Technical Assistance	Georgia Rural Water has been trained to support systems with building their inventories and are available for ongoing in person and remote assistance	GRWA	grwa1@grwa.org www.grwa.org
Product & Technical Support	Questions/ comments related to the PWS Portal (e.g., Login/ Import support) and/or the GA EPD service line inventory template (e.g., formatting).	120Water	support@120water.com www.120water.com

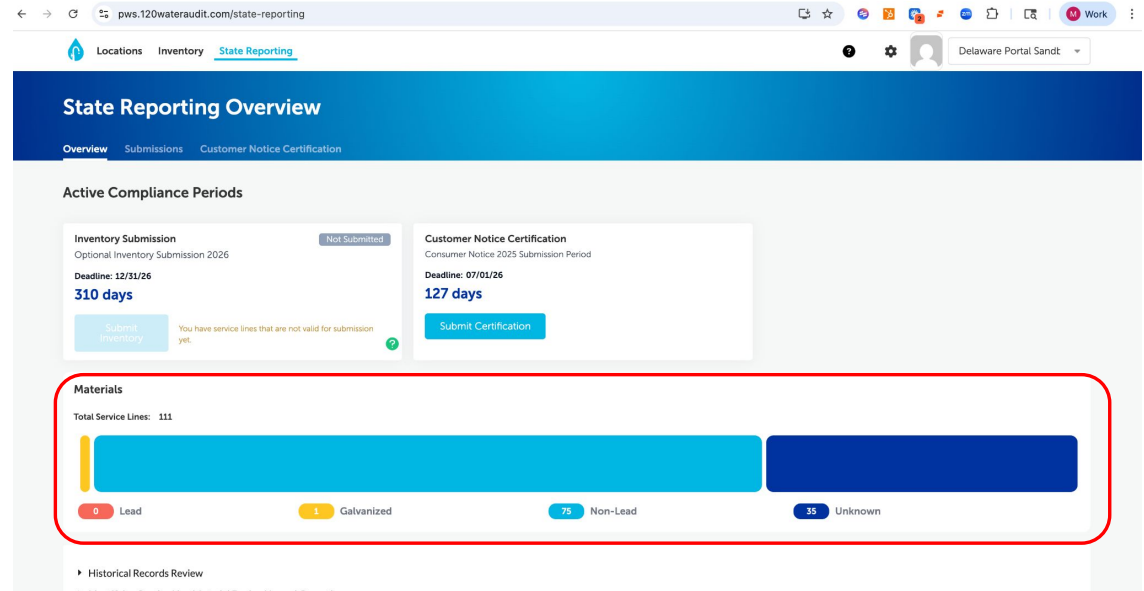


PWS PORTAL

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



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.



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



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 EPD **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. Under 'Active Compliance Periods', the 'Inventory Submission' section is highlighted with a red box, showing a deadline of 12/31/26 and 310 days remaining, with a 'Submit Inventory' button. The 'Customer Notice Certification' section is also highlighted with a red box, showing a deadline of 07/01/26 and 127 days remaining, with a 'Submit Certification' button. Below this, the 'Materials' section shows a bar chart for 'Total Service Lines: 111' with categories: Lead (0), Galvanized (1), Non-Lead (75), and Unknown (35). A 'Historical Records Review' link is visible at the bottom.

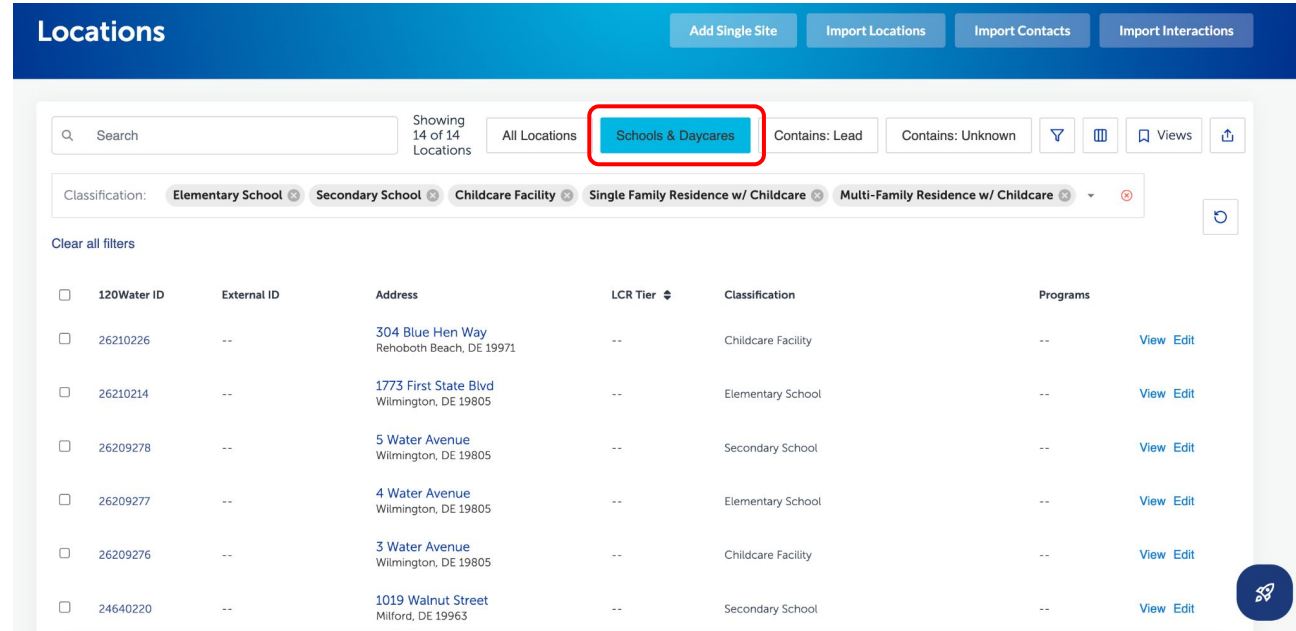
CREATE YOUR SCHOOL & CHILDCARE LIST

Important Property Classifications:

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

Once Property Classification has been updated:

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



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

☐	120Water ID	External ID	Address	LCR Tier	Classification	Programs
☐	26210226	--	304 Blue Hen Way Rehoboth Beach, DE 19971	--	Childcare Facility	-- View Edit
☐	26210214	--	1773 First State Blvd Wilmington, DE 19805	--	Elementary School	-- View Edit
☐	26209278	--	5 Water Avenue Wilmington, DE 19805	--	Secondary School	-- View Edit
☐	26209277	--	4 Water Avenue Wilmington, DE 19805	--	Elementary School	-- View Edit
☐	26209276	--	3 Water Avenue Wilmington, DE 19805	--	Childcare Facility	-- View Edit
☐	24640220	--	1019 Walnut Street Milford, DE 19963	--	Secondary School	-- View Edit



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

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
--	--	--

Map

Asset ID: 25385394

DE 19805

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

DE 19805

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					
☐	120Water ID	External ID	Address	Status	LCR Tier	EPA Classification	Ownership	System-Owned Material	Customer-Owned Material	Connector Present	Programs
☐	25509143	--	123 Main Street Delaware, PA 00001	In Service	--	Non-lead	Split	Non-Lead - PVC	Non-Lead - Brass	Not Known	-- View Edit
☐	25385399	--	304 Blue Hen Way Rehoboth Beach, DE 19971	In Service	--	Lead Status Unknown	Split	Unknown - Material Unknown	Unknown - Material Unknown	Yes	-- View Edit
☐	25385398	--	1781 First State Blvd Wilmington, DE 19805	In Service	--	Non-lead	Split	Non-Lead - Brass	Non-Lead - Brass	Yes	-- View Edit
☒	25385397	--	1773 First State Blvd Wilmington, DE 19805	In Service	--	Lead Status Unknown	Split	Unknown - Material Unknown	Unknown - Material Unknown	Not Known	-- View Edit
☒	25385395	--	1774 First State Blvd Wilmington, DE 19805	In Service	--	Lead Status Unknown	Split	Unknown - Material Unknown	Unknown - Material Unknown	Not Known	-- View Edit
☒	25385394	--	1775 First State Blvd Wilmington, DE 19805	In Service	--	Lead Status Unknown	Split	Unknown - Material Unknown	Unknown - Material Unknown	Not Known	-- View Edit

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

SaveCancel

Connectors ⓘ

Connector Present?

Not Known

+ Add Connector

Fittings ⓘ

Fittings

Material

Fittings Verification Method

--

--

--

Fittings Verification Date

Fittings Verified By

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	
☐	26333693	12345	123 Main Street Delaware, PA 00001	--	Commercial	--	View Edit
☒	26210227	--	305 Blue Hen Way Rehoboth Beach, DE 19971	--	--	--	View Edit
☐	26210226	--	304 Blue Hen Way Rehoboth Beach, DE 19971	--	Childcare Facility	--	View Edit
☐	26210225	--	303 Blue Hen Way Rehoboth Beach, DE 19971	--	--	--	View Edit
☐	26210224	--	302 Blue Hen Way Rehoboth Beach, DE 19971	--	--	--	View Edit
☒	26210223	--	301 Blue Hen Way Rehoboth Beach, DE 19971	--	--	--	View Edit
☐	26210222	--	300 Blue Hen Way Rehoboth Beach, DE 19971	--	--	--	View Edit
☒	26210221	--	1780 First State Blvd Wilmington, DE 19805	--	--	--	View Edit
☒	26210220	--	1779 First State Blvd Wilmington, DE 19805	--	--	--	View Edit

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

REPLACEMENTS

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 software 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 sidebar shows the 'Replace Asset' form. The form has three main sections: 'Replacement Type & Date', 'Side Replaced & New Material', and 'Evidence & Audit Trail'. The 'Replacement Type & Date' section has a dropdown for 'Replacement Type' (set to 'Full') and a text field for 'Replacement Date' (set to '07/29/2026'). The 'Side Replaced & New Material' section has a dropdown for 'Side Replaced' (set to 'Both') and two dropdowns for 'System Owned Material' and 'Customer Owned Material' (both set to 'Non-Lead - PEX'). The 'Evidence & Audit Trail' section has a text field for 'Attach photo evidence and record who performed the replacement.'



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

If different, please change!

The screenshot shows the 'Asset History' section. It has a dropdown menu for 'Asset History' and a table with columns for 'Status', 'Replacement', and 'Conducted By'. The table shows one entry: 'Completed' status, 'Replacement Jul 29, 2026', and 'Carsen Lennon' as the user who conducted the replacement.

SEND ANNUAL NOTICES TO REQUIRED LOCATIONS

Water Systems must:

- Develop and deliver notices to all locations served by a Lead, GRR, or Unknown service lines.
- Notices must be mailed by December 31, 2026.

Certification of the Letters:

- Click and fill out the 'Complete your Customer Notice Certification Form'
- Submit to EPD by **July 1st, 2027**

Notification of Known or Potential Service Line Containing Lead

Fact Sheet on Notification of a Known or Potential Service Line Containing Lead

This fact sheet summarizes the EPA's requirements for notification to persons served of known or potential service lines containing lead required under the 2021 Lead and Copper Rule Revisions.

- [Fact Sheet for Notification of Known or Potential LSLs \(pdf\)](#) (163.15 KB)

Templates for the Notification of Known or Potential Service Lines Containing Lead

This document provides templates that water systems can use to develop the required notices to all persons served at the service connection with a lead, galvanized requiring replacement (GRR), or lead status unknown service lines, required under the 2021 Lead and Copper Rule Revisions.

- [Notification Templates for Known or Potential LSLs \(docx\)](#) (142.41 KB)
- [Plantillas Para La Notificacion de Presencia o Posible Presencia de LSLs \(Spanish\). \(docx\)](#) (118.8 KB, 10/03/2024, 816-F-24-005)



For additional resources, review the EPA implementation [webpage](#) and the Annual Notice template [document](#).

COMPLETE AN OPTIONAL INVENTORY UPDATES FOR EPD

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!

The screenshot shows the 'State Reporting Overview' page in the 120Water portal. The page has a blue header with the title 'State Reporting Overview' and tabs for 'Overview', 'Submissions', and 'Customer Notice Certification'. Below the header, there's a section for 'Active Compliance Periods' with two cards: 'Inventory Submission' (Optional Inventory Submission 2026, Deadline: 12/31/26, 310 days left, 'Not Submitted' status, 'Submit Inventory' button) and 'Customer Notice Certification' (Consumer Notice 2025 Submission Period, Deadline: 07/01/26, 127 days left, 'Submit Certification' button). Below this is a 'Materials' section showing 'Total Service Lines: 111' and a horizontal bar chart with four categories: Lead (0), Galvanized (1), Non-Lead (75), and Unknown (35). At the bottom, there's a 'Historical Records Review' section.

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

 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:

- 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 Georgia Utilities

Training Dates & Times

Q1 Training: Virtual
Tuesday, February 27 at 2pm

Q2 Training: **In-Person**
Georgia Rural Water - Spring Conference

Q3 Training: Virtual
Tuesday, August 24 at 2pm

Q4 Training: Virtual
Thursday, October 7 at 2pm

Webpage

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





QUESTIONS?

THANK YOU

