



LCRI: WHAT INDIANA WATER SYSTEMS NEED TO KNOW

120Water PWS Portal Training

Maddie Brogan / AIRW 2026



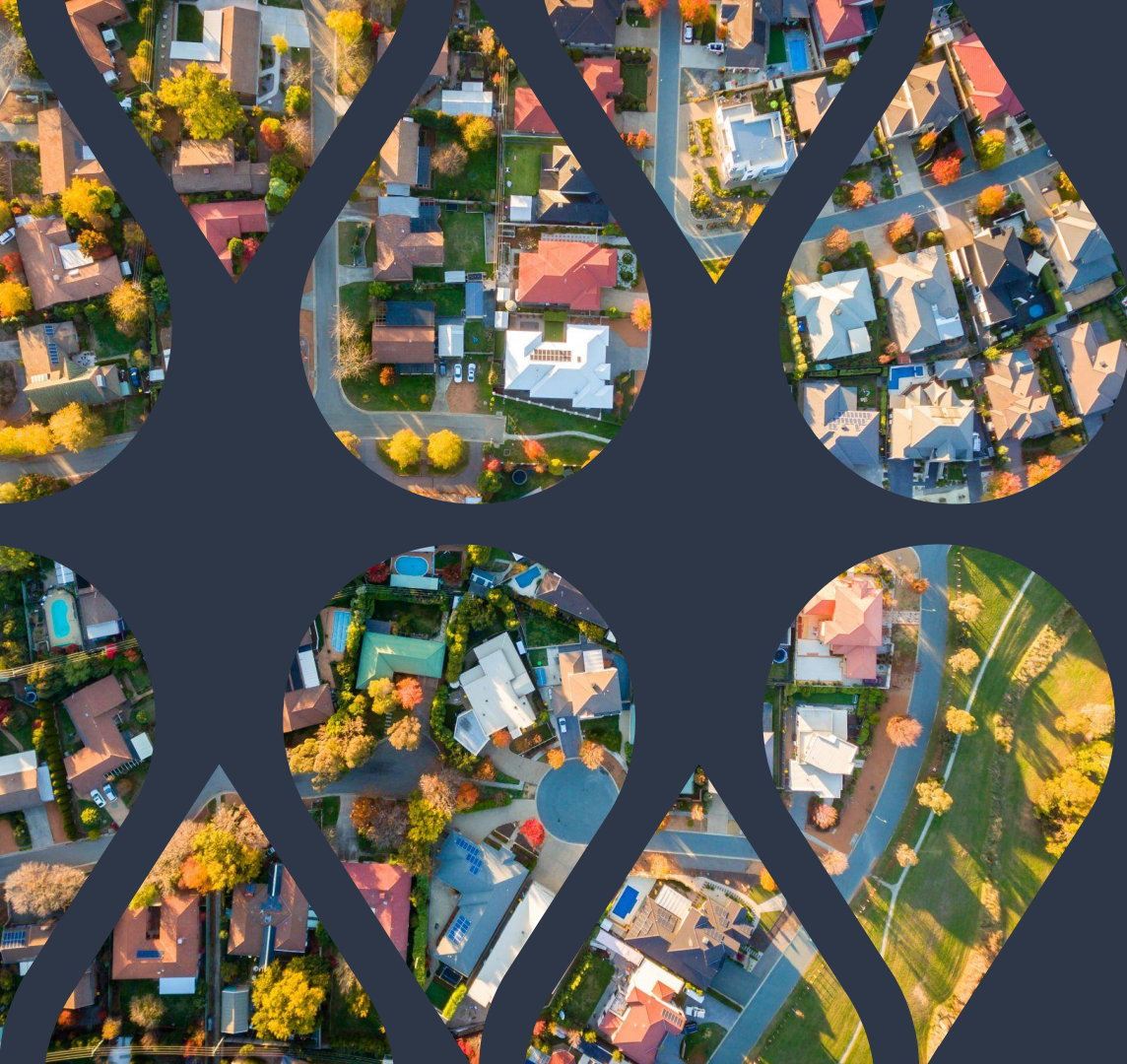
AGENDA

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



SCHOOL AND DAYCARES



Understand the Requirements

When: NOW

How:

- EPA Fact Sheet [HERE](#)
- 3Ts SOP [HERE](#)
- Collection Video [HERE](#)



Create Your List

When: NOW - 11/1/2027

How:

- For childcare facilities, email Stacy Jones at IDEM, sjones@idem.in.gov
- For schools, download the Indiana School Directory on the Dept of Education [website](#)



Determine Next Steps

When: NEXT

How:

- Review your options:

Develop a project plan for this program

Join the IFA's School and Daycare Sampling Program [HERE](#)



MEET THE TEAM

Party	Abbreviated Name	Role	Email / Website
Indiana Department of Environmental Management	IDEM	Regulatory Questions and comments related to Indiana-specific interpretations of the LCRI; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification methods, etc.	DWBMGR@idem.in.gov
Indiana Finance Authority	IFA	Financial Questions and comments related to financial support (e.g., grants) to support the development of a system's service line inventory and the School and Daycare Sampling Program.	LSLgrants@ifa.in.gov IFALeas@ifa.in.gov
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

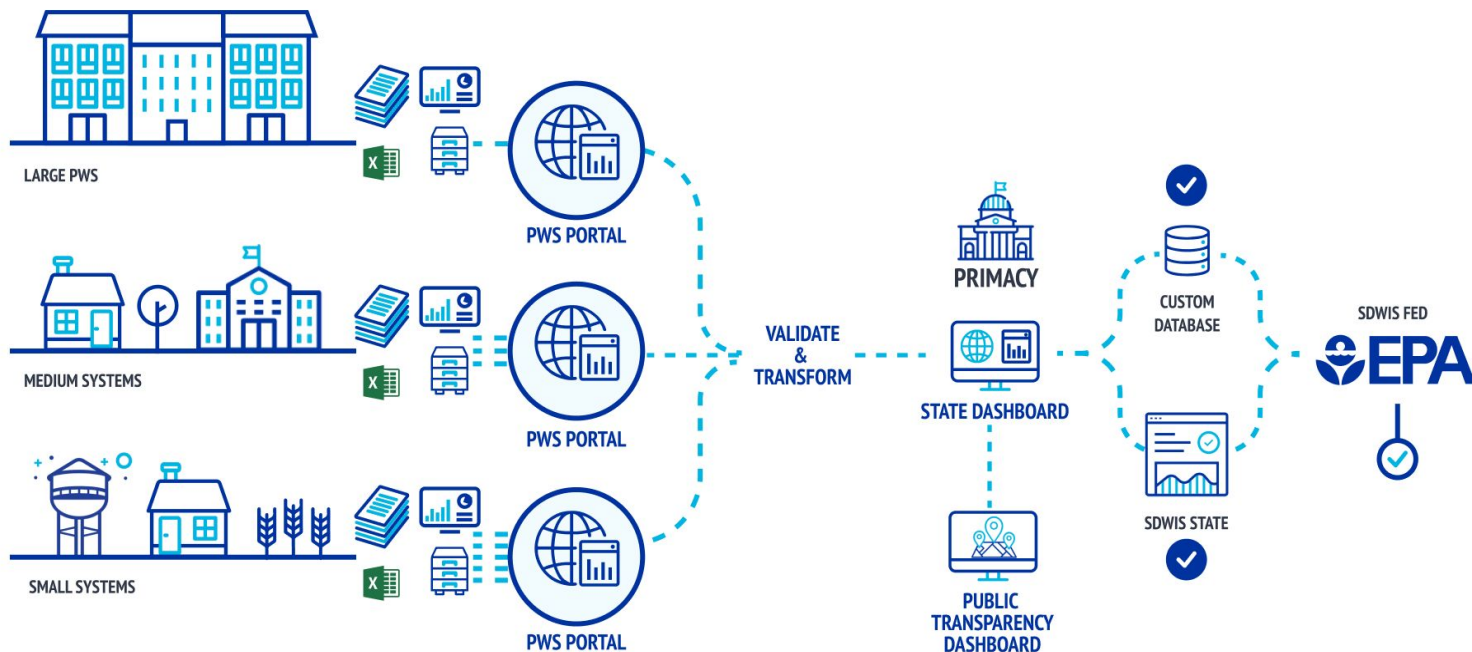
WHY DATA MATTERS

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



Login

Welcome back! Please login to your account.



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MAKE YOUR PLAN



THE LCRI COMPLIANCE TRAIL MAP

Trail Length

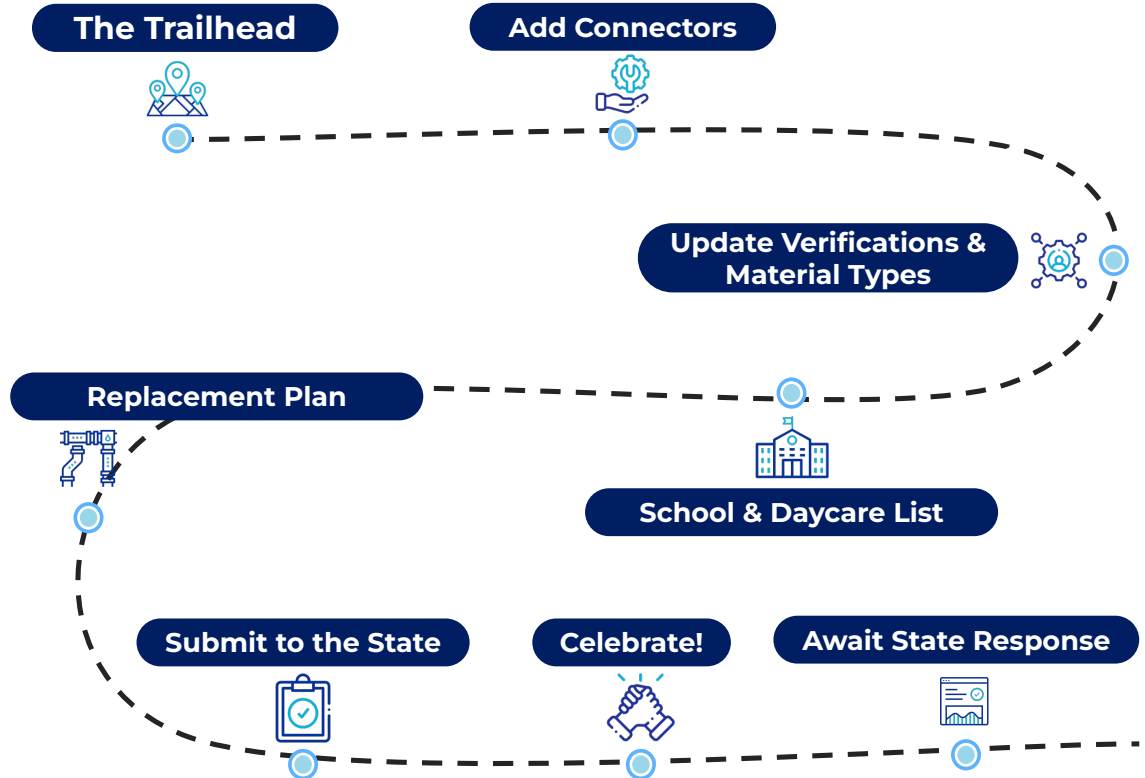
Present - Nov 1, 2027

Estimated Difficulty

Easy with 120Water

Elevation Change

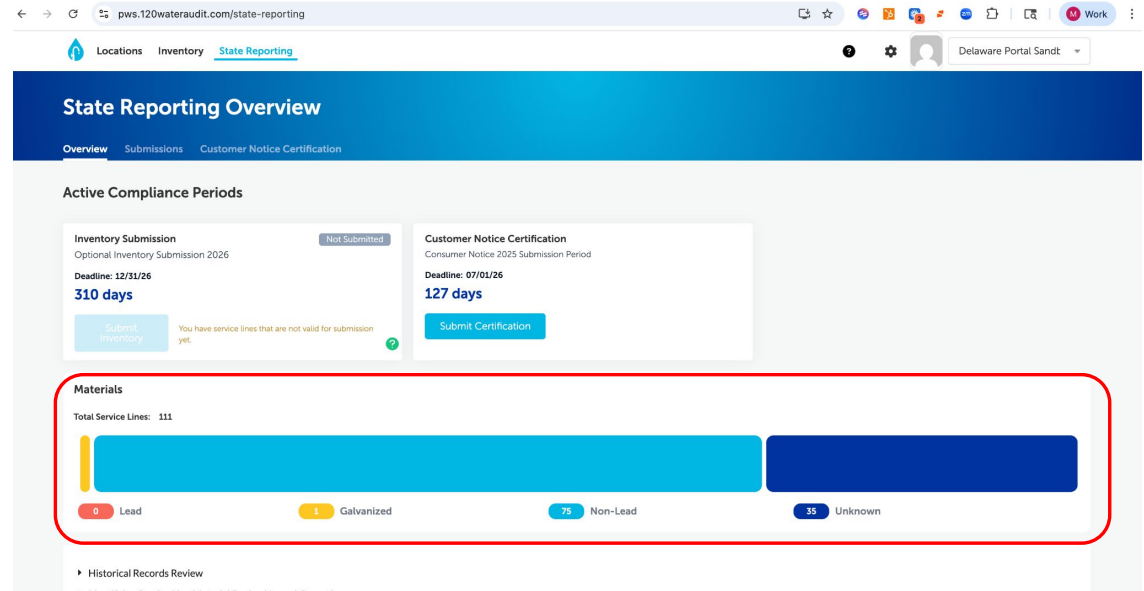
Reaching new heights
with LCRI Compliance



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 in a web browser. The browser's address bar shows the URL 'pws.120wateraudit.com/state-reporting'. The page has a navigation bar with 'Locations', 'Inventory', and 'State Reporting' tabs. Below this, there are sub-tabs: 'Overview', 'Submissions', and 'Customer Notice Certification'. The 'Submissions' tab is highlighted with a red box. The main content area is titled 'Active Compliance Periods' and contains two cards. The 'Inventory Submission' card is highlighted with a red box around its title and includes a 'Submit Inventory' button. The 'Customer Notice Certification' card includes a 'Submit Certification' button, which is also highlighted with a red box. Below these cards, the 'Materials' section shows a bar chart for 'Total Service Lines: 111' with categories: Lead (0), Galvanized (1), Non-Lead (75), and Unknown (35). At the bottom, there is a 'Historical Records Review' section.

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 IDEM by
 - **July 1st, 2026**

State Reporting

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

[< Back](#)

Customer Notice Certification Form

Full Name (First and Last)

Required

Email

Required

Phone

Required

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 the 'Inventory List' page on the pws.120wateraudit.com website. The page has a blue header with 'Service Lines' and buttons for 'Create Service Line' and 'Import Service Line'. Below the header, there's a 'Materials' section with a bar chart showing the distribution of service lines: 1 Lead, 1 Galvanized, 26 Non-Lead, and 17 Unknown. The main part of the page is a table of assets, with columns for ID, address, status, and ownership. A sidebar on the right is highlighted with a red box, showing a 'Views' menu with options like '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 application interface for managing service lines. The browser address bar displays 'pws.120wateraudit.com/locations/16246510/inventory'. The page has a navigation bar with 'Locations', 'Inventory', and 'State Reporting' tabs. Below the navigation bar, the address '101 Sandy Woods Drive, Rincon, GA 31326' is shown. The 'Assets' tab is selected and highlighted with a red box. The main content area displays a map on the left with a red pin and coordinates (Latitude: 32.363003, Longitude: -81.223132). On the right, there are form fields for 'Status' (In Service), 'Ownership' (Split), 'Service Line External ID' (8537), 'Inventory Communication Sent' (toggle), and 'Last Sent On'. A 'Description' field with a 200-character limit is also present. The 'Save Details' button is highlighted with a red box.

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 includes a 'Verified?' toggle switch, a 'Verification Method' dropdown menu, a 'Verification Date' input field, and a 'Verified By' input field.

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'

The screenshot shows a web browser window with the URL `pws.120wateraudit.com/locations/16246510/inventory`. The page has a navigation bar with 'Locations', 'Inventory', and 'State Reporting'. Below the navigation bar, the address '101 Sandy Woods Drive, Rincon, GA 31326' is displayed. The 'Assets' tab is selected. 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'. The asset ID is '14957610'. On the right, there is a form with a 'Status' dropdown menu open, showing options: 'In Service', 'Out Of Service', 'Removed', 'Replaced', 'Stubbed', and 'System-Owned'. The 'Replaced' option is highlighted. There is also an 'Ownership' dropdown set to 'Split'. A red box highlights the 'Add Asset' button in the top right corner.

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.

The screenshot shows the 'Add Asset' form. The 'Status' dropdown is set to 'In Service' and the 'Ownership' dropdown is set to 'Split'. There is a 'Service Line External ID' field. Below that is a 'Description' field with a '200 Character Limit' and a placeholder 'Add a description'. There is a 'Material' dropdown set to 'Unknown - Material Unknown'. A red box highlights the 'Create Service Line Asset' button in the top right corner.

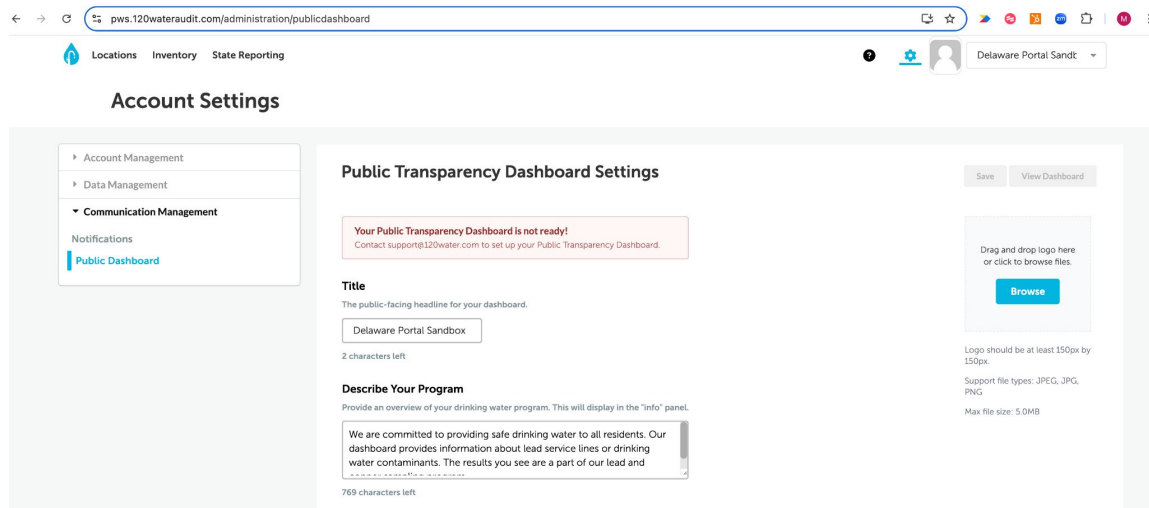
PWS PUBLIC TRANSPARENCY DASHBOARD

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



← → % pws.120wateraudit.com/administration/publicdashboard

Locations Inventory State Reporting

Account Settings

Account Management
Data Management
Communication Management
Notifications
Public Dashboard

Public Transparency Dashboard Settings

Save View Dashboard

Your Public Transparency Dashboard is not ready!
Contact support@120water.com to set up your Public Transparency Dashboard.

Title
The public-facing headline for your dashboard.
Delaware Portal Sandbox
2 characters left

Describe Your Program
Provide an overview of your drinking water program. This will display in the "info" panel.
We are committed to providing safe drinking water to all residents. Our dashboard provides information about lead service lines or drinking water contaminants. The results you see are a part of our lead and
769 characters left

Drag and drop logo here or click to browse files.
Browse

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

IDEM 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!



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.

Request Type

First Name* Last Name*

Email*

Street address Phone number*

City*

State/Province

Issue*

Details*

 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.

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!

Indiana Water System Training Schedule

Q1 Training: In-Person

AIRW & IN AWWA

March 19 & 24, 2026

Q2 Training: Virtual

Thursday, May 21 at 2pm

Q3 Training: Virtual

Thursday, August 20 at 2pm

Q4 Training: Virtual

Thursday, November 19 at 2pm



SIGN UP TODAY!

<https://120water.com/in-state-training-registration-gr/>





QUESTIONS?

THANK YOU

