



LCRI: WHAT INDIANA WATER SYSTEMS NEED TO KNOW

120Water PWS Portal Training

Maddie Brogan / IN AWWA 2026



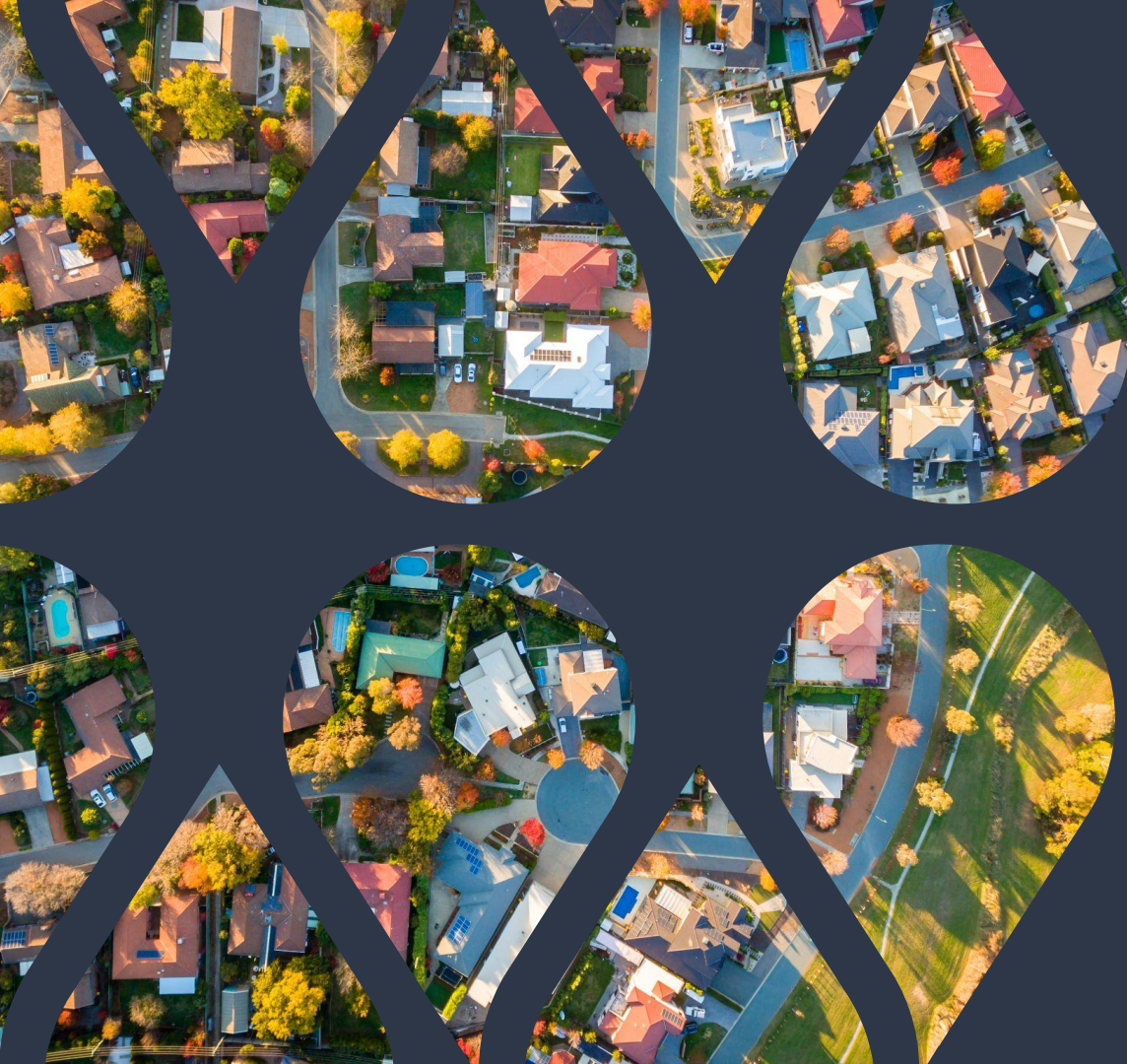
AGENDA

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

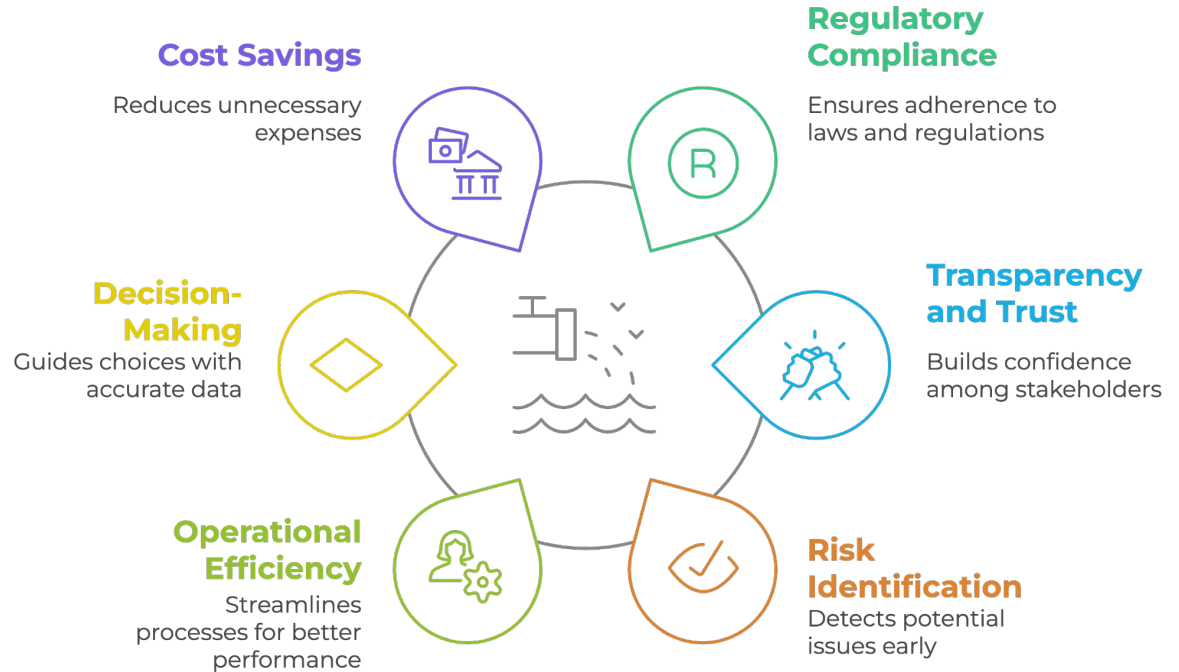
Party	Abbreviated Name	Role	Email / Website
Indiana Department of Environmental Management	IDEM	Regulatory Questions and comments related to Indiana-specific interpretations of the LCRI; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification 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.	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

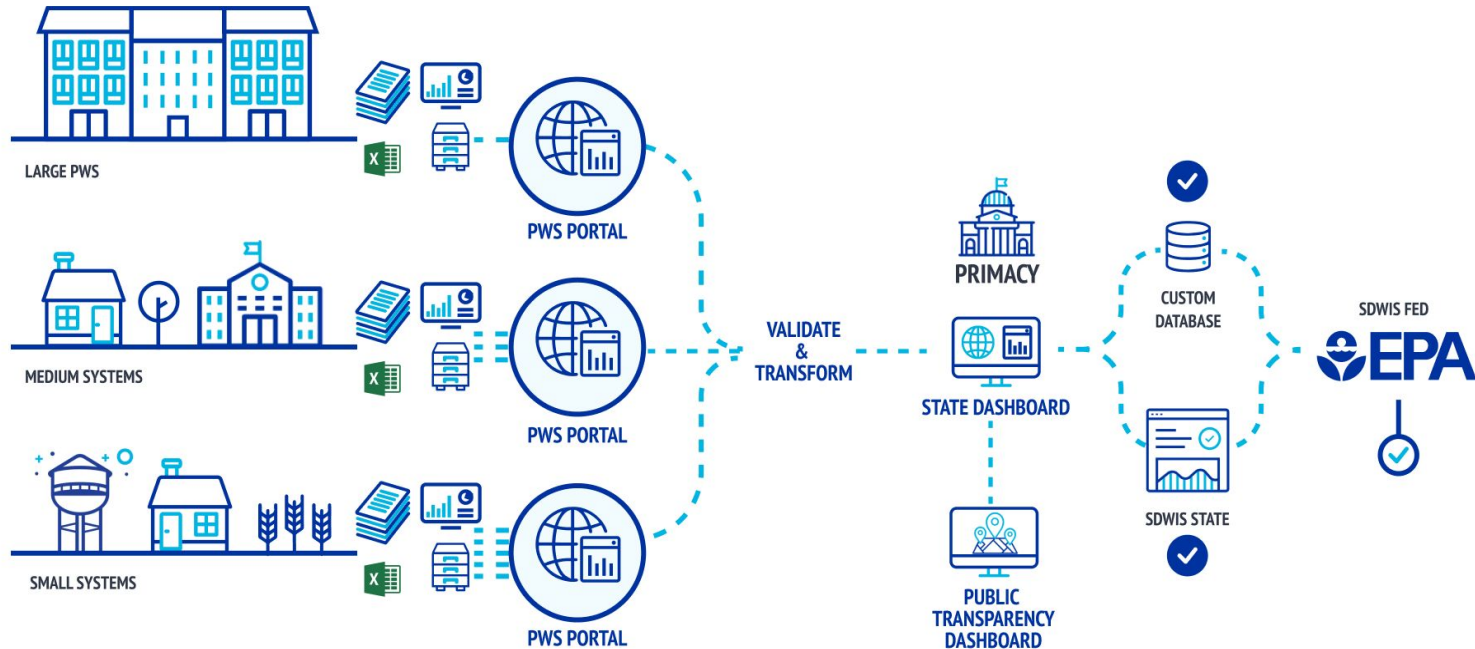
WHY DATA MATTERS

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.



© 2023 120Water™ • Terms and Conditions • Privacy Policy

MAKE YOUR PLAN



THE LCRI COMPLIANCE TRAIL MAP

Trail Length

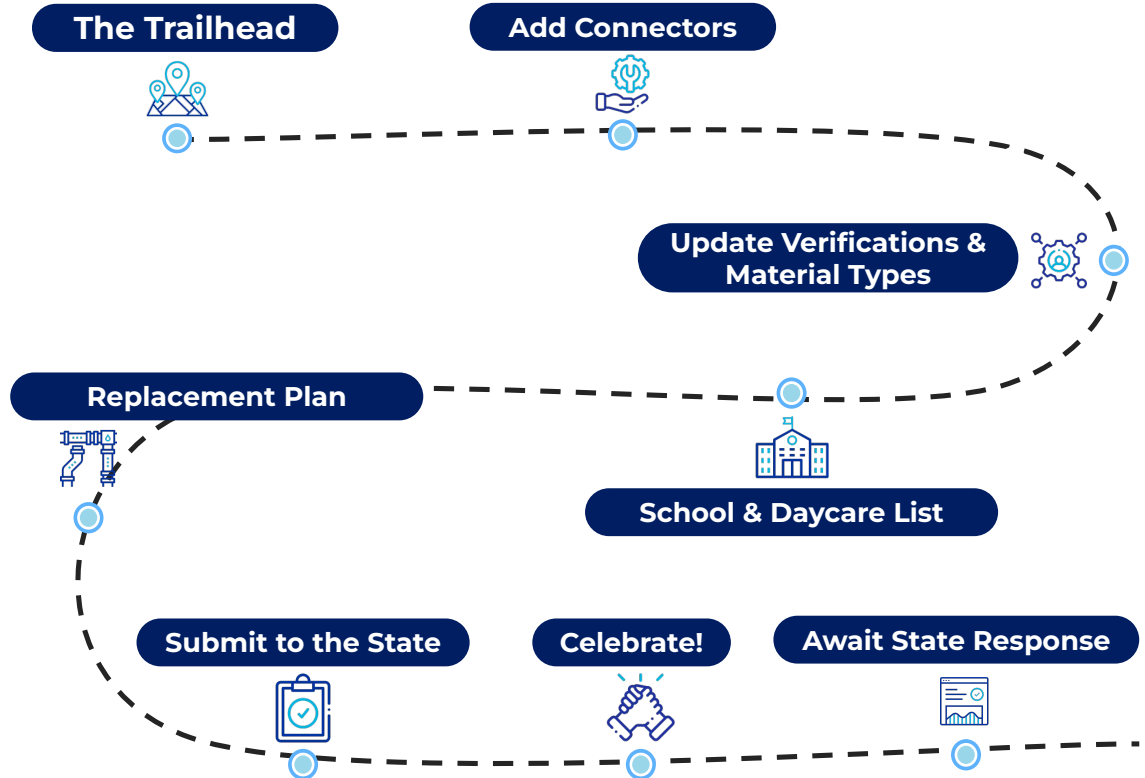
Present - Nov 1, 2027

Estimated Difficulty

Easy with 120Water

Elevation Change

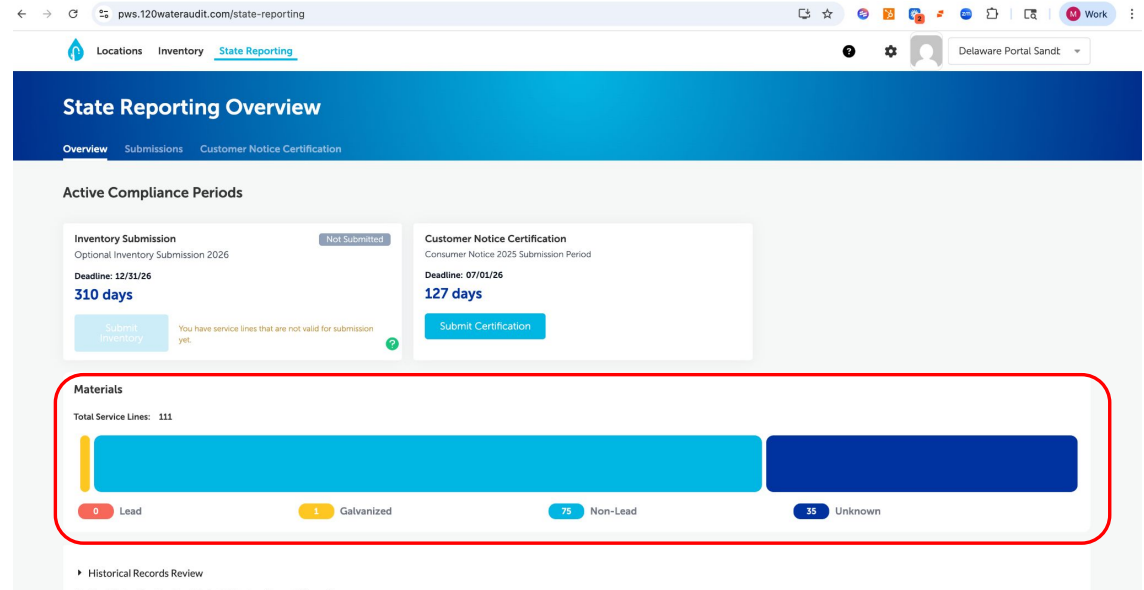
Reaching new heights
with LCRI Compliance



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



TAKE ACTION



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

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 tabs for 'Locations', 'Inventory', and 'State Reporting'. Below the navigation bar, there are three tabs: 'Overview', 'Submissions', and 'Customer Notice Certification'. The 'Submissions' tab is currently selected. The main content area is titled 'Active Compliance Periods' and contains two cards. The first card is for 'Inventory Submission' (Optional Inventory Submission 2026) with a deadline of 12/31/26 and 310 days remaining. It has a 'Submit Inventory' button. The second card is for 'Customer Notice Certification' (Consumer Notice 2025 Submission Period) with a deadline of 07/01/26 and 127 days remaining. It has a 'Submit Certification' button. Below these cards is a 'Materials' section showing a bar chart for 'Total Service Lines: 111'. The chart shows the following counts: Lead (0), Galvanized (1), Non-Lead (75), and Unknown (35). At the bottom of the page, 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 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? *

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, showing 20 of 45 assets. The table has columns for ID, address, status, and ownership. A sidebar on the right is open, showing a 'Views' menu with options like 'My Views', 'Team Views', and 'Platform Views'. The 'Views' button in the top right of the table 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 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 contains 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' field with a calendar icon, and a 'Verified By' text 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 at pws.120wateraudit.com/locations/16246510/inventory. The page has tabs for 'Locations', 'Inventory', and 'State Reporting'. The current location is '101 Sandy Woods Drive, Rincon, GA 31326'. Below the address are tabs for 'Details', 'Samples', 'Assets', and 'Attachments'. The 'Assets' tab is active. On the left, there is a map showing the location with a red pin. Below the map are input fields for 'Latitude' (32.363003) and 'Longitude' (-81.223132). The 'Asset ID' is 14957610. On the right, there is a 'Status' dropdown menu with options: 'In Service', 'In Service', 'Out Of Service', 'Removed', 'Replaced', 'Stubbed', and 'System-Owned'. The 'Replaced' option is highlighted. To the right of the status dropdown is an 'Ownership' dropdown menu with 'Split' selected. Below these are checkboxes for 'Inventory Communication Sent' and 'Last Sent On'. At the bottom right, there are 'Cancel' and 'Save Details' buttons. 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 'Create Service Line Asset' form. It has a 'Status' dropdown menu with 'In Service' selected. To the right is an 'Ownership' dropdown menu with 'Split' selected. Below these are checkboxes for 'Inventory Communication Sent' and 'Last Sent On'. The 'Service Line External ID' field is empty. Below that is a 'Description' field with a '200 Character Limit' and the text 'Add a description'. At the bottom, there is a 'Material' dropdown menu with 'Unknown - Material Unknown' selected. On the right side, there are 'Cancel' and 'Create Service Line Asset' buttons. A red box highlights the 'Create Service Line Asset' button.

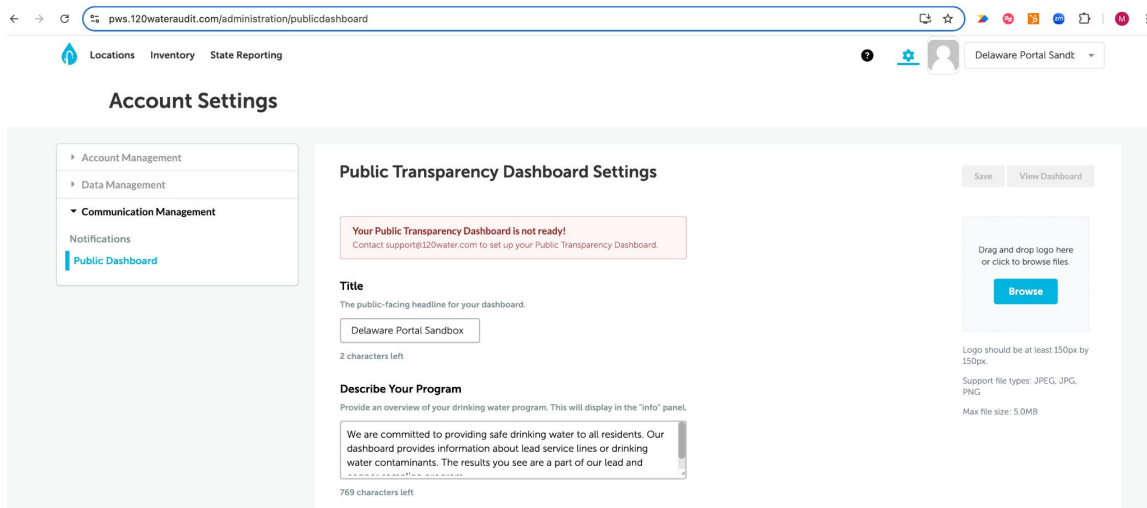
PWS PUBLIC TRANSPARENCY DASHBOARD

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!

PWS PUBLIC TRANSPARENCY DASHBOARD

← → ↻ 🌐 pws-ptd.120wateraudit.com/townofgeorgetown

Town of Georgetown, DE

About this Program

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 copper sampling program.

About this Resource

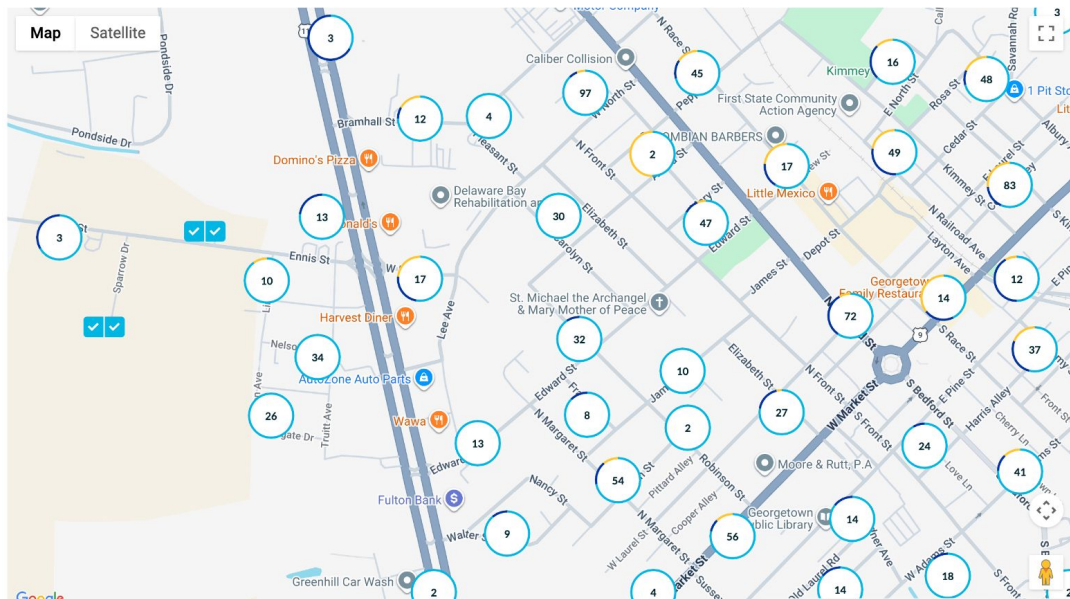
The resources have been made available by Town of Georgetown, DE and its commitment to safe drinking water. Please [contact 120Water](#) for any questions.

Disclaimer

The information provided by 120Water and Town of Georgetown, DE shall be used for the purpose of providing property owners and residents information regarding their water services. The data is not for commercial, legal, or other use.

120Water and Town of Georgetown, DE cannot guarantee the accuracy of these maps and is not liable for damages of any kind, including but not limited to lost business, lost profits, business interruption, data loss, or other loss that might arise from using this mapping resource and information. 120Water and Town of Georgetown, DE reserves the right to update or terminate the display of these maps and records at any time.

Find Service Lines or Samples



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!

Locations Inventory State Reporting

Delaware Portal Sandt

Account Settings

- Account Management
 - Account Details
 - Users
 - Analytes
 - Attachments
 - Resources
 - State Public Dashboard**
 - Data Management
 - Communication Management

State PTD Settings

These settings control the information on your Privacy Agency's publicly facing map

Utility URL

This is where the public will be directed when selecting your utility from the state PTD

Public Contact Information

This is where the public will be directed to contact you

Utility Address

Ex. 3203 Fake St

Email Address

Ex. displayAddress@water.com

Phone Number

Ex. (317) 555-0123

Save



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

COMING SOON!

Coming in April & May

- Updated Connector Fields aligned with LCRI
- School & Daycare List
- Bulk Updates within PWS
- Redesign to Location & Asset Page



▼ Details - Connectors / Fittings / Other Save Cancel

Connectors

Connector Present? Yes

Primary	ID	Material Classification	Material	External ID	Notes
☒	ODBCA16C-94CE	Non-Lead	Non-Lead - Plastic		

+ Add Connector

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

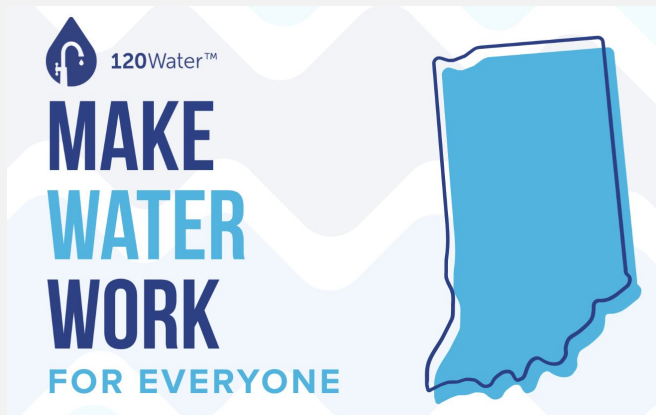
Thursday, May 21 at 2pm

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

