



# LCRI: VERIFICATIONS AND PREPARING SCHOOL & CHILDCARE LISTS

**120Water PWS Portal Training**

**Carsen Lennon / May 18, 2026**



# AGENDA

**01** Check In

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**02** LCRI & What You Need to Know

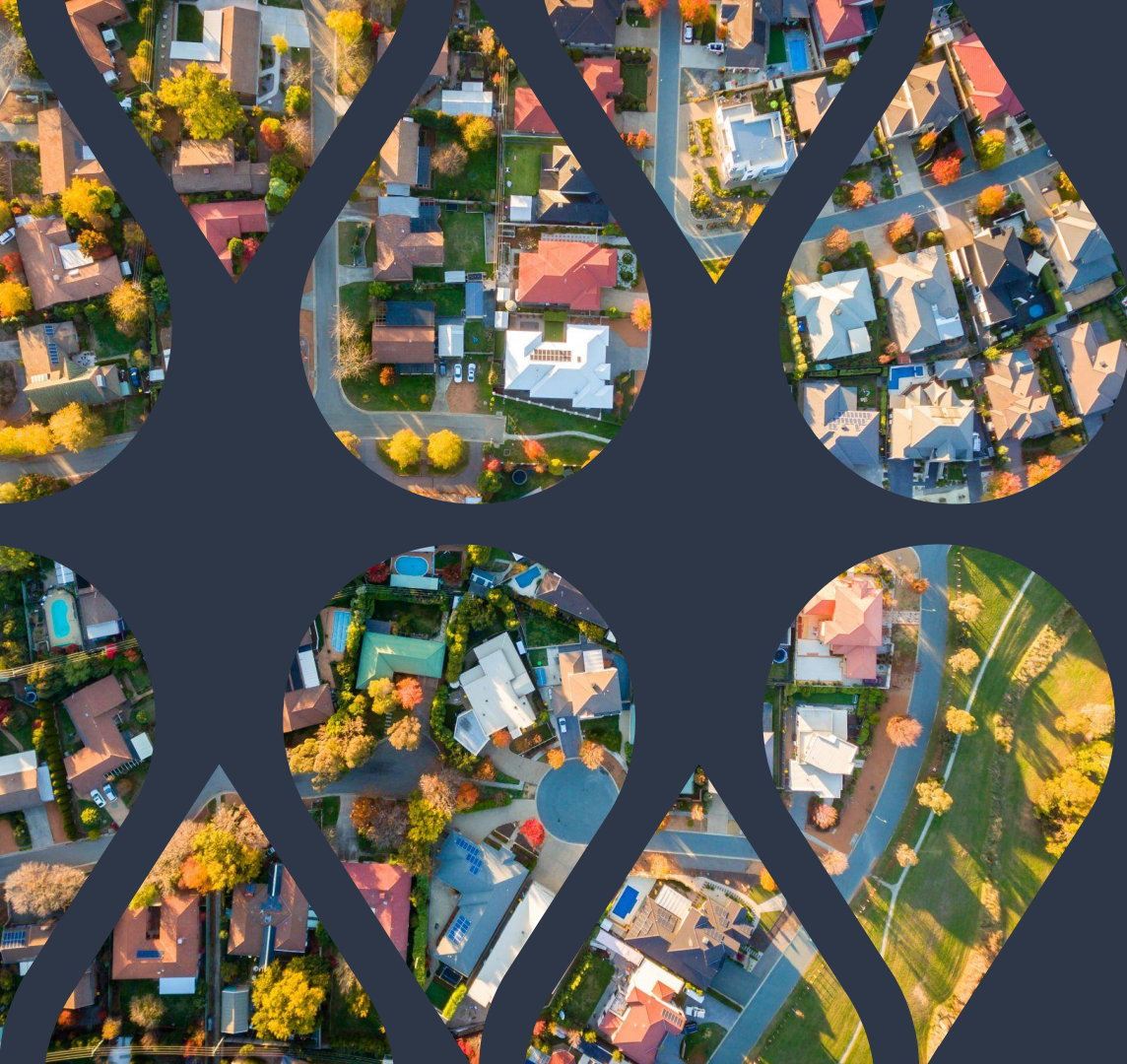
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**03** PWS Portal: Plan & Action

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**04** Questions & Next Steps

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# INVENTORY PULSE CHECK

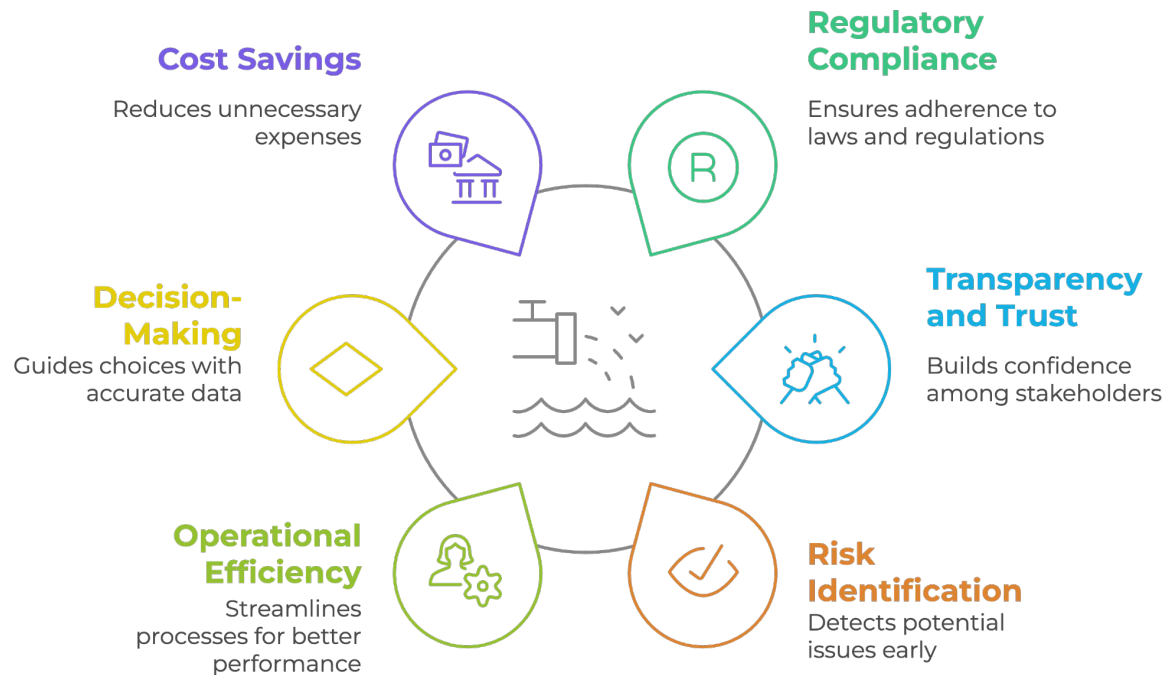
# OUR PURPOSE

120Water is the only *data management platform* purpose-built for *water quality* and *asset compliance*.

We connect **utilities** and **state agencies** in real time, ensuring data integrity and simplifying workflows.

# 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.



# 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

# 2027 INVENTORY SUBMISSION SUMMARY



Baseline Inventory (including any updates to materials and connectors)



List of Schools and Childcare Facilities in the water system



Replacement Plan (if Inventory includes lead, GRRs, or unknowns)



**Annual Notices must be sent for every year there are lead, GRR, and unknown lines in the inventory**



# IN LCR WEBSITE

<https://www.in.gov/idem/cleanwater/drinking-water/drinking-water-compliance-section/water-systems/drinking-water-and-lead/>

 An official website of the Indiana State Government

 Accessibility Settings  Language Translation  Governor Mike Braun

 MENU  **Indiana Department of Environmental Management**

 Search Water Quality in India 

## Drinking Water and Lead

 IDEM >  Water Quality in Indiana >  Drinking Water >  Drinking Water Compliance Section >  water-systems >  Drinking Water and Lead

IDEM regulates Indiana's public water systems through inspecting facilities, reviewing reports submitted by water systems, providing technical assistance, and responding to inquiries about water quality.

IDEM requires public water systems to test for lead, and when necessary, take action to educate and protect consumers.

In addition, IDEM works with professional trade associations to ensure operators, local government officials, and property owners have reliable information.

The EPA has set a [goal to remove 100% of lead service lines](#) in use. In 2021, U.S. EPA adopted the [Lead and Copper Rule Revisions \(LCRR\)](#) which require public water systems to perform additional actions to better protect communities from exposure to lead in drinking water. One of these actions requires public water systems to complete a Lead Service Line Inventory (LSLI) of all lines in their system, including the portions owned by the utility and the customer. Public water systems in Indiana were required to submit LSLIs to IDEM by Oct. 16, 2024. Public water systems should also be validating inventories and determining locations with lead connectors between now and 2027.

Additional provisions of the LCRR that took effect on October 16, 2024 are annual communication by the utility to homes connected to lead service lines, and additional requirements for public notification after a lead action level exceedance.

# MEET THE TEAM

| Party                                          | Abbreviated Name | Role                                                                                                                                                                                                                                 | Email / Website                                                                                                  |
|------------------------------------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Indiana Department of Environmental Management | IDEM             | Regulatory<br>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. | <a href="mailto:DWBMGR@idem.in.gov">DWBMGR@idem.in.gov</a>                                                       |
| Indiana Finance Authority                      | IFA              | Financial<br>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.                                         | <a href="mailto:IFALead@ifa.in.gov">IFALead@ifa.in.gov</a>                                                       |
| 120Water                                       | 120Water         | Product & Technical Support<br>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.                           | <a href="mailto:support@120water.com">support@120water.com</a><br><a href="http://120water.com">120water.com</a> |

# SCHOOL AND CHILDCARES



## *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, [Indiana School Directory](#) can help identify facilities in your distribution system.
- For childcare facilities, [IN Child Care Listings](#) can help identify registered facilities in your distribution system.
- IFA tracks the schools currently involved in sampling on their [website](#).



## *Determine Next Steps*

**When:** NEXT

**How:**

- **Update** the Property Classification in PWS Portal.
- **Review your options** for providing sampling to those facilities throughout the system.
- **Develop a project plan** for this type of program
- **Reach out** to IDEM with any questions!

# LEAD SAMPLING FOR LCRI

<https://www.in.gov/ifa/lead-sampling-program/>

 **Indiana Finance Authority**

Search IFA

 IFA

About IFA

American Rescue Plan – Non-entitlement Units

Notices of Public Hearings

Credit Ratings

Contact Us

Public Records Request

Calendar

News

IFA / Lead Sampling Program

## Lead Sampling Program

### Overview

The Indiana Finance Authority (“IFA”), with assistance from the Indiana Department of Environmental Management, has developed the Lead Sampling Program for Schools and Child Care Facilities (“Lead Sampling Program”) to help schools and child care facilities assess if there is a presence of lead in drinking water within their buildings.

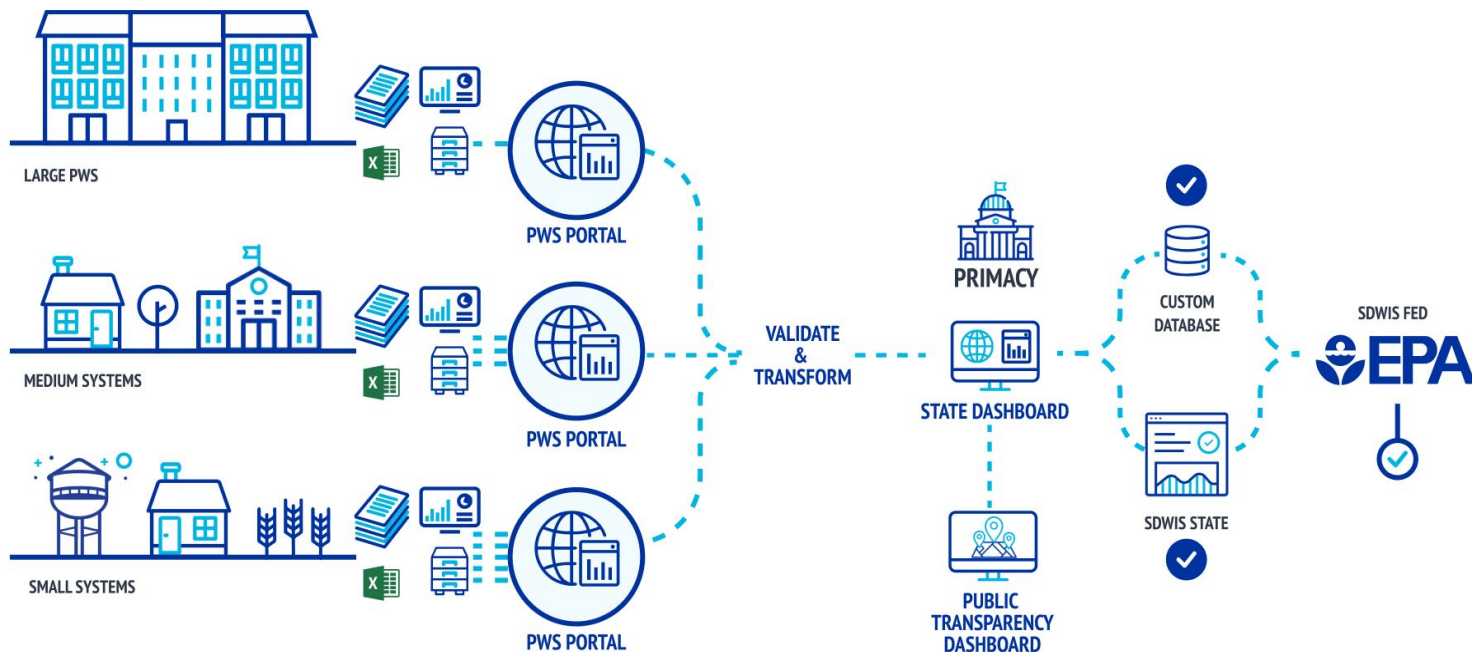
This program is funded in part by the U.S. EPA’s Lead Testing in School and [Child Care Program Drinking Water Grant](#) authorized under the Water Infrastructure Improvements for the Nation Act and largely follows the [U.S. EPA’s 3Ts guidance – Training, Testing, and Taking Action](#).



# PWS PORTAL

# HOW DOES IT WORK?

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



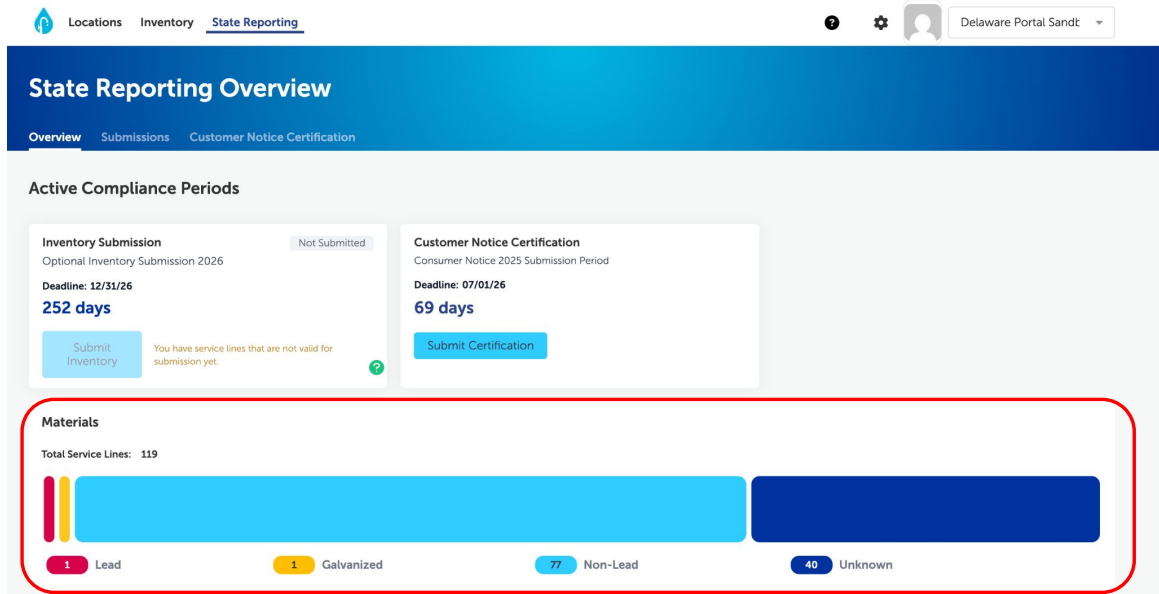
# MAKE YOUR PLAN



# 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



# THE LCRI COMPLIANCE TRAIL MAP

## Trail Length

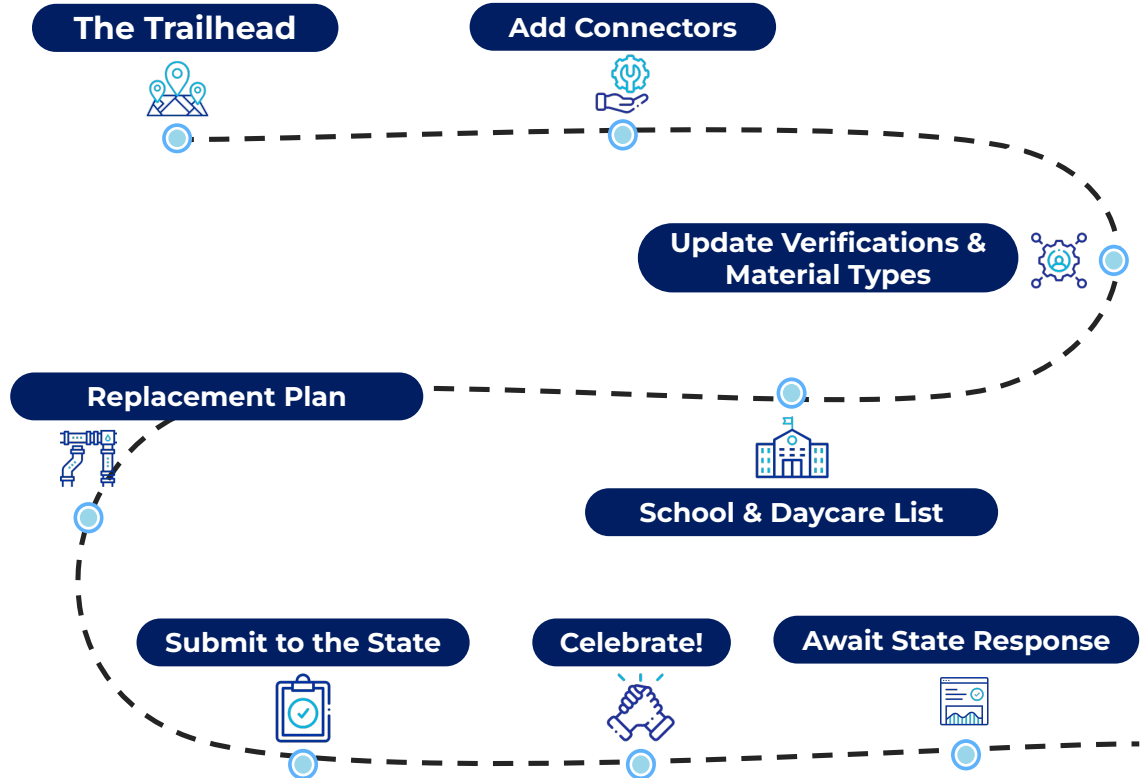
Present - Nov 1, 2027

## Estimated Difficulty

Easy with 120Water

## Elevation Change

Reaching new heights  
with LCRI Compliance



# TAKE ACTION





# 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](mailto:support@120water.com) - Include your Name, PWS ID, and your question

[pws.120wateraudit.com](https://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. Review Submission History
2. Submit Your Customer Notice Certification Form
3. Consider Submitting an *Updated* Inventory, if you've made substantive updates.

The screenshot shows the 'State Reporting Overview' page. At the top, there are navigation tabs: 'Locations', 'Inventory', and 'State Reporting' (which is selected). Below the tabs, there are three sub-tabs: 'Overview', 'Submissions', and 'Customer Notice Certification'. The 'Overview' tab is active. The main content area is titled 'Active Compliance Periods' and contains two cards. The left card is for 'Inventory Submission' (Optional Inventory Submission 2026) with a deadline of 12/31/26 and 252 days remaining. It has a 'Submit Inventory' button and a note: 'You have service lines that are not valid for submission yet.' The right card is for 'Customer Notice Certification' (Consumer Notice 2025 Submission Period) with a deadline of 07/01/26 and 69 days remaining. It has a 'Submit Certification' button. Below these cards is a 'Materials' section showing a bar chart for 'Total Service Lines: 119'. The bar chart is divided into four segments: Lead (1), Galvanized (1), Non-Lead (77), and Unknown (40).

Locations Inventory State Reporting

State Reporting Overview

Overview Submissions Customer Notice Certification

Active Compliance Periods

**Inventory Submission**  
Optional Inventory Submission 2026  
Deadline: 12/31/26  
252 days  
Submit Inventory  
You have service lines that are not valid for submission yet.

**Customer Notice Certification**  
Consumer Notice 2025 Submission Period  
Deadline: 07/01/26  
69 days  
Submit Certification

Materials

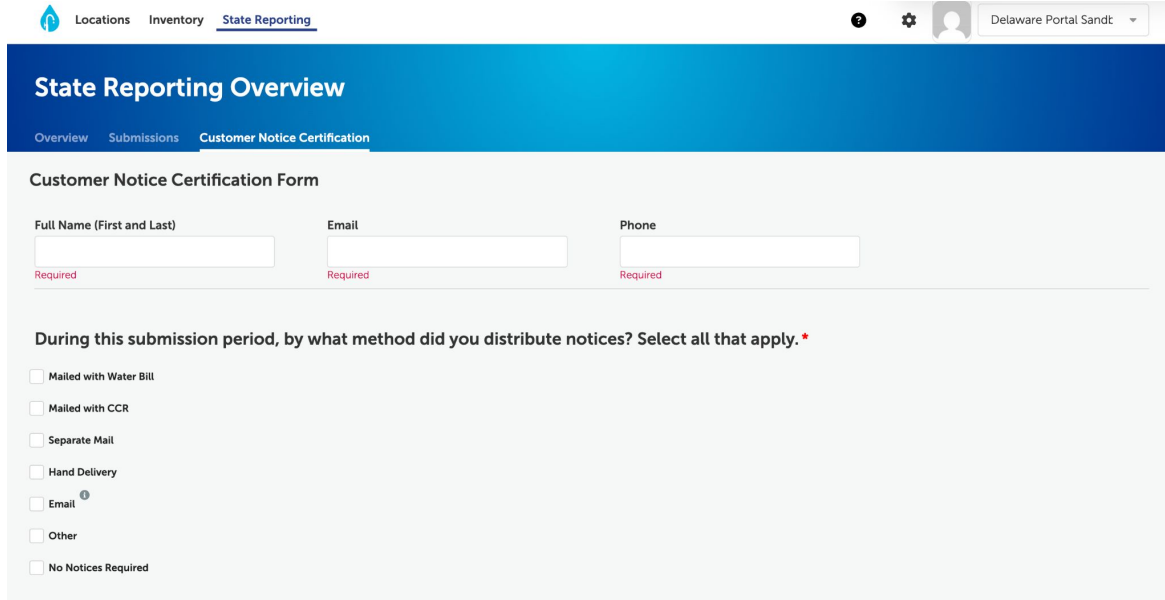
Total Service Lines: 119

1 Lead 1 Galvanized 77 Non-Lead 40 Unknown

# 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**



The screenshot displays the 'State Reporting Overview' page in a web application. The top navigation bar includes 'Locations', 'Inventory', and 'State Reporting' (which is underlined). On the right, there are icons for help, settings, and a user profile, along with a dropdown menu labeled 'Delaware Portal Sandt'. Below the navigation bar, the page title 'State Reporting Overview' is shown in a blue header. Underneath, there are three tabs: 'Overview', 'Submissions', and 'Customer Notice Certification' (which is selected). The main content area is titled 'Customer Notice Certification Form'. It contains three input fields: 'Full Name (First and Last)', 'Email', and 'Phone'. Each field has a red 'Required' label below it. Below these fields, there is a question: 'During this submission period, by what method did you distribute notices? Select all that apply. \*'. This is followed by a list of checkboxes with labels: 'Mailed with Water Bill', 'Mailed with CCR', 'Separate Mail', 'Hand Delivery', 'Email' (with a help icon), 'Other', and 'No Notices Required'.

# 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

|                             |                                                                                    |
|-----------------------------|------------------------------------------------------------------------------------|
| <b>Submission Period:</b>   | Inventory Sub 02/26                                                                |
| <b>Type:</b>                | Inventory                                                                          |
| <b>Submission Due Date:</b> | March 19, 2026 at 08:00 PM EDT                                                     |
| <b>Requirements:</b>        | 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

# CREATE AND UTILIZE LISTS

## Look at a View:

- Navigate to the Inventory Page
- Click on the Views 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 displays the 'Inventory Submission Deadline' section with a 'Not Submitted' status and a 252-day deadline for December 31st 2026. The 'Materials' section shows 119 total service lines, categorized by material type: 1 Lead, 1 Galvanized, 77 Non-Lead, and 40 Unknown. Below these is a table of 100 assets (out of 124 total) with columns for selection, ID, address, LCRR tier, and status. The table lists five assets, all with 'Insufficient Data to Calculate' and 'In Service' status. A sidebar on the right contains a 'Views' button, a 'Save View' section, and a list of 'My Views' (Test 10/9, Felton View, Unknowns paired down), 'Team Views' (Test 10/9, Felton View, Unknowns paired down), and 'Platform Views' (Annual LCRR Communication, Lead / Unknown / GRR, Lead). The 'Views' button and the 'Save View' section are highlighted with a red box.

|                          | 120Water ID | External ID | Address                           | LCRR Tier                      | Status     |
|--------------------------|-------------|-------------|-----------------------------------|--------------------------------|------------|
| <input type="checkbox"/> | 25349417    | --          | 5 S. Bay Drive<br>Dover, DE 19901 | Insufficient Data to Calculate | In Service |
| <input type="checkbox"/> | 25349416    | --          | 7 S. Bay Drive<br>Dover, DE 19901 | Insufficient Data to Calculate | In Service |
| <input type="checkbox"/> | 25349415    | --          | 9 S. Bay Drive<br>Dover, DE 19901 | Insufficient Data to Calculate | In Service |
| <input type="checkbox"/> | 25349414    | --          | 2 N. Bay Drive<br>Dover, DE 19901 | Insufficient Data to Calculate | In Service |
| <input type="checkbox"/> | 25349413    | --          | 4 N. Bay Drive<br>Dover, DE 19901 | Insufficient Data to Calculate | In Service |



Soon this Views list will include School and Childcare Facilities, to help with that list creation!

# CREATE YOUR SCHOOL & CHILDCARE LIST

## Update the Location Details:

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

## Important Property Classifications:

- Childcare Facility
- Elementary School
- Multi-Family Residence w/ Childcare Facility
- Secondary School
- Single-Family Residence w/ Childcare Facility

### ◀ 108 Holy Cross Road, Fishers, IN 46038

Location External ID: -- Edit 

Details Samples Communications Contacts Assets Interactions Attachments

#### > Location Details

Edit 

#### ▼ Profile

Edit 

LCR Tier ⓘ

--

POE/POU Treatment

Unknown

Persons In The Home

--

LCRR Tier ⓘ

Insufficient Data to Calculate

Property Classification

Elementary School

Current LCR Sampling Site

Unknown

Sensitive Population

--

Lead Solder

Unknown

Disadvantaged Neighborhood

--



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

# VERIFICATIONS

## How to Verify a Service Line:

- Click on the Address
- Navigate to Assets Tab
- Select 'Verify Asset'
- Fill in the required information
  - Verification Date
  - Verified By
- Select the side of the service line to verify
  - System-Owned
  - Customer-Owned
- Then click 'Next'

The screenshot displays the 120Water web application interface. At the top, navigation tabs include 'Locations', 'Inventory', and 'State Reporting'. The current location is '2 Water Avenue, Wilmington, DE 19805'. Below this, a sub-tab bar shows 'Details', 'Samples', 'Communications', 'Contacts', 'Assets' (selected), 'Interactions', and 'Attachments'. The 'Assets' tab contains a list of assets, with 'Service Line - 25349422' selected. To the right of the asset list is an 'Actions' dropdown menu, where 'Verify Asset' is highlighted with a red box. The 'Verify Asset' button has a checkmark icon. Below the asset list, a 'Summary' section displays various details: EPA Material Classification, Verification Status (Not Verified), Verification Date, Lead Status (Unknown), Ownership (Split), Status (InService), Service Line External ID, Inventory Communication Sent, and Last Sent On. To the right of the summary is a map showing the location of the service line in Wilmington, DE. Below the map, the asset ID '25349422' and location coordinates '39.737419, -75.553353' are displayed, along with an 'Edit coordinates' link.

Locations Inventory State Reporting

2 Water Avenue, Wilmington, DE 19805

Location External ID: -- Edit

Details Samples Communications Contacts **Assets** Interactions Attachments

Assets

Service Line - 25349422

+ Add New Asset

Actions

Verify Asset

Summary

|                              |                     |                          |
|------------------------------|---------------------|--------------------------|
| EPA Material Classification  | Verification Status | Verification Date        |
| Lead Status Unknown          | Not Verified        | --                       |
| Verified By                  | Ownership           | Status                   |
| --                           | Split               | InService                |
| Inventory Communication Sent | Last Sent On        | Service Line External ID |
| No                           | --                  | --                       |

Map showing location in Wilmington, DE.

Asset ID: 25349422

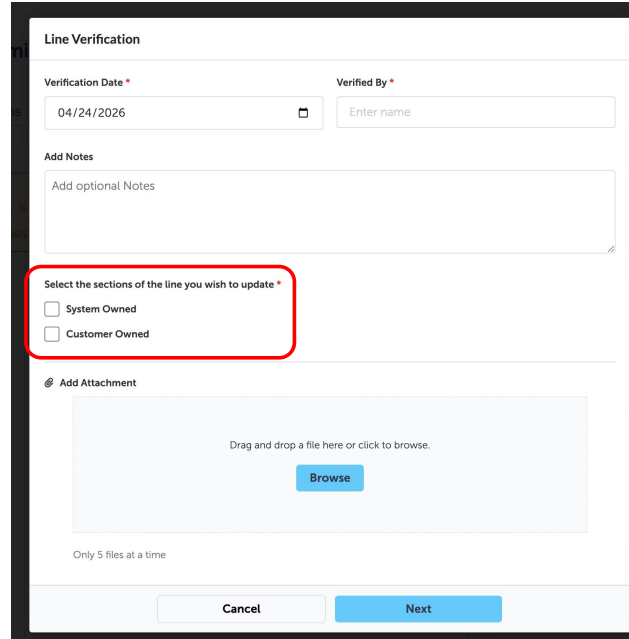
Location Coordinates: 39.737419, -75.553353

Edit coordinates

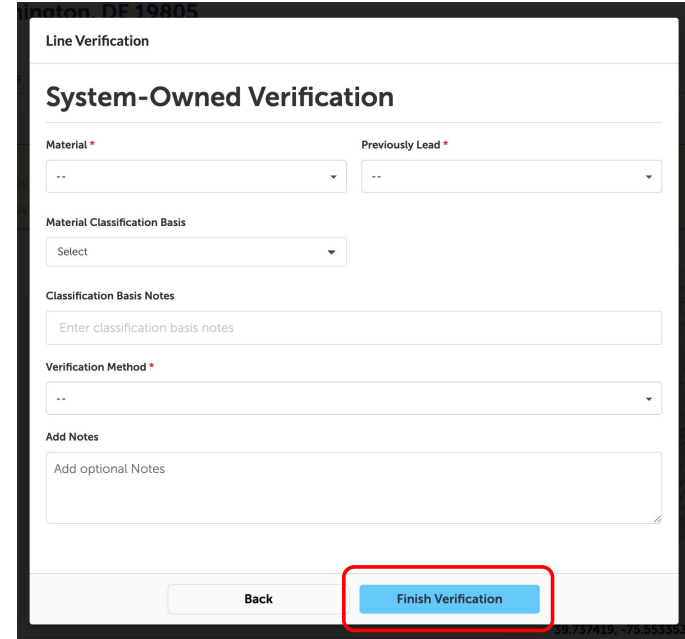
# VERIFICATIONS

Fill in the required information:

- Material
- Previously Lead
- Verification Method
- Add Notes or the Material Classification Basis
- Click 'Finish Verification'



This screenshot shows the 'Line Verification' form. At the top, there are fields for 'Verification Date' (04/24/2026) and 'Verified By' (Enter name). Below these is a text area for 'Add Notes' with the placeholder 'Add optional Notes'. A red box highlights the section 'Select the sections of the line you wish to update \*', which contains two checkboxes: 'System Owned' and 'Customer Owned'. Below this is an 'Add Attachment' section with a large dashed box for file upload and a 'Browse' button. At the bottom, there are 'Cancel' and 'Next' buttons.



This screenshot shows the 'System-Owned Verification' form. It has fields for 'Material' and 'Previously Lead', both with dropdown menus. Below these is a 'Material Classification Basis' dropdown menu. There is a text area for 'Classification Basis Notes' with the placeholder 'Enter classification basis notes'. Below that is a 'Verification Method' dropdown menu. At the bottom, there is an 'Add Notes' text area with the placeholder 'Add optional Notes'. A red box highlights the 'Finish Verification' button at the bottom right. The 'Back' button is also visible.



Be sure to Verify both sides of the service line to have a fully verified line!

# ADDING CONNECTOR INFORMATION

## Update the Connector Details:

- Click on the Address
- Navigate to Assets Tab
- Click 'Edit' in the Connectors section
- Select the Connector Present dropdown
- Fill in the information, then Save!

## Options for Connectors

- Yes
- No
- Not Known



If you have already added connector information to the 120Water platform, it will be added here.

Details - Connectors / Fittings / Other

SaveCancel

Connectors ⓘ

Connector Present?

--

+ Add Connector

Fittings ⓘ

Fittings

--

Material

--

Fittings Verification Method

--

Fittings Verification Date

Fittings Verified By

Other

Lead Solder

Unknown

Other Lead Equipment

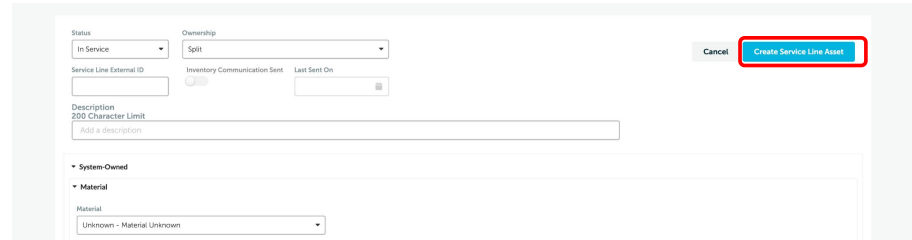
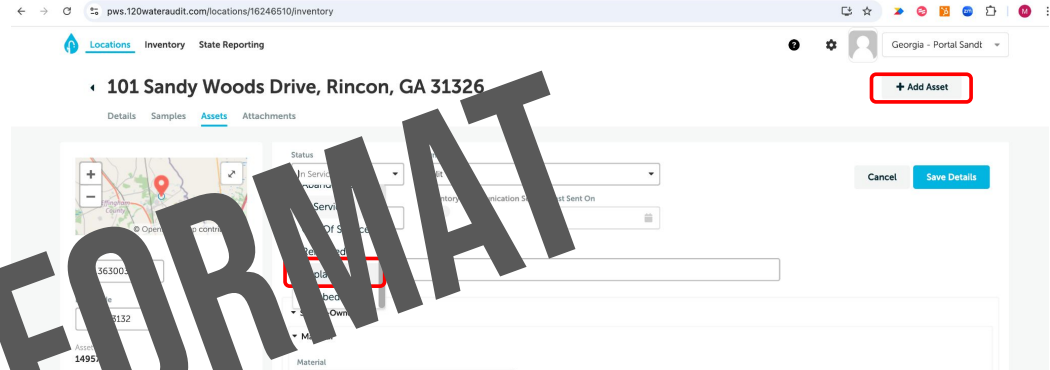
# REPLACEMENTS

## 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 'PWS Public Transparency Dashboard'
- Fill in the fields and save!
- Email [support@120water.com](mailto:support@120water.com) to turn it live

### Account Settings

Account Management

Data Management

Communication Management

Notifications

PWS Public Transparency Dashboard

State Public Transparency Dashboard

#### PWS Public Transparency Dashboard Settings

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

Title

The public-facing headline for your dashboard.

Delaware Portal Sandb

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 pr

769 characters left

Contact Link

Provide a link for visitors to contact your Utility instead of 120Water.

https://example.com/suj

1024 characters left

Save

View Dashboard

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: 5.2 MB



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

# PWS PUBLIC TRANSPARENCY DASHBOARD



CBU Inventory

## About this Program

We are committed to providing safe drinking water to all residents. Our dashboard provides information about the composition for both city owned and privately owned drinking water service lines.

## About this Resource

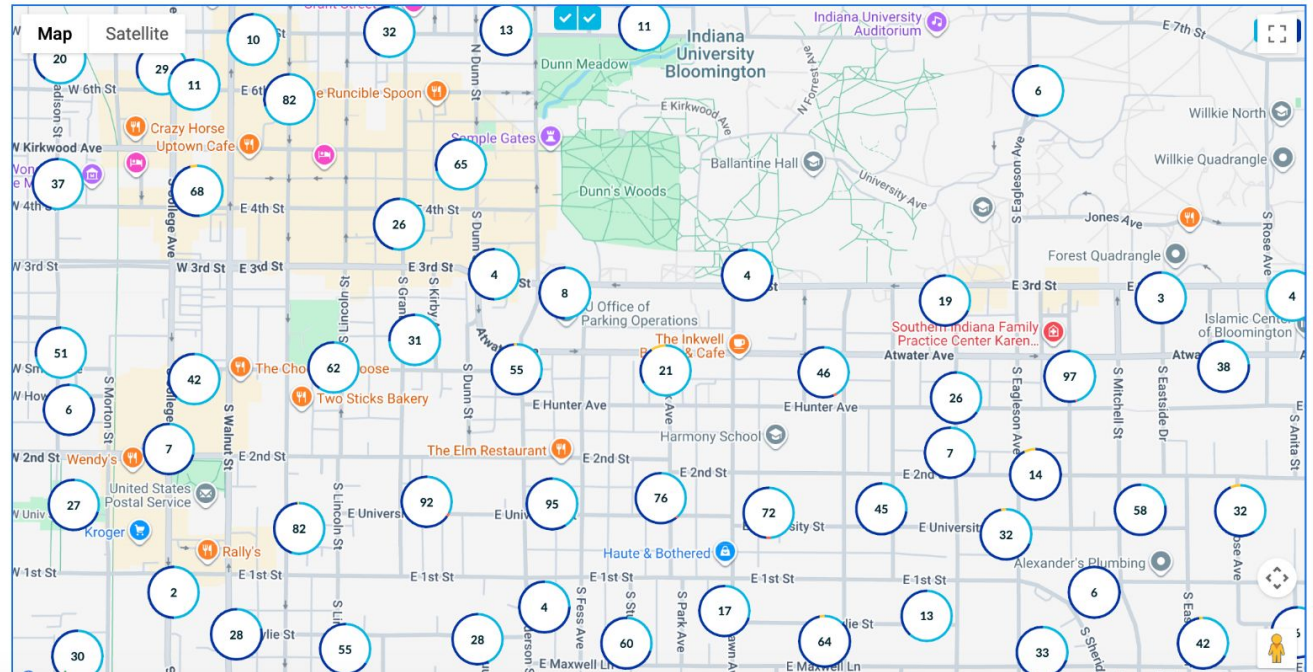
The resources have been made available by CITY OF BLOOMINGTON UTILITIES and its commitment to safe drinking water. Please [contact 120Water](#) for any questions.

## Disclaimer

The information provided by 120Water and CITY OF BLOOMINGTON UTILITIES 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 CITY OF BLOOMINGTON UTILITIES 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 CITY OF BLOOMINGTON UTILITIES 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 'Communication Management'
- Click on 'State Public Transparency Dashboard'
- Fill in the fields and save!

**Account Settings**

Account Management

Data Management

Communication Management

Notifications

PWS Public Transparency Dashboard

**State Public Transparency Dashboard**

### State Public Transparency Dashboard Settings

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

State Public Transparency Dashboard URL: <https://drss.120water-ptd.com>

**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.**

# 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](mailto:support@120water.com)

The screenshot shows the 'CONTACT US' form on the 120Water website. The form is titled 'CONTACT US' with a 'SUPPORT' tag. Below the title is a sub-header: 'Need assistance with your program? Fill out the form and a team member will be in touch shortly to resolve your issue.' The form fields are as follows: 'REQUEST TYPE' (a dropdown menu), 'FIRST NAME\*' and 'LAST NAME\*' (two text input fields), 'EMAIL\*' (a text input field with the placeholder 'carsen.lennon@120water.com'), 'PHONE NUMBER\*' (a text input field), 'SUBMITTED - STREET ADDRESS' (a text input field), 'SUBMITTED - CITY\*' and 'STATE' (two text input fields), and 'TICKET DESCRIPTION\*' (a large text area). The form is set against a light blue background with a white border.

The screenshot shows the 120Water support page. At the top is the 120Water logo and a navigation bar with links for 'Platform', 'Solutions', 'About', 'Resources', 'Login', and a 'Get a demo' button. Below the navigation bar is a search bar with the text 'How can we help you?' and a search icon. The search bar contains the placeholder text 'Search for answers'. Below the search bar are three cards: 'Getting Started with 120Water' (with a lightbulb icon), 'What's New' (with a star icon), and 'Compliance Journey HQ' (with a clipboard icon). Each card has a brief description of its content. The page is set against a dark blue background with a white border.

# 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!

# Upcoming Software Updates



*Adding & Importing Connector data*



*Updating Service Lines and Connectors in bulk*



*Filtering for School & Childcare list creation*

# Indiana Water System Training Schedule

## **Q1 Training: In-Person**

~~AIRW & IN AWWA~~

~~March 19 & 24, 2026~~

Q2 Training: Virtual  
Monday, May 18 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

