



LCRI: SOFTWARE UPDATES TO ALIGN WITH BASELINE INVENTORY

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

Carsen Lennon / August 10, 2026



AGENDA

01

Check In

02

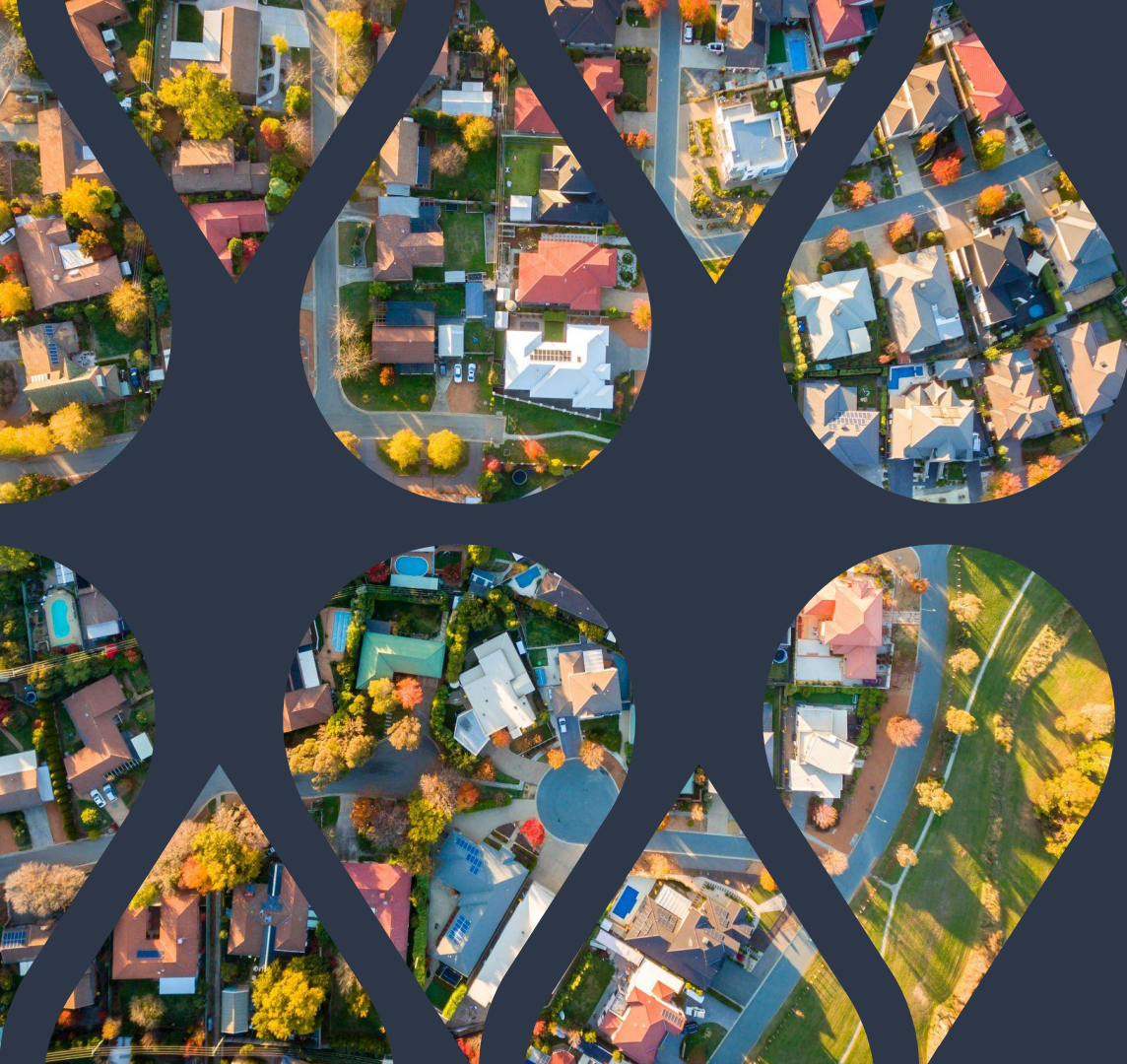
Review New Requirements in LCRI

03

Making Updates & Taking Action in PWS Portal

04

Questions & Next Steps



INVENTORY PULSE CHECK

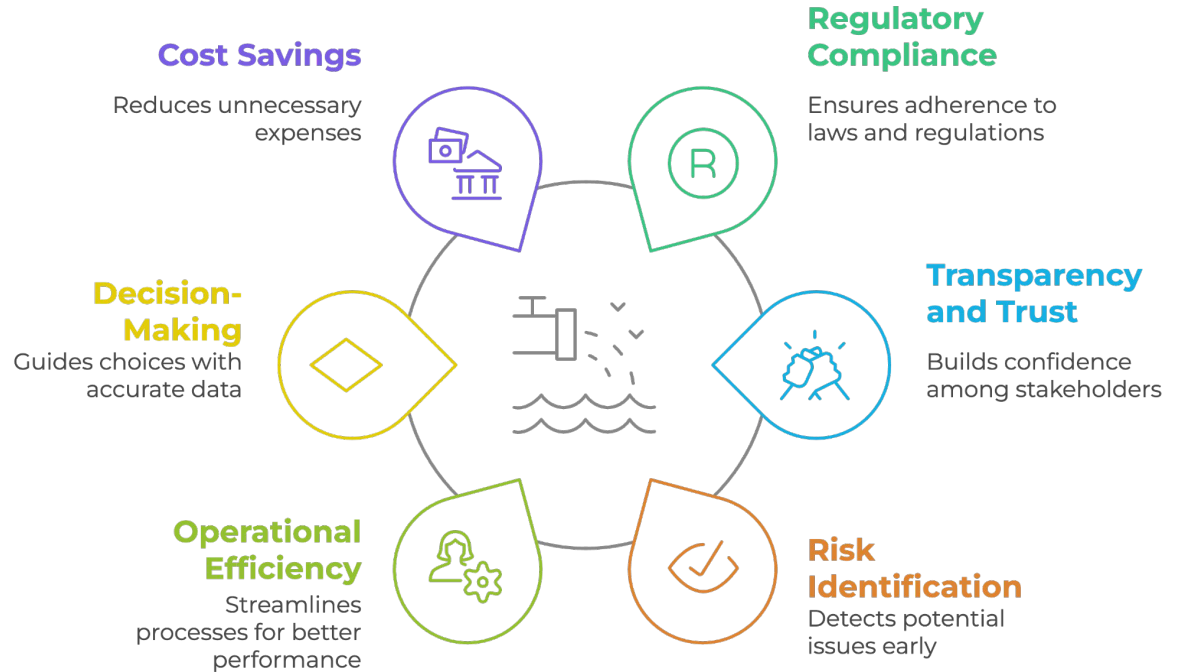
WHAT'S IN IT FOR ME?



1. Centralized Data
2. Jumpstart 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

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 and unknown lines in the inventory.

LPPA HIGHLIGHTS

- **GRR considered Lead**
- **Customer Notices**
 - Within 30 days of discovery of new lead service line
 - Within 30 days if property changes hand of unknown or lead line
- **Inventory Annual Report**
 - One page form for utilities with Lead and Unknown SLs
 - Summary information of material classifications, property classifications, verification & replacement updates
 - Submit to RIDOH by September 30th
- **LSL Removal Timeline**
 - 10% replacement rate has NOT changed. However, as defined in LPPA there is the potential the timeline gets escalated to be complete by 2033 contingent on funding



SCHOOL AND DAYCARES



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, [DOE Directory](#) can identify the schools across the state.
- For childcare facilities, [DHS Early Childhood Program](#) can identify registered facilities in your distribution system.
- Encourage them to participate in RIDOH's free sampling program [HERE](#).



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 RIDOH with any questions!

SCHOOL TESTING IN RI

<https://health.ri.gov/data/testing-school-drinking-water-lead>

Official State of Rhode Island website

Select Language Settings

STATE OF RHODE ISLAND
Department of Health

[Home](#) » [Data](#) » Testing School Drinking Water For Lead

Testing School and Child Care Facility Drinking Water for Lead

Purpose

In 2023, the Rhode Island Department of Education (RIDE), the University of Rhode Island (URI) Cooperative Extension Water Quality Program, and the Rhode Island Department of Health (RIDOH) collaborated to develop a voluntary, statewide program to test the drinking water for lead in K-12 public schools and [licensed child care centers and family child care facilities](#) . The results of that testing will be uploaded here when available. If you don't see your facility here, check back periodically.

RIDOH cannot take any regulatory or legal action based on the results of this voluntary testing. RIDOH will provide results to the Department of Human Services, who may choose to work with your facility to help reduce lead if necessary.

The *Water Infrastructure Improvements for the Nation Act (WIIN Act)* addresses, supports, and improves America's drinking water infrastructure. Federal grant funds from the *WIIN Act* have been used to develop a program to test drinking water for lead at Rhode Island schools and child care facilities.



[Have School or Child Care Drinking Water Tested for Lead](#)

MEET THE TEAM

Party	Abbreviated Name	Role	Email / Website
Drinking Water Quality, RI Dept. of Health	RIDOH	Regulatory questions/comments related to Rhode Island-specific interpretations of the LCRI; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification methods, etc.	https://health.ri.gov/drinking-water-quality 401-222-5960 ryan.hoskins@health.ri.gov
Rhode Island Infrastructure Bank	RIIB	Financial Questions/comments related to financial support (e.g., grants) to support the development of a system's service line inventory.	https://www.riib.org/ 401-453-4430 info@riib.org
Rhode Island Rural Water Association	RIRWA	Technical Assistance Rhode Island 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.	https://rirwa.org/ rirwa@rirwa.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

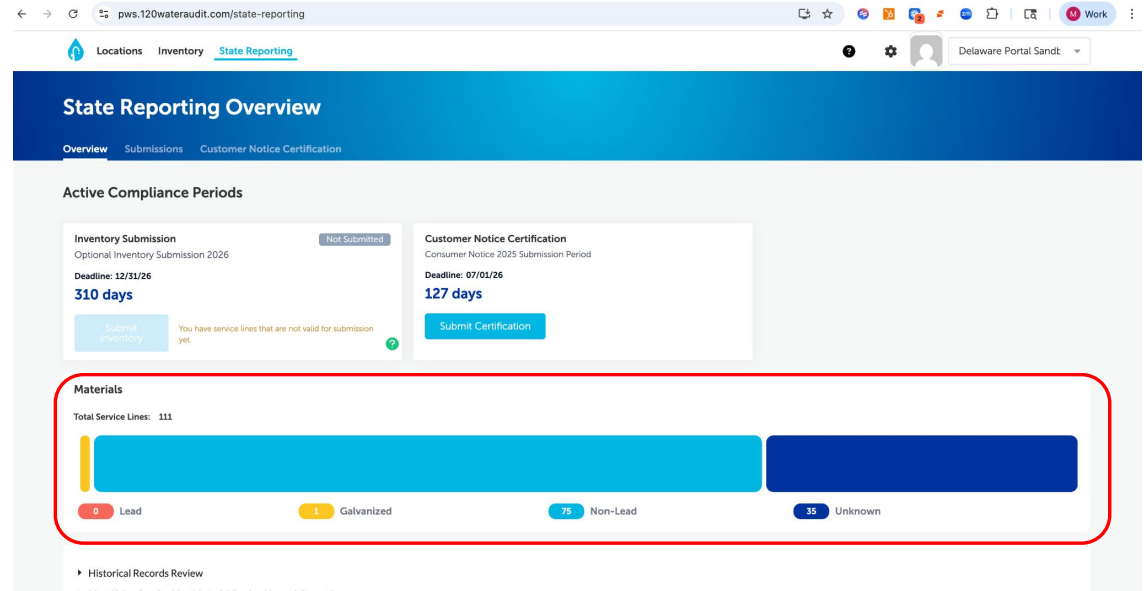


PWS PORTAL

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





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 RIDOH **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. The 'Active Compliance Periods' section contains two cards: 'Inventory Submission' (with a 'Submit Inventory' button) and 'Customer Notice Certification' (with a 'Submit Certification' button). The 'Materials' section shows a bar chart for 'Total Service Lines: 111' with categories: Lead (0), Galvanized (1), Non-Lead (75), and Unknown (35).

BULK EDITING

Ways to Use:

- Location Record updates
- School & Childcare
- Asset Record updates
- Verification in bulk
- Connectors in bulk
- -- Other fields!

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

Edit Multiple Entries

You are about to update **6** entries.

System-Owned Material: Non-Lead - Copper

Would you like to continue?

Back

Bulk Update



Helpful Hint: This is ideal when you are applying the same change to multiple records.

CREATE YOUR SCHOOL & CHILDCARE LIST

Update a single Location Record:

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

Important Property Classifications:

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

Locations

Inventory

State Reporting

?

⚙️



Delaware Portal Sandt

◀

12 Rodney Drive, Rehoboth Beach, DE 19971

Edit Details

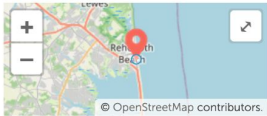
Details

Samples

Assets

Attachments

Location Details



Coordinates
38.709498,
-75.076962

Edit Coordinates

Address
12 Rodney Drive
Rehoboth Beach, DE 19971

Mailing Address
--

Address Verification Score
0

Mailing Address Verification Score
0

Location Notes

There are no notes for this Location yet

Profile

LCR Tier
--

LCRR Tier
Insufficient Data to Calculate

Current LCR Sampling Site
Unknown

Building Plumbing Contains Lead Solder
Unknown

Point of Entry or Point of Use Treatment
Unknown

Property Classification
Childcare Facility

Sensitive Population
No

Is Disadvantaged Neighborhood
--

Persons in the Home
--

Parcel Information

Parcel Number
--

County
--

Neighborhood
--

Property Owned By Business
--

Business Name
--

Year Built
--

Lot Area (square feet)
--

Other Buildings On Property
--

Estimated Home Value
--

Recent Attachments

View Attachments

No attachments found

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

 120Water™

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CREATE YOUR SCHOOL & CHILDCARE LIST

Update bulk Location Records:

- Select the locations for the property you want to update
- Click 'Edit'
- Check the box for 'Property Classification'
- Choose the Classification type.
- 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	
☐	26335693	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

Important Property Classifications:

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

Edit Multiple Entries

Note: These selections will replace current values for the selected entries

Profile

Property Classification

Select a classification

- Childcare Facility
- Commercial
- Elementary School
- Hospital or Medical Care Facility
- Industrial
- Multi-Family Residence
- Multi-Family Residence w/ Childcare
- Non-Residential
- Nursing Home
- Other
- Public
- Secondary School
- Single Family Residence
- Single Family Residence w/ Childcare

Showing 20 of 162 Locations Schools & Daycares Contains: Lead Contains: Unknown

Edit Multiple Entries

You are about to update 5 entries.

Property Classification: Elementary School

Would you like to continue?

[Back](#) [Bulk Update](#)

CREATE YOUR SCHOOL & CHILDCARE LIST

Once Property Classification has been updated:

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



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

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

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

Save Cancel

Connectors ⓘ

Connector Present? Not Known

+ Add Connector

Fittings ⓘ

Fittings Material Fittings Verification Method

-- -- --

Fittings Verification Date Fittings Verified By

Calendar icon

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

CONNECTOR IMPORT

Export Connector Records:

- Navigate to the Inventory page
- Export current Connector information.
- Fill out the information in Excel

Import Connector Records:

- Click Import Connectors on the Inventory page
- Choose the Connectors template, then select 'Upload File'
- Select 'create & update records', then Next.
- Upload file from the computer, then click 'Next.'
- Navigate to the Import log to review the imported data.
- Once reviewed, select 'Complete Import'

Inventory Submission Deadline No Assigned Submission Period

Service Line Materials

Total 'In-Service' Lines: 152

1 Lead 1 Galvanized 81 Non-Lead 69 Unknown

Showing 20 of 157 Asset

120Water ID	External ID	Address	Status	LCR Tier	EPA Classification	Ownership	System-Owned Material	Customer-Owned Material	Connectors Present
25876331	--	868 N Dupont Hwy Dover, DE 19901	In Service	--	Non-lead	Split	Non-Lead - PEX	Non-Lead - PEX	Not Known
25509143	--	123 Main Street Delaware, PA 00001	In Service	--	Non-lead	Split	Non-Lead - PVC	Non-Lead - Brass	Not Known
25385399	--	304 Blue Hen Way Rehoboth Beach, DE 19971	In Service	--	Lead Status Unknown	Split	Unknown - Material Unknown	Unknown - Material Unknown	Yes
25385398	--	1781 First State Blvd Wilmington, DE 19805	In Service	--	Non-lead	Split	Non-Lead - Brass	Non-Lead - Brass	Yes
25385397	--	1773 First State Blvd Wilmington, DE 19805	In Service	--	Lead Status Unknown	Split	Unknown - Material Unknown	Unknown - Material Unknown	Not Known
25385395	--	1774 First State Blvd Wilmington, DE 19805	In Service	--	Lead Status Unknown	Split	Unknown - Material Unknown	Unknown - Material Unknown	Not Known

Service Lines
Service Lines & Locations
Connectors
Delaware Inventory

Locations Inventory State Reporting

Service Lines

Create Service Line Import Service Lines **Import Connectors**

Inventory Submission Deadline No Assigned Submission Period

Service Line Materials

Total 'In-Service' Lines: 152

1 Lead 1 Galvanized 81 Non-Lead 69 Unknown

REPLACEMENTS

1. 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 web application 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 modal form titled 'Replace Asset' is shown, containing fields for 'Replacement Type & Date', 'Side Replaced & New Material', and 'Evidence & Audit Trail'.



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

If different, please change!

The screenshot shows the 'Asset History' section in the 120Water web application. It displays a table with the following data:

Status	Replacement	Conducted By
Completed	Replacement Jul 29, 2026	Carsen Lennon

SUBMIT AN OPTIONAL INVENTORY UPDATE

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!

Submit Inventory

Historical Records Review

Type of Record Describe the Records Reviewed for Your Inventory and Indicate Your Level of Confidence (e.g., Low, Medium, or High)

1. Previous Materials Evaluation*

2. Construction Records and Plumbing Codes*

3. Water System Records*

4. Distribution System Inspections and Records*

5. Other Records

Submit Inventory

General Information

Is this the Initial Inventory or an Inventory Update?

Who owns the service lines in your system? If other, please explain below.

If other please explain:

Is there documentation that defines service line ownership in your system? If yes, please describe b...

If Yes, please describe:

Required

Submit Inventory

Identifying Service Line Material During Normal Operations

During which normal operating activities are you collecting information on service line material? Check all that apply.*

☒ Water Meter Reading ☒ Water meter repair or replacement

☒ Service line repair or replacement ☒ Water main repair or replacement

☒ Backflow prevention device inspection ☐ Other

If other please explain:

Did you develop or revise standard operating procedures to collect service line material information during normal operation?*

Did you develop or revise standard operating procedures to collect service line material informat...

Submit Inventory

Service Line Investigations

Identify the service line investigation methods your system used to prepare the inventory (check all that apply). If a water system chooses an investigation method not specified by the state under 40 CFR 141.84(a)(3)(iv), state approval is required. **Note that investigations are not required by the LCRR but can be used by systems to assess accuracy of historical records and gather information when service line material is unknown.***

☒ Visual Inspection at the Meter Pit ☒ Customer Self-Identification

☐ CCTV Inspection at Curb Box - External ☐ CCTV Inspection at Curb Box - Internal

☐ Water Quality Sampling - Targeted ☐ Water Quality Sampling - Flushed

☐ Water Quality sampling - Sequential ☐ Water Quality Sampling - Other

☒ Mechanical Excavation ☒ Vacuum Excavation

☐ Predictive Modeling ☐ Other

If other please explain:

If Predictive Modeling, please briefly describe the model and inputs used:

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:

- PWS PTD Live
- 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 Rhode Island Utilities

Training Dates & Times

~~Q1 Training: Virtual~~
~~Monday, March 23 at 2pm~~

~~Q2 Training: In-Person~~
~~RI Rural Water Annual Conference~~
~~May 20, 2026~~

Q3 Training: Virtual
Monday, August 10 at 2pm

Q4 Training: Virtual
Monday, October 26 at 2pm

Webpage

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





QUESTIONS?

THANK YOU

