



LCRI: WHAT WATER SYSTEMS NEED TO KNOW

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

Carsen Lennon / March 23, 2026



AGENDA

01 Check In

02 LCRI & What You Need to Know

03 Make Your Plan & Take Action in PWS Portal

04 Questions & Next Steps



INVENTORY PULSE CHECK

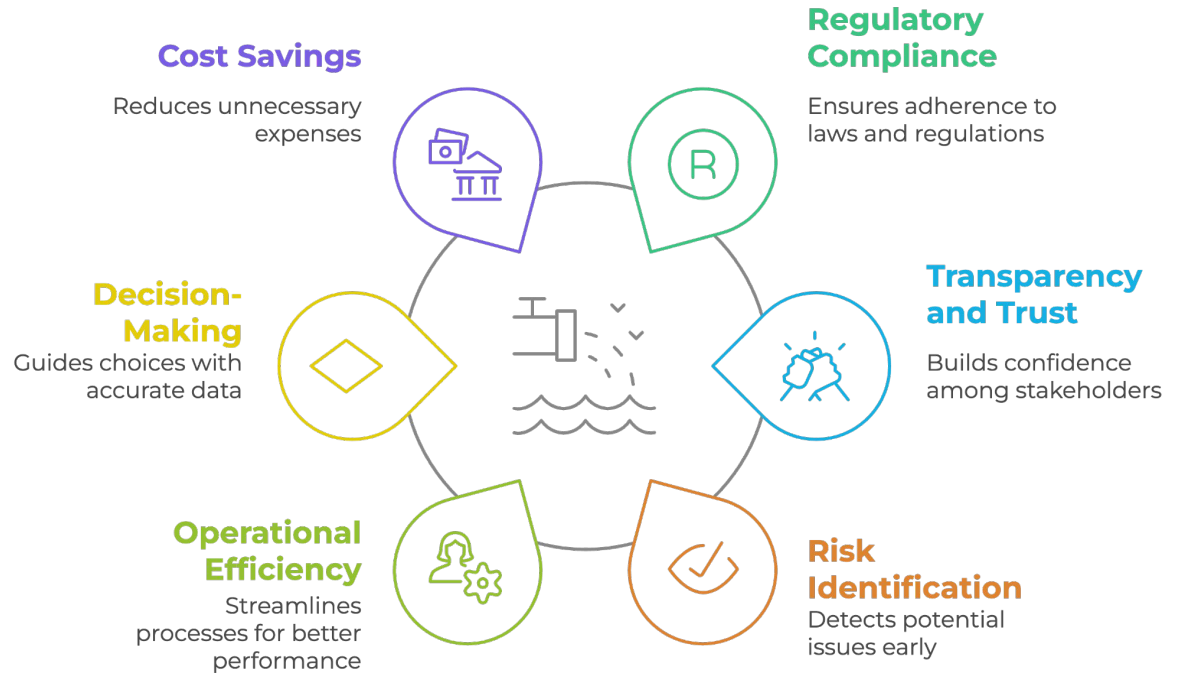
OUR PURPOSE

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 LCRI Next Steps
3. Submission Ease in 2027
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, GRR, 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

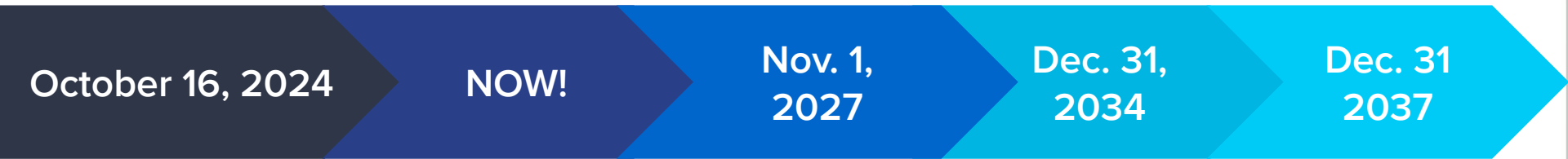


November 2027

LCRI MAJOR IMPACTS

1. Add Connectors/Goosenecks/Pigtails 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. 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



October 16, 2024

NOW!

Nov. 1,
2027

Dec. 31,
2034

Dec. 31
2037

- 1) Submit “Initial” LCRR inventory
- 2) Make inventory available to the public
- 3) LSL, GRR, and Unknown notice by 11/15/24

- 1) Add connectors
- 2) Verify Unknown SLs
- 3) CCR Updates about Inventory
- 4) Build verification and replacement strategy & research funding opps
- 5) Annual Notices

- 1) Submit LCRI “Baseline” inventory with connector info added (and then, annually)

- 1) Complete non-lead validation

- 1) Verify all unknowns



MEET THE TEAM

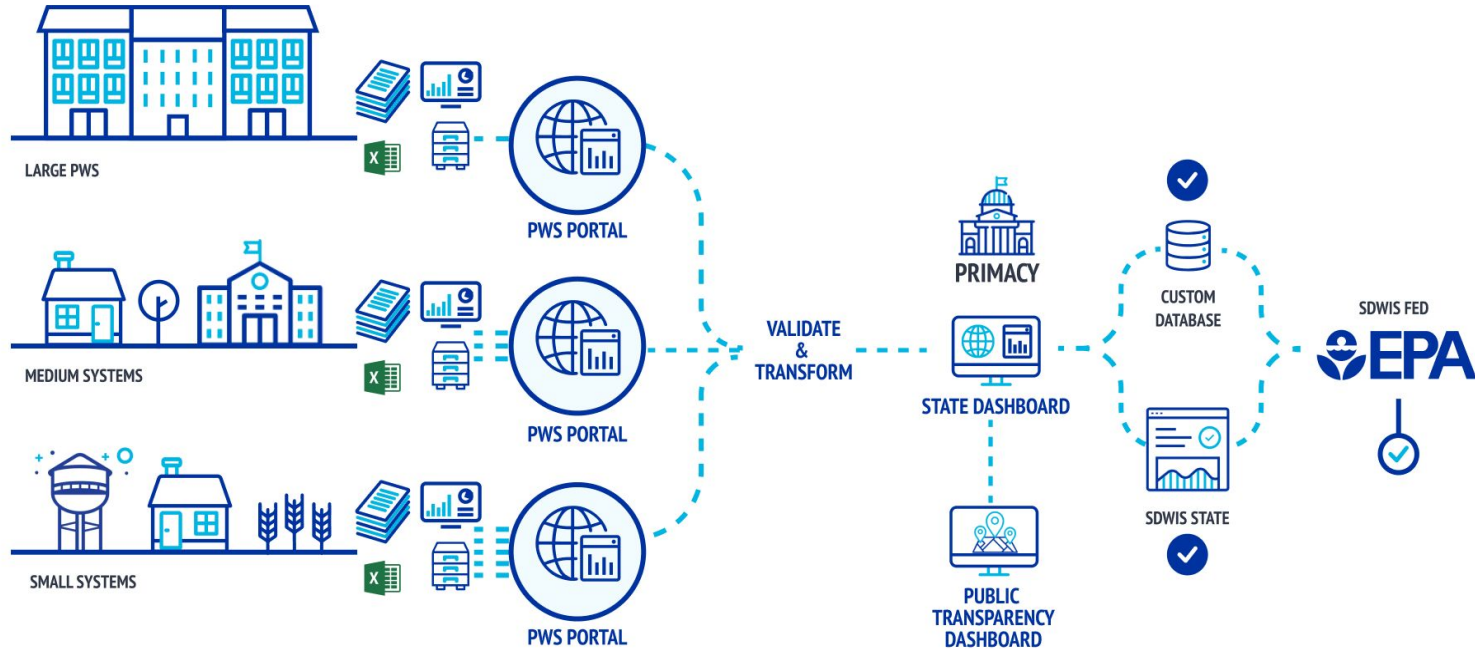
Party	Abbreviated Name	Role	Email / Website
Drinking Water Quality, RI Dept. of Health	RIDOH	Regulatory questions/comments related to Rhode Island-specific interpretations of the LCRI; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification 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

HOW DOES IT WORK?

Data standardization to streamline data, reporting, and communication - Both with your primacy agency and with your community.



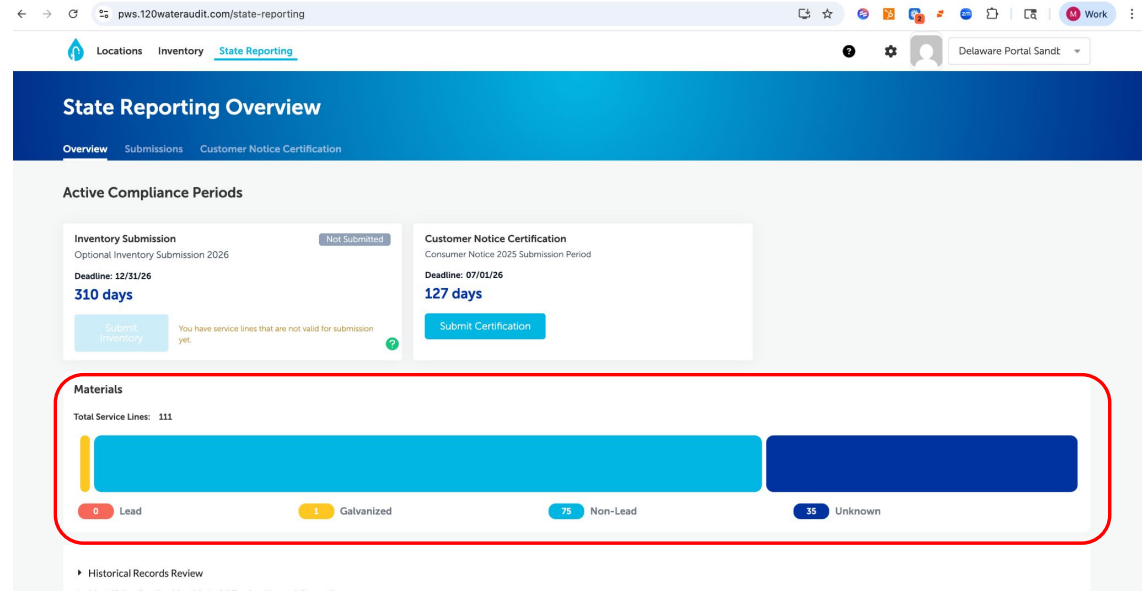
MAKE YOUR PLAN



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

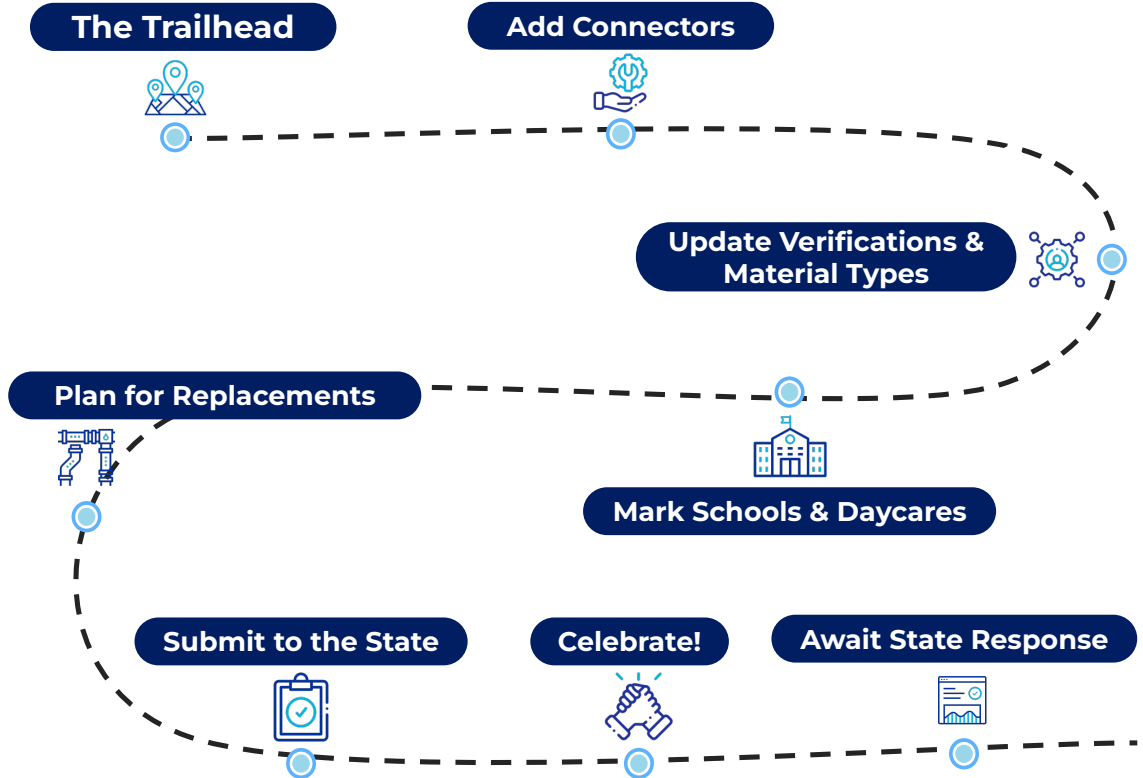
Present - Nov 1, 2027

Estimated Difficulty

Easy with 120Water

Elevation Change

Reaching new heights
with LCRI Compliance



TAKE ACTION

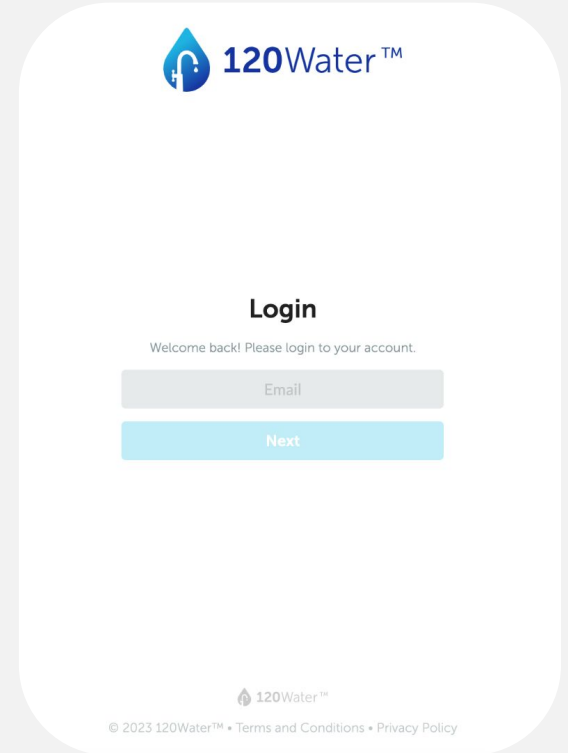




TIME TO LOG BACK IN

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 - Include your Name, PWS ID, and your question

pws.120wateraudit.com



REVIEW YOUR INITIAL INVENTORY

Navigate to the State Reporting page:

1. Check your Submission Status
 - a. If Voided or Rejected, you will need to resubmit your inventory
 - b. If Accepted, great work!
2. Submit your Customer Notice Certification Form

The screenshot displays the 'State Reporting Overview' page. At the top, there are navigation tabs: 'Overview', 'Submissions', and 'Customer Notice Certification'. Below this, the 'Active Compliance Periods' section contains two cards. The 'Inventory Submission' card shows a deadline of 12/31/26, 310 days remaining, and a 'Submit Inventory' button. The 'Customer Notice Certification' card shows a deadline of 07/01/26, 127 days remaining, and a 'Submit Certification' button. The 'Materials' section features a bar chart for 111 total service lines, with a breakdown: 0 Lead, 1 Galvanized, 75 Non-Lead, and 35 Unknown. A 'Historical Records Review' link is visible at the bottom.

CUSTOMER NOTICE CERTIFICATION FORM

Navigate to the State Reporting page:

1. Click 'Complete your Customer Notice Certification Form'
2. Fill it out with necessary information based on the notices you sent this Fall
3. Submit to RIDOH by **July 1st, 2026**

State Reporting

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

[< Back](#)

Customer Notice Certification Form

Full Name (First and Last) <input type="text"/> <small>Required</small>	Email <input type="text"/> <small>Required</small>	Phone <input type="text"/> <small>Required</small>
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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 its for the team or just you

The screenshot shows the 'Service Lines' page in a web application. At the top, there are navigation tabs for 'Locations', 'Inventory', and 'State Reporting'. The main header is 'Service Lines' with buttons for 'Create Service Line' and 'Import Service Lines'. Below this, there's a 'List' tab and a 'Map' tab. A 'Inventory Submission Deadline' widget shows '0 days remaining' for 'October 16th 2024'. A 'Materials' section displays a bar chart for 'Total Service Lines: 45' with categories: Lead (1), Galvanized (1), Non-Lead (26), and Unknown (17). A table below shows a list of assets with columns: 120Water ID, External ID, Address, LCRR Tier, Status, System-Owned Material, System-Owned Installed Date, Customer-Owned Material, Customer-Owned Installed Date, and Ownership. A 'Save View' button is highlighted in a red box in the top right corner of the table area.



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 browser window with the URL `pws.120wateraudit.com/locations/16246510/inventory`. The page title is "Locations Inventory State Reporting". The address "101 Sandy Woods Drive, Rincon, GA 31326" is displayed. Below the address, there are tabs for "Details", "Samples", "Assets", and "Attachments". The "Assets" tab is selected and highlighted with a red box. 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". On the right, there are form fields for "Status" (set to "In Service"), "Ownership" (set to "Split"), "Service Line External ID" (set to "8537"), "Inventory Communication Sent" (a toggle switch), and "Last Sent On". A "Description" field with a "200 Character Limit" is also present. At the bottom right, there are "Cancel" and "Save Details" buttons, with "Save Details" highlighted by a red box.

Update all applicable Verification fields:

- Check the box, if yes!
- Select Method
- Select Date
- Fill in Name

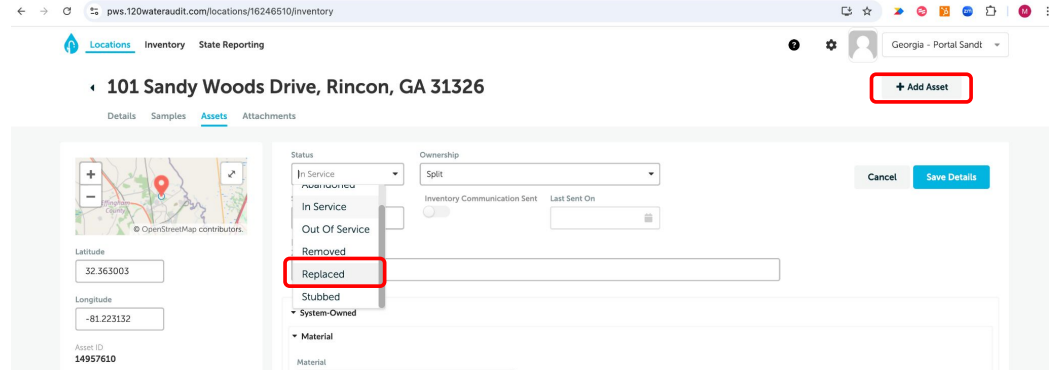
The screenshot shows the "Verification" section of the web application. It contains the following fields:

- Verified?**: A toggle switch that is currently turned off.
- Verification Method**: A dropdown menu with a downward arrow.
- Verification Date**: A text input field with a calendar icon to its right.
- Verified By**: A text input field that is currently empty.

REPLACEMENTS

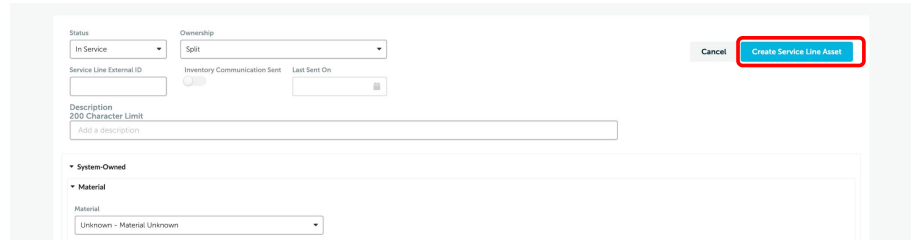
1. Replace a Service Line:

- 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.



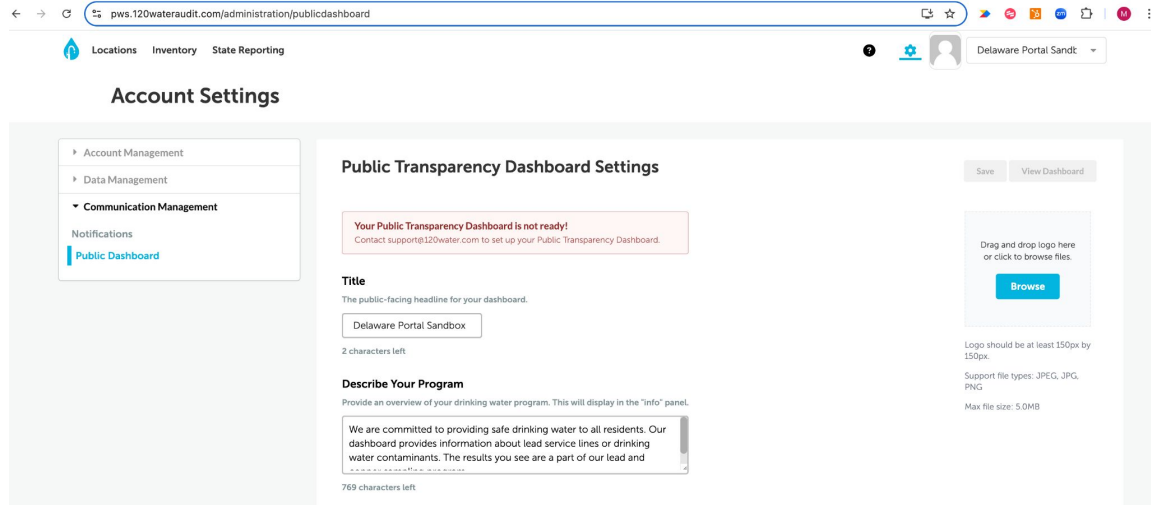
PWS PUBLIC TRANSPARENCY DASHBOARD

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 'Public Dashboard'
- Fill in the fields and save!
- Email support@120water.com to turn it live



The screenshot shows a web browser at the URL `pws.120wateraudit.com/administration/publicdashboard`. The page title is "Account Settings". On the left, a navigation menu includes "Account Management", "Data Management", "Communication Management", "Notifications", and "Public Dashboard" (which is highlighted). The main content area is titled "Public Transparency Dashboard Settings" and contains a "Save" button and a "View Dashboard" button. A red warning box states: "Your Public Transparency Dashboard is not ready! Contact support@120water.com to set up your Public Transparency Dashboard." Below this, there are three input fields: "Title" (containing "Delaware Portal Sandbox" with 2 characters left), "Describe Your Program" (containing a paragraph about safe drinking water with 769 characters left), and a "Logo" field (containing a "Browse" button and instructions: "Drag and drop logo here or click to browse files. 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



BRISTOL COUNTY WATER

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

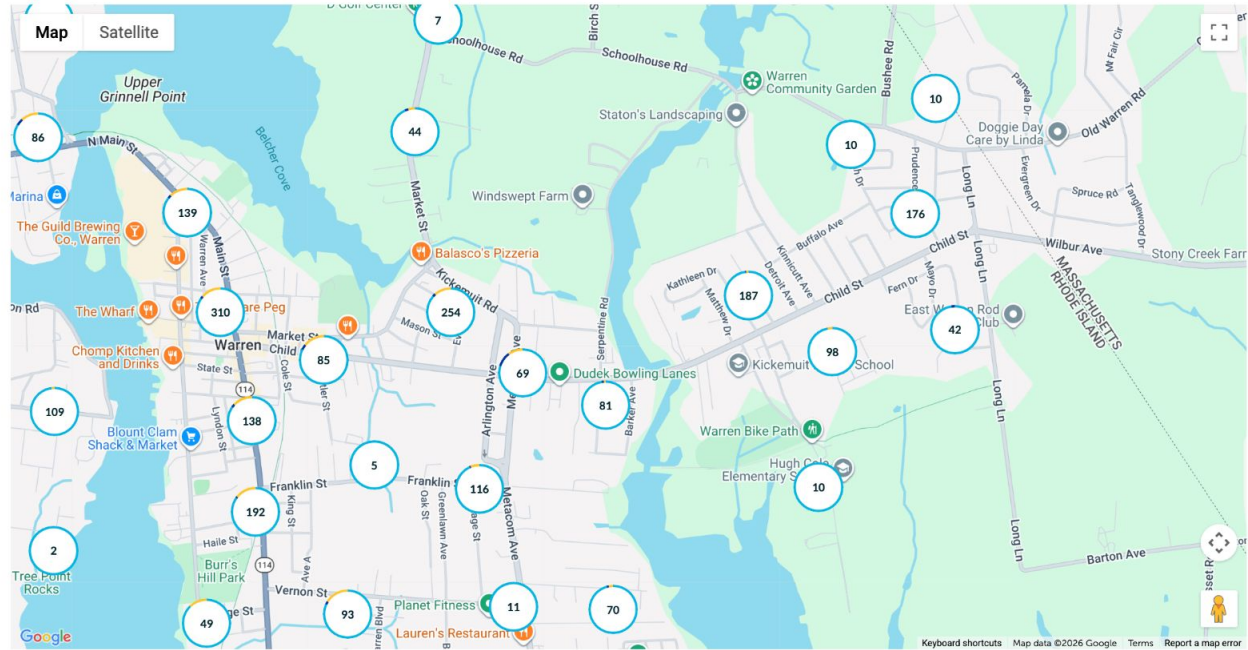
The resources have been made available by BRISTOL COUNTY WATER AUTHORITY and its commitment to safe drinking water. Please contact [120Water](#) for any questions.

Disclaimer

The information provided by 120Water and BRISTOL COUNTY WATER AUTHORITY 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 BRISTOL COUNTY WATER AUTHORITY 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 BRISTOL COUNTY WATER AUTHORITY reserves the right to update or terminate the display of these maps and records at any time.

Find Service Lines or Samples



Service Line:
Left Side = Public Side
Right Side = Private Side

Service Line Material: Non-lead Lead Galvanized Unknown

STATE PUBLIC TRANSPARENCY DASHBOARD

State PTD

RIDOH has published a statewide map that showcases the accepted 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 Primacy 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.

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



The screenshot shows the 120Water PWS Help Center website. At the top, there is a blue header with the 120Water logo and 'PWS Help Center' on the left, and a 'Go to 120Water' link on the right. Below the header is a white search bar with the text 'Hello. How can we help you?' and a magnifying glass icon. Underneath the search bar are three white cards with blue icons and text: 'Start Here' (hands shaking), 'What's New' (triangle with dots), and 'Compliance Journey HQ' (clipboard with checkmark). Below these cards is a decorative graphic of wavy lines made of dots, followed by the heading 'Contact Us - Support' and a paragraph: 'Need assistance with your program? Fill out the form and a team member will be in touch shortly to resolve your issue.' On the right side of the screenshot, there is a white form with a 'Request Type' dropdown menu, and several required input fields: 'First Name*', 'Last Name*', 'Email*', 'Street address', 'Phone number*', 'City*', 'State/Province' (dropdown), 'Issue*', and 'Details*'. A green 'Submit' button is at the bottom right of the form.

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
- 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!

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-gr/>





QUESTIONS?

THANK YOU

