



120Water™

LCRI: What Water Systems Need to Know

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

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Agenda

1. Check In
2. LCRI & What You Need to Know
3. Make Your Plan & Take Action in PWS Portal
4. Questions & Next Steps



Inventory Pulse Check



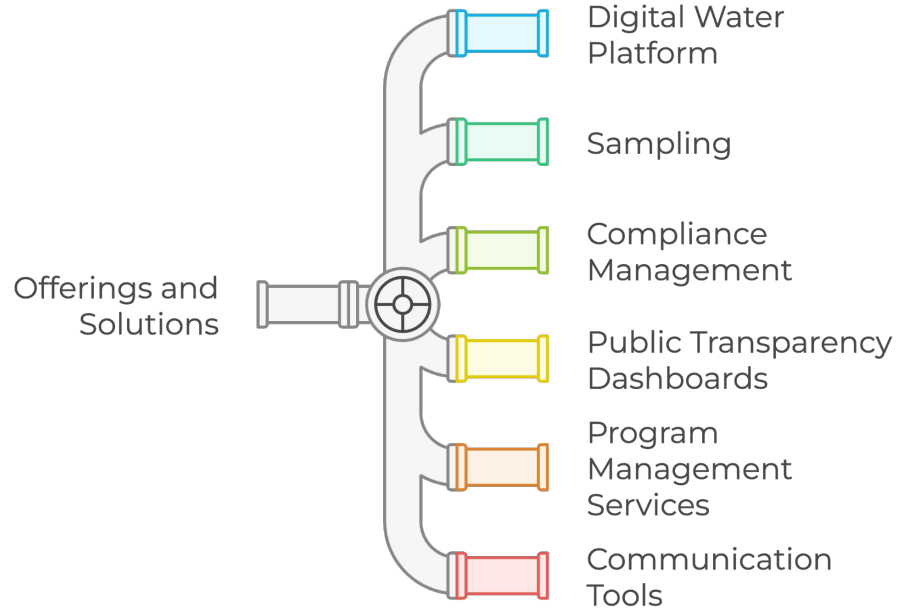
120Water™

Our Mission and Solution



Mission: To protect public health by providing tools and resources that drinking water professionals use to meet regulatory requirements and improve water safety.

Purpose: Empower utilities, facilities, and government agencies to achieve compliance with confidence while improving operational efficiency and transparency.



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?



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New Rules Require New Tools



IDEM GUIDANCE & RESOURCES

The screenshot shows the top portion of the IDEM website. At the top left is the IN.gov logo with the text 'An official website of the Indiana State Government'. To the right are links for 'Accessibility Settings', 'Language Translation', and 'Governor Mike Braun'. Below this is a dark blue navigation bar with the IDEM logo and the text 'Indiana Department of Environmental Management'. A search bar with the placeholder 'Search IDEM' is on the right. The main content area has a background image of water and the title 'Drinking Water and Lead'. Below the title is a breadcrumb trail: '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.

Provisions that take effect beginning in late 2027 include: lead testing at schools and childcare facilities connected to public water systems, replacement of lead service lines, and revisions to the sampling procedure and sampling locations using for lead and copper testing.

EPA adopted the [Lead and Copper Rule Improvements \(LCRI\)](#) on October 30, 2024.

Lead Service Line Inventories

- Service line inventories submitted to IDEM are available to be viewed on [120Water's "Service Line Inventory - State of Indiana" site](#).



[HTTPS://WWW.IN.GOV/IDEM/CLEANWATER/DRINKING-WATER/DRINKING-WATER-COMPLIANCE-SECTION/WATER-SYSTEMS/DRINKING-WATER-AND-LEAD/](https://www.in.gov/idem/cleanwater/drinking-water/drinking-water-compliance-section/water-systems/drinking-water-and-lead/)

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 @15 ppb
- 4. 2025 CCR Updates: 7/1/25
- Comply with all LCRI elements starting 11/1/2027

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
- *Annual Notices


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

- 1) Complete non-lead validation

- 1) Verify all unknowns



LCRR Changes for CCR delivered by July 1, 2025

- 1) Include a statement about the completed service line inventory and how to access it. Even for 100% non-lead inventories.
 Link your PWS PTD!
- 2) Include the **range** of Pb/Cu tap sample results for the most recent sampling period. Both rounds if on biannual monitoring.
- 3) Notify customers that complete lead tap sampling data are available for review and include information on how to access the data.
- 4) Update the lead educational statement and the health effects language



Deadline

LCRI COMPLIANCE DATE:

11/1/27

November 2027

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

LCRI Major Impacts

November 2027

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. 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% Lead SL sites (if applicable)
 - Sample for Pb in 1st and 5th liter and use higher result for P90

Meet the Team

We're here to help!

Party	Abbreviated Name	Role	Email / Website
Indiana Department of Environmental Management	IDEM	Regulatory Questions/ 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/ comments related to financial support (e.g., grants) to support the development of a system's service line inventory.	LSLlgrants@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



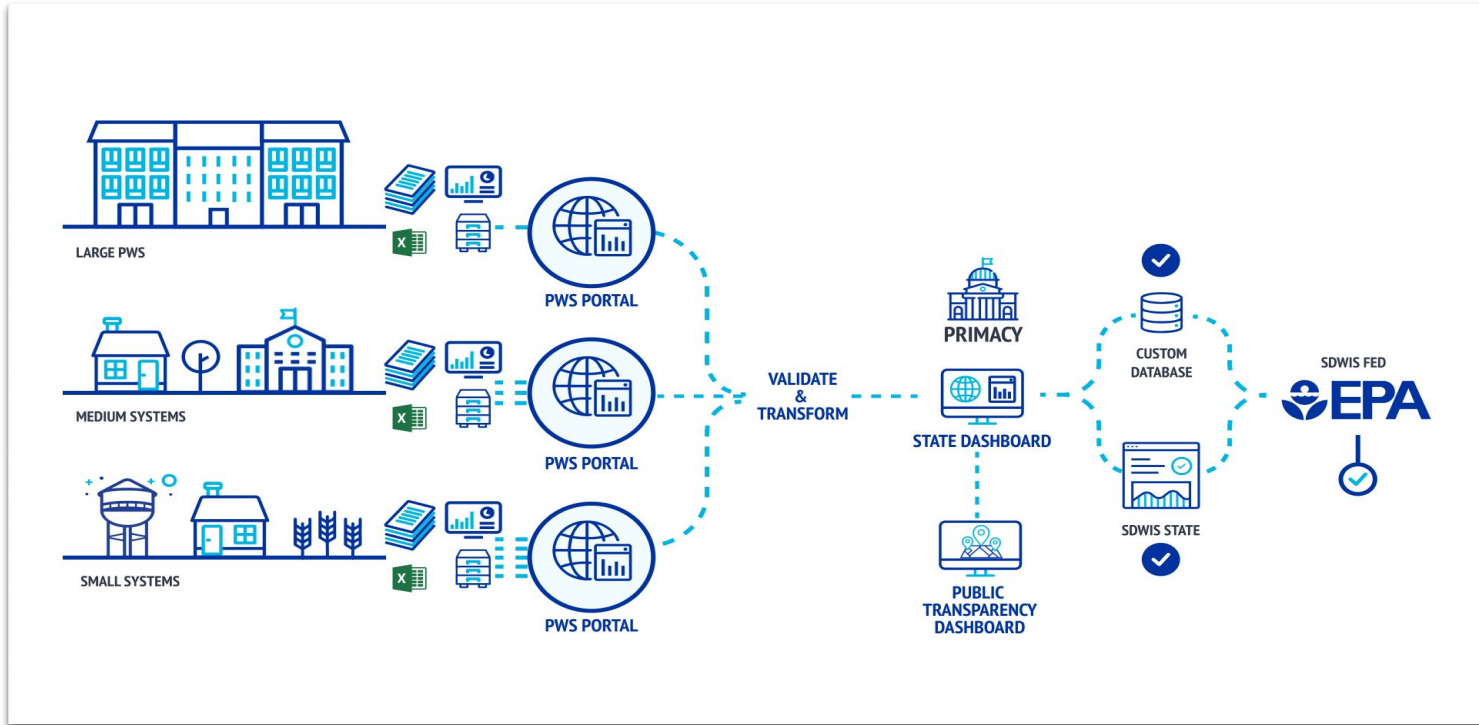
PWS Portal



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How does it work?

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



Time to log back in!

1. Navigate to:
<https://pws.120wateraudit.com>
2. Use your email address and password to log in. If you forgot your password, you can reset it on this page too!
3. Questions: Email support@120water.com - Include your Name, PWS ID, and your question

pws.120wateraudit.com



Login

Welcome back! Please login to your account.



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WHY?

“UNKNOWN” TIME AND COSTS CAN REALLY ADD UP

Because **unknown lines must be treated as lead**, each one adds more **time, cost** and **headaches** to replacement and public communication efforts



BE PREPARED: LCRI REPLACEMENT RATE

- **Submitting unknowns in your Baseline Inventory will impact your replacement rate**
 - Unknowns verified as non-lead do NOT count as a replacement but can be subtracted
 - Replaced LSL/GRR do NOT get removed from replacement rate
 - 3 Year Rolling Average must be $\geq 10\%$ (e.g. 10%, 5%, 15% = 10%)
 - [EPA Fact Sheet](#) for more details

<u>Example #1</u>	<u>Example #2</u>	<u>Example #3</u>
200 LSL	200 LSL	0 LSL
100 GRR	100 GRR	0 GRR
1,700 Unknowns	0 Unknowns	1,000 Unknowns
Replacement pool = 2,000	Replacement pool = 300	Replacement pool = 1,000
Replace 200 LSL/GRR per year	Replace 30 LSL/GRR per year	Replace 100 LSL/GRR per year

Your 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.



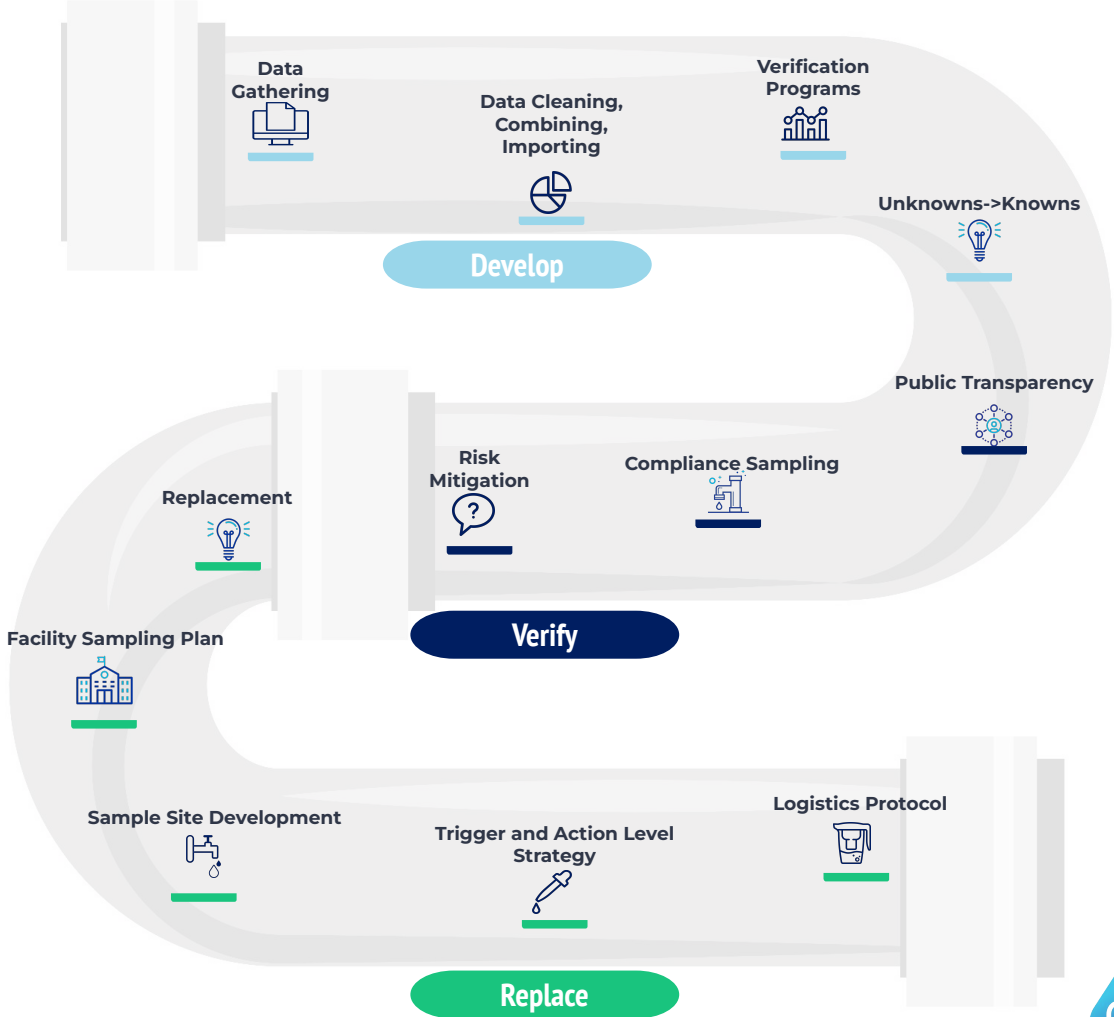


MAKE YOUR PLAN

Compliance Journey

Foundation:

-  DATA MANAGEMENT
-  COMMUNICATIONS & REPORTING
-  SAMPLING, REPLACEMENTS & FOLLOW UP PROTOCOL



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

Locations Inventory **State Reporting**

Delaware Portal Sandt

State Reporting

You have service lines that are not valid for submission. [Submit Inventory](#)

Current Inventory Submissions

Certify with the state that your LCRR customer notices have been sent

[Complete Customer Notice Certification Form →](#)

Inventory Submission Deadline **Voided**

130 days ago

October 16th 2024

Materials

Total Service Lines: 110

1 Lead 1 Galvanized 68 Non-Lead 40 Unknown

- ▶ Historical Records Review
- ▶ Identifying Service Line Material During Normal Operations
- ▶ Service Line Investigations
- ▶ General Information
- ▶ Public Accessibility Doc

Attachments +

No attachments found

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 IDEM by **July 1st, 2025**

You may also email the certification form to IDEM.

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>
---	--	--

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? *

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 screenshot shows the 'State Reporting' dashboard for 'Georgia - Portal Sandt'. The page includes a navigation bar with 'Locations', 'Inventory', and 'State Reporting' tabs. A 'Submit Inventory' button is visible in the top right. A yellow notification box states: 'Certify with the state that your LCRR customer notices have been sent Submitted'. Below this, a blue box displays the 'Inventory Submission Deadline' as 'Accepted' with '0 days remaining' as of 'October 16th 2024'. A 'Materials' section features a horizontal bar chart for 'Total Service Lines: 45', with a breakdown: Lead (1), Galvanized (1), Non-Lead (26), and Unknown (17). A red box highlights the materials bar chart. At the bottom, there is an 'Attachments' section with a file named 'Test.pdf'.



TAKE ACTION

Create and Utilize Lists

Look at a View:

- Navigate to the Inventory Page
- Click on the View button
- Select one of the premade Views to narrow down your table.

Create a new View:

- Apply a filter
 - Click on the filter option to make selections
- Apply a table update
 - Click on table icon to make changes
- Click on Views
 - Select 'Save View'
 - Name the View
 - Choose if its for the team or just you

Inventory Submission Deadline: Accepted, 0 days remaining, October 16th 2024

Materials: Total Service Lines: 45. Lead: 1, Galvanized: 1, Non-Lead: 26, Unknown: 17.

120Water ID	External ID	Address	LCRR Tier	Status	System-Owned Material	System-Owned Installed Date	Customer-Owned Material	Customer-Owned Installed Date	Ownership
14957610	8537	101 Sandy Woods Drive Rincon, GA	Insufficient Data to Calculate	In Service	Unknown - Material Unknown	--	Unknown - Material Unknown	--	Split
14957609	8535	103 Sandy Woods Drive Rincon, GA	Insufficient Data to Calculate	In Service	Unknown - Material Unknown	--	Unknown - Material Unknown	--	Split
14957608	8534	105 Sandy Woods Drive Rincon, GA	Insufficient Data to Calculate	In Service	Unknown - Material Unknown	--	Unknown - Material Unknown	--	Split
14957607	8533	107 Sandy Woods Drive Rincon, GA	Insufficient Data to Calculate	In Service	Unknown - Material Unknown	--	Unknown - Material Unknown	--	Split



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'

Update all applicable Verification fields:

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

Browser address: pws.120wateraudit.com/locations/16246510/inventory

Navigation: Locations | Inventory | **Assets** | State Reporting

Location: 101 Sandy Woods Drive, Rincon, GA 31326

Buttons: + Add Asset, Cancel, **Save Details**

Form fields:

- Status: In Service
- Ownership: Split
- Service Line External ID: 8537
- Description: 200 Character Limit
- System-Owned: [Dropdown]
- Latitude: 32.363003
- Longitude: -81.223132

Verification

Verified?

Verification Date: [Date Picker]

Verification Method: [Dropdown]

Verified By: [Text Field]

Replacements

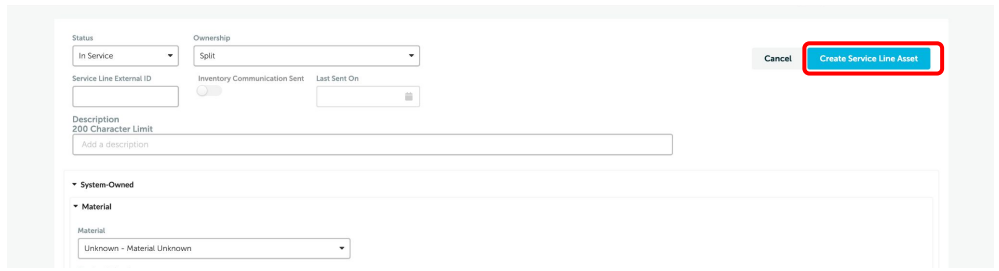
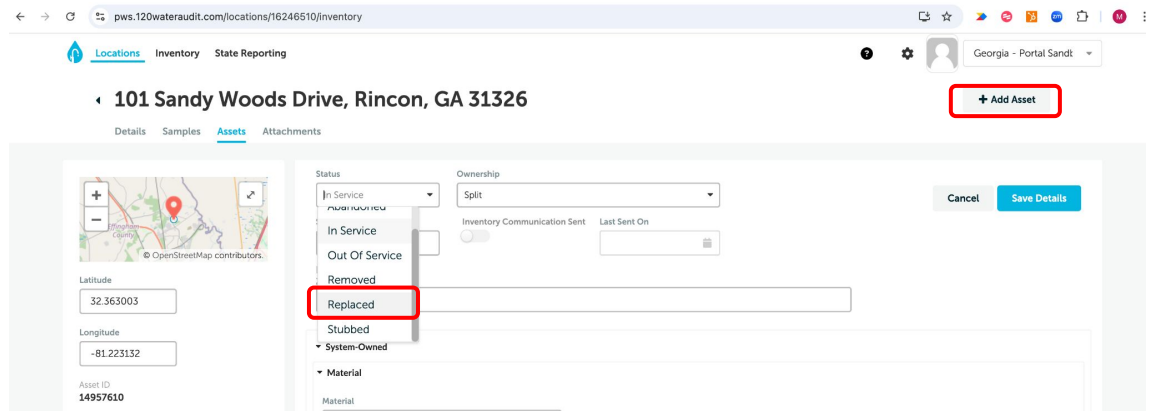


1. Replace a Service Line:

- 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'

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.



Connectors



1. Add Connector Data:
 - Click on the location of the line you are replacing
 - Navigate to Assets Tab
 - Select 'Edit Details'
 - Scroll down to Fittings & Goosenecks Section
 - Select the appropriate dropdown
 - Click 'Save Details'

2. Update Connectors in Bulk
 - Export Service Lines and Locations template
 - Consult with Import Documentation
 - Utilize the Lead Fittings Column
 - Email Support@120water.com for assistance

▼ Fittings / Gooseneck / Other

▼ General

Lead Fittings: Unknown

Other Lead Equipment: [Empty text area]

Lead Solder: Unknown

Search... Showing 20 of 16,536 Assets

0 Selected Select All Assign to Program Delete Send Communication Export

120Water ID	External ID	Address	LCRR Tier	Status	System-Owned Material	System-Owned Installed Date	Customer-Owned Material	Customer-Owned Installed Date	Ownership	Service Lines
23838907	--	108 S STARKE ST Hamlet, IN	Tier 5	In Service	Unknown - Material Unknown	--	Unknown - Material Unknown	--	Split	Service Lines & Locations
23531310	--	108 S STARKE ST Hamlet, IN	Tier 5	In Service	Non-Lead - PVC	--	Unknown - Material Unknown	--	Split	Indiana Inventory
23476264	--	3 Pam Fishers, IN	Tier 5	In Service	Galvanized Iron/Steel - No Lead Contact	--	Galvanized Iron/Steel - Lead Contact Unknown	--	Split	
23476263	--	2 Dad Fishers, IN	Tier 5	In Service	Galvanized Iron/Steel - No Lead Contact	--	Galvanized Iron/Steel - Lead Contact Unknown	--	Split	

PWS Public Transparency Dashboard



PWS PTD

- Display live inventory data on a public facing website to meet the transparency requirements of the rule.

How to Set Up your PWS PTD

1. Navigate to the Account Settings Page
2. Select 'Communications Management'
3. Click 'Public Dashboard'
4. Fill in the fields and save!
5. Email support@120water.com to turn it live and receive URL



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



Transparency Dashboard

State PTD

- IDEM has published a statewide map that showcases the submitted inventory data from all water systems.

Ensure your information is accurate on State PTD

- Navigate to the Account Settings Page
- Select 'Account Management'
- Click on State Public Dashboard
- Fill in the fields and save!



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

ONGOING SUPPORT

We are here for you! Please reach out with any software questions.

120Water Help Center:

- <https://pws-hc.120water.com/pws-helpcenter>

Contact Support:

- <https://120water.com/support>
- 1-800-674-7961
- support@120water.com



Contact Us - Support

Need assistance with your program? Fill out the form and a team member will be in touch shortly to resolve your issue.

The screenshot shows the top section of the 120Water PWS Help Center. It features a blue header with the 120Water logo and 'PWS Help Center' text. Below the header is a search bar with the text 'Hello. How can we help you?' and a search icon. Underneath the search bar are three columns of content, each with an icon and a title: 'Start Here' (hands icon), 'What's New' (triangle icon), and 'Compliance Journey HQ' (clipboard icon). Each column has a short description of the content.

Request Type

First Name*
Last Name*

Email*

Street address
Phone number*

City*

State/Province

Issue*

Details*



What's Next?



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Keep up the great work!

1. Manage your Inventory

When: NOW - 2027

What:

- Maintain your data
- Reduce 'unknowns'
- Document replacements

Why: Baseline Inventories are due 11/1/27

Really Why: Ease your future compliance burden and do not get behind in this work!

2. Transparency & Communication

When: 2025 & Annual Deadlines

What:

- PWS PTD Live
- State PTD Info
- CCR updated
- Customer Notices

Why: Compliance deadlines

Really Why: Your role in your community matters!

3. Stay Connected

When: Quarterly Webinars

What:

- Additional compliance and software training. Keep an eye on your email.
- Become a power user! It will bring you cost savings, operational efficiency, help with decision making, and build transparency & trust

Why: More CEUs

Really Why: Best in class PWS!



Questions



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Thank you!



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