



# LCRI: WHAT WATER SYSTEMS NEED TO KNOW

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

Carsen Lennon / March 6, 2026



# AGENDA

**01** Check In

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

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**03** Make Your Plan & Take Action in PWS Portal

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**04** Questions & Next Steps

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# INVENTORY PULSE CHECK

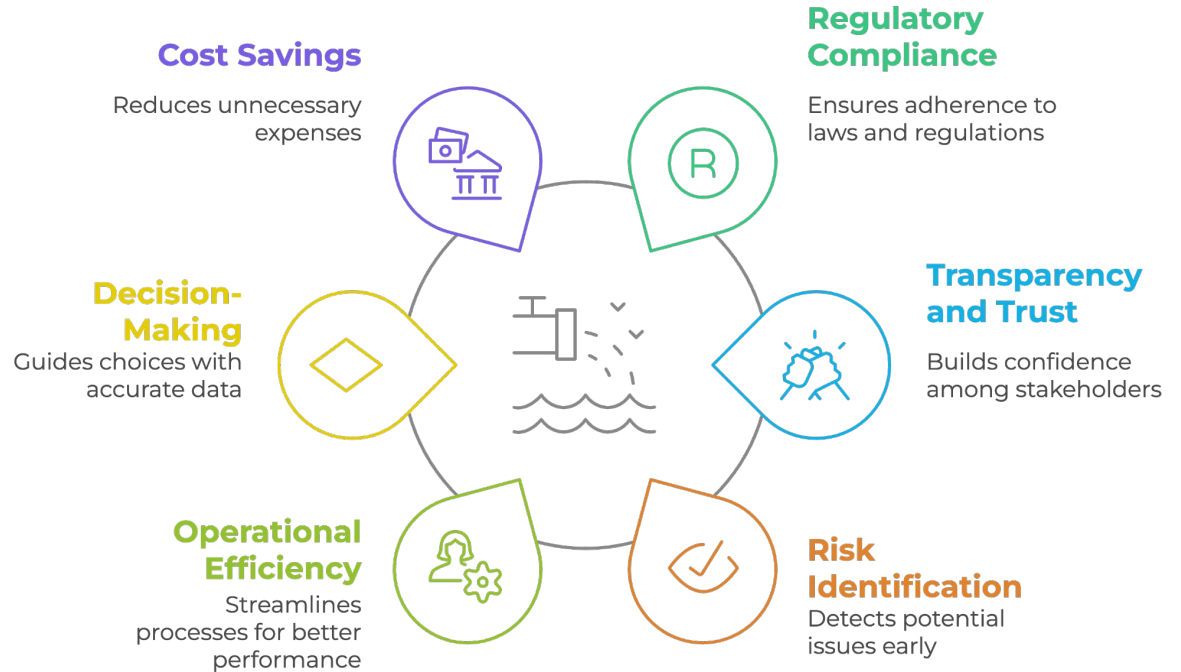
# OUR PURPOSE

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 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

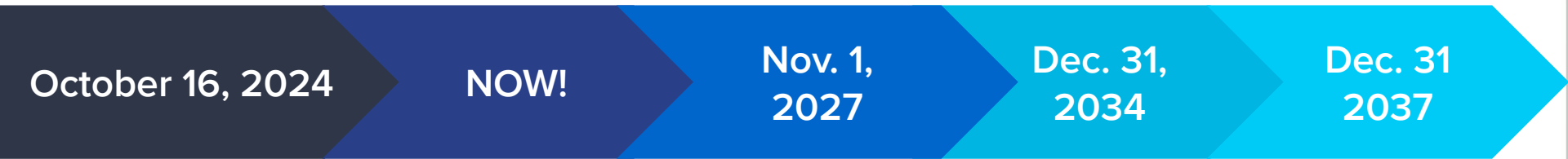


*November 2027*

# 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

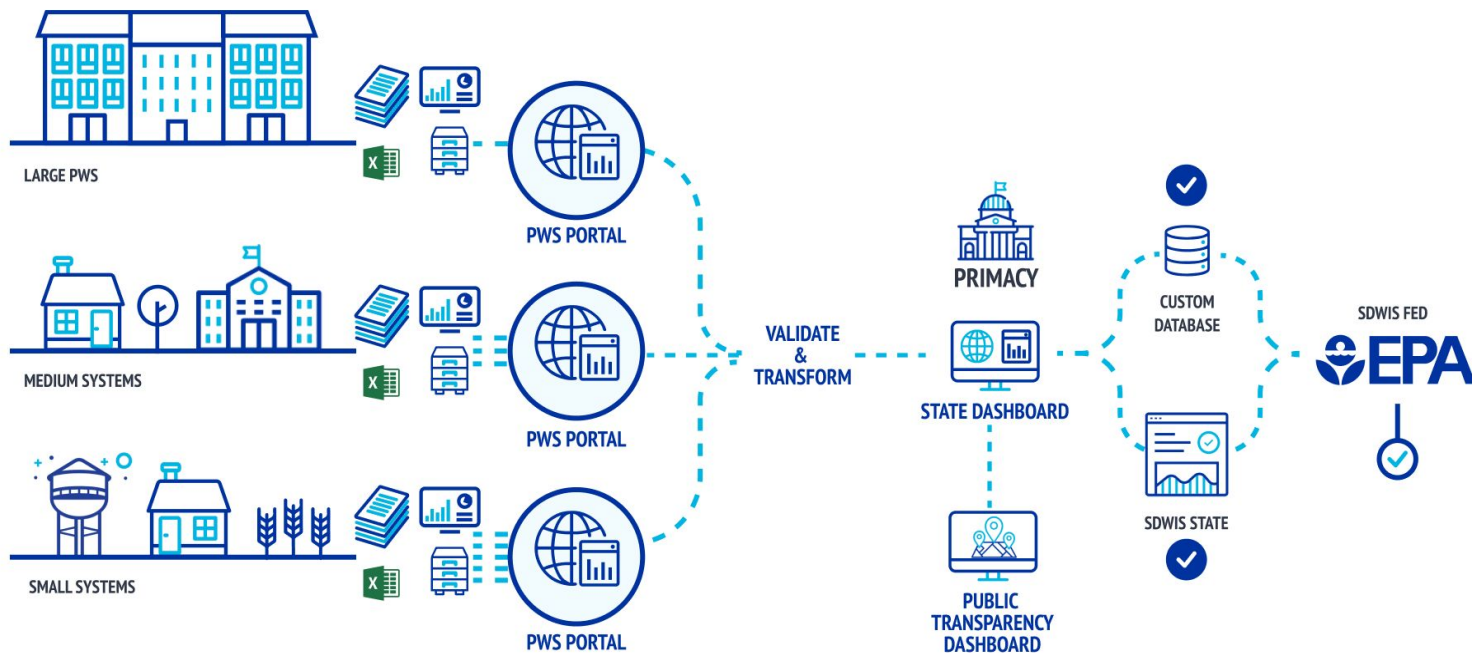
Party	Abbreviated Name	Role	Email / Website
Water Quality Division, AZ Dept. of Environmental Quality	ADEQ	Regulatory Questions/ comments related to Arizona-specific interpretations of the LCRI; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification methods, etc.	<a href="https://azdeq.gov/WQD">https://azdeq.gov/WQD</a> 602-568-6988 <a href="mailto:lsinventory@azdeq.gov">lsinventory@azdeq.gov</a>
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.	<a href="mailto:support@120water.com">support@120water.com</a> <a href="http://120water.com">120water.com</a>



# PWS PORTAL

# HOW DOES IT WORK?

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



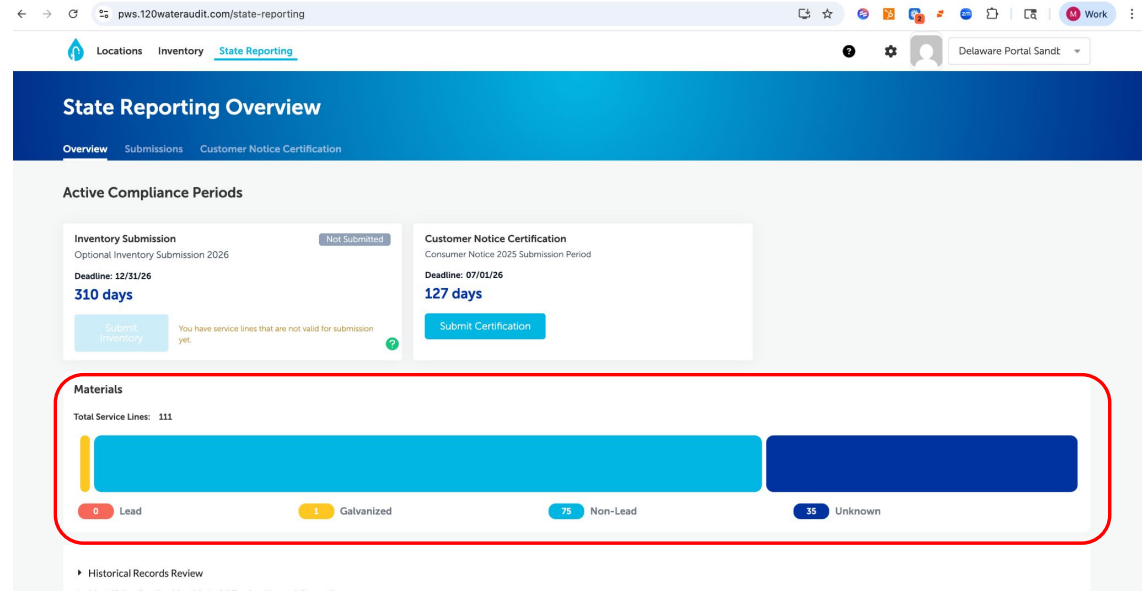
**MAKE YOUR PLAN**



# 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

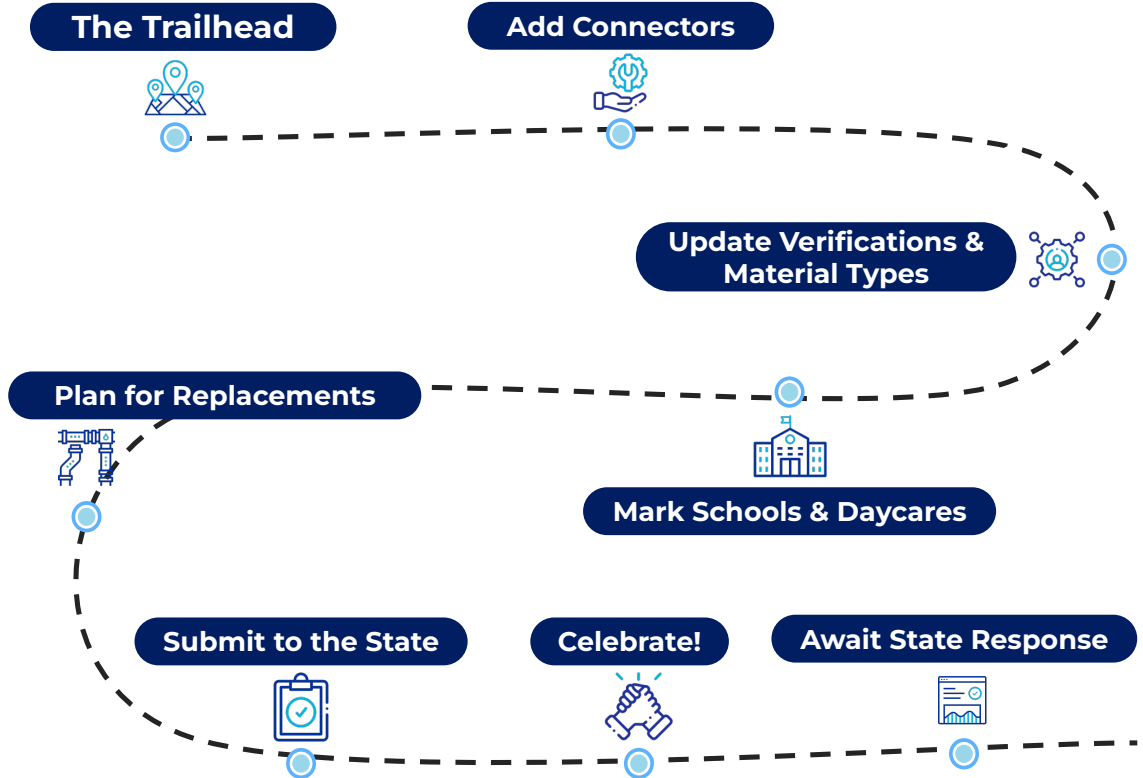
Present - Nov 1, 2027

## Estimated Difficulty

Easy with 120Water

## Elevation Change

Reaching new heights  
with LCRI Compliance



**TAKE ACTION**

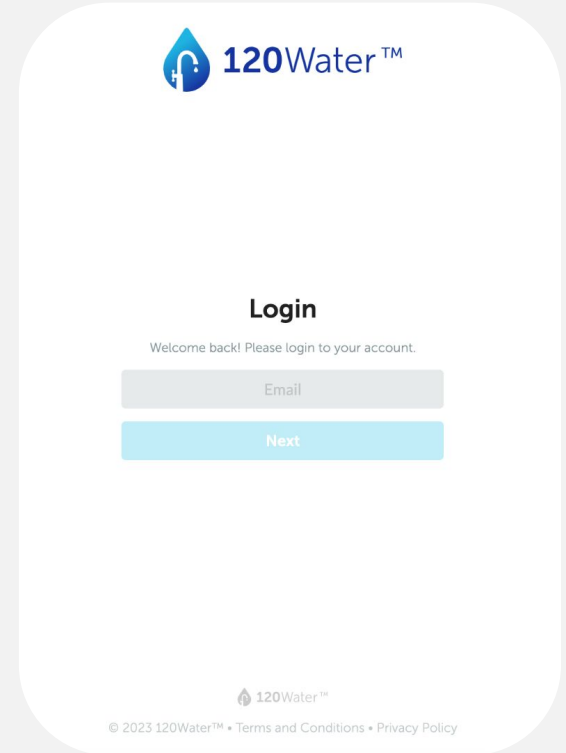




# TIME TO LOG BACK IN

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

[pws.120wateraudit.com](https://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 first card, 'Inventory Submission', shows a deadline of 12/31/26 and 310 days remaining, with a 'Submit Inventory' button. The second card, 'Customer Notice Certification', shows a deadline of 07/01/26 and 127 days remaining, with a 'Submit Certification' button. The 'Materials' section below shows a total of 111 service lines, with a bar chart and counts for Lead (0), Galvanized (1), Non-Lead (75), and Unknown (35).

# 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 ADEQ 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 <sup>?</sup>
- 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 the header, 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 shows a bar chart for 'Total Service Lines: 45' with categories: Lead (1), Galvanized (1), Non-Lead (26), and Unknown (17). Below this is a table 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 are tabs for "Details", "Samples", "Assets" (highlighted with a red box), and "Attachments". On the left is a map showing the location with a red pin. Below the map are input fields for "Latitude" (32.363003) and "Longitude" (-81.223132). On the right are form fields for "Status" (In Service), "Ownership" (Split), "Service Line External ID" (8537), "Inventory Communication Sent" (toggle), and "Last Sent On". A "Description" field with a "200 Character Limit" is also present. A "System-Owned" section is visible below. A "Cancel" button and a "Save Details" button (highlighted with a red box) are located on the right side of the form.

## Update all applicable Verification fields:

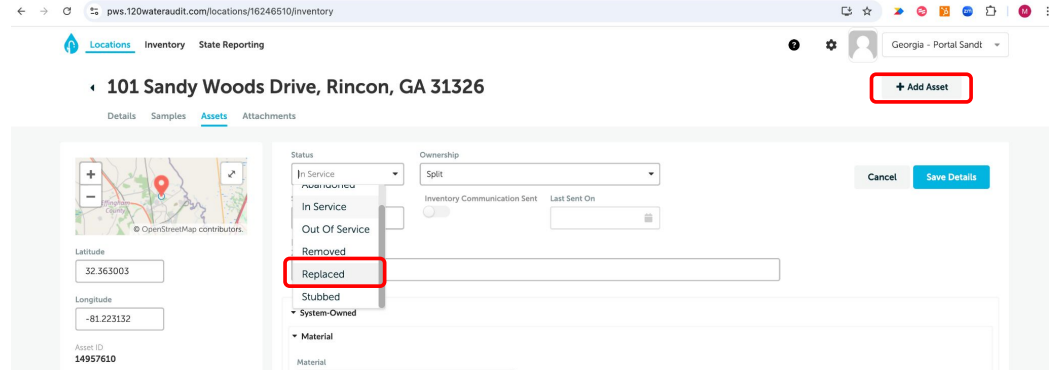
- Check the box, if yes!
- Select Method
- Select Date
- Fill in Name

The screenshot shows the "Verification" section of the form. It contains a "Verified?" label with a toggle switch. To the right is a "Verification Method" label with a dropdown menu. Below these are a "Verification Date" label with an input field and a calendar icon, and a "Verified By" label with a greyed-out input field.

# REPLACEMENTS

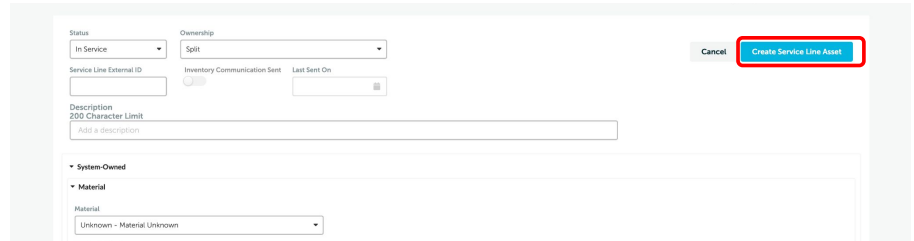
## 1. Replace a Service Line:

- Click on the location of the line you are replacing
- Navigate to Assets Tab
- Select 'Edit Details'
- Click on the Status dropdown and select Replaced.
- Click 'Save Details'



## 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.



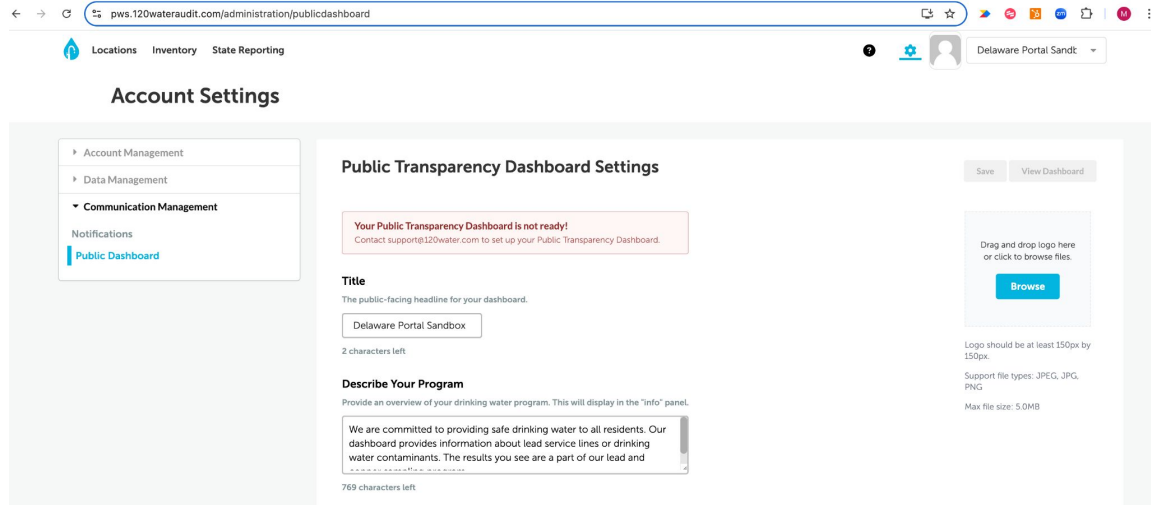
# PWS PUBLIC TRANSPARENCY DASHBOARD

## 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](mailto: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 sidebar 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". It features a red warning box stating "Your Public Transparency Dashboard is not ready!" with a link to `support@120water.com`. Below this, there are input fields for "Title" (containing "Delaware Portal Sandbox") and "Describe Your Program" (containing a paragraph about safe drinking water). A "Save" button and a "View Dashboard" button are at the top right. A logo upload section on the right includes a "Browse" button and instructions: "Drag and drop logo here or click to browse files." and "Logo should be at least 150px by 150px. Support file types: JPEG, JPG, PNG. Max file size: 5.0MB".



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

# PWS PUBLIC TRANSPARENCY DASHBOARD

← → ↻ 🔍 pws-ptd.120wateraudit.com/florence-az

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## FLORENCE WATER COMPANY

### 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 Service Line Inventory in compliance with Lead and Copper Rule Revisions (LCRR).

### About this Resource

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

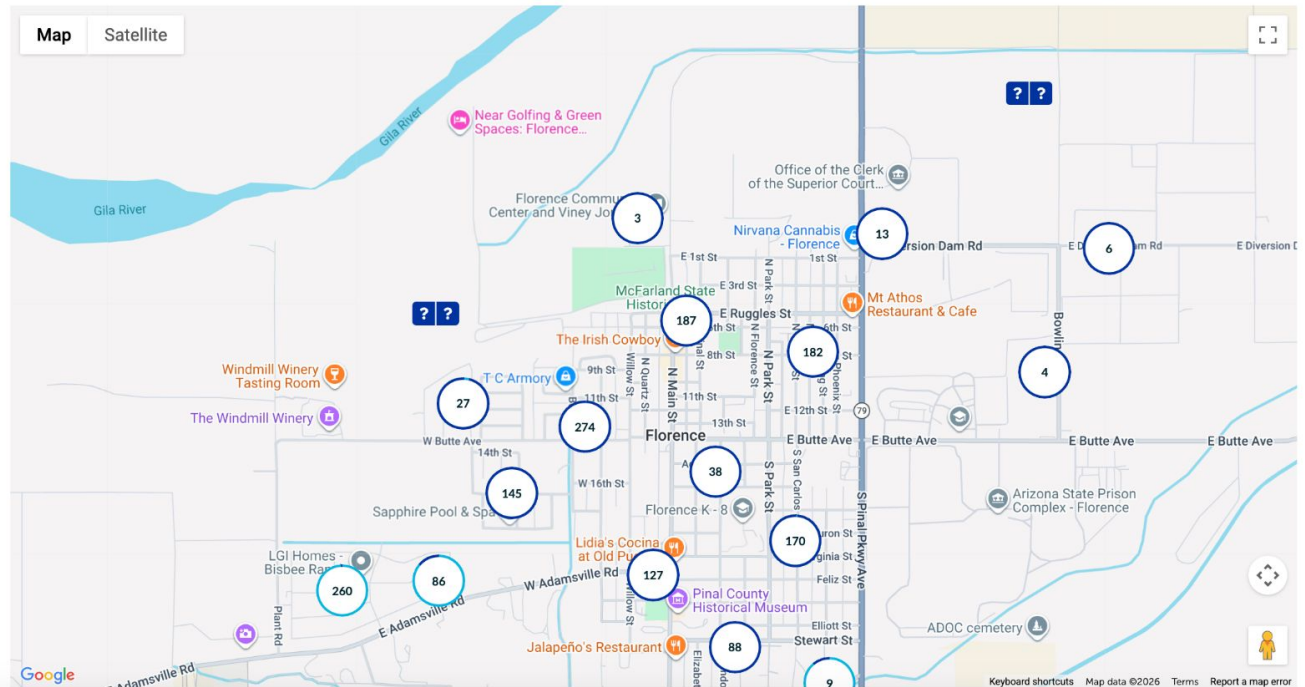
### Disclaimer

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

### Find Service Lines or Samples

Search for an address 🔍



# STATE PUBLIC TRANSPARENCY DASHBOARD

## State PTD

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

## Ensure your information is accurate on State PTD

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

Locations Inventory State Reporting

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



The screenshot shows the 120Water PWS Help Center website. The header is blue with the 120Water logo and 'PWS Help Center' on the left, and a 'Go to 120Water' link on the right. The main content area has a light blue background with the text 'Hello. How can we help you?' and a search bar. Below this are three white cards: 'Start Here' with a hand icon, 'What's New' with a triangle icon, and 'Compliance Journey HQ' with a clipboard icon. At the bottom, there is a decorative wavy line graphic, the heading 'Contact Us - Support', and a paragraph of text: 'Need assistance with your program? Fill out the form and a team member will be in touch shortly to resolve your issue.'

Request Type

First Name\*   
Last Name\*

Email\*

Street address   
Phone number\*

City\*

State/Province

Issue\*

Details\*

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 Arizona Utilities

## Training Dates & Times

Q1 Training: Virtual  
Friday, March 6 at 10am MT (12pm ET)

**Q2 Training: In-Person**  
Arizona Water  
April 28, 2026

Q3 Training: Virtual  
Friday, August 14 at 10am MT (1pm ET)

Q4 Training: Virtual  
Friday, November 6 at 10am MT (12pm ET)

## Webpage

<https://120water.com/az-state-training-registration-gr/>





**QUESTIONS?**

**THANK YOU**

