PWS Portal Training

Service Line Inventory Management and Reporting

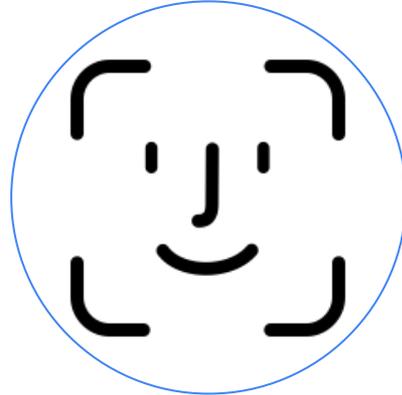Maddie Dillon

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Introductions

Maddie Dillon
Enterprise Client Experience Manager

120Water Support Team
support@120water.com

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Agenda

1. Why are we here?

2. Meet the Software

3. Demo & Training

4. Questions & Next Steps

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Why are we here?

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New Rules Require New Tools

Lead and Copper Rule Revision & Improvements

All water systems (CWS & NTNCWS) must create a location-based preliminary inventory of the **water system owned** and **customer owned** side of every service line in your system by **October 16, 2024**.

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What's in it for me?

1. Centralized Data
2. Jumpstart Next Steps
3. Compliance
4. Prepare for beyond Inventory

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# Meet the Team

Each of these organizations is here to help!

Party	Abbreviated Name	Role	Email / Website
Office of Drinking Water	ODW	Regulatory Questions/ comments related to Delaware-specific interpretations of the LCRR; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification methods, etc.	dhss.delaware.gov/dhss/dph/hsp/odw.htm 302-741-8630
Delaware Drinking Water State Revolving Fund	DE DWSRF	Financial Questions/ comments related to financial support (e.g., grants) to support the development of a system's service line inventory.	https://dhss.delaware.gov/dhss/dph/hsp/dwsrf.html 302-744-4817
Delaware Rural Water Association	DRWA	Technical Assistance Delaware Rural Water has been trained to support systems with building their inventories and are available for ongoing in person and remote assistance	delawareruralwater@drwa.org drwa.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

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Meet the Platform
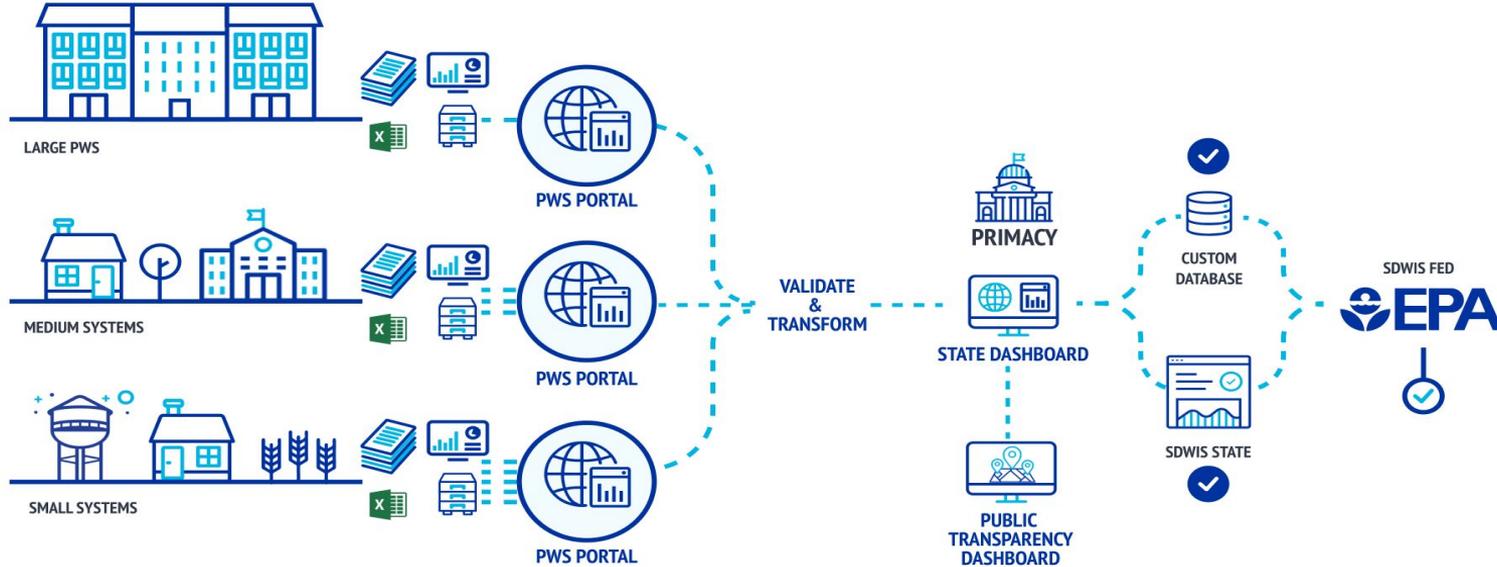
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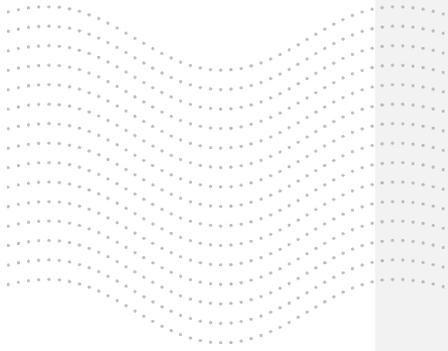
PWS PORTAL

PWS PORTAL

- Web based, mobile responsive application
- Intuitive and user friendly for systems of all sizes
- Individual system tenant environments
- Manages service line & other data related to LCRR/I
- Provides customized Excel template from States
- Performs address & field validations as well as geocoding capabilities BEFORE it reaches the State
- Real-time metrics on service line requirements
- Reports directly to State Dashboard or integrates with existing State database
- Allows PWS to manage service line data 365 days/year

pws.120wateraudit.com

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How does PWS Portal work?

Data standardization to streamline service line inventory management and reporting

Login to PWS Portal

pws.120wateraudit.com

1. Receive email from Support@120water.com with Username and temporary password
2. Within 48 hours, Accept & Verify User Account & update password
3. Login to PWS Portal: https://pws.120wateraudit.com
4. Questions: Email support@120water.com - Include your Name, PWS ID, and your question

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Login

Welcome back! Please login to your account.

Email

Next

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Home Page

- Navigation bar:
  - Locations
  - Inventory
  - State Reporting
  - Support
  - Settings
  - PWS Portal Toggle

Manage Account Settings

- Gear Icon:
  - Acct Details
  - Users
  - Attachments

- Adding Users
  - Email
  - First & Last Name
  - Role

- Data Management
  - Import Log
  - Export Log

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Add Service Line Inventory Data

Recommended for systems with less than 100 service connections.

High-level Steps:
- Click on Locations Tab
  - Select 'Add' Single Site' button
  - Input required address fields

- Click on newly-created Location record→Assets Tab
  - Select 'Add Service Line' button
  - Input any and all relevant data

Import Service Line Inventory Data

Recommended for systems with more than 100 service connections.

High-level Steps:

- Download ODW Service Line Inventory Template:

- Input any and all relevant data into the sheet
  - Note: Address information is all that is needed to make your initial import

- Import Data into PWS Portal

Manage Service Line Inventory Data

Key components of PWS Portal:
- Locations (Premise)
  - Details
  - Assets
  - Attachments

- Inventory (Assets)
  - Map View
  - List View

- State Reporting
  - Current Inventory
  - Submit
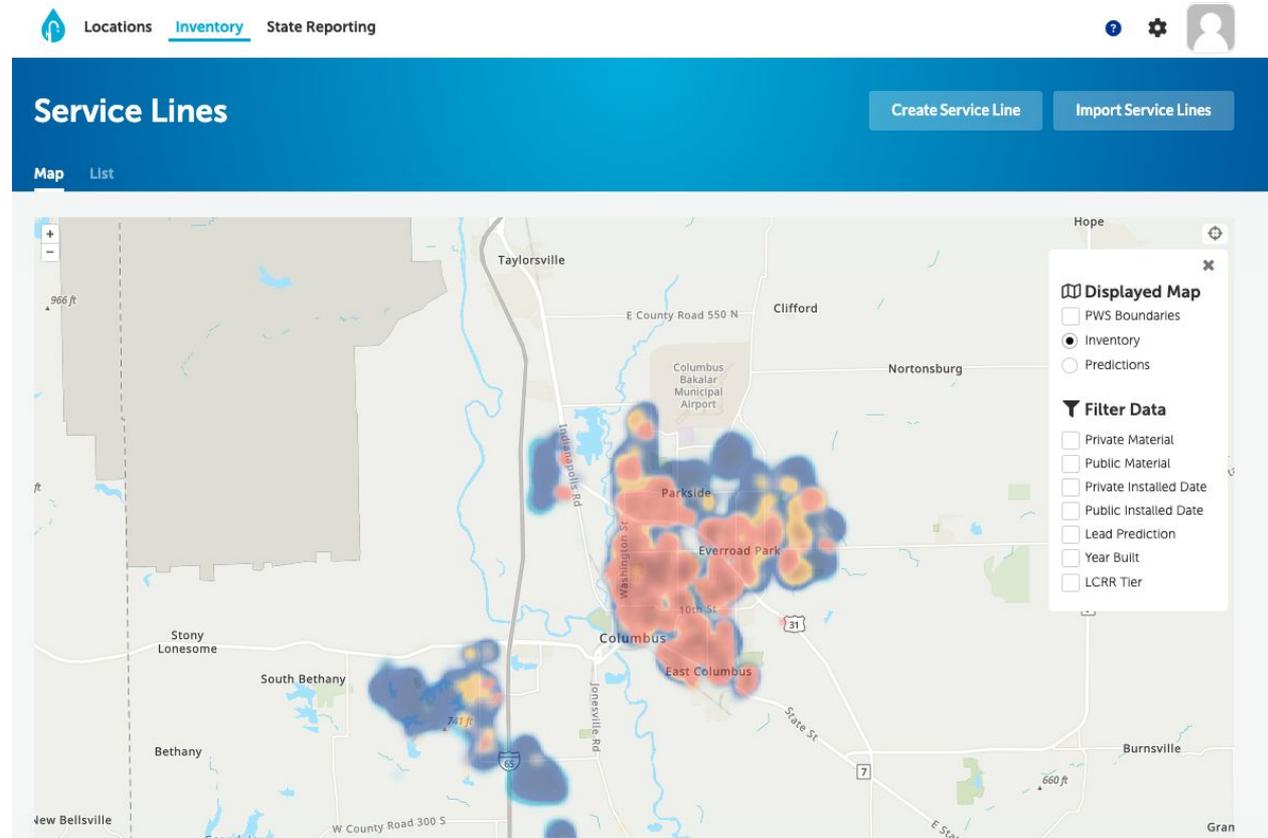
Submit Service Line Inventory

High-level Steps:
- Login to PWS Portal

- Navigate State Reporting tab

- Review aggregate service line inventory data

- Submit initial service line inventory to ODW

PUBLIC TRANSPARENCY DASHBOARD

- Increase Transparency & Alleviate Workload

- Configurable Text

- Searchable by Address

- Data Sync

STATE DASHBOARD

PUBLIC TRANSPARENCY DASHBOARD

THE CITY OF ASHEVILLE — City of Asheville

Public Transparency Dashboard

About this Program

We are committed to providing safe drinking water to all residents. This dashboard provides customers information about their service line material.

About this Resource

The resources have been made available by City of Asheville and its commitment to safe drinking water. Please contact 120Water for any questions

Disclaimer

The information provided by 120Water and City of Asheville shall be used for the purpose of providing property owners and residents information regarding their public water services. The data is not for commercial, legal, or other use.

120Water and City of Asheville 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 Asheville reserves the right to update or terminate the display of these maps and records at any time.

Find Service Lines by Address

Search for an address

Map   Satellite

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

Service Line Material: Non-lead Lead Galvanized Unknown
Shorthand Materials: Cu, Lead = Copper with Lead Solder, GI = Galvani...

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ONGOING SUPPORT

After training, systems will receive a link to our Help Center and will have access to our support team:

- **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.

Request Type

Please Select

First Name*

Last Name*

Email*

Street address

Phone number*

City*

State/Province

Please Select

Issue*

Details*

Submit

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What's Next?

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Set up your account!

support@120water.com
to me

View support@120water.com's Profile Thu, Jun 22, 1:11PM

Log email to HubSpot
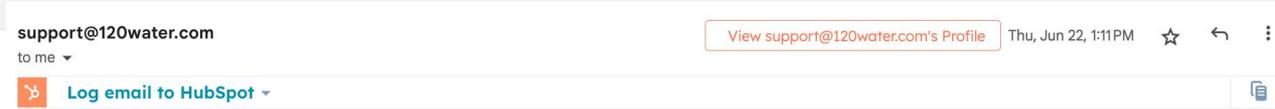
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Hello,

You've been granted access to IDEM - Portal Sandbox's 120Water account.

Simply click the button below to accept your invitation and finish creating your account.

Accept Invitation

For security reasons, this link will expire in 48 hours.

If you believe you received this invitation in error, simply ignore this email.

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3 Phases to Inventory Development

Building your Inventory

When: NOW - Oct. 16, 2024

What: Collection & documentation of the data necessary to submit an inventory
- Service addresses
- Documenting the service lines to those addresses
- Classifying materials and details about those service lines
- Verifying Materials known materials
- Working to reduce unknowns

Submitting your Inventory

When: Early 2024 - Oct. 16, 2024

What: Finalizing an missing required data, attaching necessary documentation, clicking SUBMIT
- Verifying all data is complete and accurate
- Adding attachments
- Clicking SUBMIT to snapshot current state and submit to ODW
- Answer any questions presented by ODW

Managing your Inventory

When: Today and beyond

What: Maintaining your inventory with the most current & accurate information about the service lines managed by your water system
- Reducing Unknowns
- Documenting Replacements
- Communicating with Residents

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Questions?

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Thank you!

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