



120Water™

PWS Portal Training

Service Line Inventory Management and Reporting

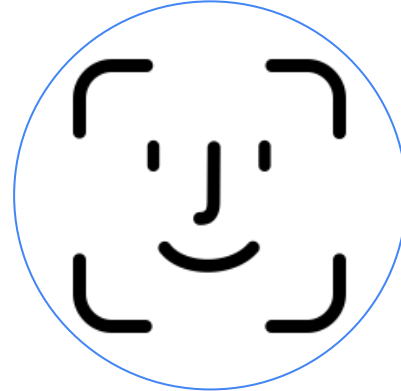
Maddie Dillon

120Water

Introductions



Maddie Dillon
Enterprise Client Experience Manager



120Water Support Team
support@120water.com

Agenda

1. Why are we here?
2. Meet the Software
3. Demo & Training
4. Questions & Next Steps



Why are we here?



120Water™

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**.

Meet the Team

We are here to help!

Party	Abbreviated Name	Role	Email / Website
Rhode Island Department of Health	RIDOH	Regulatory Questions and comments related to Rhode Island-specific interpretations of the LCRR; these include but are not limited to: acceptable inventory methods, basis of material classification, field verification methods, etc.	ryan.hoskins@health.ri.gov https://health.ri.gov/water/about/revisedledcopperrule/#wtv
120Water	120Water	Software 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

What's in it for me?

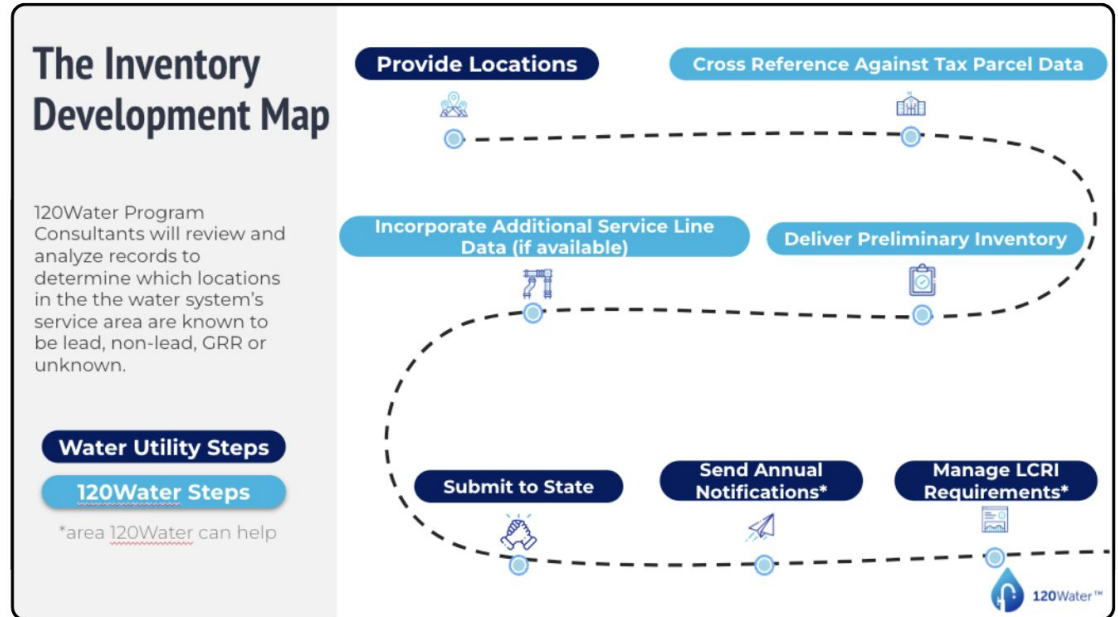


1. Centralized Data
2. Jumpstart Next Steps
3. Compliance
4. Prepare for beyond Inventory

Technical Assistance Program

Three options in our TA Form:

1. Yes, I would like to opt-in for the Technical Assistance Program, but I'm not ready with my location data yet.
2. Yes, I would like to opt-in for the Technical Assistance Program and my location data is attached.
3. No, I do not need Technical Assistance – just access to the software for management and submission

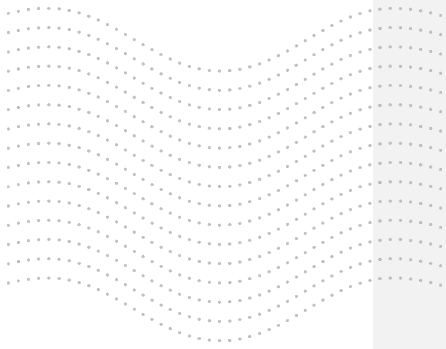




Meet the Platform



120Water™



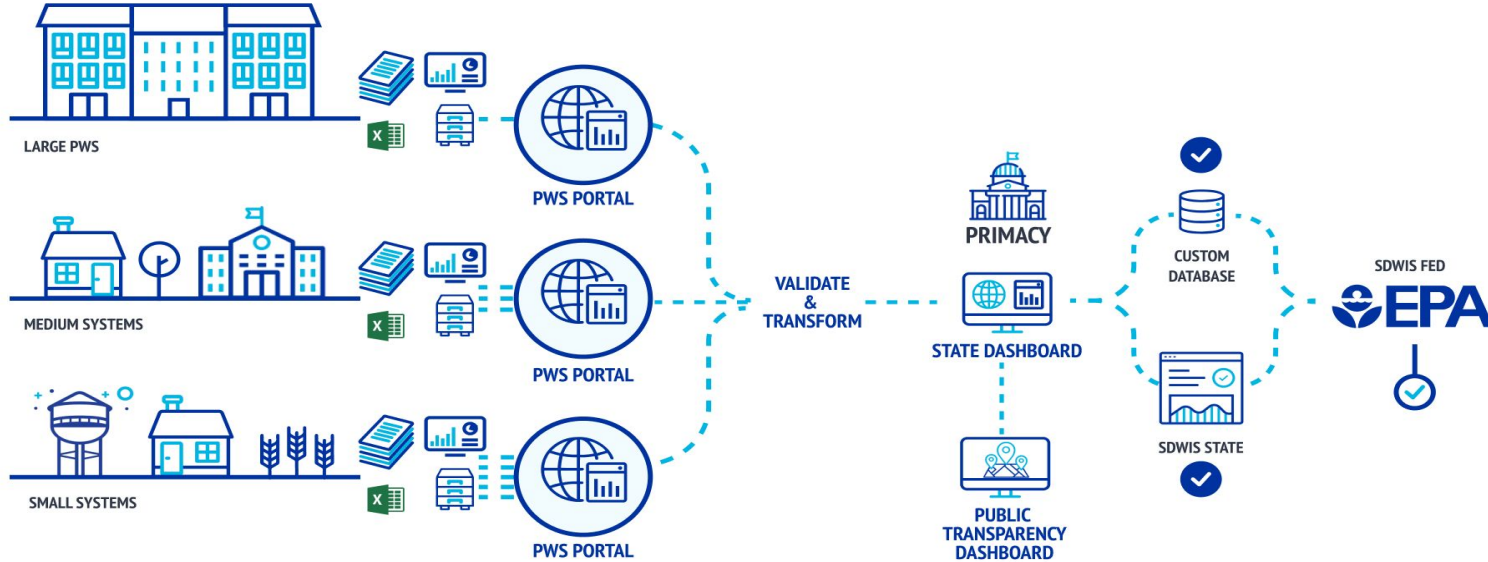
PWS PORTAL

- 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

How does PWS Portal work?

Data standardization to streamline service line inventory management and reporting



Login to PWS Portal

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

pws.120wateraudit.com



Login

Welcome back! Please login to your account.



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Home Page

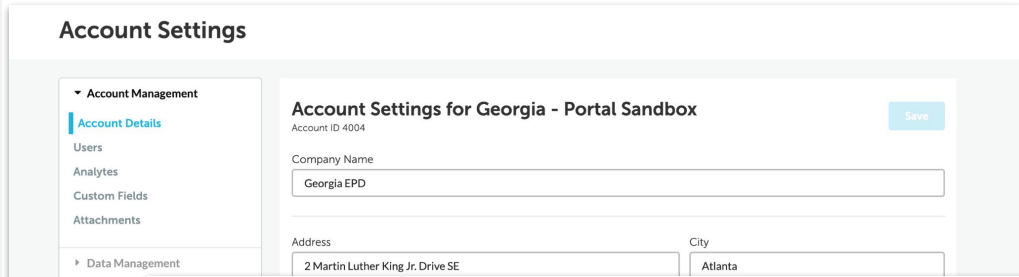
- Navigation bar:
 - Locations
 - Inventory
 - State Reporting
 - Support
 - Settings
 - PWS Portal Toggle

The screenshot shows a web browser window with the URL pws.120wateraudit.com/locations. The navigation bar includes 'Locations' (active), 'Inventory', and 'State Reporting'. A user profile dropdown shows 'Georgia - Portal Sandt'. The main content area is titled 'Locations' and contains two buttons: 'Add Single Site' and 'Import Locations'. Below this is a search bar with the text 'Showing 20 of 2,444 Locations'. There are also buttons for 'Assign', 'Send Communication', and 'Export'. A table lists location data with columns for selection, 120Water ID, External ID, Address, LCR Tier, Classification, and Programs.

<input type="checkbox"/>	120Water ID ↕	External ID ↕	Address	LCR Tier ↕	Classification ↕	Programs
<input type="checkbox"/>	7278663	--	1024 Peachtree St Louisville, GA	--	--	--
<input type="checkbox"/>	7278662	--	1024 Peachtree St Louisville, GA	--	--	--
<input type="checkbox"/>	7278661	--	1050 Pine Ridge Ln Louisville, GA	--	--	--
<input type="checkbox"/>	7278660	--	1050 Pine Ridge Ln Louisville, GA	--	--	--
<input type="checkbox"/>	7278659	--	1053 Lampp St Louisville, GA	--	--	--

Manage Account Settings

- Gear Icon:
 - Acct Details
 - Users
 - Attachments
- Adding Users
 - Email
 - First & Last Name
 - Role
- Data Management
 - Import Log
 - Export Log



Account Settings

Account Management

- Account Details
- Users
- Analytes
- Custom Fields
- Attachments

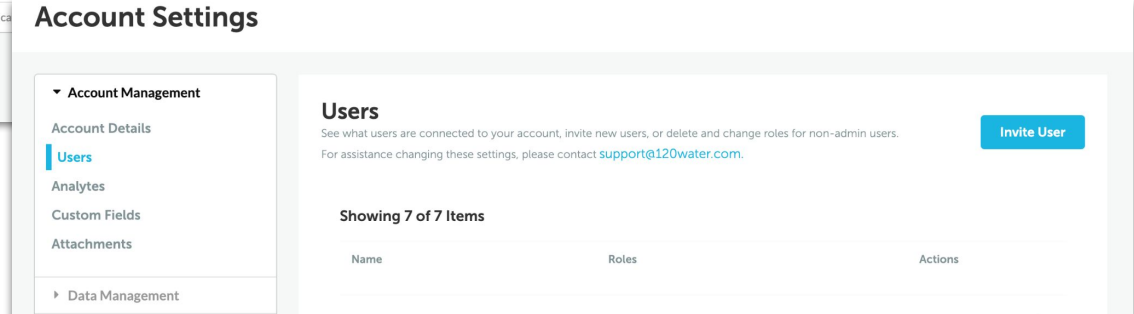
Account Settings for Georgia - Portal Sandbox
Account ID 4004

Save

Company Name
Georgia EPD

Address
2 Martin Luther King Jr. Drive SE

City
Atlanta



Account Settings

Account Management

- Account Details
- Users
- Analytes
- Custom Fields
- Attachments

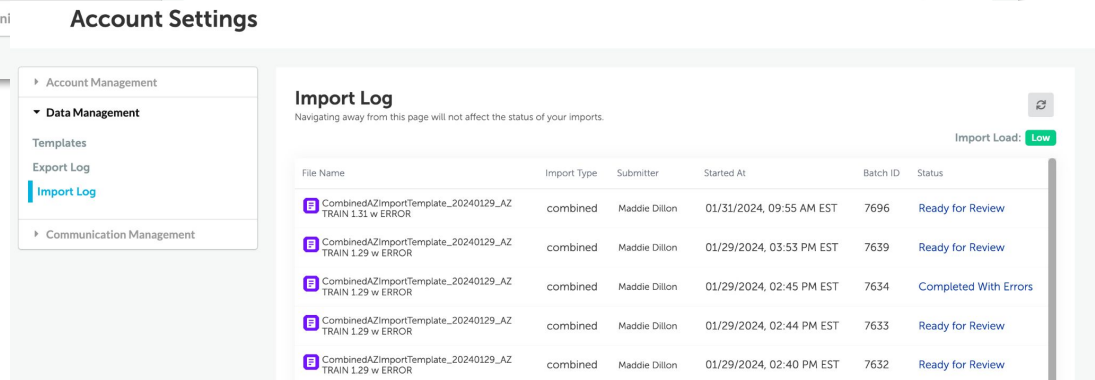
Users

See what users are connected to your account, invite new users, or delete and change roles for non-admin users. For assistance changing these settings, please contact support@120water.com.

Invite User

Showing 7 of 7 Items

Name	Roles	Actions
------	-------	---------



Account Settings

Account Management

- Data Management
- Templates
- Export Log
- Import Log

Communication Management

Import Log

Navigating away from this page will not affect the status of your imports.

Import Load: Low

File Name	Import Type	Submitter	Started At	Batch ID	Status
CombinedAZImportTemplate_20240129_AZ TRAIN 1.31 w ERROR	combined	Maddie Dillon	01/31/2024, 09:55 AM EST	7696	Ready for Review
CombinedAZImportTemplate_20240129_AZ TRAIN 1.29 w ERROR	combined	Maddie Dillon	01/29/2024, 03:53 PM EST	7639	Ready for Review
CombinedAZImportTemplate_20240129_AZ TRAIN 1.29 w ERROR	combined	Maddie Dillon	01/29/2024, 02:45 PM EST	7634	Completed With Errors
CombinedAZImportTemplate_20240129_AZ TRAIN 1.29 w ERROR	combined	Maddie Dillon	01/29/2024, 02:44 PM EST	7633	Ready for Review
CombinedAZImportTemplate_20240129_AZ TRAIN 1.29 w ERROR	combined	Maddie Dillon	01/29/2024, 02:40 PM EST	7632	Ready for Review

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

The screenshot displays the 120Water software interface. At the top, there are navigation tabs for 'Locations', 'Inventory', and 'State Reporting'. The main header is 'Locations' with a search bar and a button 'Add Site'. Below this is a table of locations with columns for '120Water ID', 'External ID', 'Address', 'Tier', and 'Classification'. The table shows three entries: '120Water ID' (dropdown), 'External ID' (dropdown), 'Address' (text), 'Tier' (dropdown), and 'Classification' (dropdown). The first entry is '120Water ID' (dropdown), 'External ID' (dropdown), 'Address' (text), 'Tier' (dropdown), and 'Classification' (dropdown). The second entry is '3505762', '--', '250 S ELM ST ZIONSVILLE, IN', 'Tier 2', and 'Commercial'. The third entry is '3121723', '--', '1367 Hansocab Way Griffin, GA', 'Tier 1', and 'Residential'. Below the table is a 'Status' dropdown set to 'In Service'. To the right are 'Cancel' and 'Create Service Line Asset' buttons. Below that is a 'Service Line External ID' text field. A 'Description' section has a '200 Character Limit' and a text field 'Add a description'. A 'Location' section has a text field containing '675 S MAIN ST #200, ZIONSVILLE, IN 46077'. At the bottom, there are three columns of form fields: 'Public Line', 'Fittings', and 'Private Line'. Each column has 'Material' and 'Verification' dropdowns, and 'Installed Date', 'Verified By', and 'Removal Date' text fields with calendar icons. The 'Private Line' column also has a 'Verification Date' text field with a calendar icon.

Create Location [Save] [X]

External ID
[Text Field]

Tier
[Dropdown]

Property Classification
[Dropdown]

Parcel Number
[Text Field]

Address Line 1
[Text Field] *Required*

Address Line 2
[Text Field]

City
[Text Field] *Required*

Status
[In Service] [Cancel] [Create Service Line Asset]

Service Line External ID
[Text Field]

Description
200 Character Limit
[Add a description]

Location
[675 S MAIN ST #200, ZIONSVILLE, IN 46077]

Public Line
Material: [Unknown] [Verification:]
Installed Date: [Calendar] [Verified By:]
Verification Date: [Calendar] [Removal Date:]

Fittings
Lead Fittings: [Unknown] [Verification:]
Verified By: [Text Field]
Verification Date: [Text Field]

Private Line
Material: [Unknown] [Verification:]
Installed Date: [Calendar] [Verified By:]
Verification Date: [Calendar] [Removal Date:]

Import Service Line Inventory Data

Recommended for systems with more than 100 service connections.

High-level Steps:

- Download RIDOH Service Line Inventory Template:
 - Note: Address information is all that is needed to make your initial import
- Import Data into PWS Portal

Detailed Inventory	
PWS Name:	
PWSID:	
Date Last Updated:	


Purpose of this worksheet: To provide a customizable format water systems can use to track materials for each service line in their distribution system.

General Instructions: Each row in this worksheet represents one service line connecting the water main to the customer's plumbing. The worksheet includes required and recommended elements; the columns with the aqua shading are required by the LCRB and/or the LPPA. Systems can customize by adding or deleting columns. Important notes for each column are in Row 12; also see the **Template Instructions** worksheet for detailed instructions. Note that users can freeze panes to enable them to see the headings and notes when entering data. The worksheet includes examples (which will need to be deleted) in rows 13 - 20 and is formatted for approximately 10,000 entries.

Location Information					Public-Side Portion						
Unique Service Line ID	Location Identifier		Sensitive Population? (Yc/No)	Disadvantaged Neighborhood? (Yc/No)	Public-Side Portion Service Line Material Classification	Are any of the Connectors or Appurtenances made of Lead or Galvanized Steel / Iron?	If Non-Lead in Column G, Was Material Ever Previously Lead?	Service Line Installation Date	Service Line Size	Basis of Material Classification	Has this Service Line been replaced since January 1st, 2018?
	Street Address	Other Location Identifier									
<i>A Unique ID is recommended for each service line.</i>	<i>Water systems must track addresses of all service lines in their internal inventory. For the publicly accessible version, location identifiers are required for lead and galvanized requiring replacement.</i>		<i>Select "Yes" if sensitive subpopulation, e.g., day care, school, multi-family home. If "Yes-Other", describe in the Notes field.</i>	<i>Does location meet state affordability guidelines or other measures?</i>	<i>Dropdown list includes recommended subclassifications. If "Non-Lead Other", describe in Notes field (Column R)</i>	<i>Select "Yes" if any connectors or appurtenances (e.g., goosenecks, pigtail, fittings, or equipment connected to the service line such as meters or backflow preventers) are made of lead or galvanized steel / iron, or "No" if not.</i>	<i>Select "Yes", "No", or "Don't know", important for determining if downstream/customer-owned galvanized service line requires replacement.</i>	<i>Date, year, or estimated date range when the service line was installed or replaced.</i>	<i>Diameter in inches</i>	<i>Select option from dropdown list. If "Other", describe in the Notes field</i>	<i>Select "Yes" or "No" from dropdown list</i>
Example 1	1234 Test St., City, State, Zip Code	Intersection of Test and Elm St.	No	No	Non-Lead - Plastic		Yes	1997	2	Installation date after lead ban (1987)	
Example 2	4321 Test St., City, State, Zip Code	Intersection of Test and Main St.	No	No	Non-Lead - Plastic		No	Fall 1980	2	Installation record (e.g. tap card)	
Example 3	16 Capital St., City, State, Zip Code		No	No	Non-Lead - Copper		Don't know	1985	1 1/2	Service line repair or replacement record	
Example 4	1 Water Avenue, City, State, Zip Code		No	No	Unknown - Likely Lead			1940's	2		
Example 5	67 Children's Place, City, State, Zip Code		No	No	Unknown - Likely Lead			1940's	1 1/2		

Introduction	Template Instructions	Classifying SLs	PWS Information	Inventory Methods	Inventory Summary	Detailed Inventory	Public Accessibility Doc.
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	A	B	C	D	E	F	G	H	I			
1	120	WATER LOCATION ID	EXTERNAL LOCATION ID	CUSTOMER ID	120	WATER ASSET ID	EXTERNAL AS	ADDRESS LIN	ADDRESS LIN	CITY	STATE	
2		8478701	MDTEST35			7253257		800 Peachtree St. NE		Atlanta	GA	
3		8478700				7253256		803 Peachtree St. NE		Atlanta	GA	
4		8377609				7151621	MDTEST29	8522 S Main		Unit C-4	Helen	GA
5		8377608				7151619	MDTEST26	212 Narr We		Apt 2	Helen	GA
6		8377607				7151618		726 Brucken		Strasse	Helen	GA



Import Service Lines

Select Upload Template or view template documentation

[Service Lines](#) Import template for creating or updating Service Lines records

[Locations & Service Lines](#) Import template for creating or updating location and service line records

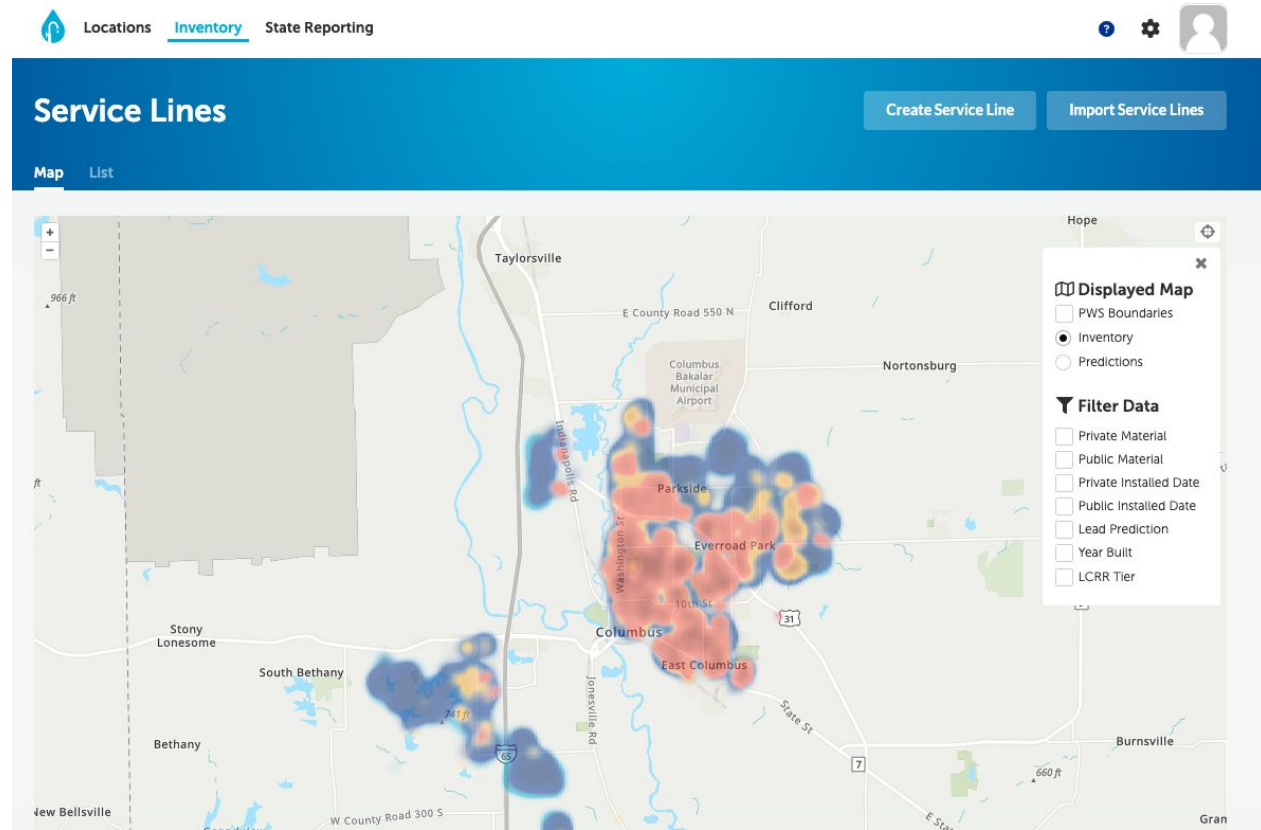
[Arizona Inventory](#) AZ inventory template for creating or updating location and service line records

Cancel Upload File

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 service line inventory and methodology answers to the State

State Reporting

Submit Inventory

Current Inventory | Previous Submissions

Compliance Deadline
609 Days
October 16th 2024

Verified Service Connections
5,327 of 9,825
54.22% of Connections Verified

Materials

Lead Galvanized Non-Lead Unknown

Search... Showing 100 of 9,825 Assets

Unique Service Line ID	Street Address	Other Location Identifier	Sensitive Population	Disadvantaged Neighborhood	System-Owned Portion	Service LI
455464	165 SCRANTON CT ZIONSVILLE, IN	39.965768, -86.279244	No	Unknown	Non-lead - Cu, No Lead	
455465	6703 WIMBLEDON DR ZIONSVILLE, IN	39.941201, -86.345017	No	Unknown	Lead Status Unknown - Unknown	1
455466	11082 HOLLIDAY FARMS BLVD ZIONSVILLE, IN	39.983844, -86.260536	No	Unknown	Lead Status Unknown - Unknown	1
455467	2833 E HIGH GROVE CIR ZIONSVILLE, IN	39.999829, -86.258722	No	Unknown	Non-lead - HDPE	
455468	605 EAGLE CREEK CIR ZIONSVILLE, IN	39.952373, -86.254173	No	Unknown	Non-lead - PE	
455469	2715 STILL CREEK DR ZIONSVILLE, IN	40.002543, -86.253591	No	Unknown	Non-lead - HDPE	



PUBLIC TRANSPARENCY DASHBOARD

- Increase Transparency & Alleviate Workload
- Configurable Text
- Searchable by Address
- Data Sync

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

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 = Galvanized

ONGOING SUPPORT

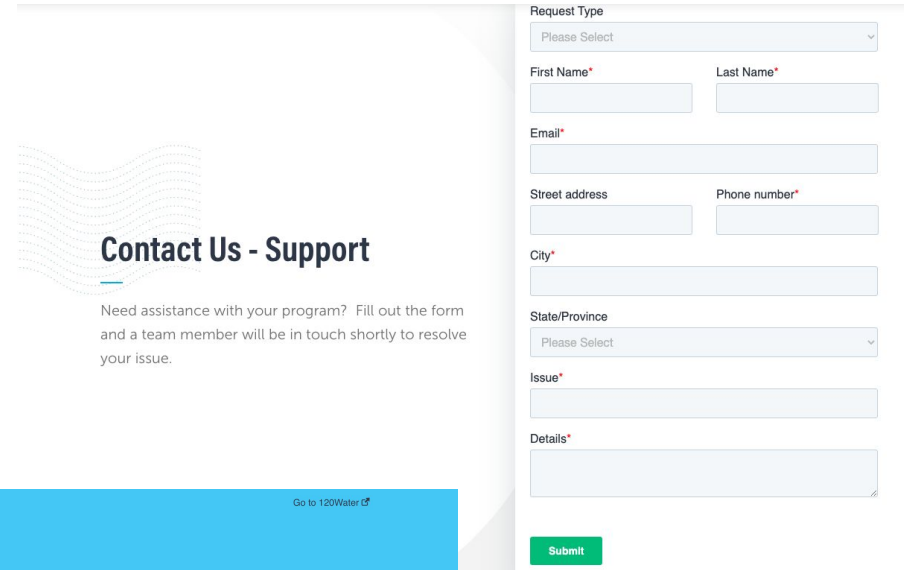
After training, you will receive a link to the Help Center and will have access to our support team.

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.

Request Type
Please Select

First Name* **Last Name***

Email*

Street address **Phone number***

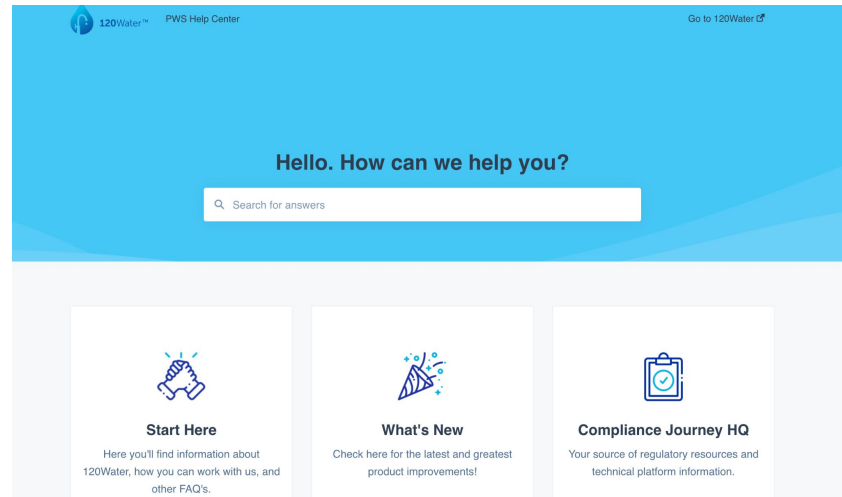
City*

State/Province
Please Select

Issue*

Details*

Submit



120Water™ PWS Help Center Go to 120Water

Hello. How can we help you?

Search for answers

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.



DEMO



120Water™



What's Next?



120Water™

Fill Out This Form

Three options in our TA Form:

1. Yes, I would like to opt-in for the Technical Assistance Program, but I'm not ready with my location data yet.
2. Yes, I would like to opt-in for the Technical Assistance Program and my location data is attached.
3. No, I do not need Technical Assistance – just access to the software for management and submission



A Note for Rhode Island Water Systems:

All Rhode Island water systems (CWS or NTCWS) must submit their initial service line inventories to Rhode Island Department of Health (RIDOH) by October 16, 2024.

RIDOH has procured PWS Portal accounts for every water system across the state to use free of charge.

Please fill out this form to gain access to your 120Water Portal Account

First name*

Last name*

Email*

Phone number*

Company name*

Job title*

PWS ID*

Include your state prefix followed by the 7-digit ID number. Please list all of the PWS IDs you serve and separate them with a single comma. Enter the records manually. If you don't have a PWS

Location Information

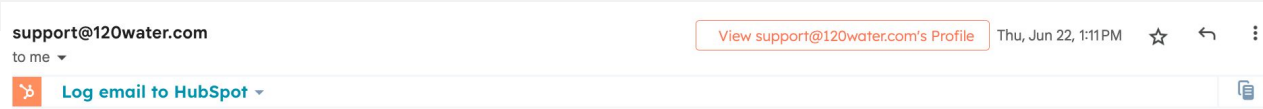
Our primary data source in developing your inventory will be a listing of all your service locations (both active and inactive) so we can identify where your service lines currently exist.

This may be a customer billing export, or another file that provides the information listed in the table. It is important to have a separate column for each item listed, including separating out your city, state, and zip.

The file must be in .csv or .xlsx (excel) formatting.

Customer Billing System	
Unique Customer ID	Such as a unique account number or other code used to identify that specific customer
Unique Location ID	Location code, street address, or latitude/longitude
Customer Type	Residential, Commercial, Industrial Customer Types All customer type SLs have to be inventoried but PWS might want to narrow in on residential first Commercial and industrial user SLs are typically larger and pump a lot of water through. Lead is not ideal for larger pipes, lead is better for smaller pipes because of malleability. Can help prioritize. If the pipe is > 2 inches, then they <i>likely</i> do not have lead
Status	Active/Inactive

Set up your account!



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.



Questions?



120Water™



Thank you!



120Water™