

Lead and Copper Rule Revisions (LCRR)

Initial Lead Service Line Inventory (LSLI) Submission Portal

User Guidance Document | August 2024

Table of Contents

A. First Time Registration with WBKey	2
I. Create a New WBKey Account.....	2
II. Receive Access to the LSLI Portal	5
B. Multi-factor Authentication (MFA) and Login	7
I. Set Up MFA for Your WBKey Account.....	7
II. Enter the Verification Passcode from the MFA App.....	9
III. Security Questions and Resetting MFA.....	11
IV. Contact Support	12
C. Starting the Inventory.....	13
I. New Submission.....	13
II. Navigating the Portal	13
III. How to Fill Out the Inventory on the Portal	14
D. Transferring Information into the Portal.....	18
I. Copying and Pasting the Detailed Inventory.....	18
II. Deleting Rows of Data	22
III. Displaying Rows 1 to 100	22
E. Manually Entering Information into the Portal (Not Recommended)	23
I. Enter Data for a Single Service Line.....	23
II. If the Entire Service Line Material is Still Blank.....	26
III. Galvanized Versus Galvanized Requiring Replacement (GRR).....	26
F. Transferring Information from an Alternative Spreadsheet	28
G. Returning to Edit a Saved Inventory.....	29
Appendix.....	30
I. Required Customer Notification of Lead, GRR, and Unknown Service Lines.....	30
II. Data Fields Needed for Detailed Inventory (Using Alternative Format)	31

A. First Time Registration with WBKey

Public water systems (PWS) must register a WBKey account to submit their initial inventory on the portal. If you already have a WBKey account, go to [Part II](#) of this section.

NOTE: Register One Person to Start the Inventory

Coordinate among your water system staff for ONE person to register and submit the inventory to prevent confusion and incorrect submissions.

Video Tutorial: [Setting Up Your WBKey Account and Signing In](#)

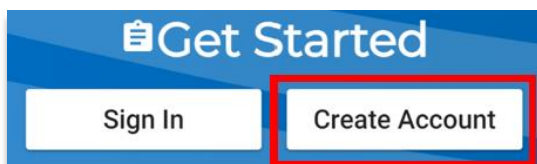
Tips for Getting Started

- Use the Microsoft Edge or Google Chrome web browser to register, if possible. Firefox is currently incompatible with the portal.
- Add DoNotReply@waterboards.ca.gov to your trusted email list.

I. Create a New WBKey Account

1. Go to the [Lead Service Line Inventory \(LSLI\) Submission Portal](#)

- Click the “Create Account” button under “Get Started”. You will only need to create a WBKey account once.



2. Verify your email address

- Enter a valid email address, preferably associated with your water system.
- In the top-right corner, wait for the two dots to stop pulsing and a green check mark to appear—This indicates a valid email address.

Home > Request Access

Request Access

Request access to the Lead & Copper Rule application

To request access to the application, enter your existing [Water Boards login account \(WBKey\)](#) email address, satisfy the verification, and complete the form.

If you do not have an existing [WBKey](#) account, you will be prompted to create a password after email verification.

Once you have completed the form and been verified, your Water Boards [WBKey](#) account will be created and you will be able to access the application once approved.

Step 1: Enter your email address

Email Address *

█@gmail.com

Please enter a valid email address

SEND VERIFICATION CODE

First Name *

Last Name *

REQUEST ACCESS

Access Request Requirements
Make sure all requirements are fulfilled.

✓ Email Address is valid

- Click the “Send Verification Code” button and **leave the window open.**

Home > Request Access

Request Access

Request access to the Lead & Copper Rule application

To request access to the application, enter your existing [Water Boards login account \(WBKey\)](#) email address, satisfy the verification, and complete the form.

If you do not have an existing [WBKey](#) account, you will be prompted to create a password after email verification.

Once you have completed the form and been verified, your Water Boards [WBKey](#) account will be created and you will be able to access the application once approved.

Email Address *

█@gmail.com

Please enter a valid email address

SEND VERIFICATION CODE

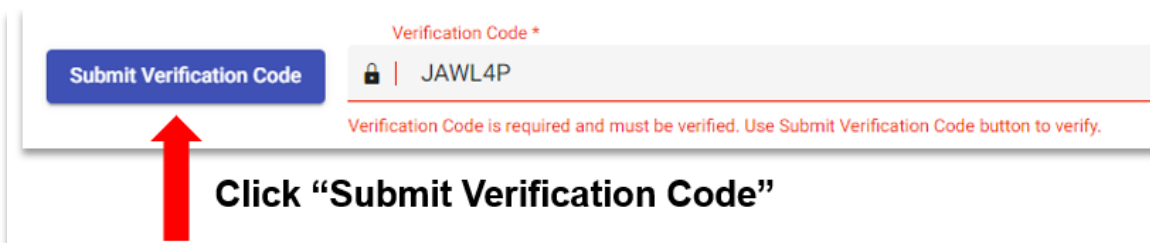
Step 2: Click on “Send Verification Code”

- Log into your email and search for **WBKey Account Email Verification** from **DoNotReply@waterboards.ca.gov**. Check your spam folder if the email does not appear in your inbox.

- Please wait a few minutes for the email to arrive in your inbox and look for the security code: “To verify your email address, use this security code: XXXXX.”

3. Enter the email verification code

- The code consists of capital letters and numbers 0-9 and is case-sensitive. Please ensure any alphabetical letters in verification code are CAPITALIZED.



Verification Code *

Submit Verification Code

JAWL4P

Verification Code is required and must be verified. Use Submit Verification Code button to verify.

Click “Submit Verification Code”

Use the verification code provided in your email, not the example code shown above.

- After typing in the code, click the “Submit Verification Code” button.

NOTE: If the Email Verification Code Does Not Work

Request another verification code and try again. If the issue persists, send a screenshot of the error message to ddw-lslreports@waterboards.ca.gov and the LCRR Unit will troubleshoot the issue.

4. Enter a name and password

- Enter the First Name and Last Name of a contact person from your water system. **Do not use the water system name in the First Name and Last Name fields.**
- Enter and confirm a Password. Ensure the password meets all verification requirements listed.

Request Access
Request access to the Lead & Copper Rule application

To request access to the application, enter your existing [Water Boards login account \(WBKey\)](#) email address, satisfy the verification, and complete the form.

If you do not have an existing [WBKey](#) account, you will be prompted to create a password after email verification.

Once you have completed the form and been verified, your Water Boards [WBKey](#) account will be created and you will be able to access the application once approved.

Email Address *
[Redacted]@gmail.com ✓

Please enter a valid email address

Verification Code *
JAWL4P

Enter First Name, Last Name, Password.

First Name *
Last Name *
Password *
Confirm Password *

*Note: Clicking the button below will create a [WBKey](#) account and request access to [Lead Service Line Inventory](#)

CREATE ACCOUNT & REQUEST ACCESS

Ensure Password Meets Requirements

Access Request Requirements
Make sure all requirements are fulfilled.

- ✓ Email Address is valid
- ✗ Your passwords do not match
- ✗ Password is 16-30 characters
- ✗ Password has at least one lower case letter
- ✗ Password has at least one upper case letter
- ✗ Password has at least one number
- ✗ Password has at least one special character
- ✗ Password has no spaces
- ✗ Your passwords do not match
- ✗ Password is 16-30 characters
- ✗ Password has at least one lower case letter
- ✗ Password has at least one upper case letter
- ✗ Password has at least one number
- ✗ Password has at least one special character
- ✗ Password has no spaces

5. Create the WBKey account

- After filling out the required information, click the “Create Account & Request Access” button. An access request confirmation email will be sent to your inbox.

II. Receive Access to the LSLI Portal

Your access request may be automatically approved, or you may have to confirm your water system information before receiving access.

NOTE: Registering Once

You only need to register and request access to the portal **once**.

If you already have a WBKey account, click the “Request Access” button to request access to the LSLI Portal.

We see you already have an account with [WBKey](#). Click below to request access to [Lead Service Line Inventory](#).

*Note: Clicking the button below will request access to [Lead Service Line Inventory](#) with your [WBKey](#)

REQUEST ACCESS

1. Automatic Access Approval

- If you created an account with a PWS Administrative Contact or Operator email address listed in the Safe Drinking Water Information System (SDWIS), your email address may be recognized.
- You should receive a confirmation email that you have been approved to use the inventory portal immediately after registering. Afterwards, you may sign in to set up multi-factor authentication and start the submission. See [Section B](#) of this guidance for how to sign in with MFA.

2. Confirmed Access Approval

- If your email is not recognized, you will see the following text:
Access Request Submission Complete
- The LCRR Unit will process your access request and check if your email is listed elsewhere in SDWIS to approve your request.
- If your email is not listed in SDWIS, the LCRR Unit will contact you to confirm the water system name and number you wish to submit an inventory for.
- You will be notified by email to use the portal once your request has been approved. Afterwards, you may sign in to set up multi-factor authentication and start the submission. See [Section B](#) of this guidance for how to sign in with MFA.

[Back to Table of Contents](#)

B. Multi-factor Authentication (MFA) and Login

NOTE: MFA Security Requirement

Multi-factor authentication (MFA) is required every time you login to the LSLI portal.

If your mobile device cannot support an MFA app, please contact the LCRR Unit at ddw-lslreports@waterboards.ca.gov.

Please visit the [WBKey FAQ page](#) for more information on MFA and why it is required.

I. Set Up MFA for Your WBKey Account

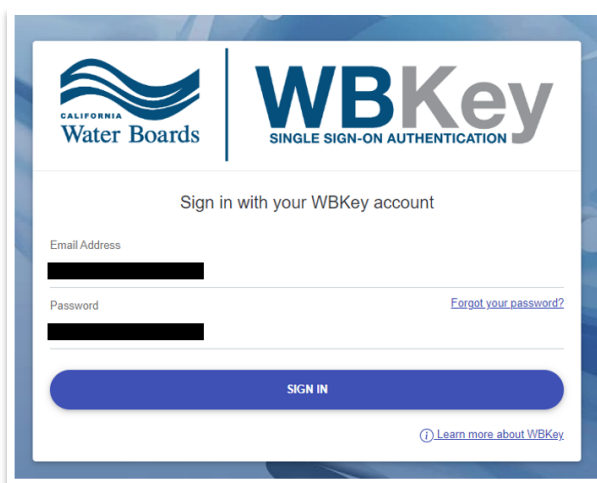
You only need to set up MFA when logging into the LSLI Portal for the first time or if you reset your MFA.

Video Tutorial: [Step-by-Step MFA Setup Instructions](#)

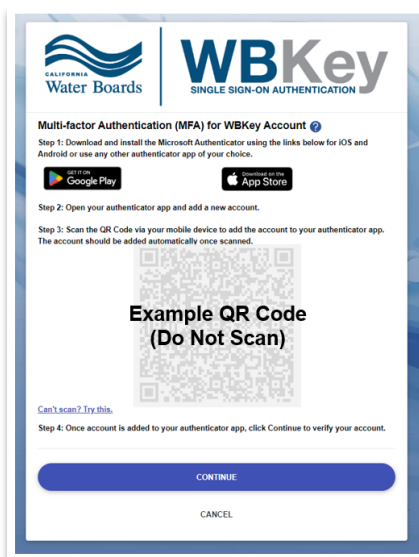
Set up your MFA with the step-by-step video linked above or follow the instructions below.

1. Sign into the LSLI Portal (Computer)

- Go to the LSLI Portal and click one of the “Sign In” buttons. Enter the email and password for your WBKey account and click “Sign in”.



- You should be prompted with instructions and a QR code (barcode with black and white squares) like the screenshot below:



- Do not click “Continue” yet.

2. Download and install a mobile MFA app (Phone)

- If you already have an MFA app on your phone, go to Step 3.
- On your phone, open the app for downloading and installing other mobile apps. This may be “Google Play” on Android devices or “App Store” on Apple devices.



- Search for “Microsoft Authenticator” or any other authenticator app of your choice. Download and install the authenticator app.

NOTE: Beware of PAID mobile MFA apps

Be sure to include “Microsoft” or “Google” as a key word when searching for an authenticator app on your phone—these apps are free to use.

Searching for “Authenticator” or “Authenticator App” may show a paid app in the search results—payment is NOT required to access the portal.

3. Link your WBKey account to the mobile authenticator app (Phone)

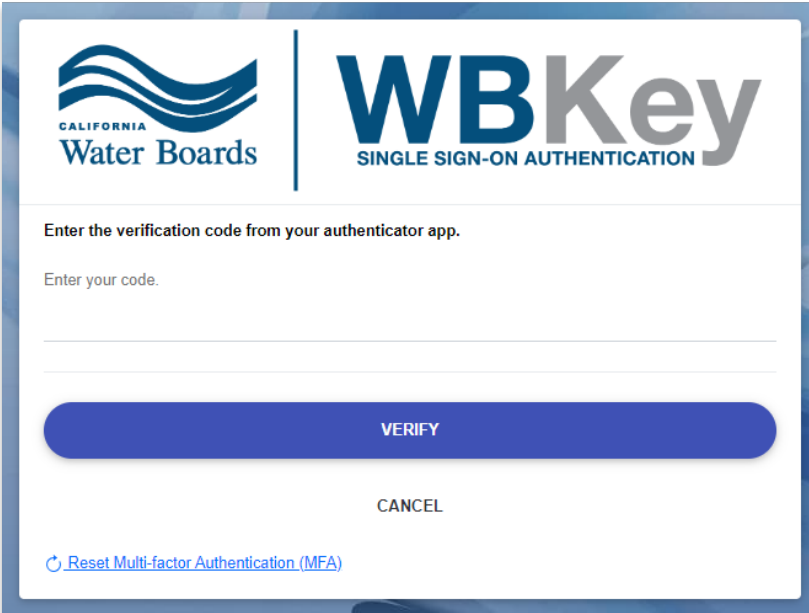
- Open the Authenticator app and tap the “+” icon or other button to add a new account. If it asks, “What kind of account are you adding?”, tap “Other account (Google, Facebook, etc.)”.
- Then a camera window should pop up on your phone—Use it to scan the QR code on your computer.
- Your WBKey account should automatically appear in your Authenticator app.
- Now you can click “Continue” on the LSLI portal.

II. Enter the Verification Passcode from the MFA App

You will have to enter a verification passcode for every login to the portal.

4. Sign into the LSLI Portal (Computer)

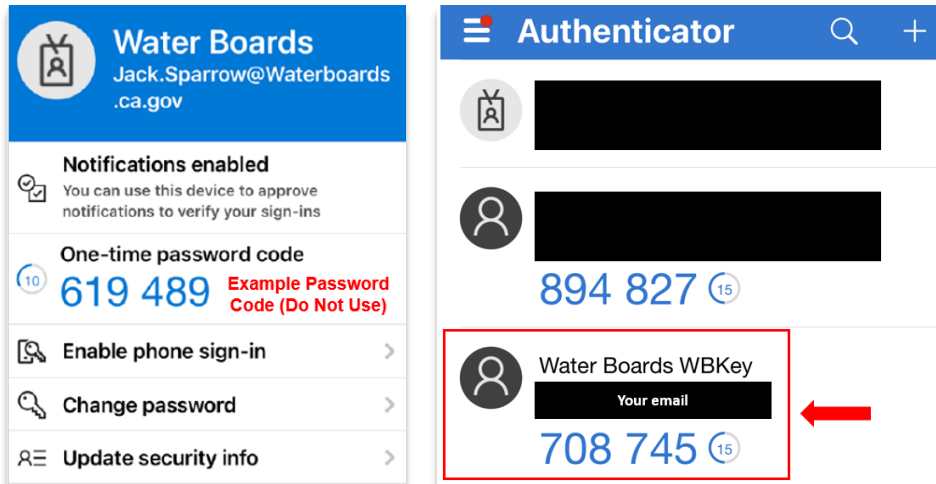
- Sign into the portal with your WBKey email and password. You will be required to enter a verification passcode

The screenshot shows a web-based authentication interface. At the top left is the California Water Boards logo, and at the top right is the WBKey logo with the text "SINGLE SIGN-ON AUTHENTICATION". Below the logos, the text "Enter the verification code from your authenticator app." is displayed. Underneath this is a label "Enter your code." followed by a multi-line text input field. A large blue button labeled "VERIFY" is positioned below the input field. Below the "VERIFY" button is a smaller, lighter blue button labeled "CANCEL". At the bottom left of the interface is a link that reads "Reset Multi-factor Authentication (MFA)".

- **DO NOT** click the “Reset Multi-factor Authentication (MFA)” link if you are signing into the LSLI Portal for the first time.

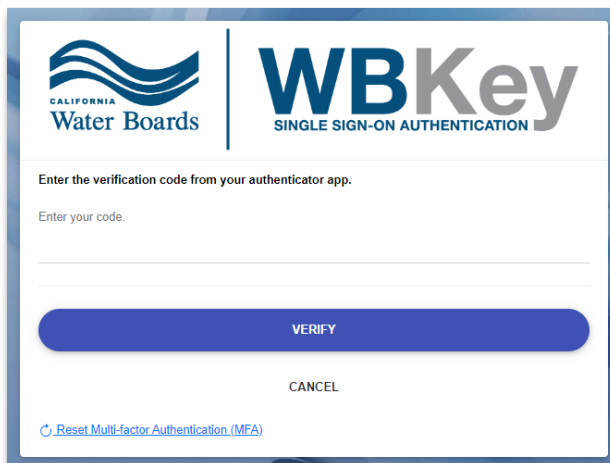
5. Retrieve the verification passcode (Phone)

- Open the MFA app on your phone and tap the account associated with your WBKey Account.
- You should see a 6-digit passcode and a countdown timer. Depending on your MFA app, the passcode screen may look different than the examples below.



6. Go back the LSLI portal to enter the passcode (Computer)

- Check your phone for the passcode. If the countdown is about to expire, wait for it to provide a new code.
- Enter the 6-digit passcode on your phone with no spaces and click "Verify".



- If logging in for the first time, you will be prompted to set up your account security questions.
- Otherwise, you will be directed to your inventory submissions dashboard and can proceed to [Section C](#).

Your Submissions

Please submit data by clicking either the "New Submission" button or selecting one of the saved reports listed below.

New Submission

PWS ID	Water System Name	Status	Last Saved	Created	Created By	Delete	Edit
--------	-------------------	--------	------------	---------	------------	--------	------

III. Security Questions and Resetting MFA

- You must set up security questions in case you need to reset your MFA for a new device or if the passcodes stop working.
- When you reset your MFA, you will have to answer your security questions and re-link your WBKey account.
- You do not need to uninstall the MFA app from your phone when you reset your MFA. However, you may need to remove the WBKey account from the MFA app before you re-link the account in Step 3 above.

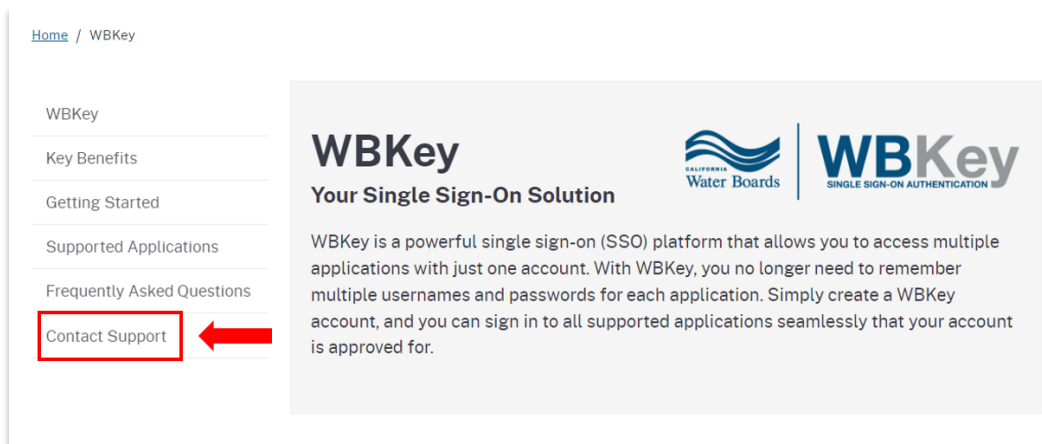
NOTE: Invalid Code or Blank Security Questions Error

If the code from your authenticator app does not work; or if you arrive at a page where you are asked to answer your security questions, but the questions are blank and there is no way to answer them:

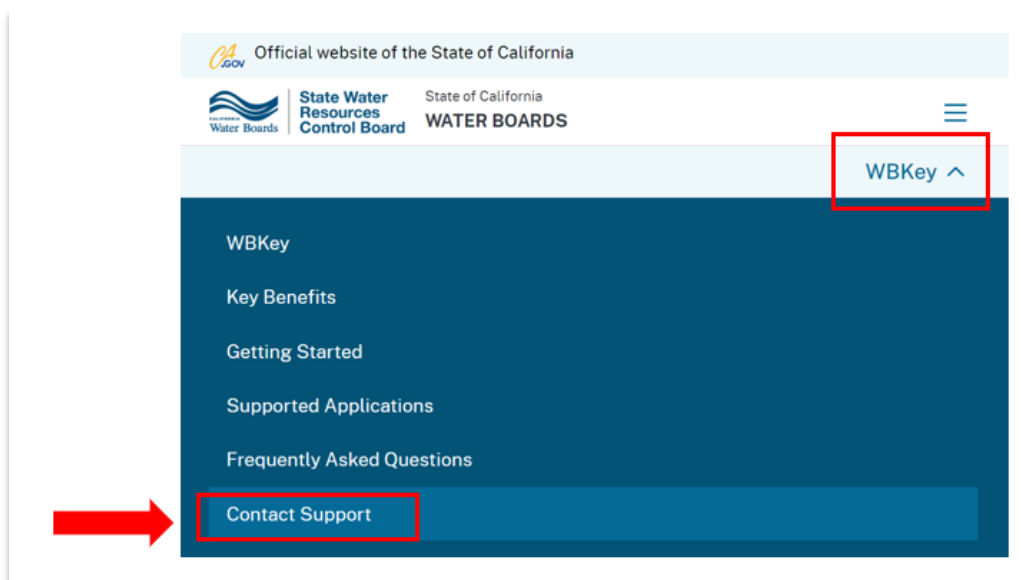
- DDW will have to reset the MFA for your account. Use the Contact Support link or email the LCRR Unit to request an MFA reset.
- You must relink your WBKey account to your MFA app (scan the QR code) and enter a passcode from your MFA app (Steps 3 through 6 above).

IV. Contact Support

- For technical issues with MFA, contact WBKey Support by visiting the [WBKey Homepage](#) and clicking on “Contact Support.”



- If your browser window is not maximized, expand the WBKey tab and click on “Contact Support.”



[Back to Table of Contents](#)

C. Starting the Inventory

Video Tutorial: [Overview of the Inventory Portal](#)

I. New Submission

- Click the ‘New Submission’ button in the top right corner.

- Create ONE submission per water system.
- Do not create a new submission every time you sign in.** You may save and return to edit the same submission (more information in [Section G](#))

II. Navigating the Portal

- You may click the headers to navigate to different tabs of the portal.

- Or you may use the “Back” and “Next” buttons at the bottom to navigate. If you click the “Save” button, it will be disabled until the saving process is complete.

III. How to Fill Out the Inventory on the Portal

The six tabs in the portal must be completed for the Initial Lead Service Line Inventory and submitted to DDW for review and approval.

1. PWS Information Tab

- Enter your PWS ID using the “CAXXXXXXXX” format. Be sure to include “CA”.
- The remaining fields will auto-populate. These fields are not editable.
- If any information is incorrect or your water system information does not auto-populate, please email the LCRR Unit at ddw-lslreports@waterboards.ca.gov.

NOTE: Multiple Submissions Message

If you see the text “Submission already submitted”, **an inventory has already been submitted and/or accepted by DDW** for your water system by one of your staff persons.

PWS Information Inventory Methods Detailed Inventory Inventory Summary Public Accessibility Submit Inventory

Begin by entering your PWS ID. This should populate the Name, Mailing Address, and Type fields when exiting the textbox. If your PWS ID is not found or is incorrect, please contact the LCRR Unit at ddw-lslreports@waterboards.ca.gov.

PWS Information

PWS ID *
[Redacted]
Submission already submitted

DDW will check to confirm that the email login is associated with the correct PWS.

NOTE: One Person to Start the Inventory

We strongly recommend coordinating among your water system staff so ONE person starts and submits the inventory to prevent confusion and incorrect submissions.

2. Inventory Methods Tab

Video Tutorial: [LSLI Portal - Inventory Methods Tab](#)

Part 1: Historical Records Review

- The LCRR requires a historical records review. Please ensure this part is filled out. See the [DDW Inventory Template Instructions](#) for more information.
- A description should be provided of all records used that indicate the system-owned or customer-owned service line materials. If no such records are available or applicable, please enter a description such as “None” or “N/A”.

Part 2: Identify Service Line Materials During Normal Operations

- Please indicate during which normal operation activities you are also collecting service line material information and if new standard operating procedures (SOPs) were developed.

3. Detailed Inventory Tab

- See [Section D](#) for transferring information from the DDW Inventory Template (**RECOMMENDED**). See [Section F](#) for transferring information from an alternative spreadsheet.
- See [Section E](#) if you are entering the inventory manually in the portal.

4. Inventory Summary Tab

Video Tutorial: [LSLI Portal - Inventory Summary Tab](#)

Part 1: General Information

- For the Initial inventory, the submission year is 2024. Explain if ownership is split, all system-owned, or all customer-owned. Provide any additional information about the inventory.

NOTE: Number of Service Lines Inventoried

The number of service lines in your inventory should be **greater than or equal to** the number of service connections in your system as reported in the Electronic Annual Report (EAR). If the number is different, describe any service connection changes in this section.

- Please check the box to acknowledge you are aware of the public notification requirement to customers served by lead, galvanized requiring replacement, or lead-status unknown service lines ([Appendix I](#)).

5. Public Accessibility Tab

Video Tutorial: [LSLI Portal - Public Accessibility Tab](#)

- Check all applicable methods in which you will make your inventory publicly available as required in the LCRR.
- If your system serves more than 50,000 people, you are required to have the inventory accessible **online**.

6. Submit Inventory Tab

Video Tutorial: [LSLI Portal - Submit Inventory Tab](#)

- Click the submit button to complete the submission process.
- **Once you click “Submit”, you cannot edit your submission** unless it is rejected by DDW. If you submitted your inventory and need to make changes, please contact the LCRR Unit at ddw-lsreports@waterboards.ca.gov.
- The LCRR Unit or DDW district staff will notify you by email when your inventory submission is approved or needs revision.

NOTE: Keep a Copy of Your Submission Records

The LSLI portal is currently unable to export a copy of your entire inventory submission for download.

- If needed, the LCRR Unit can provide a spreadsheet copy of your submitted Detailed Inventory data only. This file would not include information from the other sections of your submitted inventory.
- **We recommend systems use the [DDW Inventory Template](#) to keep a copy of submitted data from all sections of the inventory.** Using the template will also make it easier to update and transfer your inventory data for future submissions.
- DDW will archive a copy of your inventory submission approval email. Feel free to save a copy of that email for your own records.

[Back to Table of Contents](#)

D. Transferring Information into the Portal

This transfer method is for data in the Detailed Inventory tab.

The Detailed Inventory data MUST match the column order and cell dropdown options used in the portal and in the DDW Template.

Video Tutorial: [LSLI Portal - Detailed Inventory Tab](#)

- We strongly encourage water systems to use the [DDW Inventory Template](#) to enter and format all inventory data **BEFORE** transferring the data into the portal. This will make the transfer process smoother and **serve as a copy of your submission for your records.**

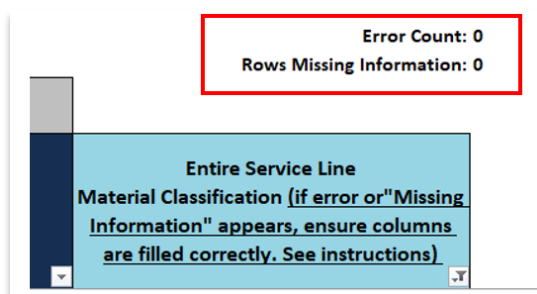
Video Tutorial: [Using the DDW Inventory Template](#)

- If your system has an alternative spreadsheet (e.g., one exported from GIS), see [Section F](#).

I. Copying and Pasting the Detailed Inventory

1. Select the data

- Open your detailed inventory spreadsheet file.
- Select data in **columns B** (Unique Service Line ID) **through V** (Notes) of the DDW template to transfer into portal. **Do not select the column headers**, only select your data.
- **Make sure there are no errors or rows with missing information in the spreadsheet.** See the template tutorial above or the [DDW Inventory Template Instructions](#) for more information.



NOTE: Systems with No Split Ownership of Service Lines

If the service lines are entirely System-Owned or entirely Customer-Owned, both portions still need to be filled out.

You MUST repeat the information on BOTH SIDES for the last column (Entire Service Line Material Classification) to auto-populate.

In the Inventory Summary section of the portal, you will indicate who owns the service line(s).

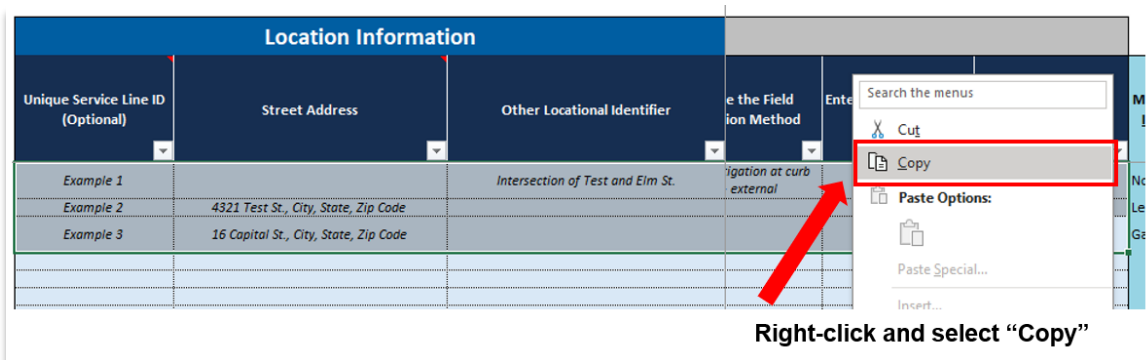
- Check to make sure the correct columns are selected. The paste function will still work if Unique Service Line ID column is left blank.

Select Columns B through V.
Recommend to select at most 5,000 rows for each COPY and PASTE.

- **Do not select the Entire Service Line Material (Column W).** You will not be able to copy the last column Entire Service Line Material Classification. This column is locked in the spreadsheet.
- **The last column** (Entire Service Line Material) **will auto-populate** in the portal after you paste and save the data, IF a properly formatted material is entered in BOTH the system-owned and customer-owned portions.

2. Copy the data

- Once the data is selected, press CTRL+C on the keyboard to copy the data **OR** right-click on your computer mouse and select Copy.

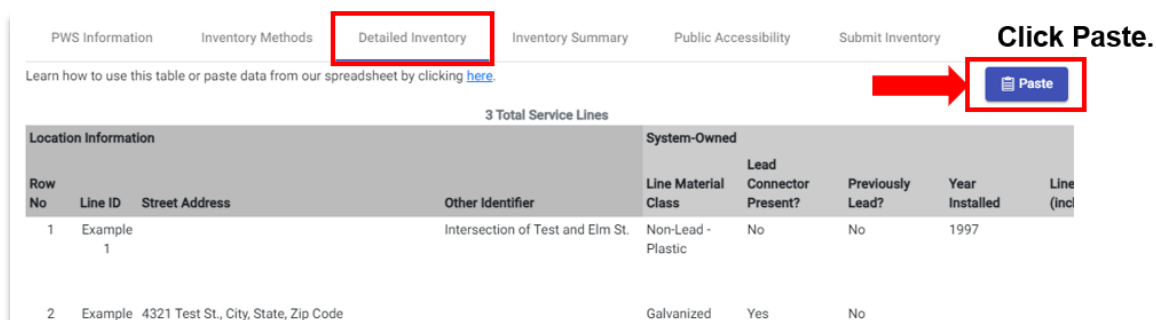


NOTE: Transferring Data in Batches

We recommend selecting **no more** than 5,000 rows for copying and pasting data. Selecting fewer rows may load faster. Please transfer in "batches" by repeating Steps 1 through 3 of this section until all service lines are transferred to the portal. Transferring subsequent batches of rows **will not** delete previous data.

3. Paste the data

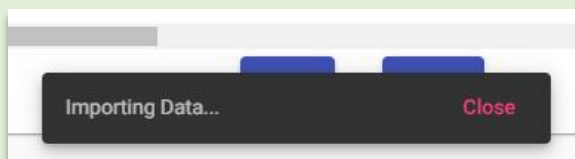
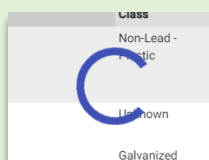
- After you have copied your data from the spreadsheet, navigate to the Detailed Inventory tab in the LSLI Portal.
- Click the "Paste" button in the upper right corner of the portal. Click this button **ONLY ONCE** to avoid duplicate entries. Pressing CTRL+V on your keyboard will not paste the data into the portal.



- If your data does not paste, check to make sure your browser allows pop-ups for this website.

NOTE: Loading Circles After Pasting Data

You may see a loading circle along with a pop-up at the bottom of the page that says, “Importing Data...” **Please wait for the data to finish importing before clicking “Save”**. The save button will be disabled until the saving process is complete.



- Pasting subsequent batches of rows WILL NOT delete or overwrite previously pasted data.
- Near the top of the page, you will see the number of service lines (in red) increase with every batch imported.

Displaying rows 1 to 100 of **1 Total Service Lines**

- After clicking “Save”, the Entire Service Line Material Classification column (the last column) should now be filled. If it is not, see [Section E Part II](#) of this document for more information.

NOTE: Invalid Data

If you receive a pop-up that states, “**Invalid or no inventory data found in clipboard**”, allow your browser to access your clipboard, make sure Line Size data are entered in decimal inches, repeat Steps 1 through 3 in this section.

II. Deleting Rows of Data

To clear data, there are two different deletion options in the portal.

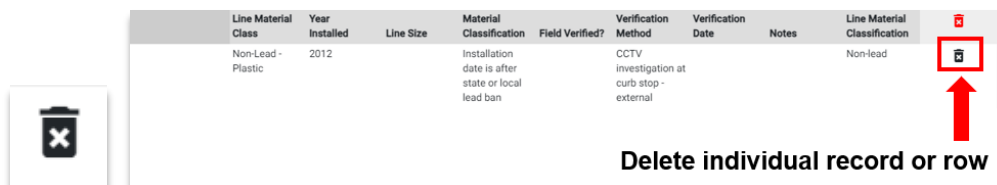
1. Remove **ALL** inventory records

- This will delete ALL rows of service line data in the portal. Scroll to the far right of the Detailed Inventory tab to find “Remove” above a **RED** trashcan. Click the red trashcan to delete all rows.



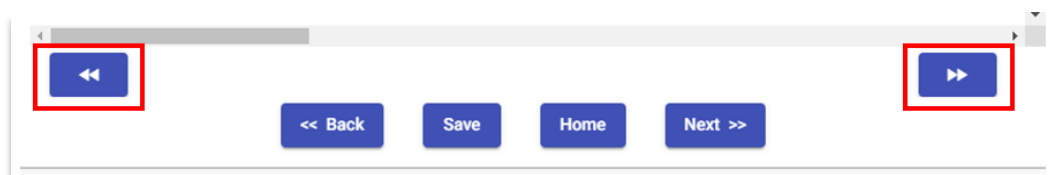
2. Remove an **INDIVIDUAL** inventory record

- This will delete ONE row of service line data in the portal. Scroll to the far right to find the **BLACK** trashcan for that row. Click the black trashcan to delete that row.



III. Displaying Rows 1 to 100

The portal will display 100 service lines at a time. To view rows after 100, use the forward and backward buttons on the bottom.



Please remember to complete the [remaining tabs](#) in the portal after completing the Detailed Inventory.

[Back to Table of Contents](#)

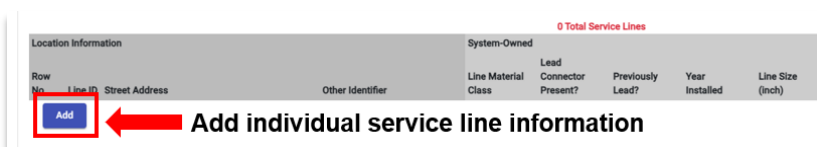
E. Manually Entering Information into the Portal (Not Recommended)

Systems have the option to manually add service line information if they prefer. However, **completing the DDW template FIRST** and then transferring information will help prevent erroneous data entry.

I. Enter Data for a Single Service Line

1. Navigate to the Detailed Inventory tab in the LSLI Portal

- On the far left side, click the “Add” button. A pop-up will appear.



2. Edit service line material information

Edit Service Line

Line ID:

Address:

Other Identifier:

System Owned

Line Material Class:

Lead Connector Present:

Previously Lead?:

Year Installed:

Line Size:

Basis of Material Classification:

Field Verified?: ☐

Verification Method:

Verification Date:

Notes:

Customer Owned

Line Material Class:

Year Installed:

Ok Cancel

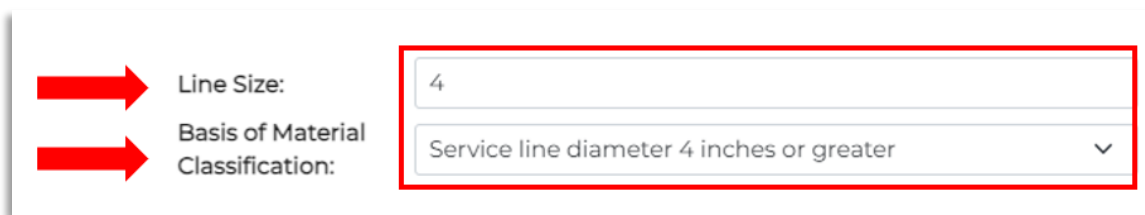
Each field is described below in more detail.

- **Line ID** This field is optional. Use for numbering or labeling the unique service lines.
- **Street Address or Other Locational Identifier (REQUIRED)** Enter a street address or another meaningful locational identifier (e.g., block, intersection, or GPS coordinates) for each service line. DDW strongly encourages systems to use street addresses as locational identifiers.
- **Service Line Material Classification (REQUIRED)** Please classify the service line material using the dropdown options. Systems are encouraged to specify the material of the non-lead service line. The inventory template provides the option of “Non-Lead - Copper” and “Non-Lead - Plastic” for systems to use where applicable. Water systems that choose to not specify the material of the non-lead service line may select “Non-Lead - Other”. **Note the difference between galvanized and galvanized requiring replacement.** (Scroll to the end of this section for more information)
- **Lead Connector Present? (REQUIRED)** Select the option “No, Was Present in the Past” if a lead connector existed in the past but has been removed. Select “No” if a lead connector was never present.
- **Previously Lead? (REQUIRED)** Was the service line ever previously lead? This question would determine whether a downstream or customer-owned galvanized service line is galvanized requiring replacement. Leave this column blank if system-owned portion of the service line is “Lead”.
- **Year Installed?** If you select the dropdown option “Installation date is after state or local lead ban” for the **Basis of Material Classification** field, you will need to provide the installation date for the service line.



The screenshot shows a form with three fields. The first field is labeled "Year Installed:" and contains the value "1992". The second field is labeled "Line Size:" and contains the value "0". The third field is labeled "Basis of Material Classification:" and contains the value "Installation date is after state or local lead ban" with a dropdown arrow. Red arrows point to the "Year Installed:" and "Basis of Material Classification:" labels. Red boxes highlight the input areas for "1992" and "Installation date is after state or local lead ban".

- **Line Size** If you select the dropdown option “Service line diameter 4 inches or greater” for the **Basis of Material Classification** field you will need to provide the size for the service line in inches (decimal).



The screenshot shows a form with two fields. The first field is labeled "Line Size:" and contains the value "4". The second field is labeled "Basis of Material Classification:" and contains the text "Service line diameter 4 inches or greater" with a dropdown arrow. Two red arrows point to the labels of these fields.

- **Basis of Material Classification (REQUIRED)** Select the appropriate basis for how the material was determined. If the service line material is “Unknown,” you may leave the Basis of Material Classification column blank. Select “Other (Explain in Notes)” and describe the method(s) in the Notes column if your identification method is not listed in the dropdown option.

NOTE: Case-by-Case Approved Methods

If you selected “Interpolation”, “Statistical analysis or predictive models”, “Water Sampling”, or an “Emerging Method” as a basis, please note an approved inventory workplan is required.

Submit workplans to DDW at ddw-lsireports@waterboards.ca.gov for review and approval. Please refer to the [LCRR FAQ](#) and [Inventory Methods](#) presentation for more information.

NOTE: Systems with No Split Ownership of Service Lines

If the material is the same from the source or main to the building inlet, fill out **BOTH** the System-Owned Line Material Class and Customer-Owned Line Material Class with the same material.

Do not leave the System-Owned and Customer-Owned fields empty; Otherwise, the Entire Service Line Material Classification (last column) will not auto-fill.

3. Save the service line material information you entered

- Once you have entered all your service line information, click “Ok” to exit the service line editor.
- Click the “Save” button at the bottom of the screen. After clicking “Save”, you will notice that the Entire Service Line Material Classification column (the last column) is now filled. The save button will be disabled until the saving process is complete.

II. If the Entire Service Line Material is Still Blank

There are two reasons why the Entire Service Line Material (last column) may not auto-fill once you click “Save”.

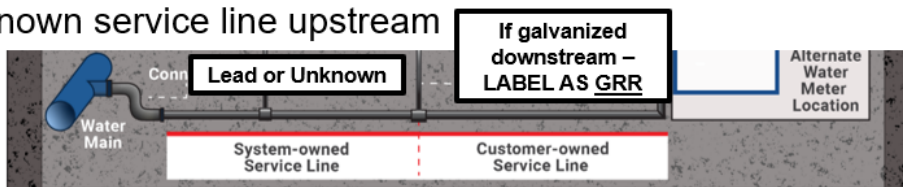
- The System-Owned Service Line Classification, Customer-Owned Service Line Classification, and Lead Present? Fields were not filled out. These three fields MUST be filled out.
- For the Customer-Owned Service Line Classification, galvanized was selected instead of galvanized requiring replacement, or vice versa. Ensure the correct classification for the Customer-Owned service line is selected, and the entire service line material column will auto-fill.

III. Galvanized Versus Galvanized Requiring Replacement (GRR)

- **Galvanized:** An iron or steel pipe dipped in zinc to prevent corrosion.
- **Galvanized Requiring Replacement:** A galvanized service line downstream of a lead, previously lead, or unknown service line.

A galvanized service line is a GRR if

- Lead is present upstream OR
- Lead was previously present upstream (but since removed)
- Unknown service line upstream



NOTE: Data Checks in DDW Inventory Template

Note the DDW Inventory is an Excel spreadsheet with built-in checks that will let you know if you are missing any required data or have incorrectly classified a galvanized service line.

Please remember to complete the [remaining tabs](#) in the portal after completing the Detailed Inventory.

[Back to Table of Contents](#)

F. Transferring Information from an Alternative Spreadsheet

If you are using an alternative spreadsheet format, **we recommend organizing the columns and formatting the cell data to match the DDW Inventory Template**. This will ensure the data can be transferred correctly into the portal.

1. Organize columns and format cell data

- The portal is sensitive to spaces, hyphens, and capitalization.
- Please see the [Appendix II](#) for the exact data fields from the DDW template that are needed for each column.

2. Copy and paste the data into the portal

- Once your data is arranged and formatted to match the template or portal, follow the steps in [Section D](#) to copy and paste the information.

NOTE: Entire Service Line Material Not Calculating

If the Entire Service Line Material is not calculated after you click “Save,” ensure required fields are filled out and that galvanized and galvanized requiring replacement service lines are labeled correctly (see [Section E](#)). Please check to make sure this field is not empty prior to submitting.

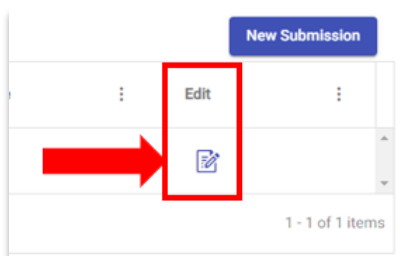
[Back to Table of Contents](#)

G. Returning to Edit a Saved Inventory


After importing or adding information and saving your changes, you may reopen the inventory to edit the information.

1. Load the saved inventory

- Sign into the portal and locate the inventory on your Submissions Dashboard. Click the pencil and paper icon under the Edit column.



- When you first open the portal, it may be empty. Please wait for the previously saved information to load. This may take a few minutes.
- You **DO NOT** need to re-enter your PWS ID or other information.
- In the Detailed Inventory tab, you may see **0 Total Service Lines**. The loading circle will disappear when all the data has loaded.

0 Total Service Lines								
System-Owned								
Identifier	Line Material Class	Lead Connector Present?	Previously Lead?	Year Installed	Line Size (inch)	Basis of Material Classification	Field Verified?	
								

2. Edit service line information

- To edit service line information, hover your mouse over the row you would like to edit and double-click. A pop-up should appear for a particular service line. Click “Ok” when finished.

[Back to Table of Contents](#)

Appendix

I. Required Customer Notification of Lead, GRR, and Unknown Service Lines

Pursuant to [40 CFR 141.85\(e\)](#), water systems must provide notification to persons served by the water system at the service connection with a lead, galvanized requiring replacement (GRR), or lead status unknown service line ([USEPA, 2023](#)).

Timing: Notification within 30 days after completion and DDW approval of the initial inventory submission and repeated annually until only non-lead service lines remain. For new customers added after the initial inventory, water systems must also provide this notice at the time-of-service initiation.

Content: Statement about service line material, lead health effects, and steps to minimize lead exposure in drinking water

If the water system serves communities with a large proportion of non-English speaking consumers, as determined by the State, public education materials must be in appropriate languages or contain a telephone number or address where persons served may contact the water system to obtain a translated copy of the materials or to request assistance in the appropriate language.

If the service line is:

- **Confirmed Lead:** Must include opportunities to replace the LSL, any available financing programs, and statement that the system must replace its portion if property owners notify the system that they are replacing their portion.
- **Galvanized Requiring Replacement:** Must also include opportunities for service line replacement.
- **Lead Status Unknown:** Must also include opportunities to verify the material of the service line.

Delivery: By mail or another State-approved method.

Reporting to States: Demonstrate that the water system delivered the notification and provide a copy of the notification and information materials to its State annually by July 1 for the previous calendar year.

II. Data Fields Needed for Detailed Inventory (Using Alternative Format)

Please ensure that your data matches the **exact text** below (**including hyphens and spaces**) and the **same column order** for the copy and paste to be successful. For columns not shown below or with blanks, no specific data format is required. If you would like a copy of this information in spreadsheet format, please refer to the [DDW template](#) for the dropdown options.

System-Owned Portion							
System-Owned Portion Service Line Material Classification	Lead Connector Present?	If Material Anything Other than "Lead" in Column E, Was Material Ever Previously Lead?	Service Line Installation Date	Service Line Size (inches)	Basis of Material Classification	Was the Service Line Material Field Verified?	Describe the Field Verification Method
Lead	Yes	Yes			Historical records	Yes	Visual inspection at meter pit
Galvanized	No	No			Installation date is after state or local lead ban	No	Customer self-identification
Non-Lead - Copper	No, Was Present in the Past	Don't know			Service line diameter 4 inches or greater		CCTV Inspection at Curb Box - Internal
Non-Lead - Plastic	Don't Know				Service line repair or replacement record		CCTV inspection at Curb Box - External
Non-Lead - Other					Statistical analysis or predictive models		Water Quality Sampling - Targeted
Unknown					Interpolation		Water Quality Sampling - Flushed
					Field inspection		Water Quality Sampling - Sequential
					Water sampling		Water Quality Sampling - Other
					Other (Explain in Notes)		Mechanical Excavation at 1 location
							Mechanical Excavation at multiple locations

Customer-Owned Portion					
Customer-Owned Portion Service Line Material Classification	Service Line Installation Date	Service Line Size (inches)	Basis of Material Classification	Was the Service Line Material Field Verified?	Describe the Field Verification Method
Lead			Historical records	Yes	Visual inspection at meter pit
Galvanized			Installation date is after state or local lead ban	No	Customer self-identification
Galvanized Requiring Replacement			Service line diameter 4 inches or greater		CCTV Inspection at Curb Box - Internal
Non-Lead - Copper			Service line repair or replacement record		CCTV inspection at Curb Box - External
Non-Lead - Plastic			Statistical analysis or predictive models		Water Quality Sampling - Targeted
Non-Lead - Other			Interpolation		Water Quality Sampling - Flushed
Unknown			Field inspection		Water Quality Sampling - Sequential
			Water sampling		Water Quality Sampling - Other
			Other (Explain in Notes)		Mechanical Excavation at 1 location
					Mechanical Excavation at multiple locations