

LCRR Initial Lead Service Line Inventory (LSLI) Application – User Guidance Document

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A. First Time Registration with WBKey

Public water systems must register with WBKey to submit their initial inventory.

NOTE: Register One Person to Start Inventory

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

This will help prevent confusion and incorrect submissions.

Click [here](#) for a video tutorial on how to set up and sign-into the application.

Tips for Getting Started

1. If possible, use the Microsoft Edge or Google Chrome web browser to register. The **Firefox web browser is incompatible with the application at this time.**
2. Add DoNotReply@waterboards.ca.gov to your trusted email addresses.

Step 1: Go to Lead Service Line Inventory Application

[LSLI Application](#)

Step 2: Create WBKey Account

Click the "Get Started" button under "Don't have account?" You will only need to create a WBKey account once.



Step 3: Register New Account

Follow the steps in order:

1. Enter a valid email address, preferably one 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. The green check mark indicates that the email address is valid.

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

2. Click on “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”

3. 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.

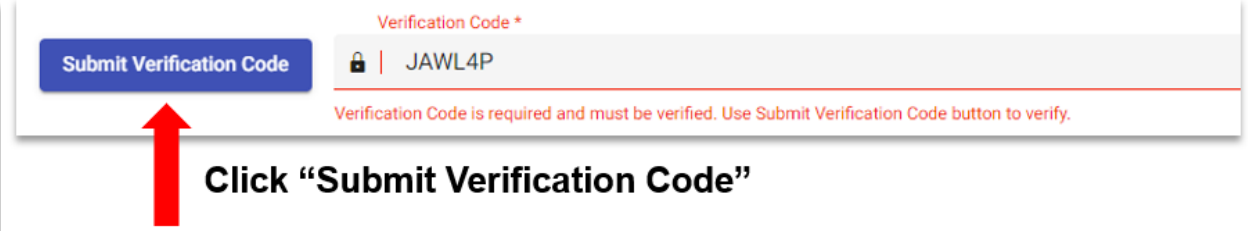
Please wait a couple minutes for the email to arrive in your inbox.

When the email arrives, look for the security code:

“To verify your email address, use this security code: XXXXX.”

4. Navigate back to the inventory application webpage and enter the verification code. If the 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-lsreports@waterboards.ca.gov and the LCRR Unit will consult with IT to troubleshoot the issue.

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



The screenshot shows a web form for entering a verification code. At the top, there is a label "Verification Code *". Below it is a text input field containing the code "JAWL4P". To the left of the input field is a blue button labeled "Submit Verification Code". Below the input field, there is a red error message: "Verification Code is required and must be verified. Use Submit Verification Code button to verify." A large red arrow points upwards from the text "Click 'Submit Verification Code'" towards the button.

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

5. After typing in the code, click on the “**Submit Verification Code**” button.
6. Enter First Name, Last Name, Password and Confirm Password.

Ensure that 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

Verified [] 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
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

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

Step 4: Receive Access to Application

If you are creating an account with PWS administrative contact or operator email addresses in SDWIS, the email addresses may be recognized. You should receive a WBKey confirmation email immediately after registering informing you that you have been approved to use the inventory application.

After receiving confirmation, navigate to the **top right corner** of the screen and log in using the Sign in button:



If your email is not recognized, you will see the following text:

Access Request Submission Complete

Your access request is submitted to DDW admin, who will then approve the request and give you access.

You will be notified by email to use the application (LSLI) once your request has been approved.

Afterwards, you may sign in to start the submission. See [section B](#) of this guidance for how to sign in with Multifactor Authentication.

Navigate to the top right corner of the screen and click the “Sign In” button:



NOTE: Registering Once

You only need to request access to the application **once**.

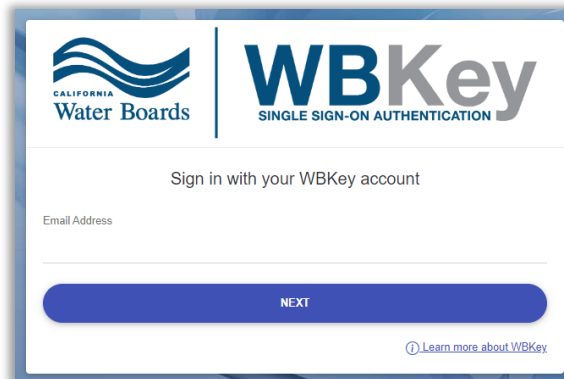
If you already have an account with WBKey, click the button below to request access to the application. You will be notified by email once your request has been approved.

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

You will be required to use Multifactor Authentication to sign in (more information in [section B](#)).



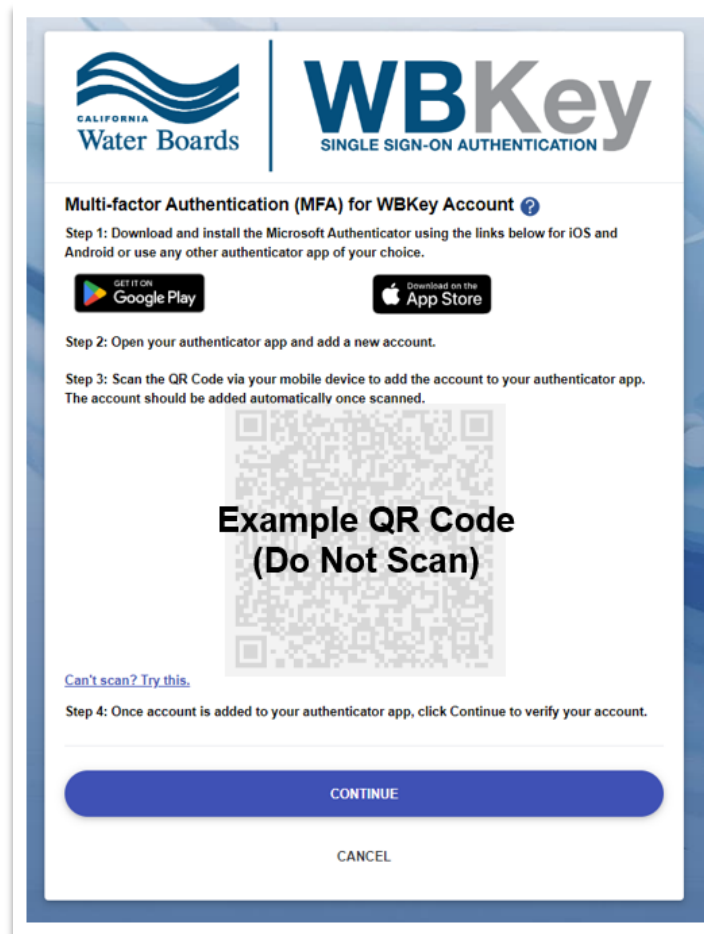
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B. Multi-factor Authentication and Login

For every login, multi-factor authentication (MFA) is required.

Step 1: Download Multi-factor Authentication (MFA)

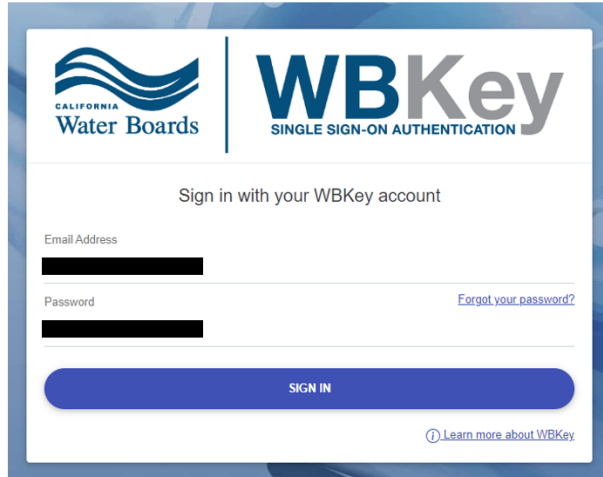
You will need to download and install the MFA on a mobile device. If you see this screen, follow the steps listed. Do not scan the QR code in the example below.



A step-by-step MFA instructions video is available [here](#). For other MFA questions or why MFA is needed, visit [here](#).

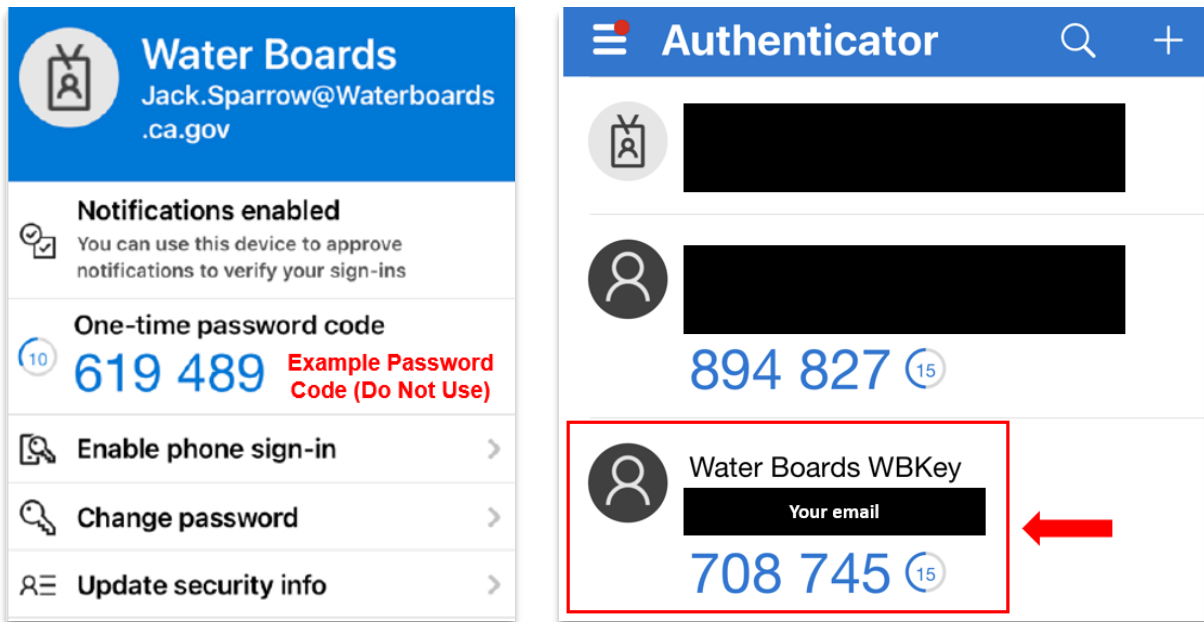
Step 2: Sign in with WBKey Account

Enter the email address and password used to register an account with WBKey.



Step 3: Enter Password/Verification Code

Open your MFA app. **If you have multiple accounts on your authenticator, search for the account associated with “Water Boards WBKey” first.** You will see a 6-digit password/verification code on your MFA app. Use the password code associated with Water Boards WBKey.



Depending on the MFA app you use, you may see a different screen. **DO NOT** use the password/verification code in the example above.

Enter the 6-digit password/verification code from your authentication app with NO spaces. Click verify to continue.

CALIFORNIA Water Boards

WbKey
SINGLE SIGN-ON AUTHENTICATION

Enter the verification code from your authenticator app.

Enter your code.

VERIFY

CANCEL

[Reset Multi-factor Authentication \(MFA\)](#)

Once you have successfully entered the password/verification code, you will be directed to your submissions home page.

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
--------	-------------------	--------	------------	---------	------------	--------	------

After completing this process once, you do not need to re-register or re-request access to the application to edit your submission. Simply sign in to access your submission. Every time you sign in, you will need to use MFA.

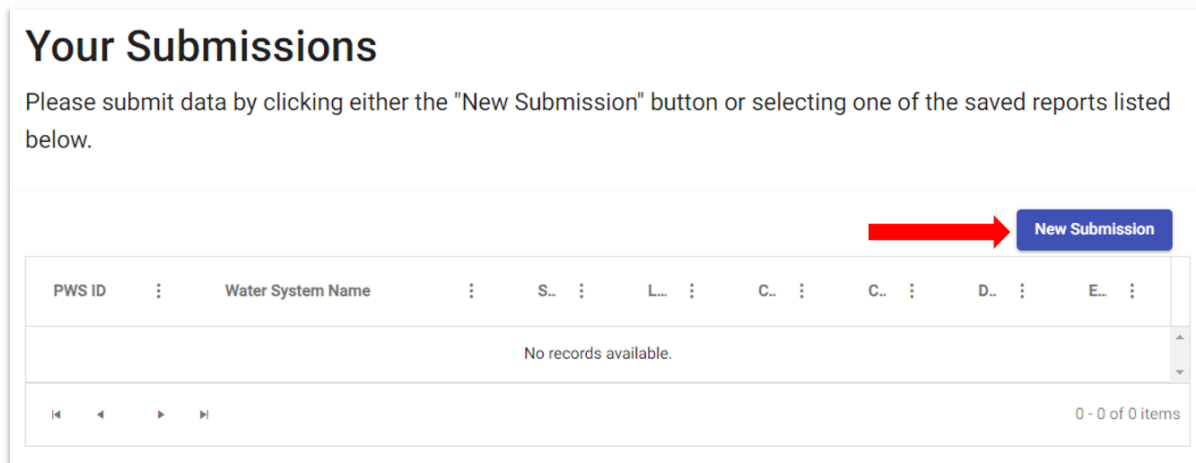
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C. Starting the Inventory

Click [here](#) for a video overview of the inventory application.

New Submission

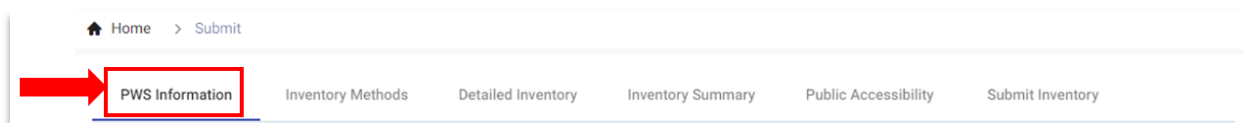
Click on 'New Submission' in the top right corner.



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](#)). If you need to create submissions for other systems, click New Submission.

Navigating the Application

You may click the headers to navigate to different tabs of the application.



Or you may use the "Back" and "Next" button at the bottom to navigate.



If you click the "Save" button, it will be disabled until the saving process is complete.

How to Fill Out the Application

Tab 1: PWS Information

Enter your PWSID. Follow the format “CAXXXXXX.” Be sure to include “CA.” The remaining fields will auto-populate. These fields are not editable. If any information is incorrect, please email lsreports@waterboards.ca.gov.

NOTE: Multiple Submissions

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 DDW to have the information updated. For questions, e-mail ddw-lsreports@waterboards.ca.gov.

PWS Information

PWS ID *
[Redacted] Submission already submitted

PWS Information

PWS ID *
[Redacted] Submission already submitted ←

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

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

NOTE: One Person to Start and Submit Inventory

We strongly recommend coordinating among your water system staff so one person starts and submits the inventory. This will help prevent confusion and incorrect submissions.

Tab 2: Inventory Methods

Click [here](#) for a video tutorial on the Inventory Methods tab.

Part 1: Historical Records Review

The LCRR requires a historical records review. **Please ensure this part is filled out.** A description should be provided for all records used that

indicate the PWS-owned or customer-owned service line materials. If no such records are available, please indicate so in the inventory. Review the DDW [inventory template instructions](#) for more information

Part 2: Identifying Service Line Material During Normal Operations

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

Tab 3: Detailed Inventory

See [section D](#) for transferring information if you filled out the DDW inventory template. **(RECOMMENDED)**

See [section E](#) if you are starting the inventory from scratch (not using the template).

Tab 4: Inventory Summary

Click [here](#) for a video tutorial on the Inventory Summary tab.

Part 1: General Information

For the initial inventory, the submission year is 2024. Explain if ownership is split, all PWS-owned, or all customer-owned.

This tab has additional space for PWS to provide notes or other information about the initial inventory.

The **acknowledged button** is to remind water systems of this requirement. Please check the box to indicate you have read the statement.

Tab 5: Public Accessibility

Click [here](#) for a video tutorial on the Public Accessibility tab.

Part 1: Public Accessibility Information

Check all applicable methods in which you will make your inventory publicly available. The LCRR requires PWS to make the inventories publicly

accessible. If your system serves more than 50,000 people, you are required to have the inventory accessible **online**.

Tab 6: Submit Inventory

Click [here](#) for a video tutorial on the Submit Inventory tab.

Click the submit button to complete the submission process. Please note after you click submit, you will not be able to edit your submission unless DDW LCRR Unit staff rejects the submission. You will then be able to make necessary changes and resubmit.

When your inventory submission is approved, the DDW LCRR Unit will notify you by email. If your inventory contains service lines classified as lead, galvanized requiring replacement (GRR), or lead status unknown, you will need to [provide public notification](#) pursuant to 40 CFR 141.85(e) to the affected customers **within 30 days** after DDW's approval.

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D. Transferring Information into Application

Click [here](#) for a video tutorial on the Detailed Inventory tab.

Transferring Service Line Information in Detailed Inventory Using the Paste Button

For PWS using the DDW Inventory Spreadsheet.

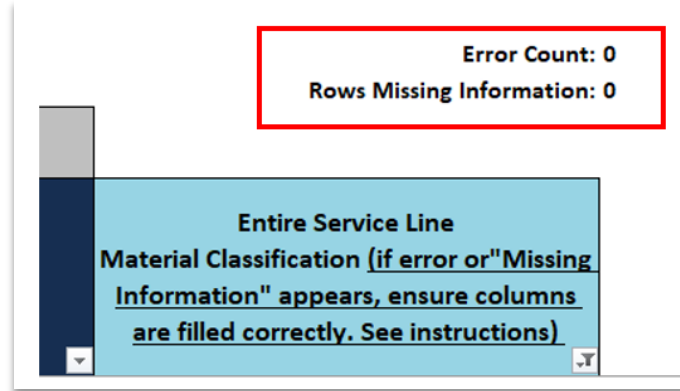
NOTE: Using the DDW Spreadsheet

- We strongly encourage water systems to use the [DDW Inventory Spreadsheet](#) to format the inventory data **BEFORE** transferring the data into the application. See the video tutorial on using the DDW Inventory Spreadsheet for more information. ([Using the DDW Inventory Spreadsheet – Video Tutorial](#))
- If your system has an alternative spreadsheet (e.g., one exported from GIS), we recommend organizing the columns and data labels such that they align exactly with the DDW template columns and labels to ensure the data can be transferred correctly into the application. More information is in [section F](#).
- **Please ensure all required fields are filled out.** For example, the LCRR requires a historical records review. Please ensure that a description is provided in the Inventory Methods tab for all records that indicate the system-owned or customer-owned service line materials. If no such records are available, please indicate so in the inventory. Review the DDW [inventory template instructions](#) for more information.

Step 1: Selecting Data

If you used the DDW Inventory Spreadsheet to format the data, please go to the third tab of the DDW inventory spreadsheet (Detailed Inventory). Select data in **columns B (Unique Service Line ID) through V (Notes)** of the DDW template to transfer into application.

Make sure that there are no errors or rows with missing information in the spreadsheet. Review the DDW Inventory Spreadsheet Video Tutorial or the [DDW inventory template instructions](#) for more information.



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

For NTNCs or CWS **without** split ownership:

- Even if the material is the same from the source or main to the building inlet, please ensure columns B through V are filled.
- In the DDW spreadsheet template, you may repeat the information in the System-Owned columns (**E, H through N**) to the Customer-Owned columns (**O through V**).
- Proceed with selecting the data for copy and paste.

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

NOTE: 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. This field will auto-fill in the application after you paste and save the data.

Step 2: Copying Data

Once the data is selected, use CTRL+C (copy) **OR** right-click on your computer mouse and select Copy.

Right-click and select "Copy"

NOTE: Transferring in Batches

We recommend selecting **no more** than 5,000 rows for transferring. Selecting fewer rows may load faster. Please transfer in “batches” by repeating steps 1-3 for every subsequent paste until all your service line information is transferred into the application. Transferring subsequent batches of rows **WILL NOT** delete previous data.

Step 3: Pasting Data

Navigate to lead service line inventory application, Detailed Inventory tab. On the Detailed Inventory tab, **click the Paste button in the upper right corner.** Click this button **ONLY ONCE** to avoid duplicate entries. CTRL+V will not paste the data.

PWS Information Inventory Methods **Detailed Inventory** Inventory Summary Public Accessibility Submit Inventory **Click Paste.**

Learn how to use this table or paste data from our spreadsheet by clicking [here](#).

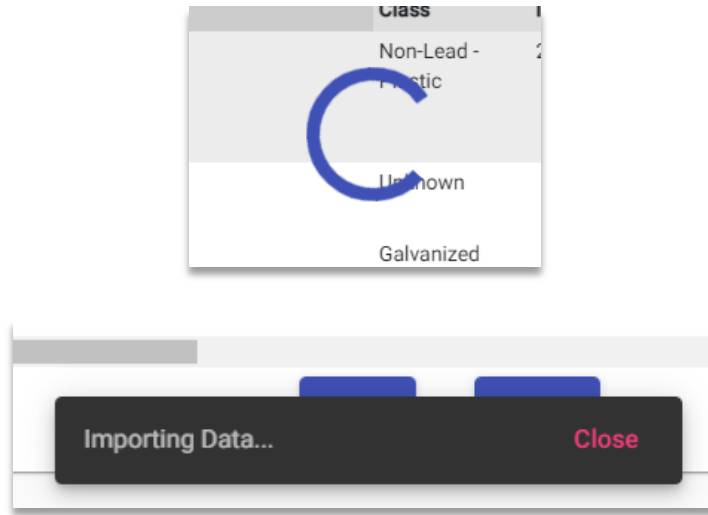
3 Total Service Lines

Location Information				System-Owned				
Row No	Line ID	Street Address	Other Identifier	Line Material Class	Lead Connector Present?	Previously Lead?	Year Installed	Line (inci
1	Example 1		Intersection of Test and Elm St.	Non-Lead - Plastic	No	No	1997	
2	Example 2	4321 Test St., City, State, Zip Code		Galvanized	Yes	No		
3	Example 3	16 Capital St., City, State, Zip Code		Galvanized	No	Don't know		

*Note: If your data does not paste, check to make sure your browser allows pop-ups for this application.

NOTE: Loading Circles

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



After clicking save, you will notice that the Entire Service Line Material Classification column (the last column) is now filled.

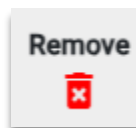
NOTE: Invalid Data

If you receive a pop-up near the top of the page that states, “**Invalid or no inventory data found in clipboard,**” repeat steps 1 through 3 in this section.

NOTE: Deleting rows

If you need to clear the imported data, there are 2 different deletion options:

1. Remove **all** inventory records (this will delete ALL records imported). Scroll to the right to find Remove with **RED** trashcan.



3135 Total Service Lines

Delete **ALL** records

Lead?	Verification Method	Verification Date	Notes	Line Material Class	Year Installed	Line Size	Basis of Material Classification	Field Verified?	Verification Method	Verification Date	Notes	Entire Service Line Material Classification	Remove
	Visual inspection at the meter pit	9/19/2022		Non-Lead - Plastic	2012		Installation date is after state or local lead ban		CCTV investigation at curb stop - external			Non-lead	

2. Remove **individual** inventory record (this will delete one row). Scroll to the right to find the **BLACK** trashcan for that row.

3135 Total Service Lines

Lead?	Verification Method	Verification Date	Notes	Line Material Class	Year Installed	Line Size	Basis of Material Classification	Field Verified?	Verification Method	Verification Date	Notes	Entire Service Line Material Classification	Remove
	Visual inspection at the meter pit	9/19/2022		Non-Lead - Plastic	2012		Installation date is after state or local lead ban		CCTV investigation at curb stop - external			Non-lead	

Delete individual record or row

*Note: Transferring subsequent batches of rows **WILL NOT** delete previous data. Near the top of the page, you will see the number of service lines increase with every batch imported.

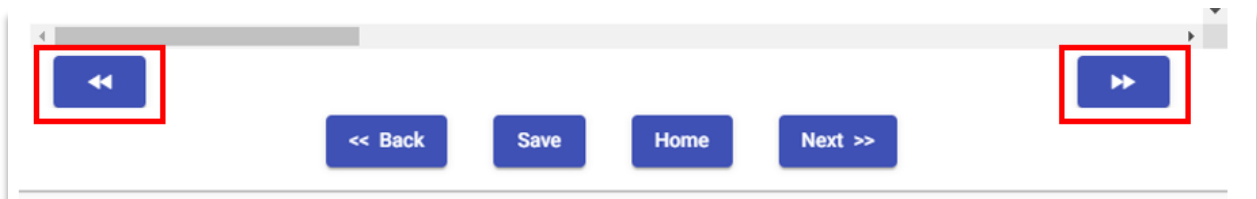
NOTE: Displaying Rows 1-100

The application will display 100 service lines.

Displaying rows 1 to 100 of **6,095 Total Service Lines**

System-Owned			
Line Material Class	Lead Connector Present?	Previously Lead?	Year Installed

To navigate to see rows 101 and onwards, use the forward and back buttons.



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

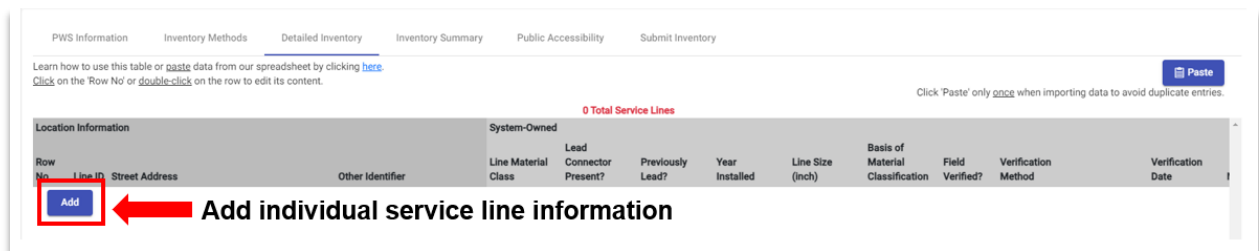
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E. Manually Entering Information into Application (Not Recommended)

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

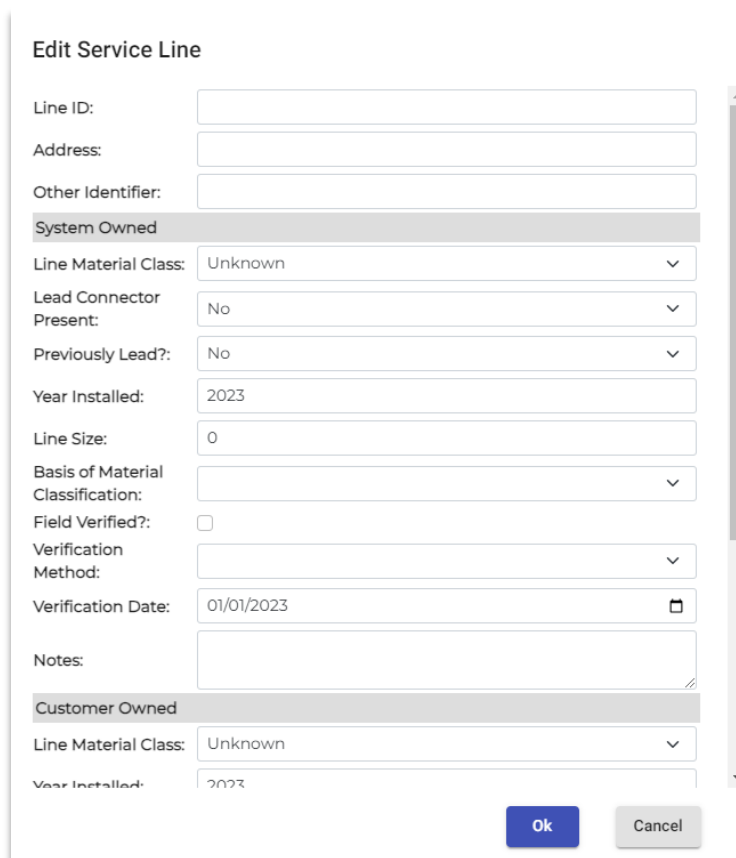
Step 1: Enter Data

Click on **Add**.



The screenshot shows the 'Detailed Inventory' tab with a table header. The 'Add' button is highlighted with a red box, and a red arrow points to it with the text 'Add individual service line information'. The table header includes columns for Location Information, System-Owned, Line Material Class, Lead Connector Present?, Previously Lead?, Year Installed, Line Size (inch), Basis of Material Classification, Field Verified?, Verification Method, and Verification Date. A 'Paste' button is visible in the top right corner.

A popup will appear.



The 'Edit Service Line' popup form contains the following fields:

- Line ID: [Text Input]
- Address: [Text Input]
- Other Identifier: [Text Input]
- System Owned**
- Line Material Class: Unknown [Dropdown]
- Lead Connector Present: No [Dropdown]
- Previously Lead?: No [Dropdown]
- Year Installed: 2023 [Text Input]
- Line Size: 0 [Text Input]
- Basis of Material Classification: [Dropdown]
- Field Verified?:
- Verification Method: [Dropdown]
- Verification Date: 01/01/2023 [Text Input]
- Notes: [Text Area]
- Customer Owned**
- Line Material Class: Unknown [Dropdown]
- Year Installed: 2023 [Text Input]

Buttons: 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 water systems to use street addresses as their locational identifier.
- **Service Line Material Classification (REQUIRED)** Please classify the service line material using the dropdown options. Water 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 lead connector was present in the past but has been removed. Select the option “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.

A screenshot of a web form with three input 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 is a dropdown menu with the selected option 'Installation date is after state or local lead ban'. Two red arrows point to the first and third fields.

- **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.

A screenshot of a web form with two input fields. The first field is labeled 'Line Size:' and contains the value '4'. The second field is labeled 'Basis of Material Classification:' and is a dropdown menu with the selected option 'Service line diameter 4 inches or greater'. Two red arrows point to the first and second 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 or Emerging Methods” 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 have selected “Interpolation,” “Statistical analysis or predictive models,” “Water Sampling,” please note you should have emailed a workplan to DDW at ddw-lslreports@waterboards.ca.gov for review and approval. Please refer to the [LCRR FAQ](#) and [Inventory Methods](#) presentation for more information.

NOTE: No split-ownership 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 either one of the fields empty; otherwise, the Entire Service Line Material Classification (last column) will not auto-fill.

Step 2: Saving Data

Once you have entered all your service line information, click on save.

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.

NOTE: Entire Service Line Material Not Calculating

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.

NOTE: Galvanized Versus Galvanized Requiring Replacement

- Galvanized: iron or steel pipe dipped in zinc to prevent corrosion
- Galvanized Requiring Replacement (GRR): a galvanized service line downstream 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 the DDW excel spreadsheet has built-in validations that will let you know if you are missing any required data or have incorrectly classified a galvanized service line.

Complete the [remaining tabs](#) in the application after completing the Detailed Inventory.

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F. Transferring Information from an Alternative Spreadsheet

If you are using an alternative spreadsheet format, follow steps in [section D](#) to copy and paste the appropriate information. **Please ensure that the column order and the information in each column matches the dropdown options in the DDW spreadsheet template.**

The application will not let you paste information that is not a dropdown option in the DDW spreadsheet template. For example, if you try to paste only “Copper” for the system-owned material classification, the application will note that the data is invalid and will not paste. The data will **ONLY** be accepted if **formatted exactly as the excel spreadsheet dropdown options** (e.g., “Non-Lead - Copper”).

The application is sensitive to spaces, hyphens, and capitalization.

Please see the [Appendix](#) for the exact allowed data fields needed for each column.

NOTE: Entire Service Line Material Not Calculating

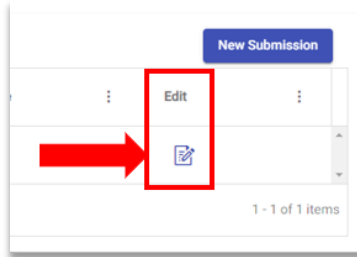
If the Entire Service Line Material is not calculated after you click “Save,” ensure required fields are filled out and that galvanized and galvanized requiring replacement service lines are labeled correctly (see [section E](#)). Please check to make sure this field is not empty prior to submitting.

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G. Saving and Returning to Edit the Inventory

Step 1: Loading Saved Submission

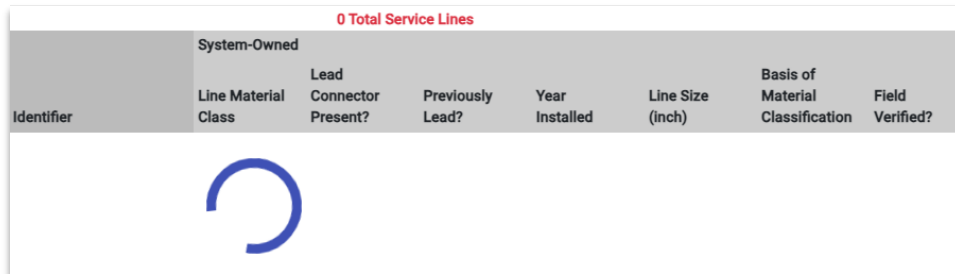
Go to Your Submissions Home page and click on the pencil and paper edit button.



When you first open the application, you may notice it is empty. **Please wait for the previously saved information to load. This may take a few minutes.**

You **DO NOT** need to re-enter your PWSID or other information.

In the Detailed Inventory tab, you may notice there are **0 Total Service Lines**. The loading circle will disappear when all the data has loaded.

A screenshot of a web application interface showing a table. At the top of the table area, it says '0 Total Service Lines' in red. The table has a header row with the following columns: 'Identifier', 'System-Owned', 'Line Material Class', 'Lead Connector Present?', 'Previously Lead?', 'Year Installed', 'Line Size (inch)', 'Basis of Material Classification', and 'Field Verified?'. Below the header, there is a large blue circular loading spinner.

Step 2: Edit Rows

After importing the data, you may edit the 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.

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Appendix

Required Customer Notification of Lead, Galvanized Requiring Replacement, and Unknown Service Lines

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 of the initial inventory and DDW approval of the inventory submission and repeated annually until only non-lead remains. 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.

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. For a copy of the allowed entries, click [here](#).

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