



Commonwealth of Massachusetts
Executive Office of Energy & Environmental Affairs

Department of Environmental Protection

100 Cambridge Street Suite 900 Boston, MA 02114 • 617-292-5500

Maura T. Healey
Governor

Kimberley Driscoll
Lieutenant Governor

Rebecca L. Tepper
Secretary

Bonnie Heiple
Commissioner

June 12, 2024

IMPORTANT NOTICE: Are You Prepared for the LCRR Service Line Inventory Deadline?

Dear Public Water Supplier,

On or by October 16th, 2024, all Non-Transient Non-Community (NTNC) and Community (COM) Public Water Suppliers (PWS) are required to submit a Service Line Inventory (SLI) consisting of ***all service lines in your service area*** to the Massachusetts Department of Environmental Protection (MassDEP) Drinking Water Program (DWP). This is required under the federal Lead and Copper Rule Revisions (LCRR).

According to our records, your PWS is categorized as a **NTNC or Small COM PWS which has reported 5 or less service lines connections in your most recent Annual Statistical Report (ASR). This means your PWS may have only one (1) service line, very few or no service lines, depending on your situation.** To ensure you complete your SLI correctly and accurately, **please review the attached important information**, including *the NTNC and Small COM PWS Service Line Identification Guidance*, and the guidance on how to create and submit a SLI, which includes information on MassDEP tools and assistance available to help with this process.

If you have any questions on what is considered a service line, please contact MassDEP DWP at program.director-dwp@mass.gov, subject; Service Line Inventory.

Thank you for your proactiveness and assistance to meet this federal requirement, to prioritize the inventorying and eventual removal of all lead service lines in Massachusetts.

Sincerely,

Yvette DePeiza
Program Director
MassDEP Drinking Water Program

Attachment: Important information for NTNC/ Small COM PWS on upcoming LCRR deadline,
NTNC and Small COM PWS Service Line Identification Guidance

This information is available in alternate format. Please contact Melixza Esenyie at 617-626-1282.

TTY# MassRelay Service 1-800-439-2370
MassDEP Website: www.mass.gov/dep

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IMPORTANT INFORMATION that Your NTNC/Small COM PWS should Be Aware of Prior to the Upcoming LCRR Deadline (October 16, 2024)

How do You Create a Service Line Inventory?

Your SLI must be completed in an acceptable format approved by the MassDEP. MassDEP has created 2 SLI Workbooks, either of which may be used to submit a SLI. PWS may also create their own workbook, for example if your computer system does not allow macro-enabled files to be used, however; your SLI workbook **MUST** match the columns and valid values used in the MassDEP workbook. See the SLI Workbook instructions provided below for a more indepth description of the columns and values accepted if creating your own SLI workbook.

How Do You Submit a Service Line Inventory?

Your SLI must be submitted as a CSV File, to the MassDEP DWP dwp@mass.gov email, subject: [PWS ID #] LCRR Service Line Inventory. To submit your SLI workbook as a CSV file, this does not just mean converting the file to a CSV in the settings of the file. There is an option within the menu of your SLI workbook labelled “DEP Export for Submission”, which should be used. **Please review the instructions for the workbook, linked below, for more information.**

Do You Prefer a Visual Guide?

MassDEP has created a *Service Line Inventory Workbook Training Video*, which demonstrates how to:

- Configure your initial workbook settings.
- Validate your inventory.
- Export your inventory as a CSV file.

This training video is available on the MassDEP YouTube page here: <https://youtu.be/2dMeccp976Y>.

Please read your SLI Workbook Instructions, in its entirety, to make sure you are aware of all required steps prior to submitting your SLI. This includes how to enter your PWS information, the valid values, how to validate your SLI, and how to submit the SLI properly.

The MassDEP SLI Workbooks available are as follows:

Service Line Inventory Excel Workbook Template for Systems with Split Ownership^{*} of Service Lines (version 1.0.3): <https://www.mass.gov/doc/service-line-inventory-excel-workbook-template-for-systems-with-split-ownership-of-service-lines-version-103/download>

Instructions: Service Line Inventory Excel Workbook Template for Systems with Split Ownership of Service Lines for Version 1.0.3: <https://www.mass.gov/doc/instructions-service-line-inventory-excel-workbook-template-for-systems-with-split-ownership-of-service-lines-for-version-103/download>

*This SLI Workbook is for PWS with **Split Ownership** of service lines, such as a COM PWS where ownership of the SLI may end at the curbstop, a water meter, etc. This SLI workbook has been created this way as many PWS may divide the records of their system by ownership, and may have differing materials by ownership portion. PWS are reminded that for the purposes of this inventory, ownership of the SLI does NOT impact the composition of the SLI. ALL service lines of ALL ownerships must be included.

Service Line Inventory Excel Workbook Template for Systems WITHOUT Split Ownership of Service Lines (version 1.3.1):** <https://www.mass.gov/doc/service-line-inventory-excel-workbook-template-for-systems-without-split-ownership-of-service-lines-version-131/download>

Instructions: Service Line Inventory Excel Workbook Template for Systems WITHOUT Split Ownership of Service Lines for Version 1.3.1: <https://www.mass.gov/doc/instructions-service-line-inventory-excel-workbook-template-for-systems-without-split-ownership-of-service-lines-for-version-131/download>

**This SLI workbook was released recently, and was created with small COM PWS such as condominiums, and NTNC PWS in mind. This SLI Workbook does not divide the service line by ownership, as there are some small PWS that may own the entirety of the service line, and using the original split ownership workbook may be confusing for these PWS. This SLI instead has the option to enter service lines as either one material or two, with the divide in material being “upstream” or “downstream”, rather than public or private ownership based.

What Should You Submit if Your PWS Does NOT Have Any Service Lines

If your PWS does not have any service lines, your PWS does NOT have to submit a SLI. However, your PWS does need to submit a certification form stating there are no service lines. If you believe your PWS qualifies for this situation, please reach out to the Drinking Water Program at program.director-dwp@mass.gov, subject: Service Line Inventory, with an explanation of how your PWS does not have service lines, and request the No Service Line Certification Form. This form will only be provided upon request. If a PWS does not submit a SLI, or a No Service Line Certification Form, then the PWS is in violation of the federal LCRR regulations.

Do you Need Assistance Compiling your Service Line Inventory?

NTNC PWS and Small COM PWS (serving under 10,000 people) can request help from the *MassDEP / UMass Amherst Free Small Systems SLI / LSLRP Technical Assistance Program* to catchup with the LCRR requirements. The *Free Technical Assistance Program* is available to

help all NTNCs and small COMs complete both the SLI and their Lead Service Line Replacement Plan (LSLRP) if needed.

How does it work: The Free Technical Assistance Program will help you identify, compile, and review service line records, create a customer outreach plan, and complete the service line inventory before the **October 16, 2024** deadline.

MassDEP strongly recommends that all eligible PWS [apply for the free assistance by completing the application survey](#), or emailing lsl@umass.edu with the subject, “Requesting assistance for the SLI”.

Your New LCRR Compliant Consumer Notification Templates (Recently Released)

MassDEP has released LCRR compliant consumer notification templates, which PWS may use following the LCRR deadline of October 16, 2024. MassDEP has also created notification templates if PWS would like to do further outreach for service line replacements, such as a Lead Service Line Replacement Program. All templates are available here:

[https://www.mass.gov/lists/lead-copper-forms-and-templates#lead-&-copper-rule-revisions-\(lcr\)-](https://www.mass.gov/lists/lead-copper-forms-and-templates#lead-&-copper-rule-revisions-(lcr)-)