



MassDEP Drinking Water Program

Instructions for use of the Mass Lead Service Line Identification (MA-LSLI) Web App

Lead Service Line Identification (MA-LSLI) Web App Overview

The Lead Service Line Identification (MA-LSLI) Web App is a collection of Smartsheet (<https://www.smartsheet.com>) forms, sheets, and workflow automations that allow your customers to submit photos of their service line for identification purposes. This can be helpful for PWSs in compiling their service line inventories and in triaging lead service line replacements.

How does this work?

The submission form is located at <https://app.smartsheet.com/b/form/f9ee39b7972f443ca63e8b936cd7f92b>. The intake form is shared by all PWS that sign up for this service. The form is compatible with both traditional desktop web browsers as well as mobile browsers. The form asks for basic customer information including full name, street address, email address, phone number, PWS, etc. The customer is asked to upload one or more photos of their service line, and following the EPA service line identification guide “[Protect Your Tap: A Quick Check for Lead](#)” are asked to attempt to identify their service line material. The submitted data, including photos, are processed through automated workflows, and emailed to the two identified PWS contacts using the PWS selected by the customer/end-user. The data is also migrated to a dedicated Smartsheet worksheet that the PWS contacts will be able access. The sheet columns that map directly to the form fields are locked but additional custom columns are provided which the PWS can use to track additional data if they want.

How to Sign up

To sign-up for an account, you will need to identify at least two (2) PWS staff who will receive the email notifications, including submissions, that are generated by the crowdsourcing app. Once you have identified the two staff member, send an email to program.director-dwp@mass.gov (subject line: MA-LSLI Web App Sign-Up Request”) with the following information:

- PWS Name and PWS ID #
- At least TWO (2) PWS staff. For each identified individual:
 - Full Name
 - Email Address (where notifications and submissions will be sent). Each identified individual must have a unique email address. Make sure the email account’s message limit and account storage limit are large enough to handle large image attachments from your customers. The provided email addresses will not be made public.
 - Contact Phone # (this is in case MassDEP DWP staff need to contact you about the web app. The phone # provided will not be made public.)