



Lead & Copper Rule Revisions (LCRR) Certification of Service Line Inventory (SLI) Consumers Notice (CN) Distribution

Background

The purpose of this Service Line Inventory (SLI) Consumer Notification (CN) Certification Form is for Public Water Systems (PWS) to certify that they have met all LCRR requirements regarding the content of your CNs and the distribution of your annually required SLI CNs.

In accordance with 40 CFR 141.85(e)(1) (Mar. 2, 2022), SLI CNs must be distributed to all consumers which are served by a lead, Galvanized Requiring Replacement, or Lead Status Unknown Service Line at the service connection. Massachusetts requires that in addition to notifying the consumer, if the property at the service connection is owned by a person not residing at the address, a secondary consumer notice must be sent to the home/building owner at the billing address.

SLI CNs are required to be distributed annually as of October 16, 2024, see the timelines below for each annual deadline for distribution and certification.

Year	CN Distribution Deadline	CN Certification Deadline
2024	November 15, 2024	July 1, 2025
2025	December 31, 2025	July 1, 2026
2026*	December 31, 2026	July 1, 2027

Please note that if at any time, a new customer begins to reside in a building served by a lead, GRR, or unknown service line, they must be distributed a consumer notice. **The notice must be distributed at the initiation of water service.**

If at any point following the initial submission of your SLI, MassDEP/DWP or your PWS realize there are additional lead, GRR, and/or Unknown service lines in the inventory, PWS must distribute additional notices within 30 days of the discovery, unless other directions are provided by MassDEP/DWP.

*The Lead and Copper Rule Improvements (LCRI) will become the compliant rule November 1, 2027, after which a new schedule for consumer notice distribution will be introduced.

Instructions



Important: When filling out forms on the computer, use only the tab key to move your cursor - do not use the return key.



All PWS must fill out sections A, D, E and F.

Community (COM) Water Systems must also fill out section B, and **Non-Transient Non-Community (NTNC)** Water Systems must also fill out section C.

This form must be submitted to the Drinking Water Program at program.director-dwp@mass.gov by July 1 of the year following your required consumer notice distribution.

Please contact program.director-dwp@mass.gov or 617-292-5770 if you have any questions.

A. PWS Information

1. PWS Name:
2. Year Consumer Notices were required to be Distributed:
3. PWS ID#:
4. City/Town:
5. Type of Public Water System: ☐ COM ☐ NTNC
6. Select each category of service line your PWS has, and note how many service lines of that type your PWS has **at the time you distributed your required consumer notices***:
 - a. ☐ Total Number of Lead Service Lines:
 - b. ☐ Total Number of Galvanized Requiring Replacement (GRR) Service Lines:
 - c. ☐ Total Number of Lead Status Unknown (Unknown) Service Lines:

*Please base these numbers on the total number of service lines for each category when the notices were distributed, not your current inventory composition, as these numbers may be different if you have replaced lead or GRR service lines or identified unknown service lines.

7. Were all service lines listed in question 6 distributed at least 1 consumer notice per property (at the service connection)?

- ☐ Yes
☐ No.

If no, explain how many service lines did not receive a notice (by classification), and why:

B. Community Water Systems: Notification Timeline Table

8. Fill out the table below with the dates that the notices were distributed to the consumer(s) at the service connection, and whether the consumer notification was made by the deadline for that year's CN distribution (see the Background section for more information). In column 4 please indicate the consumer type that the notice was distributed to, using the following codes:
 - H = Resident (at the service connection)
 - RH = Resident and Homeowners (at the service connection and a different billing address)
 - NR = Non-Residential
 - BC = Building Complex (including educational campuses, schools, multifamily buildings, hospitals, among others)

Please note that if notices were sent to both the Resident and Homeowner (RH), please document the total number of notices distributed in column 3 of the table below, not total number of service lines. The expectation when using this code is that a minimum of 2 notices were distributed per service line, one to the resident at the premise address and one to the home/building owner at the billing address.

1 Insert Type of Notice: LSL, GRR or Unknown (UNK)	2 How many service lines were distributed a Notice?	3 Total Number of Notices Distributed	4 Type of Service Connection Customer (H, RH, NR, BC)	5 Date of Consumer Notification Distribution	6 Consumer Notification was Made by the Deadline (Y/N) (see Background Section)

9. If your PWS has delivered all consumer notices to **residents (H)** but no **Residents and Homeowners (RH)**, please provide an explanation below:

10. My PWS distributed notices to the following consumer types:

a. ☐ H, RH, and/or NR Consumers

i. My system notified **H, RH, and/or NR consumers** using the following method(s) (select all applicable methods):

- ☐ U.S. Mail
- ☐ Hand/direct delivery
- ☐ Email (requires prior MassDEP approval)
- ☐ Other (requires prior MassDEP approval):

b. ☐ BC Consumers (**building complexes consumers**)

i. My system notified **building complexes (BC consumers)** using the following method(s) (select all applicable methods):

- ☐ U.S. Mail
- ☐ Hand/direct delivery
- ☐ Posting on conspicuous places in each building

If your PWS distributed notices to BC consumers (10b), please answer question 11.

11. Were your notices for BC Consumers delivered to the facility manager or other representative of the complex(s)?

- ☐ Yes
☐ No
☐ N/A, my PWS did not deliver notices to BC consumers

- a. If **yes**, please indicate what additional aspects for BC consumers were included in your notice(s):
- ☐ Clear delivery instructions for the representative person that the notices must be posted in each building or delivered to each consumer in each building,
- ☐ Contact information for my system.
- ☐ A request for the representative person to notify my system when the notice is posted and/or delivered.
- b. If **yes**, did your system receive confirmation from the representative person(s) that the notices were posted in each building or delivered to each consumer in each building?
- ☐ Yes
- ☐ No, explain:

C. NTNC Water Systems: Notification Timeline Table

12. Complete the table below with the dates the notification(s) were delivered to the consumer, and whether the consumer notification was made by the deadline (see Background section).

1 Insert Type of Notice: LSL, GRR or Unknown	2 How many service connections were distributed a Notice?	3 Date of Consumer Notification Distribution	4 Consumer Notification was Made by the Deadline (Y/N) (see Background Section)

13. Select the delivery method(s) that your PWS choose to distribute your consumer notice(s). **All NTNCs must select at least 1 of the 2 options below (a or b).**
- a. ☐ My system is a NTNC and posted the consumer notice within the facility. The notice will remain posted until the service line(s) no longer meet(s) the classification selected above.
- b. ☐ My system is a NTNC and notified consumers by direct hand/delivery.

14. Is your NTNC also a school or early education and childcare facility (EECF)?

- ☐ Yes
☐ No

- a. If **yes**, select which method (one or both) your PWS used to notify consumers in addition to the methods in question 13.
- ☐ Consumer notification was sent home with each student/child.
- ☐ Consumer notification was posted on the facility website.
Provide url:

D. Consumer Notification Content Requirements

15. Check the applicable boxes for which information your PWS included in your consumer notices. Please note that the criteria below is mandatory for some or all service line material consumer notification types.
- a. **Mandatory criteria for all consumer notification:**
- ☐ The notification included information about the material makeup of the service line (lead, galvanized requiring replacement as defined in 40 CFR 141.84(a)(4), or an unknown material that may be lead).
- ☐ An explanation of the health effects of lead
- ☐ Steps a person can take to reduce lead exposure.
- b. **Mandatory criteria for Lead Status Unknown Consumer Notices:**
- ☐ Information about opportunities to verify the material of the service line.
- c. **Mandatory criteria for Lead and GRR Consumer Notices:**
- ☐ Information about the opportunities to replace lead or galvanized service lines
- d. **Mandatory criteria for Lead Consumer Notices:**
- ☐ Information about programs that provide financing solutions to assist property owners with replacement of their portion of a lead service line.
16. The water system named in Section A certifies that consumer notifications were provided in the following additional circumstances:
- ☐ When applicable, consumer notices were distributed to new customers in buildings served by lead, galvanized requiring replacement (GRR), or unknown service lines and were provided at the initiation of service, meeting the criteria described in 141.85(e)(2).
- ☐ This is not applicable (N/A) for my system. There have been no new customers in buildings served by a lead, GRR, or unknown service line.

E. Mandatory Agency Delivery Requirements

17. PWS must check the boxes below to certify which actions have been completed when submitting this form:
- ☐ **My PWS has completed this form in full.**

☐ **My PWS has attached an example(s) of the consumer notification that was delivered via the method(s) certified in Section B or C.** The examples must be one of the dated notifications that was actually delivered, not a blank template form. For systems that are notifying both residential customers and building complexes, an example of each must be provided, if they are different.

F. Certification

18. I certify that I am authorized to fill out and submit this form to the Massachusetts Department of Environmental Protection and I certify under penalties of law that the information contained herein is true, accurate, and complete to the best of my knowledge and belief and *that the service line inventory consumer notice(s) for the public water system has been sent to the following consumer types (check applicable):*

- ☐ Residents
- ☐ NTNC and Schools/Early Education & Care Facilities that are NTNC
- ☐ Non-Residential Buildings/Structures
- ☐ Building Complexes

19. Name:

22. Date:

20. Title:

23. Phone Number:

21. Signature:

This form can be signed with the following methods:

1. Printing the completed document and signing it by hand.
2. Adding an electrical signature through Adobe sign or another electronic signature program.
3. Adding an electronic signature hand drawn by a mouse or on a touch screen device.

Please note: Incomplete submittal, failure to submit this Certification Form, or failure to deliver the Consumer Notice as required is a violation of federal requirement 40 CFR 141.85(e), 40 CFR 141.90(e)(13), and 40 CFR 141.90(f)(4).