



Clean Air, Safe Water,
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Safe Drinking Water Program Lead Service Line Inventory Quick Reference Q&A Guidance

The United States Environmental Protection Agency (EPA) published the Lead and Copper Rule Revisions (LCRR) January 15, 2021. The revised rule makes significant changes to the existing lead and copper rule (LCR). The intent of LCRR is to further protect public health by identifying and removing sources of lead from drinking water. By **October 16, 2024** all Community (CWS) and Non-transient Non-Community (NTNC) public water systems are required to prepare and submit an initial inventory to the Arizona Department of Environmental Quality.

For updated guidance and more information, please visit our website at azdeq.gov/LCRR.

Section 1. Lead and Copper Rule Revision Frequently Asked Questions

1. Who is subject to the Lead and Copper Rule Revisions (LCRR) and the lead service line (LSL) inventory requirements?

- a. All community (C) and non-transient non-community (NTNC) public water systems.

2. When must the Lead Service Line (LSL) inventory be submitted?

- a. All public water systems, subject to LSL inventory requirements, must submit an initial inventory by October 16, 2024. The LCRR does not require the LSL inventory to identify the material of every service line by the compliance date. This means the ADEQ is not expecting a completed inventory to be submitted by the compliance date and public water systems should take their time in completing an evidence based service line inventory. However, ADEQ recognizes the new requirements push water systems to expedite their inventory efforts due to the rule's requirements for unknown service lines requiring annual public education and other requirements for all service connections listed as unknown as referenced in 40 CFR 141.85.

3. What is included in the inventory?

- a. All service lines, regardless of ownership status.
 - i. Service lines must have a location identifier such as a street address, customer number, block, or some other marker or landmark

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- ii. Service lines must have a material identifier:
 - 1. Public/Utility/PWS side: Unknown, lead, galvanized requiring replacement, or non-lead. Materials should be identified as the actual or specific material type (i.e. copper, galvanized, lead, PVC, etc.)
 - 2. Customer/private side: Unknown, lead, galvanized requiring replacement, or non-lead. Materials should be identified as the actual or specific material type (i.e. copper, galvanized, lead, PVC, etc.)
 - 3. Justification/Evidence Based of inventory material
 - a. Public water systems must specify the information source or basis for the material classification for each portion of the service line (public vs. private).:
 - i. citing federal laws
 - ii. local building codes
 - iii. construction records
 - iv. construction dates, etc.

4. What are “unknown” service lines?

- a. Public water systems may classify a service line material as “lead status unknown” or “unknown” where the service line material is not known to be lead, galvanized requiring replacement, or a non-lead service line. This means the public water system was unable to determine based on the lack of evidence of supporting materials to determine and document the material classification.

5. What are non-lead service lines?

- a. EPA defines non-lead service lines as those with evidence-based record, method, or techniques that are not lead or galvanized service lines requiring replacement. The water system may classify the actual material of the service line (i.e., plastics or copper) as an alternative to classifying it as “non-lead”. ADEQ highly recommends public water systems identify the specific material of the service line to further aid in any requirements subject under the Lead and Copper Rule Improvement (LCRI).



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6. What is galvanized requiring replacement service lines?

- a. A galvanized service line requiring replacement is any galvanized service main that has ever been downstream of a lead service line, or of an unknown material service line. These lines are included in the lead service line replacement program because they have demonstrated the ability to absorb lead from a lead service line, and release it in the future. Replacing these lines will reduce a source of lead to the customers.

7. What if I have no lead service lines and no galvanized service lines requiring replacement?

- a. Public water systems that can demonstrate through documented or evidence-based support that they have only non-lead service lines must submit a completed inventory including all service connections, material designations, and classifications basis by October 16, 2024.

Section 2. Frequently Asked Questions from Stakeholders

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| <p>1. What service lines need to be included?</p> <p>Do fire and irrigation lines need to be included?</p> | <p>Per EPA Guidance, ADEQ is requiring that all service lines must be included in the inventory, irrespective of their actual or intended use.</p> <p>Fire flow and/or irrigation lines that are entirely separated from the potable portion of the distribution system by backflow prevention devices can be omitted from the inventory. Documentation of any lines excluded must be provided with inventory submission in narrative.</p> |
| <p>2. Which service line definitions should we use?</p> | <p>EPA defines service line as the pipe connecting the water main to the interior plumbing in a building. The service line may be owned by the water system or be split between the water system and the customer.</p> |



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| 3. What cut off diameter should be used to determine non-lead? | ADEQ's stance is that service lines with a diameter exceeding 2 inches may be designated as non-lead. |
| 4. What is the official ADEQ lead ban cutoff date for utility service lines and customer service lines? | <p>ADEQ's position is that from and after June 19, 1988 may be designated non-lead.</p> <p>Water systems may submit documentation demonstrating compliance with earlier regional lead ban standards, such as MAG or PAG.</p> |
| 5. Are public water systems required to inventory or track connector pieces (i.e. curb stops, meters, fittings, etc.) and lead solder in customer service lines or premise plumbing? | Public water systems must capture lead connector pieces (i.e. curb stops, meters, fittings, etc.) and lead solder in the service lines and/or premise plumbing as part of their inventory. This information will determine the sample site tier category (i.e. tier 1, tier 2, tier 3, etc.) in accordance with 40 CFR 141.86(a)(3). |
| 6. Do we need to identify consecutive service line materials for all for commercial or wholesale customers (e.g., mobile home parks, other utilities, who are also a PWS?) | <p>Mobile home parks, apartments, condo complexes, etc must inventory up to the spigot or connection point, sometimes adjacent to the structure.</p> <p>If the entity (i.e. mobile home park, other utilities, subdivisions, etc.) are regulated as a community or non-transient non-community public water system then that entity is required to comply with the LCRR. Transient non-community public water systems are not subject to the LCRR.</p> |
| 7. If we use a source of service line information that is not on the approved list, can alternative sources be used? If so, do they require approval and how is that approval acquired? | ADEQ must provide approval before alternative sources are used. Email alternative method questions to lslinventory@azdeq.gov |



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| 8. Does ADEQ anticipate providing extensions to the compliance requirements due by October 16, 2024? | At this time ADEQ will not be granting any extensions to water systems for LCRR requirements. All water systems are required to submit an initial LSL inventory, Lead Service Line Replacement (LSLR) plan, tap monitoring plan, and if they are a CWS, a list of all schools and licensed childcare facilities subject to the lead in school sampling requirements. Lead in schools sampling will begin after October 16, 2024 for community public water systems. |
| 9. EPA states - don't wait until the inventory is done to start the replacement plan, ADEQ thoughts? | ADEQ supports EPA's messaging and highly recommends for water systems to begin replacing lead, galvanized-requiring replacement, and unknown service lines upon discovery and as early as possible. |
| 10. If we can show our water utility infrastructure was installed after the lead ban, based on as-built dates for example, can we use these official documents to meet compliance requirements? | If the public water system has thorough records that can prove the installation of the service lines were after the lead ban act, then this is justification to determine the service line as non-lead on the utility side. The public water system should take into account that they must also determine the service line material for both the utility and customer service line. Utilities or water systems will have to use other records or methods of approach to determine the material of the customer service line. |
| 11. What is the recommended annual replacement rate? 3%, 7% or other? | This information is subject to change once LCRI is finalized by EPA: If the public water system exceeds the lead trigger level of 10 ppb, the system will be required to replace service lines at a goal negotiated between the state and the system. If the public water system exceeds the lead action level of 15 ppb, then the system must replace at a minimum of 3% of lead, galvanized-requiring replacement, and unknowns annually. Once LSL replacement requirements begin the system cannot stop LSL replacements until all known lead lines are replaced. |

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12. Which field verification methods are acceptable?

- Scratch, magnet, and swab testing
- CCTV
- Excavation (potholing) - preferred hydro because of cost-effectiveness
- EPA suggests sequential sampling and targeted/flushed sampling

| LSL ID Method | Utility Cost | | | Disturbance | | Impact to Homeowner | | | Utility Skills Required | | Overall | |
|---|-----------------------|-------------|-------------------------|--------------|--------------|--------------------------|-----------------|---|--------------------------|--------|---------|----------|
| | Financial | Onsite time | Pre-/Post-time | Service line | Traffic flow | Water service disruption | Property damage | Homeowner involvement (includes pre-/post-time) | Technical interpretation | Labor | Time | Accuracy |
| Community Records Review | L or M (if digitized) | NA | M to H (L if digitized) | None | None | None | None | None | L to M | None | M | L to H |
| Basic/Visual Observations (on private-side) | L | L | L to M | None | None | None | None | L | L | L | L | M to H |
| Water Quality Sampling-Flushed | L | L | M to H | None | None | None | None | L | M | L | M | L to M |
| Water Quality Sampling-Sequential | M | L | M to H | None | None | M | None | M to H | M | L to M | M | L to H |
| Water Quality Sampling-Targeted | L | L | M to H | None | None | M | None | M to H | M | L to M | M | M |
| Excavation-Mechanical | H | H | M to H | H | M to H | H | H | L | L to M | H | H | H |
| Excavation-Vacuum | M to H | L to M | M to H | M | L to M | M to H | M to H | L | M | M to H | M | M to H |

[Hensley, Bosscher, Triantafyllidou, Lytle, 2021, AWWA Water Science](#)
“Lead Service Line Identification: A Review of Strategies and Approaches”

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| <p>13. What are acceptable methods for predicting lead service lines?</p> | <ul style="list-style-type: none"> • Due to the different definitions of predictive modeling and statistical analysis ADEQ's guidance on these issues can be found separated out below as interpolation and random stratified sampling. • ADEQ is accepting interpolation to determine service line material classification based on: a homogeneous community with less than 1,500 service connections AND two or more similar factors including: construction year, location, or contractor/developer. ADEQ requires a minimum of 20 percent of the total service lines (randomly selected) in the homogeneous area to be visually or physically investigated. For the results to be valid, 95% of the sample results in the area must indicate the same material. Additional randomly selected service lines may be sampled to reach 95% if needed. If any lead or GRR lines are found in a homogenous community the area cannot be interpolated and 100% of the unknowns would then need to be field verified. Documentation of method must be submitted to ADEQ with inventory. <i>(Clarification added 2/24)</i> • ADEQ is currently not accepting random stratified sampling as a service line material classification method. Random stratified sampling may be used for "prioritizing areas for service line investigation and expediting LSLR [replacement]" according to EPA Guidance Chapter 5.5. |
| <p>14. Are swordfish, electrical resistance testing, or x-ray tech acceptable field verification methods?</p> | <p>ADEQ is currently not accepting the swordfish method, electrical resistance testing, or x-ray tech as field verification methods for the development of a lead service line inventory. These methods requires evidence of effectiveness in the field and further documentation from credible sources.</p> |
| <p>15. How many points of field verification are required on the customer side?</p> <p>How many points of field verification are required for the water system side?</p> | <p>ADEQ's stance on field verification on the customer side is that a minimum of two points along the service line (not the connector) must be inspected to provide verification. One point of inspection must be inside of the meter box or within 18 inches of the meter box on the customer side. The other point of inspection must be within 18 inches of the building.</p> <p>The water system side needs one points of field verification along the service line (not the connector) inside of the meter box or within 18 inches of the meter box on the water system side.</p> <p><i>(Clarification added 2/24)</i></p> |



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| 16. Can customer attestation forms be used to classify materials on the customer side? | ADEQ is currently not accepting customer attestation as a basis of material classification. The use of records and/or visual/physical field investigation should be used to determine the customer portion of the service line. |
| 17. Can customer surveys be used as one of the two points of verification on the customer side? | <p>Customer surveys may be used for one point of verification on the customer side (the point entering the building) if proper evidence is provided by the customer. Requirements for acceptable surveys include customers performing magnet and scratch test as well as providing two pictures: one showing where the line enters the building and the other clearly showing the scratch test or magnet.</p> <p>Water system must submit survey questions to ADEQ in advance of using the survey to receive approval to proceed. (Added 3/24)</p> |
| 18. Which inventory template should we use, EPA's or ADEQ's? | ADEQ has a template for water systems to fill out service line information and submit through the 120 Water Database. ADEQ is requiring water systems to use the 120 Water Database to submit their inventory. The most current template can also be found on the 120 Water Database when submitting. |
| 19. Can the utility use internal standard operating procedures, policy, etc. as verification for service line materials? | Yes, using documented internal standard operating procedures, policy, etc. can be used by the utility to confirm the service line materials on the utility side of the meter. Customer service line materials will need to be verified or evaluated through other methods. |



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| 20. What is the process to get ADEQ approval relating to lead service lines? | Email questions/ documents for approval to lsinventory@azdeq.gov , upload inventory for compliance to pws.120wateraudit.com |
| 21. How do water systems get customer buy in for field verification on the customer side? | ADEQ suggests a strong proactive community outreach program. See Arizona Water Works Association's Lead Communications Guide and Toolkit pages 5-10 for outreach strategies. https://www.awwa.org/Portals/0/AWWA/Communications/2022LeadPageAssets/2022AWWA-LeadCommunicationsGuideAndToolkit.pdf (Added 3/24) |
| 22. We missed the virtual trainings held in February for 120Water. How do we attend a training and get access to our account? | Access https://120water.com/arizona-virtual-training-information-form/ and fill out the forms to receive training materials including a recording of the training and access to 120Water. (Added 3/24) |