

## Public accessibility of a water system's service line inventory

November 2024

- Your service line inventory must be made publicly accessible by the time your inventory was submitted to DWS.
- If the inventory was available to the public at the time of submittal (that is, could have been provided upon request), then this requirement was met on the submittal date!
- If the inventory shows there are lead, galvanized lines requiring replacement (GRR), or unknown service lines, the inventory must:
  - Include addresses or locational identifiers of the lead or GRR lines;
  - Be made accessible upon request via mail or at water supplier office, with posting of its availability in a location accessed by customers; and
  - Be posted online for systems serving more than 50,000 people.
- If the inventory indicates that all service lines are non-lead (known materials, but not lead), the water supplier must issue a statement that:
  - Indicates all service lines are non-lead;
  - Describes the methodologies used to categorize the service lines, such as records review, physical inspection, statistical approach, or other methods allowed by the state;
  - Is posted where a customer seeking this information may reasonably find it, such as social media, the water supplier office or other prominent location, printed on billing statements, or other locations deemed appropriate by the water supplier; and
  - Is posted online for systems serving more than 50,000 people.
- The water supplier needs to make a good-faith effort to have the inventory or statement available.