

FAQ

Q: What are the benefits of using the SWIFT Lead Service Line Inventory portal?

A: The SWIFT LSLI portal allows water systems to store, access, and update service line information via an app or web portal. It serves as a one-stop shop for maintaining service line data, submitting required information to TCEQ, and tracking regulatory compliance. You can make updates to your inventory as frequently as needed using this method.

Q: Can we upload form 20943 to the portal/app?

A: Not as is. You will need to transfer the service line data from the “Detailed Inventory” tab of form 20943 column by column, excluding headings, into the template downloaded from the SWIFT batch uploads page. Step by step instructions on this can be found here: [Batch Upload Instructions](#).

This is also covered in the training video recording found here: This is shown in the second half of the recorded training: [SWIFT Training Video](#).

Q: How long will it take for my inventory to be processed when submitted via the SWIFT portal?

A: The requirement is to submit a complete inventory by 10/16/2024. Processing submissions via the portal is ongoing on a first come, first served basis. The date processed does not affect compliance so long as a completed submission is received by the due date above. Instructions on submitting can be found here: [Submit to State Instructions](#)

Q: Can a consultant upload the information, and a PWS representative certify the information in the portal for a PWS?

A: Yes, the software allows different users to certify and submit. The initial service line inventory submission is the water system’s responsibility under the LCRR. The water system should consider certifying and submitting the inventory to TCEQ.

Q: Our company operates 100+ water systems. How do we register all our systems if it only allows one email per PWS?

A: On the registration screen, you can select and add multiple systems. One account/email can be tied to multiple PWSs. Users can be assigned to multiple water systems but should not have more than one login/profile. There may be a limit of 2 users per PWS, including consultants.

Q: Can I add water systems after my account is approved?

A: Yes, request to add PWSs from TCEQ after account approval by emailing a list of PWS IDs to SWIFT@tceq.texas.gov. Before approval, you can add as many PWSs as needed.

Q: I did not get a PIN number, but I was approved - or I need to update my name or email. What should I do?

A: Users can edit their profile information, including Name, Email, and PIN, in their profile. Access your GEC profile by hovering over the GEC icon, clicking “Return to GEC portal,” and selecting “My Profile” from the drop-down. TCEQ does not assign PIN numbers. Contact SWIFT@tceq.texas.gov for assistance with a lost PIN.

Q: How many service lines can be uploaded in a single batch?

A: The maximum is 1 million lines per batch. We recommend testing with a few lines first to identify potential errors. Larger uploads can take up to 30 minutes to process and validate. The next step would be to click “review” and “Import” after correcting any errors.

Q: I am getting an error when uploading my LSLI with Batch uploads. What should I do?

A: Follow the SWIFT “batch uploads” step-by-step instructions: [Batch Upload Instructions](#). Ensure unique service line IDs are used. Contact SWIFT@tceq.texas.gov for assistance if errors persist. Submit to state after reviewing and importing the batch uploads: [Submit to State Instructions](#)

Q: What is the unique service line ID?

A: This is entirely up to the water system. We recommend using only letters or numbers. Please note that you must use a unique ID for each service line. It can be an account number, meter ID, sequential numbering (i.e., 1,2,3,4,5...), anything that makes sense and is trackable.

Q: Can we change a unique service line ID?

A: Changes should be avoided but can be made manually in the webform as long as IDs remain unique. Update the unique IDs in the web form under “Update Service Lines”, not on the excel batch upload, to avoid the portal recognizing it as a new address.

Q: If a meter is installed but the residence isn’t built yet, can we report only the PWS side of the service line?

A: Both sides must be completed in the portal for submission acceptance. Match your input on the PWS side with the customer side if it has no information, and update this when the line is installed.

Q: Can multiple users upload data at the same time?

A: Yes, the application will allow multiple users to submit data at the same time.

Q: Is there a limit for users having access to the portal?

A: A user should not have more than one login/profile. TCEQ requests no more than 2 registered users per PWS ID. Multiple systems can be assigned to a user, as discussed above.

Q: When is public notification required for lead, galvanized requiring replacement, or unknown service lines?

A: According to 40 CFR 141. 85(e)(2), Water systems must provide notification within 30 days of completion of the lead service line inventory. Water systems shall also provide notices to new customers at the time-of-service initiation. These templates can be found on the TCEQ LCRR webpage: [Lead and Copper Rule Revisions and Lead and Copper Rule Improvements - Texas Commission on Environmental Quality - www.tceq.texas.gov](https://www.tceq.texas.gov/lead-and-copper-rule-revisions-and-improvements)

Q: What do I do if I have multiple service lines going to multiple buildings all under a single address?

A: Use the same address for multiple service lines at 1 location, and make sure you have a unique service line ID. Include GPS coordinates if possible.

Q: We have no information on required sections like service line installation date, or if material upstream was previously lead. What do we do?

A: Select "Don't Know" or similar options when they are available. This inventory is intended to be a living document that will be updated over time.

Q: When updating: Do I resubmit the entire inventory, or only the new additions?

A: Either. You can submit a file for a few additions or your entire inventory again, and the app will only add the new service line IDs in the new inventory file. The app will add new service line IDs and update existing lines where changes have occurred.

Q: Can we upload multiple systems at a time?

A: No. LSLIs must be submitted one water system at a time. System level data must be submitted on the form when submitting the LSLI for that water system to the state.

Q: Are you allowed to delete an address after your lead inventory is submitted?

A: If a service line is removed from service and will not be utilized again, the water system can remove it from their inventory under the "Update Service Lines" tab. Email SWIFT@tceq.texas.com with any questions on this.

Q: We have many rural connections for livestock or oil fields. We cannot find the physical addresses. Does GPS work?

A: GPS coordinates will work in this case. A unique service line ID is also required. You will just want to include some text in the address fields to describe the location as well.

Q: Does this SWIFT submittal take care of public availability?

A: No. The information provided within the LSLI portal is only viewable to users with approved accounts. Water systems will need to determine how they plan to make information accessible to their customers.