

## **Standard Operating Procedures for LFWS Field Operations: SLI Data Collection**

EPA/EPD Recommends water systems implement Standard Operating Procedures (SOPs) to collect and preserve data on Lead Service Lines during their normal duties in the field (reading meters, making repairs, installing equipment, looking for leaks, and general customer interaction).

**Types of Data:** Photos of water lines and meters (jpg), field lead swab tests (jpg), lead lab reports, conversations (interviews) with customers, Inside photo of the pipe entering home/basement, floor, etc.

All data is to be emailed to [LFWS166@gmail.com](mailto:LFWS166@gmail.com) as JPG attachments.

Send all photos for a single lot number in one email. Do not combine photos from different lots in the same email. Combine Field Reports of multiple properties in a single email if all reports are identified with lot numbers. State lot number in the subject of the email.

**Pictures:** Meter Box Pic of Supply side pipe, Meter box pic of Customer side pipe, interior pics of house waterline penetrating the slab floor at the water heater, penetrating the foundation for basement homes, and penetrating the living space for all other homes; pic of lead swab if used and location. All pix must be hi-res. Send all pics for a single lot in the same email. State lot number in the subject line. Ensure you record pipe material of both Supply side and Customer side on the Field Report.

**LFWS Water Pipe Inspection Form** should be filled out on-site, and then emailed either as jpg or pdf.

**Interview/Customer Contact:** One of the most fragile of all data sources, preserving information from a customer contact is very important. Record on the paper Inspection Form: Lot number/address; Name and credentials of interviewee; date; description of the information; if additional documentation is available. Instruct interviewee to email additional documentation directly to [LFWS166@gmail.com](mailto:LFWS166@gmail.com) If no Interview form is available at the time of the interview, record what you can in clear text in the email, and send it.

Preserving photos on field staff personal devices: These are going to clog up your phone quickly. I don't think that's a good idea, and once we receive the data, there's no need for you to keep them on your device. I think that's the key. When they successfully show up in the gmail acct, there's no need to keep them on your phone, unless you think there is. Need Feedback loop from Guru to Field Guy.

**Preserving the paper Field Report Forms:** These are source documents, send them to Tony for filing (or whoever is the SLI Guru for this project).