SWIFT Submittals Portal — Frequently Asked Questions

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

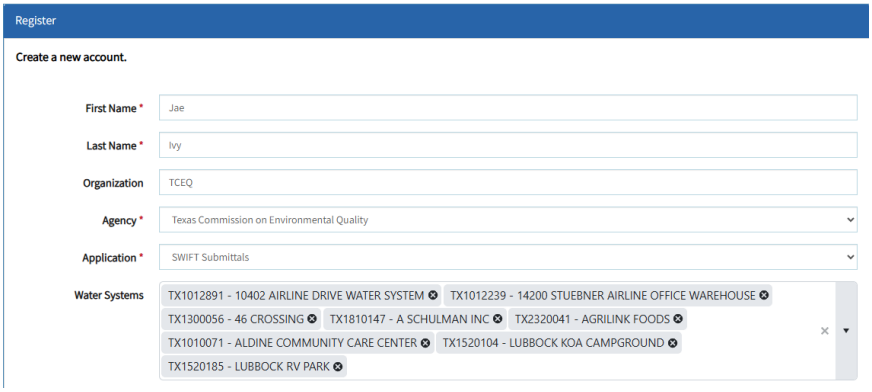
A: A user should not have more than one login/profile. TCEQ requests no more than 2 registered users per PWS ID. Multiple systems can be assigned to a user. Password resets and username retrievals can be requested by emailing Swift@tceq.texas.gov.

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

A: No. Only the template obtained from the portal can be uploaded.

Q: I am getting an error when uploading the LSLI with Batch Uploads. What Should I do?

A: Follow Batch Upload Instructions and view the Swift Submittals Tips for assistance. Contact LCRR@tceq.texas.gov for assistance if errors persist.

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 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. You must include city and zip code on the template; location description can be entered in the "Other Location Identifier" column. 40 characters max.

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: 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: What is the unique service line ID?

A: This is entirely up to the water system. 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. Only letters, numbers, apostrophes, hyphens, periods, dashes and underscore are allowed.

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

A: Processing submissions via the portal is ongoing on a first come, first served basis. The date processed does not affect compliance unless your initial inventory is overdue. The next baseline inventory submission must be received by 11/01/2027.

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

A: The maximum is 1 million lines per batch. We recommend testing a few lines on the template 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: 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. The app will only add the new service line IDs that are in the new inventory file. The app will add new service line IDs and update existing lines where changes have occurred.

Q: Can we change a unique service line ID?

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

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 Line(s)” menu option. Email SWIFT@tceq.texas.com with any questions on this.

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 should 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. Annual notifications are due on July 1st, of the year following original notification, if the service line remains lead, galvanized requiring replacement, or unknown.

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

A: No. The information provided within the Swift Submittals’ 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.