

Service Line Inventory
Lead and Copper Rule Revisions
Virginia Department of Health, Office of Drinking Water

How to Avoid Address Errors

The address tool will flag an address error for the user to review if it finds more than one possible address match. To help the tool narrow down options to just one match, try the following tips:

- Spell out words whenever possible:
- Replace “E” with “East”, “N” with “North”, etc.
- Replace “Blvd.” and “Blvd” with “Boulevard”, “Rd” and “Rd.” with “Road”, etc.
- Include City, State, and Zip Code in the Street Address field as much as possible.

Avoid including apartment numbers, suite numbers, and other information typically listed on a second address line. If the full address is listed first including city/state/zip before listing the Apartment # or similar, the address mapping tool may be able to process it better.

How to Avoid Service Line ID Errors

- Make sure they are not too long – 50 characters is the maximum.
- Avoid special characters – only letters, numbers, apostrophes, hyphens, and periods are allowed.

Required Fields Errors

- Make sure all fields with asterisks * are filled in.
- If the field verification answer is “Yes”, the next two related fields are required.
- When “Other” is selected for a field, the Notes field is required to explain in more detail.