

Assessing Non-revenue Water with the AWWA Water Audit Method eLearning course

OUTLINE / COURSE DESCRIPTION

.2 CEUs/2 PDHs/2 Contact Hours

This course is part of an eLearning program made possible by the American Water Works Association (AWWA). Course participants will learn that auditing can reveal water and revenue losses which occur in every water utility to some degree. A portion of the treated water supply typically leaks from primary supply infrastructure and never reaches customers. Inaccurate customer water meters and billing errors result in uncaptured revenue. These occurrences and data lapses are part of Non-revenue Water, and affect utility operations and finances, as well as compromising the delivery of reliable service to customers.

LEARNING OBJECTIVES

- Understand that water and revenue losses reduce system efficiency and cost money
- Learn the meaning of the term Non-revenue Water and realize the problems it creates
- Appreciate that losses can be non-physical such as metering and billing error, and physical losses of leakage
- Track the water you supply from source to customer using the AWWA Free Water Audit Software
- Know how to assign costs to the losses that occur in your utility
- Analyze your water audit data yearly by using the AWWA Compiler Software Tool

COURSE REGISTRATIONS FOR YTD 8/28/24: 45

DEVELOPMENT AUTHOR / SPEAKER BIO

George Kunkel provides expert services on the technologies, policies and regulatory developments for effective water loss control in drinking water utilities. My services include consulting and training for water utilities, regulatory agencies, and other water stakeholders seeking water efficiency improvements. These services help water utilities to control leakage losses that waste water and energy resources; and allow water utilities to maximize their revenues by better controlling apparent losses from customer water meter inaccuracies, unauthorized consumption, and customer billing system errors.

He draws on experience of over 35 years with a large US water utility where I employed an award-winning water loss control program. I have been the pacesetter in the industry by promoting innovative approaches in water loss control. I am the technical editor of the leading guidance manual: "Water Audits and Loss Control Programs", published by the American Water Works Association (AWWA). I also conceived, and am a co-author, of the leading software used for auditing utility water supplies: the "AWWA Free Water Audit Software". I am also co-author of the McGraw-Hill book "Water Loss Control".