

# Customer Metering and Billing Operations for Optimized Revenue Capture

## eLearning course

### OUTLINE / COURSE DESCRIPTION

.2 CEUs/2 PDHs/2 Contact Hours

Course participants will learn about the necessity of accurate customer metering, meter reading, and billing operations to ensure a reliable revenue stream. Utility policy on meter and billing can result in Apparent Losses just as inaccurate water meters and billing system errors can. It is important for water utilities to stay current with metering and meter reading technology and employ rational policies to optimize their revenue capture.

### LEARNING OBJECTIVES

- Explain the value of water and the water utility's need for revenue
- Describe how utility policies can affect financial stability
- Explain how utilities meter customer water consumption and bill for this service
- List common water meters in use and types of meter reading systems
- Detail good meter management practices – accuracy testing and meter replacement
- Identify potential for billing errors and unauthorized consumption that siphon away revenue
- Tabulate consumption and billing data reliably to track revenue capture and flag errors
- Determine ways to improve metering & billing operations in your system

COURSE REGISTRATIONS FOR YTD 8/28/24: 43

### 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".