

# Sustaining the Non-revenue Water Management Program eLearning course

## OUTLINE / COURSE DESCRIPTION

.1 CEU/1 PDH/1 Contact Hour

Course participants will learn the ways to keep their Non-revenue Water management program going once it is launched. This final course in the series brings together concepts from the first four courses and provides program management guidance including compiling the water audit every year and using its results to assist the planning, budgeting, implementation, and sustainability of the program. Creating a vision for the next five, ten, or more years is important to keep the program going and keeping Non-revenue Water controlled.

## LEARNING OBJECTIVES

- Demonstrate how Non-revenue Water will rise unless action is taken to contain it.
- Recall that the water audit allows you to track your loss volumes and costs each year.
- Assess Non-revenue Water levels and system conditions each year to set priorities.
- Identify technologies and methods that are effective in addressing losses in your system.
- Envision the water system 5-10 years from now, and how you would like to see the system operate then.
- Execute planned loss control activities, monitor progress in Non-revenue water control, and adjust actions as needed if losses are still excessive.

COURSE REGISTRATIONS FOR YTD 8/28/24: 39

## 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".