During the introduction I will ask participants:

Tell us a little bit about your system.
Do you perform an annual water audit?
What type of methodology do you use?

Hr. 1:   What is the most important number in your water audit?

Hr. 2:   What parameter can you adjust to help reduce your Real Loss?

At the end of the class I will ask participants:

What does the ILI tell us? Will you continue to use % loss as a metric?

The method of technology used will be the Google Meet platform.