



# Stepping Up Water Loss Control

## At a Glance: The AWWA M36 Manual and Associated Software

### As a utility, you want to ...

- ✓ Reduce water-loss and costly line breaks
- ✓ Strengthen your business case for capital improvements
- ✓ Arm yourself with the data you need for informed decisions

**Accomplish these goals and more**  
by using the 3<sup>rd</sup> Edition of AWWA's Manual:  
*Water Audits and Loss Control Programs (M36)*  
and the [AWWA Free Water Audit Software](#)®

IT'S AN INTERNATIONALLY RECOGNIZED BEST PRACTICE

THE SOFTWARE IS FREE

YOUR PEERS ARE USING IT

You can download the **free software** from AWWA's website ([AWWA Free Water Audit Software](#)) and **immediately reap the benefits!**

The easy-to-use Excel worksheets:

- Provide definitions and details of **key water loss variables**
- **Auto-calculate performance indicators and statistics**
- **Include logical checks and alerts** to inform you when questionable data entry occurs
- Contain a **grading matrix for measuring data validity**
- Produce **utility-specific** Water Loss Planning Focus Areas as **action steps** once the audit is completed

### THE BENEFITS TO YOUR UTILITY ARE MANY:

- Develop a robust water loss program tailored to your utility
- Reduce water waste and lost revenue in your system
- Improve data integrity and capital improvement justification
- Ensure sustainable use of available water resources
- Increase expertise of the distribution system
- Expand knowledge of customer metering and billing systems
- Enhance asset management and customer service

*“Don't worry about being perfect during your first year of auditing. Using real data will ensure accurate and effective water loss control in years to come.”*

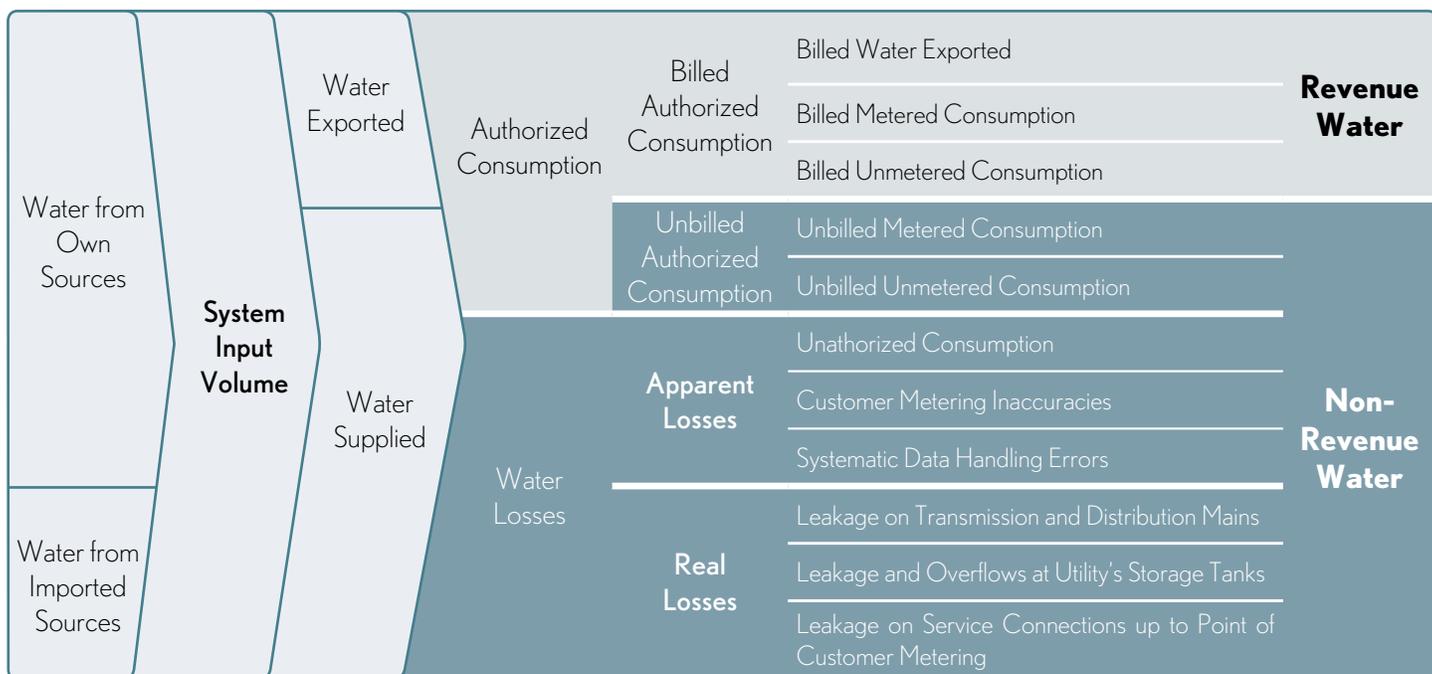
*- Dave Schumacher, Aurora Water Department*

*A water loss control program begins with gaining a true sense of the amount of water lost and its economic impact on the utility's operations...*

*The important first step is for the utility to get started – typically by compiling the water audit.”*

*- M36, 3<sup>rd</sup> Edition, 2009, p. 187.*

AWWA's Free Water Audit Software allows you to drill down into specific categories of water loss and identify particular areas of focus for improvement in your system. The audit consists of multiple data points that make up your **Annual Water Balance**.\*



\* Adapted from M36, 3rd Edition, 2009

The data used to complete your **Water Balance** are validated using the software's grading matrix. These validity scores are used to interpret a **Water Loss Control Planning Guide**, which provides focus areas tailored to your utility's needs.

Implementation of specific water loss control recommendations could include:

- **Supervisory Control and Data Acquisition (SCADA) Systems**
- **District Metered Area (DMA) Development Guidelines**
- Plans for potential **Revenue Protection**
- Programs for managing **Systematic Data Handling Errors, Active Leakage Control** and **Excessive Pressure**

The Water Loss Control Planning Guide drives home the fact that these tools are designed to benefit your utility.

Get started using [AWWA's Free Water Audit Software](#) today and discover the benefits!

*"It is possible to be accountable, but not efficient. However, it is impossible to be efficient, if you are not first accountable. Start by creating a reliable water audit and auditing process."*

- George Kunkel, Philadelphia Water Department

*"Since adopting the IWA/AWWA's Method in 2000, Halifax Water has reduced its total system leakage by 10.5 million gallons per day, representing annual savings of \$600,000."*

- Carl Yates, Halifax Water

The Center for Neighborhood Technology (CNT) is working to help utilities embrace more sustainable water management practices. Our *Fixing the Leaks* initiative produces research, awareness, outreach and assistance in ramping up water loss control and infrastructure reinvestment.

To learn more about CNT's *Fixing the Leaks* initiative and the various resources available for your agency, please contact Danielle Gallet, Infrastructure Strategist + Water Supply Program Manager, at [danielleg@cnt.org](mailto:danielleg@cnt.org)