
State Water Resources Control Board

May 8, 2020

SUBJECT: REQUEST FOR INFORMATION REGARDING WATER LOSS AUDIT REPORTS

The State Water Resources Control Board (State Water Board) is required to develop water loss performance standards per California Water Code 10608.34. Urban retail water suppliers have been required to submit annual validated water loss audit reports (water loss audits) to the Department of Water Resources since 2017. The State Water Board staff are using estimates for water loss reported in these water loss audits to develop proposed performance standards.

State Water Board staff have reviewed the water loss audits submitted by urban retail water suppliers per California Water Code 10608.34 and have determined that additional information about these audits would contribute significantly to the development of reasonable supplier-specific standards for water loss. The information requested through the attached **voluntary** questionnaire would support the State Water Board's efforts towards assessing and establishing the reliability of and confidence in the water loss estimates reported in the water loss audits.

We are requesting additional information in the form of responses to attached questionnaire as applicable to your agency. **Your response is voluntary** but current and accurate responses to the questionnaire will assist the State Water Board in better reflecting current water loss practices and costs as it continues to develop performance standards for water loss pursuant to Water Code section 10608.34.

Please provide this information electronically by **June 13, 2020** to Kartiki.Naik@waterboards.ca.gov.

If you have questions and comments, please contact Kartiki Naik at Kartiki.Naik@waterboards.ca.gov or 916-319-9468.

Sincerely,

Kartiki Naik

Dr. Kartiki Naik
Water Resource Control Engineer
Office of Research, Planning and Performance
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cc: (via email only)

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Questionnaire for Voluntary Data Provision on Water Loss Audit Reports

For the data reported in your 2016, 2017 and 2018 water loss audits submitted as per California Water Code 10608.34:

1. What percentage of the total volume was metered in each year for each of the following?

	2016 (%)	2017 (%)	2018 (%)
Volume from own sources ¹			
Water exported ¹			

2. What percentage of the total volume was metered in each year for each of the following?

	2016 (%)	2017 (%)	2018 (%)
Billed metered consumption*			
Unbilled metered consumption*			

3. (a) Please provide information on flow meter testing in the following table. If meter testing is not conducted on a regular basis, check 'As needed'.

	Frequency of testing (in years)	If a portion of the meter fleet is tested regularly, for what % of the volume are the meters tested? (% of total volume per quantity) <i>Enter 100% if all meters are tested regularly</i>	As needed
Volume from own sources*			
Water exported*			

¹ Please refer to the definition from the American Water Works Association Free Water Audit Software Version 5.0

Billed metered consumption*			
Unbilled metered consumption*			

(b) Which factors determine the number of meters tested?

_____ Throughput _____ Age _____ Size Other factors:

4. (a) How frequently are meters measuring flow for the following volumes replaced? If meter replacement is not conducted on a regular basis, check 'As needed'.

	Frequency of replacement (in years)	As needed
Volume from own sources ¹		
Water exported*		
Billed metered consumption*		
Unbilled metered consumption*		

(b) Which factors inform your meter replacement program?

_____ Throughput _____ Age _____ Size Other factors:

5. (a) Did your agency tracks imported water² volumes using meters owned by your agency?

(b) If yes, were there discrepancies between your agency's and your imported water* supplier's estimates for imported volume?

_____ Yes _____ No (Check one)

(c) If yes, how were these reconciled while reporting the volume and associated meter accuracy for the water loss audits?

6. If your agency has reported reports over-registration for meters measuring water supplied (own sources*, imported* or exported water*) in the water loss audits, what is the cause for the detected over-registration (positive errors) for meters measuring water supplied (own sources*, imported* or exported water*)?

² Please refer to the definition from the American Water Works Association Free Water Audit Software Version 5.0

7. If your agency has reported a value higher than the default value of 0.25% for systematic data handling errors*, as provided in the American Water Works Association Free Water Audit Software, how was the estimate calculated for systematic data handling errors³ (as provided in the American Water Works Association Free Water Audit Software) for 2016, 2017 or 2018 calculated for your agency?
8. If your agency reported a negative value for real loss in the 2016, 2017 or 2018 audits and the same agency reported a positive value(s) for real loss in other reporting years (from 2016-18), what was the identified cause of the error that led to a negative value of real loss in the reporting years (2016, 2017 and 2018)?
9. If your agency reported real loss as gallons per service connection per day, and there was a difference of over 10 gallons per service connection per day between any of the agency's reported estimates for real loss in 2016, 2017 or 2018, what was the identified cause for a difference of over 10 gallons per service connection per day between your agency's reported real loss estimates for 2016, 2017 and 2018?
10. If your agency reported real loss as gallons per length of main per day, and there was a difference of over 200 gallons per length of main per day between any of the agency's reported estimates for real loss in 2016, 2017, 2018, what was the identified cause for a difference of over 200 gallons per length of main per day between your agency's reported real loss estimates for 2016, 2017 and 2018?

³ Please refer to the definition from the American Water Works Association Free Water Audit Software Version 5.0