Water Loss Control Planning Guide
Water Loss Audit Data Validity Level (Assessment Score Range)

Functional Focus Area	Level I (0-25)	Level II (26-50)	Level III (51-70)	Level IV (71-90)	Level IV (91-100)
Audit Data Collection	Launch auditing and loss control team; address production meter deficiencies.	Analyze business process for customer metering/billing functions and water supply operation.	Establish/revise policies and procedures for data collection.	Refine data collection practices and establish as routine business process.	Annual water audit is reliable gauge of year-to-year water efficiency standing.
Short-term loss control	Research information on leak detection programs. Begin flowcharting analysis of customer billing system.	Conduct loss assessment investigations on a sample portion of system: customer meter testing, leak survey, theft.	Establish ongoing mechanisms for customer meter accuracy testing, active leakage control, and infrastructure monitoring.	Refine, enhance, or expand ongoing programs based on economic justification.	Stay abreast of improvements in metering, meter reading, billing, leakage management, and infrastructure rehabilitation.
Long-term loss control	N/A	Begin to assess long-term needs requiring large expenditure: customer meter replacement, water main replacement, new customer billing system, or Automatic Meter Reading.	Begin to assemble economic business case for long-term needs based upon improved data becoming available through the water audit process.	Conduct detailed planning, budgeting, and launch of comprehensive improvements for metering, billing, or infrastructure management.	Continue incremental improvements in short-term and long-term loss control interventions.
Target-setting	N/A	N/A	Establish long-term apparent and real loss reduction goals (+10 year horizon).	Establish mid-range (5 year horizon) apparent and real loss reduction goals.	Evaluate and refine loss control goals on a yearly basis.
Benchmarking	N/A	N/A	Preliminary Comparisons - can begin to reply upon with Pls for perfromance comparisons for real loss	Performance Benchmarking – Pls is meaningful in comparing real loss standing.	Identify Best Practices – the Pls are very reliable as a real loss performance indicator for best in class service.

* Adapted from American Water Works Association©

For validity scores of 50 or below, the N/A blocks should not be focus areas until better data validity is achieved.