

# Water Loss, Use, and Conservation (WLUC) Webinar

## Login and Access to Okta

# TWDB Web Applications

## Okta

Single login to all agency applications

## LUC (Loss, Use, and Conservation)

Central application for reporting water loss, use, and conservation

Water Use Survey

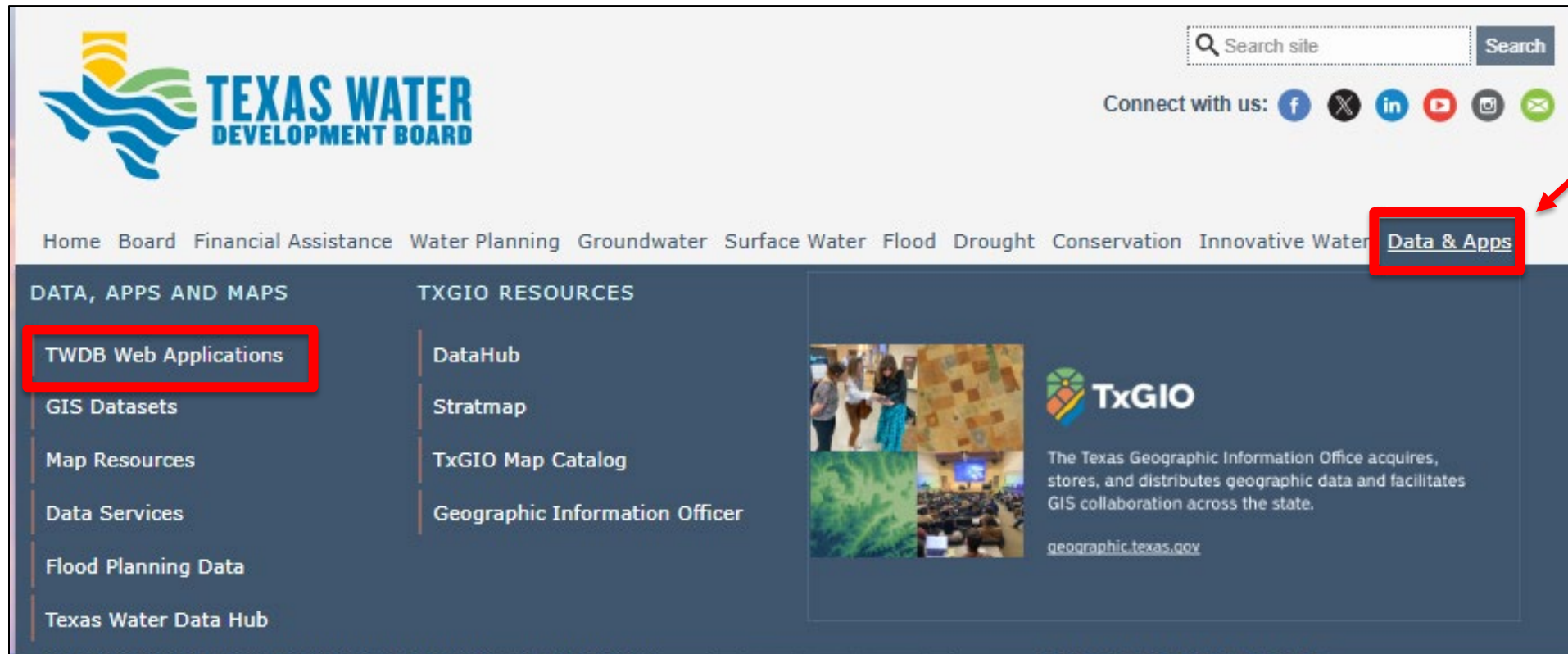
Water Loss Audit

Water  
Conservation

Water Conservation Annual  
Report, Utility Profile, and Plan

# Okta- Where to Access

<https://www.twdb.texas.gov/>



The screenshot shows the Texas Water Development Board website. At the top left is the logo with the text "TEXAS WATER DEVELOPMENT BOARD". To the right is a search bar labeled "Search site" and a "Search" button. Below the search bar are social media icons for Facebook, Twitter, LinkedIn, YouTube, Instagram, and Email, with the text "Connect with us:". A navigation menu below the header includes links for Home, Board, Financial Assistance, Water Planning, Groundwater, Surface Water, Flood, Drought, Conservation, Innovative Water, and "Data & Apps", which is highlighted with a red box and a red arrow. Below the navigation menu are two columns of links. The left column, titled "DATA, APPS AND MAPS", includes "TWDB Web Applications" (highlighted with a red box), GIS Datasets, Map Resources, Data Services, Flood Planning Data, and Texas Water Data Hub. The right column, titled "TXGIO RESOURCES", includes DataHub, Stratmap, TxGIO Map Catalog, and Geographic Information Officer. At the bottom right is a section for TxGIO with a logo, a photo of people, and text describing the office's role in acquiring, storing, and distributing geographic data, with the website "geographic.texas.gov" listed below.

# Okta- Where to Access

<https://apps.twdb.texas.gov/>

The screenshot displays the 'TWDB Web Applications' page. At the top, a dark blue header contains the text 'TWDB Web Applications'. Below this, a list of applications is shown. The 'Water Use Survey' application is highlighted with a dark blue background and a red arrow points to it from the left. A red box is drawn around the 'okta' logo within the 'Water Use Survey' application's details. Below the logo, there is a section titled '| Launch Application:' followed by the 'okta' logo. Further down, there is a section titled '| Sign-in Help:' with a link to 'Okta User Guide'. Below that is a section titled '| Summary:' with a paragraph of text and two bullet points: 'Water Use Survey webpage' and 'How to use Online Water Use Survey'. At the bottom, there is a section titled '| Contact:' with an email address 'waterusesurvey@twdb.texas.gov'. Below the main content area, there are two more application entries: 'Water Loss Audit' and 'Water Conservation', both with red arrows pointing to them from the left. On the right side of the page, there is a dark blue sidebar with the text 'TWDB Web Applications (Overview)' and two links: 'Okta User Guide' and 'APM User Guide'.

# New to Okta or Login Issues?


## TWDB Web Applications

**Water Use Survey** ▾

**TWDB Web Applications (Overview)**

- Okta User Guide**
- APM User Guide

**| Launch Application:**



**| Sign-in Help:**

[Okta User Guide](#)

**| Summary:**

The Water Use Survey application can be used by reporting entities to complete and submit their survey to TWDB. Texas State Law requires entities using self-supplied or purchased groundwater, surface water or reuse for municipal, industrial, power generation or mining to submit a completed annual water use survey. For more information, please see:

- [Water Use Survey webpage](#)
- [How to use Online Water Use Survey](#)

**| Contact:**

✉ [waterusesurvey@twdb.texas.gov](mailto:waterusesurvey@twdb.texas.gov)

**Water Loss Audit** ▾

**Water Conservation** ▾

# Okta User Guide

## Okta User Guide

The Texas Water Development Board has partnered with Okta, an industry leading, cloud-based identity and access management solution, to provide Single Sign-On (SSO) access to our business applications in one, easy-to-manage user portal.

### Benefits and Objectives

- SSO means easy access to applications without the need to remember dozens of usernames and passwords
- A single dashboard to organize and access commonly used applications
- Streamlined user access and simplified, self-serve password reset processes
- Improved IT support
- Ability to implement Multi-Factor Authentication (MFA) functionality for accessing sensitive applications and data

### For Additional Support

Please [request help](#) for assistance in using Okta.

### Getting Started with Okta

The following will help users become familiar with the basic features of the Okta TWDB Application Portal.

- [Create your Okta account](#)
- [Sign in to Okta](#)
- [Update your Okta user profile](#)
- [Organize your Okta TWDB Application Portal](#)
- [Reset your Okta password](#)
- [Unlock your Okta account](#)
- [Request help with Okta](#)
- [Report suspicious activity](#)
- [Set up Multi-Factor Authentication \(optional\)](#)

#### TWDB Web Applications (Overview)

##### Okta User Guide

- [Create your Okta account](#)
- [Sign in to Okta](#)
- [Update your Okta user profile](#)
- [Organize your Okta TWDB Application Portal](#)
- [Reset your Okta password](#)
- [Unlock your Okta account](#)
- [Request help with Okta](#)
- [Report suspicious activity](#)
- [Set up Multi-Factor Authentication \(optional\)](#)

##### APM User Guide

# Okta

Unlock account if you get locked out- the system will lock your account after 5 unsuccessful sign-in attempts. You will need to unlock via email.

TEXAS WATER DEVELOPMENT BOARD

Sign In

Email

Next

[Unlock account?](#)

[Forgot password?](#)

[Need additional help?](#)

Don't have an account? [Sign up](#)

Reset your password if you forgot your password

Cannot unlock your account or reset password? Request help with Okta

Sign up for Okta

# Unlock Account

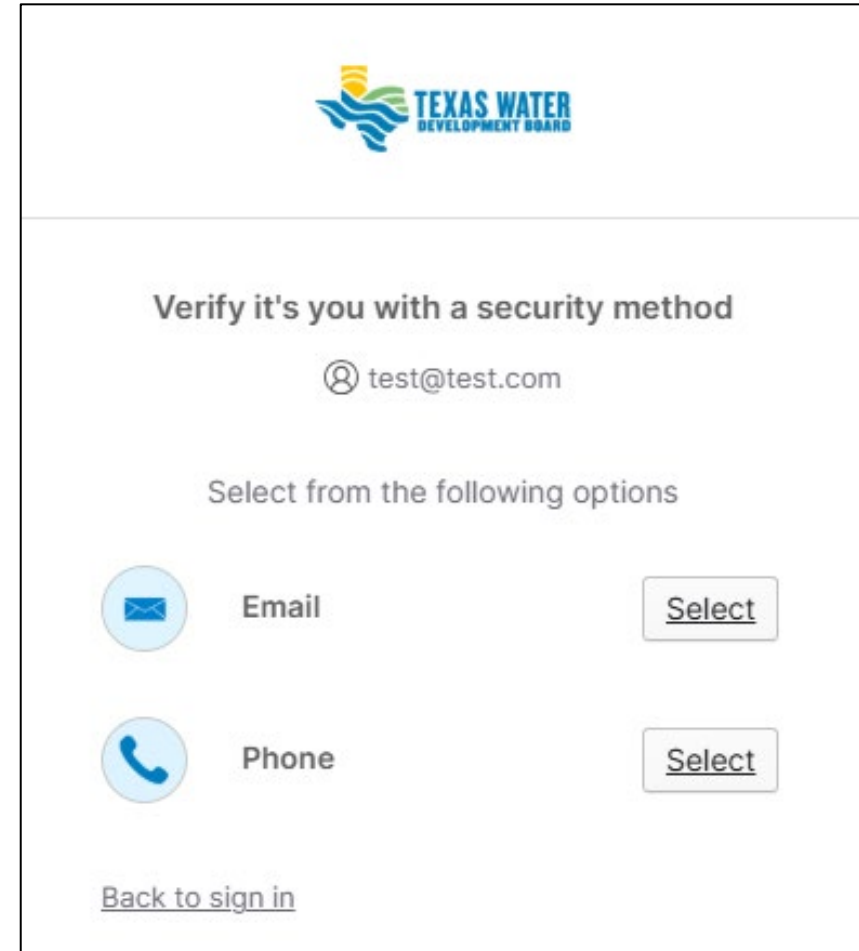
1. Enter your email and select the Email or Phone to verify.

2. You will get an email link or verification code. Verify, then you will be prompted to answer your security question.

If you do not receive an email, please check your spam or other folders. If you still cannot find the email, **you likely do not have an Okta account with that email and will need to create an account.**

3. Answer security question and then you will be prompted to type in your password.

If you do not know the answer to your security question, you will need to send an email to [Resources.Help@twdb.Texas.gov](mailto:Resources.Help@twdb.Texas.gov)



The screenshot shows the Texas Water Development Board logo at the top. Below it, the text reads "Verify it's you with a security method" followed by the email address "test@test.com". Underneath, it says "Select from the following options". There are two options: "Email" with an envelope icon and a "Select" button, and "Phone" with a telephone handset icon and a "Select" button. At the bottom, there is a link that says "Back to sign in".

# Reset Password

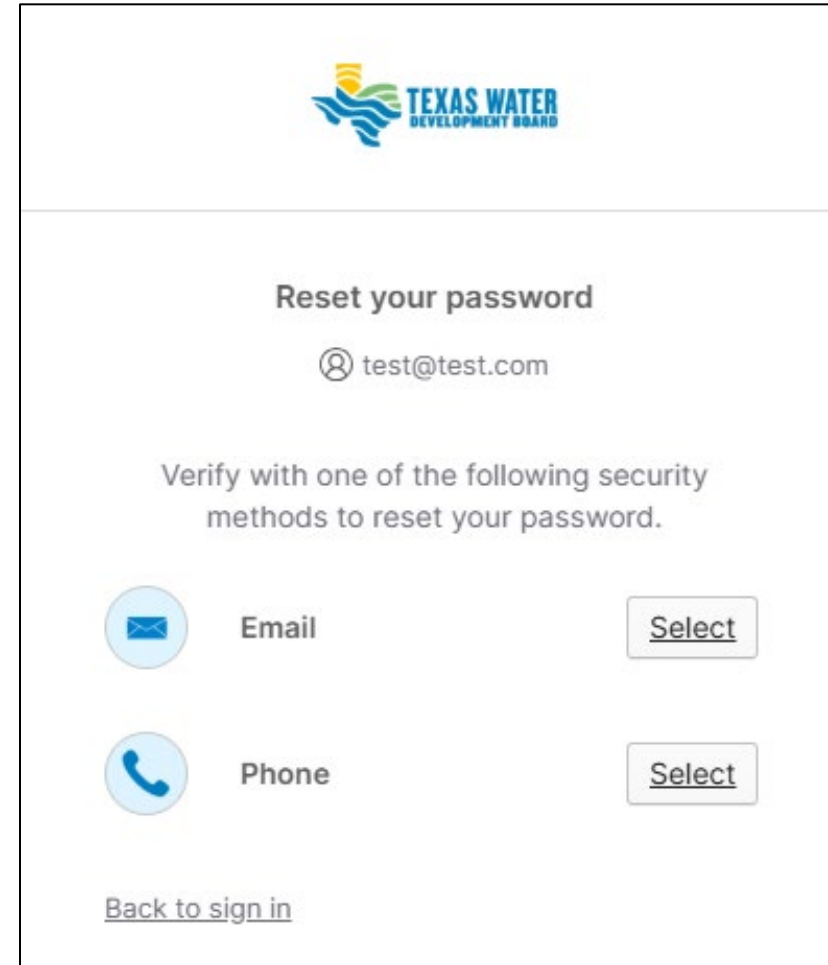
1. Enter your email and select the Email or Phone to reset.

2. You will get an email link or verification code. Verify, then you will be prompted to answer your security question.

If you do not receive an email, please check your spam or other folders. If you still cannot find the email, **you likely do not have an Okta account with that email and will need to create an account.**

3. Answer security question and then you will be prompted to reset your password.

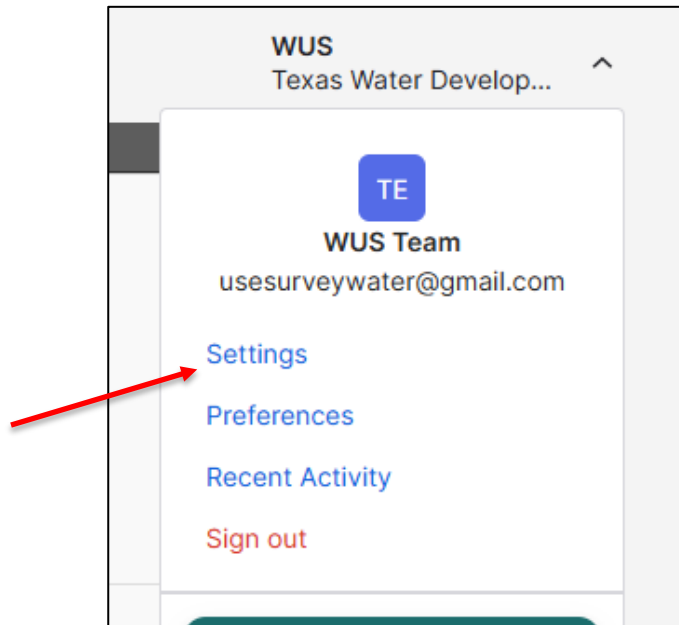
If you do not know the answer to your security question, you will need to send an email to [Resources.Help@twdb.Texas.gov](mailto:Resources.Help@twdb.Texas.gov)



The screenshot shows the password reset interface for the Texas Water Development Board. At the top is the organization's logo. Below it, the heading "Reset your password" is displayed. The email address "test@test.com" is shown with a user icon. A message instructs the user to "Verify with one of the following security methods to reset your password." Two options are provided: "Email" with an envelope icon and a "Select" button, and "Phone" with a telephone icon and a "Select" button. At the bottom, there is a link that says "Back to sign in".

# Multi-Factor Authentication

- All users have the option to turn on MFA. This is recommended to enhance security to your account.
- We do not recommend using general organization emails due to MFA.



A screenshot of a "Personal Information" form. The form contains fields for First name (WUS), Last name (Team), Okta username (usesurveywater@gmail.com), Primary email (usesurveywater@gmail.com), Secondary email, Primary phone (5124637652), and Mobile phone. At the bottom, a red box highlights the "Multi-Factor Authentication (MFA) for Enhanced Account Security" section, which has a dropdown menu set to "Turn on MFA". A "Cancel" button is in the top right corner.

# Request Help with Okta

Please email [Resources.Help@twdb.Texas.gov](mailto:Resources.Help@twdb.Texas.gov)

## Request Help with Okta

**Please be aware that all requests are maintained in our support system and are subject to audit and public information requests.**

If you need further assistance with accessing your Okta account, email us at [✉ resources.help@twdb.texas.gov](mailto:resources.help@twdb.texas.gov).

Please provide a brief description of the issue in the **Subject** line of the email and detailed information on the issue in the **Message** including your first and last name.

**We will respond to your assistance inquiry within one to two business days.**

**Please note the Water Use Survey, Water Loss Audit, and Water Conservation Teams cannot assist you with any login-related issues.**

# LUC Apps

The screenshot displays the Texas Water Development Board dashboard. On the left is a navigation sidebar with the following items: 'Dashboard', 'My Apps' (highlighted with a blue bar), 'Work', 'Add section', 'Notifications 1', and 'Add apps'. The main content area features a search bar at the top with the placeholder text 'Search your apps'. Below the search bar is a section titled 'My Apps' containing a 'Work' category. Under 'Work', there are three app tiles: 'TWSBV' (Texas Water Service Boundary Viewer), 'LUC' (Water Loss, Use, and Conservation), and 'SARA' (Secured Agency Reporting). The 'LUC' tile is highlighted with a red border. At the bottom of the 'My Apps' section is an 'Add section' button.

# WLUC Homepage

The screenshot shows the WLUC homepage with a navigation bar at the top. The 'Water Use Survey' tab is highlighted with a red box. The main content area includes a welcome message, a list of reports to be completed, and three sections: Water Use Survey, Water Loss Audit, and Water Conservation Annual Report. Each section has a 'No record found' message. A table shows a single record for a 'TEST PWS' system. Annotations with red arrows point to the 'Water Use Survey' tab, the 'No record found' message for the Water Loss Audit, and the 'No record found' message for the Water Conservation Annual Report. A blue box explains that records will show up if the user has access to their system reports.

Water Loss, Use, and Conservation

Hello, WUS Team [Sign out](#) Menu

WLUC Water Use Survey Water Loss Audit Water Conservation

### Welcome to the Water Loss, Use, and Conservation Home Page

Please use the tabs at the top left to access the Water Use Survey, Water Loss Audit, and Water Conservation applications directly.

Based on previously submitted information, the following reports will need to be completed for your water system.

**Water Use Survey**  
Frequency: Annual  
Due Date: March 1<sup>st</sup> every calendar year

- Water Use Survey List

Survey Number	PWS Code	System Name	Status	Submitted Date	Authorized Users
0000170		TEST PWS	Not Started		Wus Team <a href="mailto:usesurveywater@gmail.com">usesurveywater@gmail.com</a>

If a retail public water supplier has more than 3,300 retail connections or has an active financial obligation with TWDB, a water loss audit is required to be submitted annually. You are still required to complete a Water Use Survey. Otherwise, the next required water loss audit will be for the reporting year of 2025, due by May 1, 2026. If you are unsure about your requirements, please email us at [WLA\\_Group@twdb.texas.gov](mailto:WLA_Group@twdb.texas.gov).

**Water Loss Audit**  
Frequency: Varies (See Audit List Table below)  
Due Date: May 1<sup>st</sup> every calendar year when required

- Water Loss Audit List

No record found

**Water Conservation Annual Report**

- WC Annual Report List

No record found

**Water Conservation Utility Profile**

- WC Utility Profile List

No record found


**Water Conservation Plan**

- WC Plan List

If you already have access to your system reports, they will show up here.

If you do not have access, it will show as 'No record found'

# Requesting Access- Water Use Survey

 **Water Use Survey** Hello, WUS Team [Sign out](#) ≡ Menu

Home **Survey List** WLUC Home

**Request Access to Surveys** ←

## Survey List 2025

Welcome to the Water Use Survey List Page!

**Water Use Survey Information:** Please click the Survey Name link below the Search Filter box to start the survey for your system(s). If you need access to a survey, select '[Request Access to Survey](#)' on the top left of this page. [Click here](#) for more information on navigating the Survey List page. For more information on completing the Water Use Survey with our online application, visit [our website](#) or review our [guidance videos](#).

**Okta Assistance:** If you need help with Okta or need to change your current user profile information, please refer to the [Okta User Guide](#).

**Historical Survey Information:** If you need copies of your past surveys, please visit our [Historical Water Use Surveys](#). Note that the SurveyNo field must total 7 digits, add preceding zeros "000" if needed. The status of all surveys for the past three years can be found at [Prior Three-Year Survey Status](#). Historical water use estimates & other water use reports can be found at [Historical Water Use Estimates](#) and the interactive state water plan can be found at [Interactive 2022 State Water Plan Website](#).

We value your feedback! Please consider completing [our optional survey](#) to provide suggestions to improve the Water Use Survey application.

For questions, please contact us at:

- Water Use Survey:** 512-463-7952 or [WaterUseSurvey@twdb.texas.gov](mailto:WaterUseSurvey@twdb.texas.gov)
- Water Loss Audit:** 512-463-0987 or [WLA-Group@twdb.texas.gov](mailto:WLA-Group@twdb.texas.gov)
- Water Conservation Plan, Utility Profile, Annual Report:** 512-475-1639 or [WCPteam@twdb.texas.gov](mailto:WCPteam@twdb.texas.gov)
- Water Service Boundary Viewer:** [WSBViewer@twdb.texas.gov](mailto:WSBViewer@twdb.texas.gov)

# Requesting Access- Water Use Survey

Next Cancel

To request access to a particular survey for data entry, you may search for the survey by the TCEQ PWS Code, TWDB Survey Number, Survey Name, or County the survey is located in. Please note that access to a survey is for data entry purposes only by an authorized individual of the system/facility.

When the intended system/facility survey is found, please check the box(es) to the left and select **Next** at the top or bottom of the page.

**Search Filter**

Show All

by PWS Code

by Survey Number

by Survey Name

by County Name

Search

**Select Survey(s)**

<input type="checkbox"/>	<u>Survey Number</u>	<u>PWS Code</u>	<u>Survey Name</u>	<u>System Name</u>	<u>County Name</u>	<u>Survey Type</u>
<input type="checkbox"/>	10	TX1970003	CANADIAN RIVER MUNICIPAL WATER AUTHORITY	CANADIAN RIVER MUNICIPAL WATER AUTHORITY	ECTOR	Municipal Short
<input type="checkbox"/>	280	TX0470015	UPPER LEON RIVER MWD	UPPER LEON RIVER MWD	OCHILTREE	Municipal Long
<input type="checkbox"/>	290	TX0540015	WHITE RIVER MWD	WHITE RIVER MWD	CROSBY	Municipal Long
<input type="checkbox"/>	300	TX0670019	EASTLAND COUNTY WSD 1	EASTLAND COUNTY WSD 1	EASTLAND	Municipal Short
<input type="checkbox"/>	1040	TX0230004	MACKENZIE MUNICIPAL WATER AUTHORITY	MACKENZIE MUNICIPAL WATER AUTHORITY	MOTLEY	Municipal Short
<input type="checkbox"/>	2000	TX0200497	BRAZOSPORT WATER AUTHORITY	BRAZOSPORT WATER AUTHORITY	BRAZORIA	Municipal Short

# Requesting Access- Water Use Survey

**Search Filter**

Show All  
 by PWS Code   
 by Survey Number   
 by Survey Name   
 by Status   
 by County Name

**Select Survey**

Status	Survey Number	PWS Code	Survey Name	System/Facility Name	Survey Type	Primary Used County Name	Mailing Address 1	Mailing City	Mailing Zip
Not Started	0000020	TX0650013	<a href="#">GREENBELT MIWA</a>	GREENBELT MIWA	Municipal Short	DONLEY	PO BOX 665	CLARENDON	79226
Not Started	0000025	TX1070252	<a href="#">ATHENS MUNICIPAL WATER AUTHORITY</a>	ATHENS MUNICIPAL WATER AUTHORITY	Municipal Short	HENDERSON	PO BOX 229	ATHENS	75751
Not Started	0000060	TX1580065	<a href="#">NORTHEAST TEXAS MWD</a>	NORTHEAST TEXAS MWD	Municipal Short	MARION	PO BOX 955	HUGHES SPRINGS	75656
Not Started	0000140	TX0360112	<a href="#">LOWER NECHES VALLEY AUTHORITY</a>	LOWER NECHES VALLEY AUTHORITY	Municipal Short	JEFFERSON	PO BOX 5117	BEAUMONT	77726
Not Started	0000160		<a href="#">WYLIE WTP LAKE LAVON</a>	WYLIE WTP LAKE LAVON	Municipal Short	COLLIN	PO BOX 2408	WYLIE	75098
Not Started	0000220	TX1130010	<a href="#">HOUSTON COUNTY WCID 1</a>	HOUSTON COUNTY WCID 1	Municipal Short	HOUSTON	PO BOX 1246	CROCKETT	75835
Not Started	0000420	TX2150023	<a href="#">AQUA TEXAS INC-WEST CENTRAL TEXAS MWD</a>	WEST CENTRAL TEXAS MWD	Municipal Short	STEPHENS	410 HICKORY	ABILENE	79601
Not Started	0000950	TX2280032	<a href="#">TRA TRINITY COUNTY REGIONAL</a>	TRA TRINITY COUNTY REGIONAL	Municipal Short	TRINITY	PO BOX 1554	HUNTSVILLE	77342
Not Started	0005800	TX1090015	<a href="#">CITY OF ABBOTT</a>	CITY OF ABBOTT	Municipal Long	HILL	PO BOX 44	ABBOTT	76621
Not Started	0005806		<a href="#">ABBOTT LABS DIAGNOSTICS DIVISION</a>	ABBOTT LABS DIAGNOSTICS DIVISION	Industrial	DALLAS	1921 HURD DR	IRVING	75038



# Requesting Access- Water Loss Audit

WATER LOSS, USE, AND CONSERVATION

Hello, WUS Team [Sign out](#) [Menu](#)

WLUUC Water Use Survey **Water Loss Audit** Water Conservation

### Welcome to the Water Loss, Use, and Conservation Home Page

Please use the tabs at the top left to access the Water Use Survey, Water Loss Audit, and Water Conservation applications directly.

Based on previously submitted information, the following reports will need to be completed for your water system.

**Water Use Survey**  
Frequency: Annual  
Due Date: March 1<sup>st</sup> every calendar year

- Water Use Survey List

Survey Number	PWS Code	System Name	Status	Submitted Date	Authorized Users
0000170		TEST PWS	Not Started		Wus Team <a href="mailto:usesurveywater@gmail.com">usesurveywater@gmail.com</a>

If a retail public water supplier has more than 3,300 retail connections or has an active financial obligation with TWDB, a water loss audit is required to be submitted annually. You are still required to complete a Water Use Survey. Otherwise, the next required water loss audit will be for the reporting year of 2025, due by May 1, 2026. If you are unsure about your requirements, please email us at [WLA\\_Group@twdb.texas.gov](mailto:WLA_Group@twdb.texas.gov).

**Water Loss Audit**  
Frequency: Varies (See Audit List Table below)  
Due Date: May 1<sup>st</sup> every calendar year when required

- Water Loss Audit List  
No record found

**Water Conservation Annual Report**

- WC Annual Report List  
No record found

**Water Conservation Utility Profile**

- WC Utility Profile List  
No record found

**Water Conservation Plan**

- WC Plan List

Click the Water Loss Audit tab to request access to reports

# Requesting Access- Water Loss Audit

Request Access WLUC Home

Request Access To Water Utilities

Select the box in the Utility List for each Utility that you want to access -- then click the Submit button.

Records: 7810 Page: 1 of 32

Select	TCEQ Number	Utility Name	Contact Name	Contact Phone	City Name
<input type="checkbox"/>	<input type="text" value="TCEQ # Filter"/>	<input type="text" value="Utility Name Filter"/>	<input type="text" value="Contact Name Filter"/>		<input type="text" value="City Name Filter"/>
<input checked="" type="checkbox"/>	2140030	1017 Cafe			
<input checked="" type="checkbox"/>	520067	114TH STREET MOBILE HOME PA...			
<input type="checkbox"/>	013192	11702 JONES INVESTMENT			
<input checked="" type="checkbox"/>	260049	130 Regional WSC			
<input checked="" type="checkbox"/>	012765	1350 Hugh Road Water System			
<input type="checkbox"/>	012239	14200 Stuebner Airline Offi...			
<input type="checkbox"/>	013173	147Th T A n G			

# Requesting Access- Water Conservation Reports

WATER LOSS, USE, AND CONSERVATION

Hello, WUS Team [Sign out](#) Menu

WLUUC Water Use Survey Water Loss Audit **Water Conservation**

### Welcome to the Water Loss, Use, and Conservation Home Page

Please use the tabs at the top left to access the Water Use Survey, Water Loss Audit, and Water Conservation applications directly.

Based on previously submitted information, the following reports will need to be completed for your water system.

**Water Use Survey**  
Frequency: Annual  
Due Date: March 1<sup>st</sup> every calendar year

- **Water Use Survey List**

Survey Number	PWS Code	System Name	Status	Submitted Date	Authorized Users
0000170		TEST PWS	Not Started		Wus Team <a href="mailto:usesurveywater@gmail.com">usesurveywater@gmail.com</a>

If a retail public water supplier has more than 3,300 retail connections or has an active financial obligation with TWDB, a water loss audit is required to be submitted annually. You are still required to complete a Water Use Survey. Otherwise, the next required water loss audit will be for the reporting year of 2025, due by May 1, 2026. If you are unsure about your requirements, please email us at [WLA\\_Group@twdb.texas.gov](mailto:WLA_Group@twdb.texas.gov).

**Water Loss Audit**  
Frequency: Varies (See Audit List Table below)  
Due Date: May 1<sup>st</sup> every calendar year when required

- **Water Loss Audit List**

No record found

**Water Conservation Annual Report**

- **WC Annual Report List**

No record found

**Water Conservation Utility Profile**

- **WC Utility Profile List**

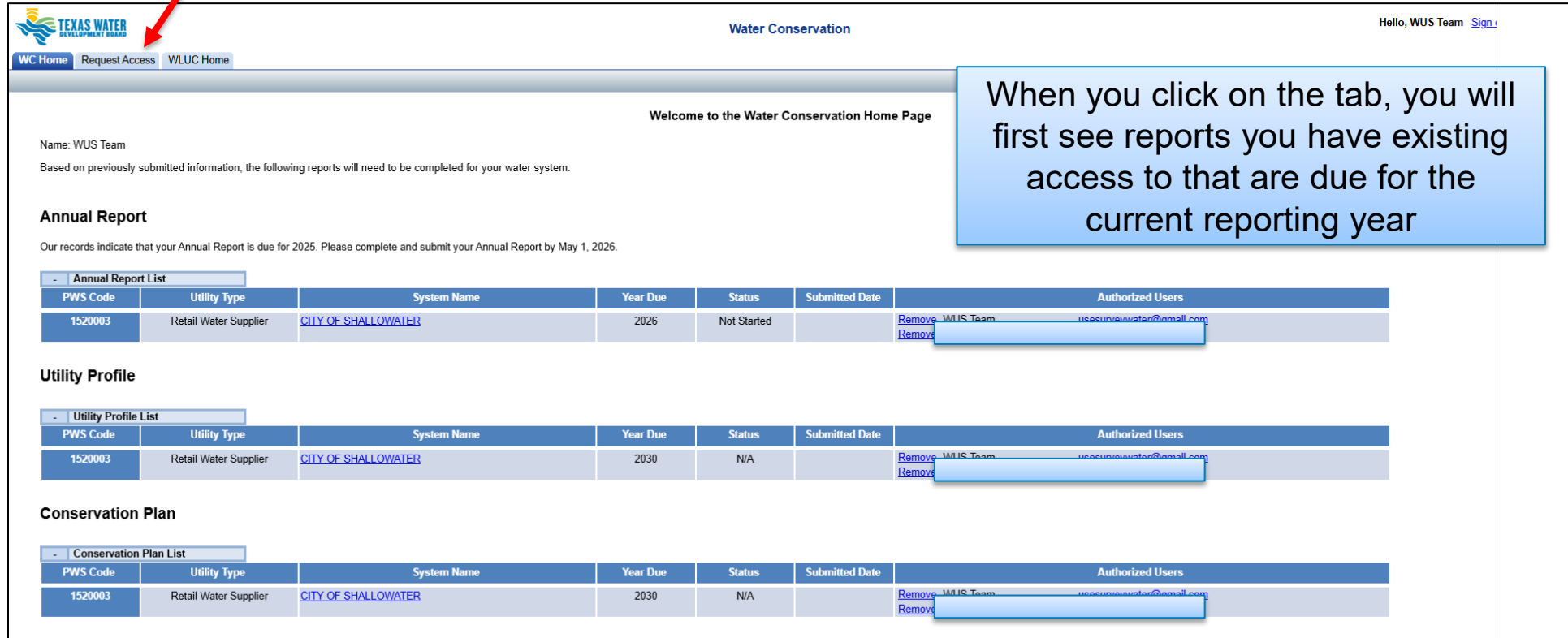
No record found

**Water Conservation Plan**

- **WC Plan List**

Click the Water Conservation tab to request access to reports

# Requesting Access- Water Conservation Reports



**Water Conservation** Hello, WUS Team [Sign Out](#)

[WC Home](#) [Request Access](#) [WLUC Home](#)

Welcome to the Water Conservation Home Page

Name: WUS Team  
Based on previously submitted information, the following reports will need to be completed for your water system.

### Annual Report

Our records indicate that your Annual Report is due for 2025. Please complete and submit your Annual Report by May 1, 2026.

**Annual Report List**

PWS Code	Utility Type	System Name	Year Due	Status	Submitted Date	Authorized Users
1520003	Retail Water Supplier	<a href="#">CITY OF SHALLOWATER</a>	2026	Not Started		<a href="#">Remove</a> WUS Team <a href="#">usesup@water.com</a> <a href="#">Remove</a>

### Utility Profile

**Utility Profile List**

PWS Code	Utility Type	System Name	Year Due	Status	Submitted Date	Authorized Users
1520003	Retail Water Supplier	<a href="#">CITY OF SHALLOWATER</a>	2030	N/A		<a href="#">Remove</a> WUS Team <a href="#">usesup@water.com</a> <a href="#">Remove</a>

### Conservation Plan

**Conservation Plan List**

PWS Code	Utility Type	System Name	Year Due	Status	Submitted Date	Authorized Users
1520003	Retail Water Supplier	<a href="#">CITY OF SHALLOWATER</a>	2030	N/A		<a href="#">Remove</a> WUS Team <a href="#">usesup@water.com</a> <a href="#">Remove</a>

# Requesting Access- Water Conservation Reports

WC Home **Request Access** WLUC Home

Request Access To Water Utilities

Select the box in the Utility List for each Utility that you want to access -- then click the Submit button.

Records: 1217 Page: 1 of 5

Select	TCEQ Number <i>TCEQ # Filter</i>	Utility Name <i>Utility Name Filter</i>	
<input checked="" type="checkbox"/>	1110007	ACTON MUD	<input type="text"/>
<input checked="" type="checkbox"/>	0	ADAMS GARDENS ID 19	<input type="text"/>
<input type="checkbox"/>	0	AEP PSO OKLAUNION POWER STATION	<input type="text"/>
<input checked="" type="checkbox"/>	0	AEP SWEPCO KNOX LEE	<input type="text"/>
<input type="checkbox"/>	0	AEP SWEPCO PIRKEY	<input type="text"/>
<input type="checkbox"/>	0	AEP SWEPCO WELSH	<input type="text"/>
<input type="checkbox"/>	0	AEP SWEPCO WILKES	<input type="text"/>

# Let's Get Started!

Once you receive your email(s) that you have been granted access, you may refresh the page or log out and log back in to see your reports.

**Water Loss, Use, and Conservation**

WLUC | Water Use Survey | Water Loss Audit | Water Conservation

Welcome to the Water Loss, Use, and Conservation Home

Please use the tabs at the top left to access the Water Use Survey, Water Loss Audit, and Water Conservation applications directly.

Based on previously submitted information, the following reports will need to be completed for your water system.

**Water Use Survey**  
Frequency: Annual  
Due Date: March 1<sup>st</sup> every calendar year

Water Use Survey List

Survey Number	PWS Code	System Name	Status	Submitted Date	Authorized Users
0000170	TEST PWS		Not Started		Wus Team <a href="mailto:usesurveywater@gmail.com">usesurveywater@gmail.com</a>

If a retail public water supplier has more than 3,300 retail connections or has an active financial obligation with TWDB, a water loss audit is required to be submitted annually. You are still required to complete a Water Use Survey. Otherwise, the next required water loss audit will be for the reporting year of 2025, due by May 1, 2026. If you are unsure about your requirements, please email us at [WLA-Group@twdb.texas.gov](mailto:WLA-Group@twdb.texas.gov).

**Water Loss Audit**  
Frequency: Varies (See Audit List Table below)  
Due Date: May 1<sup>st</sup> every calendar year when required

Water Loss Audit List

PWS Code	System Name	Year Due	Status	Submitted Date	Authorized Users
TX1770002	CITY OF SWEETWATER	2026	Not Submitted		

**Water Conservation Annual Report**  
Our records indicate that your Annual Report is due for 2025. Please complete and submit your Annual Report by May 1, 2026.

WC Annual Report List

PWS Code	Utility Type	System Name	Year Due	Status	Submitted Date	Authorized Users
TX1520003	Retail Water Supplier	<a href="#">CITY OF SHALLOWATER</a>	2026	Not Started		WUS Team <a href="mailto:usesurveywater@gmail.com">usesurveywater@gmail.com</a>

Click the hyperlinks to start your reports.  
Start with the Water Use Survey!