



## Water Loss Services

The Texas Water Development Board (TWDB) offers services to help utilities detect and manage water loss. Mitigating the volume of water loss can be a significant conservation measure for utilities.

By minimizing water loss, utilities can increase their efficiency, improve their financial status, reduce the need to search for additional water sources, and help sustain long-term water supplies. A consistent approach to auditing water loss gives utilities a reliable means to measure water loss and implement changes to mitigate water loss.

The Texas Legislature requires that all retail public utilities in Texas file a water loss audit with the TWDB every five years. The next scheduled audit is for the year 2025, and is due May 1, 2026. Additionally, any retail public water utility that has an active financial obligation with the TWDB or has more than 3,300 connections is required to file a water loss audit annually. TWDB staff is available to assist utility personnel with current water loss accountability methods and procedures. The TWDB also has an online water loss audit worksheet for utilities, which can be accessed at [www.twdb.texas.gov/conservation/municipal/waterloss](http://www.twdb.texas.gov/conservation/municipal/waterloss).

### Data

The TWDB uses the Loss, Use, and Conservation (LUC) online reporting application for the agency's water planning and conservation programs, which eliminates redundant data entry for the Water Use Survey, the Water Loss Audit, the Conservation Annual Report, and the Utility Profile. Use of this reporting application improves the data collection process and the quality and consistency of data, and provides a resource for reporting entities and water planning, outreach, and assistance considerations.

### Water Loss Thresholds

House Bill 3605, passed by the 83rd Texas Legislature in 2013, requires the TWDB to establish water loss thresholds used in consideration of applications for drinking water projects. As a result, a utility requesting assistance whose water loss is at or above its threshold is required to use some of its funding award to mitigate its water loss.

However, House Bill 949, passed by the 84th Texas Legislature in 2015, allows the TWDB to waive that requirement at the request of a retail public utility if the TWDB finds that the utility is satisfactorily addressing its water loss.

The TWDB has established thresholds for both apparent loss (unauthorized consumption, meter inaccuracy, billing adjustments, and waivers) and real loss (main breaks and leaks, storage tank overflows, customer service line breaks, and line leaks). The thresholds are unique for each utility and are based on its most current water loss audit.

### Water Loss Auditor Training

House Bill 1573 by the 85th Legislature requires water loss audits to be completed by a person trained to conduct water loss auditing. This training is associated with the individual (not the utility), and is only required once, unless there are subsequent legislative requirement changes. An individual can satisfy the training requirements by attending a TWDB Water

Loss, Use, and Conservation Workshop or viewing our online training video.

The workshop and video provide utilities the opportunity to learn how water loss audits can help them implement effective water loss control programs, how to use the TWDB's online data collection system where audits are submitted, and how to successfully account for water use and loss. Workshops are approved for four hours of continuing education units for licensed water operators through the Texas Commission on Environmental Quality.

Individuals are responsible for maintaining the training acknowledgment in their personal records and uploading it when submitting the water loss audit. The TWDB does not maintain the training records but does verify that the individual received training by viewing the acknowledgment attached to the water loss audit. The name on the acknowledgment should match the name of the individual completing the water loss audit.

The online training video and workshop schedule are available on the TWDB website at [www.twdb.texas.gov/conservation/municipal/waterloss/auditor\\_training.asp](http://www.twdb.texas.gov/conservation/municipal/waterloss/auditor_training.asp).

### Water Loss Audit Validation

Starting January 1, 2025, any utility required to submit a water loss audit annually due to a financial obligation to the TWDB or that is applying for financial assistance is required to have its most current water loss audit validated either within three months of submission or prior to consideration of a request for financial assistance from the board. TWDB staff will validate the submitted water loss audit in conference with the retail public utility.

Alternatively, the utility may elect to have the water loss audit validated by a person other than the executive administrator. Should a water loss audit be validated by a person other than the executive administrator's staff, said validation must follow the TWDB's validation guidelines and be performed by a

person other than the person submitting the water loss audit who has completed water loss audit validation training and is certified to conduct said validation.

For more information on water loss audit validation, visit <https://www.twdb.texas.gov/conservation/municipal/waterloss/validation.asp>.