

## EFCN Webinar Un-Answered Questions

October 24, 2017 – Water Audits as the First Part of Water Loss Control

1. My system is very small. How do I enter less than million gallons?
  - a. You would need to enter your flow as a decimal. In order to determine the decimal, you would take your total flow and divide it by 1 million. The answer should be less than 1 and that is the number you would want to put into the spreadsheet. In order to have less than a million gallons of water produced per year, this would mean that you average less than 3,000 gallons per day. If you are averaging more than that, you probably have more than 1 million gallons per year.
2. How does system pressure affect the loss calculation?
  - a. The system pressure does not directly impact the loss or other non-revenue water calculations. However, the software goes a step further by estimating your "Unavoidable Real Losses." These losses are likely to occur in your system regardless of how "tight" the system is. The higher the system pressure, the higher the unavoidable real losses are going to be.
3. Can you point out the location on your website where we can find the weighted average tools?
  - a. The tool can be found at <http://southwestefc.unm.edu/water-loss-2/> at the bottom of the "resources" tab. Or to directly download it, here is the link: [http://southwestefc.unm.edu/wp-content/themes/swefc/assets\\_swefc/tools/Flow-Weighted-Average-Tool-Version-1.0.xlsm.zip](http://southwestefc.unm.edu/wp-content/themes/swefc/assets_swefc/tools/Flow-Weighted-Average-Tool-Version-1.0.xlsm.zip)
4. What do you recommend as an acceptable percentage of billed/unbilled/unaccounted for water??
  - a. This question doesn't have a direct answer. We do not recommend a percentage for all systems across the country. There is too much variation from system to system. However, some states do have requirements regarding non-revenue water, validity scores, etc. What we do recommend is establishing where you are at currently and working to improve your non-revenue numbers each year.
5. Does this software account for different sized meters within the same system?
  - a. The software does not look specifically at meter size. The software looks at meter inaccuracies. Therefore, if you have an inappropriately sized meter, it won't read very accurately. The meter inaccuracy is reported in the software addressing the issue this way.
6. How often would you recommend home meter calibration?
  - a. For residential meters, if you have the capability to bench test them in house, we recommend testing up to 5-10% of your meters each year. If you do not have the ability to bench test them in house, finding a nearby system that does is typically your best option. Otherwise,

working with a Technical Assistance provider or a meter supplier to test a portion of your meters (with good system representation, varying installation dates, varying locations) would be worthwhile.