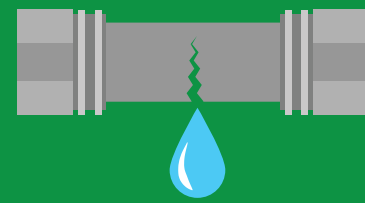


# The High Cost of NON-REVENUE WATER

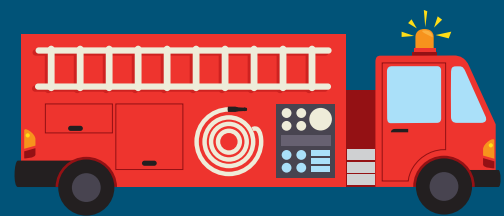
## Leaks



Leaks are the largest component of real losses, with 75% of drinking water investment needs being repair and replacement of leaky pipes.

## REAL LOSSES

Real losses are the physical losses of water from the distribution system.



A small component of NRW includes necessary but unbilled activities such as firefighting, hydrant flushing, municipal construction, and street sweeping.



## Main Breaks

There are 650-700 main breaks per day in the U.S., or roughly 240,000 per year.



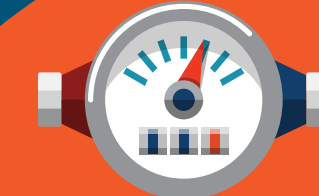
## Tank Overflows

## Water Loss in the U.S.

- We lose about seven billion gallons of water per day
- The amount of water lost in one year is enough to supply the ten largest cities in the U.S.
- Lost water accounts for billions of dollars in lost revenue
- The amount of NRW for utilities is 10-30%

**What is NRW?**  
Non-revenue water (NRW) is clean, treated drinking water delivered to the distribution system but not billed to customers.

## Meter Errors



## Theft

## Billing Errors



## APPARENT LOSSES

Apparent losses are non-physical losses that consist of water successfully delivered but not measured or recorded accurately.



## Slow the Flow

AWWA's **Water Audits and Loss Control Programs M36** methodology helps utilities find and control water loss:

- Lowers operation and maintenance costs
- Increases water availability
- Reduces the need for new sources and treatment plants
- Diminishes impacts from drought and climate change



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