

ISO 24528:2021-03 (E)

Service activities relating to drinking water supply, wastewater and stormwater systems - Guideline for a water loss investigation of drinking water distribution networks

| Contents | | Page |
|-----------------|---|-------------|
| Foreword | | v |
| Introduction | | vi |
| 1 | Scope | 1 |
| 2 | Normative references | 1 |
| 3 | Terms and definitions | 1 |
| 4 | Defining objectives for the water loss investigation | 5 |
| 5 | Water loss investigation steps | 6 |
| 6 | Water loss investigation scope determination | 6 |
| 6.1 | General | 6 |
| 6.2 | Water loss investigation area | 6 |
| 6.3 | Time period of the water loss investigation | 7 |
| 6.4 | Units of measurement | 7 |
| 7 | Data collection and validation methods | 7 |
| 7.1 | Data collection methods | 7 |
| 7.2 | Data validation of water balance calculation | 8 |
| 7.2.1 | Validation methods | 8 |
| 7.2.2 | Data quality | 8 |
| 7.2.3 | Practices rating | 9 |
| 8 | Water balance calculation | 9 |
| 8.1 | General | 9 |
| 8.2 | Parameters of the water balance | 10 |
| 8.2.1 | General | 10 |
| 8.2.2 | System input volume | 10 |
| 8.2.3 | Exported water | 10 |
| 8.2.4 | Water supplied | 10 |
| 8.2.5 | Billed authorized use or revenue water | 10 |
| 8.2.6 | Unbilled authorized use | 11 |
| 8.2.7 | Authorized use | 11 |
| 8.2.8 | Non-revenue water | 11 |
| 8.2.9 | Water loss | 11 |
| 8.2.10 | Apparent water loss | 11 |
| 8.2.11 | Real water loss | 11 |
| 9 | Water loss performance indicators selection | 12 |
| 9.1 | General | 12 |
| 9.2 | Defining performance indicator purposes | 12 |
| 9.3 | Selecting performance indicators | 12 |
| 10 | Apparent water loss status assessment | 12 |
| 10.1 | General | 12 |
| 10.2 | Analysis of user database | 13 |
| 10.3 | Field surveys | 13 |
| 10.4 | Assessing unauthorized use | 13 |
| 10.5 | Assessing user metering errors | 13 |
| 10.6 | Assessing errors on the data acquisition process | 14 |
| 10.7 | Assessing errors in estimates of unmetered use | 14 |
| 11 | Real water loss status assessment | 14 |
| 11.1 | General | 14 |

| | | |
|----------------|---|-----------|
| 11.2 | Real water loss components..... | 15 |
| 11.2.1 | General..... | 15 |
| 11.2.2 | Estimating reported real water loss..... | 15 |
| 11.2.3 | Estimating background real water loss..... | 15 |
| 11.2.4 | Estimating unreported real water loss..... | 16 |
| 11.2.5 | Estimating leakage and storage tanks overflow..... | 16 |
| 11.3 | Bursts and active leakage control assessments..... | 16 |
| 12 | Real water loss and apparent water loss cost assignment..... | 16 |
| 12.1 | General..... | 16 |
| 12.2 | Determining the cost impact of apparent water loss components..... | 16 |
| 12.3 | Determining the cost impact of real water loss components..... | 16 |
| 13 | Water loss management plan preparation..... | 17 |
| 13.1 | General..... | 17 |
| 13.1.1 | Introduction..... | 17 |
| 13.1.2 | General principles of a water loss management plan..... | 17 |
| 13.1.3 | Water loss management plan stages..... | 18 |
| 13.1.4 | Water loss management plan investments..... | 18 |
| 13.2 | General principles for apparent water loss management..... | 19 |
| 13.2.1 | General..... | 19 |
| 13.2.2 | Unauthorized water use..... | 19 |
| 13.2.3 | User metering errors..... | 19 |
| 13.2.4 | Data handling errors..... | 19 |
| 13.2.5 | Unmetered use estimation errors..... | 19 |
| 13.3 | General principles for real water loss management..... | 19 |
| 13.3.1 | General..... | 19 |
| 13.3.2 | Management plan of district metered areas..... | 20 |
| 13.4 | Planning an active leakage control management plan..... | 21 |
| 13.5 | Pressure management..... | 21 |
| 13.6 | Improved system maintenance and rehabilitation..... | 22 |
| 14 | General principles for water loss target setting..... | 22 |
| 15 | Example of an organizational structure for the management of non-revenue water..... | 23 |
| Annex A | (informative) Additional guidance on how to measure or calculate elements of water balance..... | 24 |
| Annex B | (informative) Factors affecting real water loss..... | 30 |
| Annex C | (informative) Performance indicators..... | 31 |
| Annex D | (informative) Bursts and background estimate (BABE)..... | 35 |
| Annex E | (informative) Water loss investigation for intermittent supply networks..... | 37 |
| Annex F | (informative) Fixed and variable area discharge pressure and leakage..... | 41 |
| Annex G | (informative) Economic leakage level (ELL): assessing economic level of real water loss..... | 42 |
| Annex H | (informative) Examples of leak detection technologies..... | 48 |
| Annex I | (informative) Monitoring an open drinking water distribution network with a virtual district metered area..... | 51 |
| Annex J | (informative) Understanding the effects of uncertainties in data..... | 52 |
| Annex K | (informative) Using night flow data to assess real water loss..... | 54 |
| Annex L | (informative) Dynamic pressure control..... | 58 |
| | Bibliography..... | 59 |