



May 31, 2016

Dear California Urban Retail Water Supplier<sup>[1]</sup>:

California Senate Bill 555 (2015) requires urban retail water suppliers to submit a validated water loss audit annually to the California Department of Water Resources (DWR) beginning in October 2017. This requirement builds on SB 1420 (2014) which directs urban water suppliers to complete a water loss audit and include a quantification of water loss in their urban water management plans. In implementing SB 555, DWR is directed to develop rules and guidance on water loss audit validation by January 1, 2017. DWR will begin working with stakeholders in the next few weeks to develop the validation requirements and complete the rulemaking process.

To assist urban retail water suppliers in completing validated water loss audits, the California-Nevada Section of the American Water Works Association and the newly formed California Water Loss Collaborative, with funding from a State Revolving Fund grant administered by the State Water Resources Control Board, has developed a Water Loss Technical Assistance Program (Water Loss TAP).

The Water Loss TAP provides technical assistance by knowledgeable professionals to help urban retail water suppliers refine water audit practices. Specifically, the Water Loss TAP plans to assist urban retail water suppliers by reviewing the water loss water audits submitted with 2015 urban water management plans and offering assistance in the preparation and validation of 2016 water loss audits. These services are provided for free to California urban retail water suppliers. The Water Loss TAP will consist of a progressive series of in-person sessions with follow-up technical assistance phone conferences, as follows:

- In-person work session for audits (August-September 2016)
- Follow-up teleconference technical assistance work session (October 2016-February 2017)
- In-person work session for audits and validation (February-April 2017)
- Follow-up teleconference technical assistance work session (May-September 2017)

Participation in the Water Loss TAP requires a commitment to four work sessions over approximately 1.5 years.

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<sup>[1]</sup> The Water Loss TAP is for urban retail water suppliers. If you are working with an urban retail water supplier please forward this letter to your contact there.

### **Registration**

To register water agency staff to participate in the Water Loss TAP, go to:  
<http://waterlosscontrolcollaborative.org>

The Water Loss TAP is designed in a manner so an entire utility team can participate and benefit. At a minimum, urban retail water suppliers should designate one person familiar with your utility operations as the lead for this program. Active participation of production, operations, billing and engineering departments is also strongly encouraged. There is no cap on the number of individuals per agency on your audit team, but having three staff members participate in the technical assistance work session is suggested. All registered staff members are encouraged and expected to participate in all four work sessions leading up to the October 2017 audit submittal.

DWR strongly encourages your participation in this program. The Water Loss TAP program will provide your agency access to water loss professionals who will train staff in completing accurate and useful audits. This will help your agency meet the new reporting requirements and gain a better understanding of how to improve your water loss control program.

If you need additional information, please call DWR's Water Loss Control Program Lead Todd Thompson at (916) 651-9255, or by email at [Todd.Thompson@water.ca.gov](mailto:Todd.Thompson@water.ca.gov).

Sincerely,

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