

# Revenue Protection and Water Loss Management

## Course

### Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-12-08

**End Date:** 2026-12-12

### Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** MAL

**Course Code:** MAL-144

### Syllabus

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## Course Syllabus

#### Course Introduction:

This course is designed to equip staff in the commercial department with essential skills and knowledge to effectively address and manage revenue losses associated with water supply issues.

#### Course Objectives:

- Understand the importance and impact of water loss on revenue.
- Identify key factors contributing to water loss and revenue leakage.
- Implement effective strategies and technologies to minimize water loss.
- Analyze and monitor water usage data to improve revenue protection.
- Develop skills in regulatory compliance and customer management.

- Understanding the basics of water loss: Physical losses, apparent losses, and unbilled authorized consumption.
- Introduction to the concepts of Non-Revenue Water (NRW) and its impact on utility operations.

### **Day 2: Factors Contributing to Water Loss**

- Identifying and analyzing the primary sources of water loss in water supply systems.
- The role of meter inaccuracies and data handling errors in revenue loss.
- Case study review: Common leakage points and their detection.

### **Day 3: Technologies and Methods for Managing Water Loss**

- Advanced metering infrastructure (AMI) and its role in leak detection and revenue protection.
- Pressure management techniques to reduce water loss.
- Implementing Geographic Information Systems (GIS) for managing water distribution networks.

### **Day 4: Data Management and Analysis for Revenue Protection**

- Techniques for effective data collection and management in water supply systems.
- Using analytics to monitor and control water usage and loss.
- Workshop: Hands-on practice with tools and software for data analysis.

### **Day 5: Regulatory Compliance and Customer Management**

- Understanding the regulatory framework governing water utilities.
- Strategies for improving customer relations and addressing complaints related to billing and water usage.
- Developing effective communication plans to inform and engage customers about water conservation initiatives.