

Water Loss – What It Is and Why It Matters

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What is Water Loss?

Water Loss = Difference between water supplied and water billed/authorized



It includes two types of losses

Apparent Losses: water that is used but not measured or billed (e.g. meter inaccuracies, billing errors, unauthorized use)

Real Losses: actual physical water lost from leaks and breaks.

Regulations Driving Water Loss Compliance



SB 555 (2015)

Requires yearly water loss audits for all urban suppliers.

Purpose is to track and reduce leaks and data errors.



AB 1668 & SB 606 (2018)

Urban Water Use Objective sets overall efficiency goals, including water loss standard.



How This Affects Water Loss

- * Yearly check-ups on water system are required
- * State targets for water loss start in 2028, checked every 3 years
- * Staying on track helps keep cost stable and builds customer trust.

Why Water Loss Matters



Regulatory Compliance: State laws (SB 555, SB 606, AB 1668)

Financial Accountability: Track \$\$ lost to leaks

Planning Tool: Target infrastructure projects

Customer Value: Every gallon counts

Credibility: Proves responsible system management

Water Loss Audit Process

Data Collection

- Supply reports, billing info, field reports, meter test reports

Department Coordination

- Operations, Finance, Engineering, Regulatory Staff

QA/QC

- Cross-check data verses billing, validate anomalies

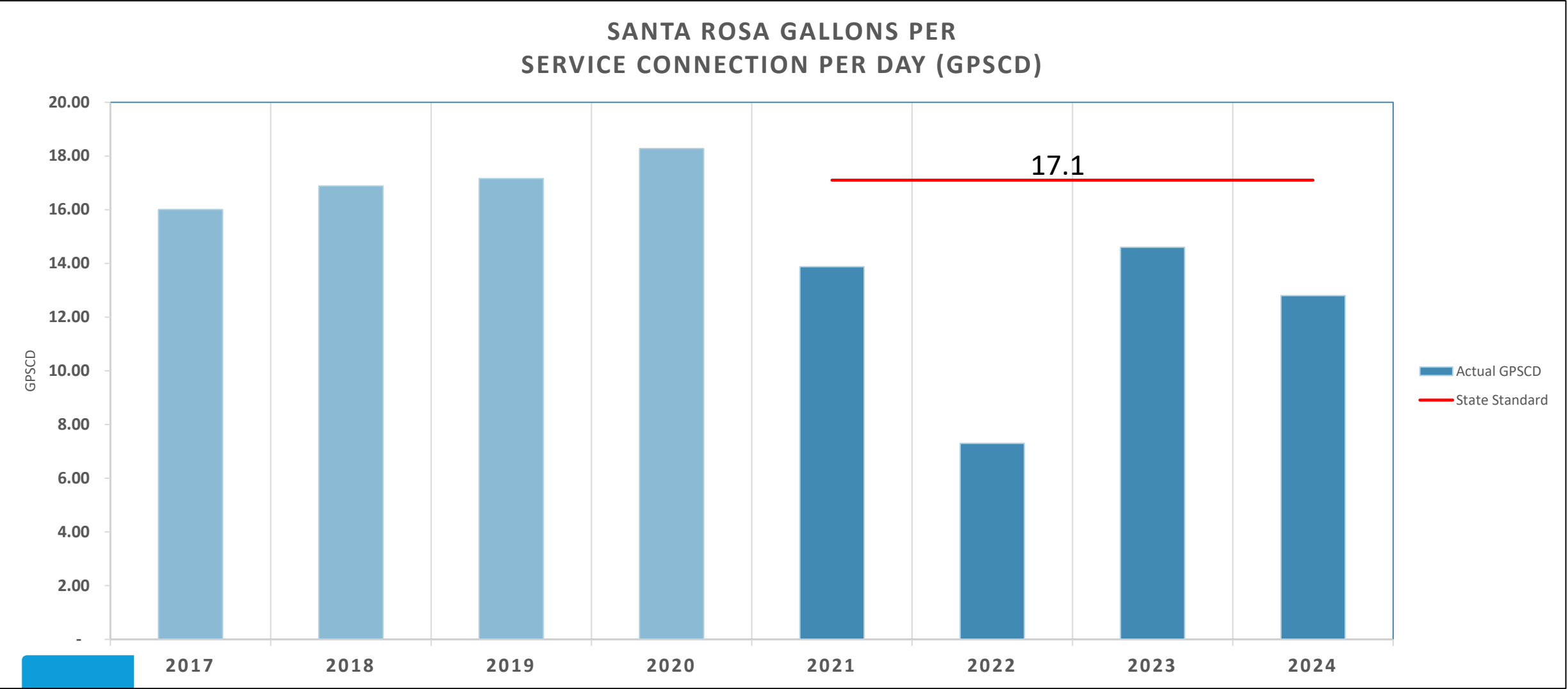
Audit Compilation

- American Water Works Association (AWWA) workbook entry

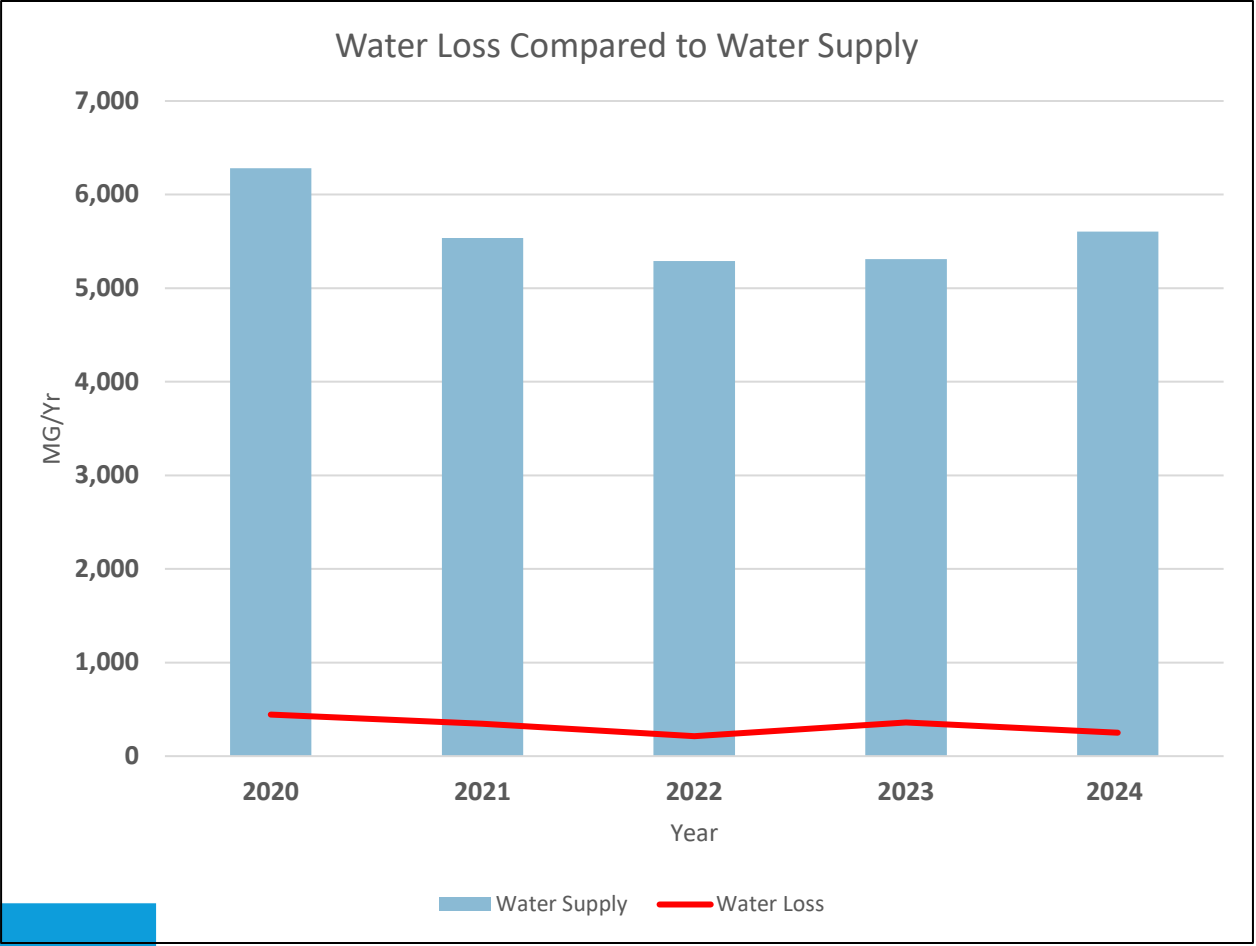
Validation

- Independent validator, Department of Water Resources (DWR) submittal

State Performance Standards



Audit Results: Water Loss



Financial Impacts of Water Loss



- In 2024, the City reduced losses by ~100 million gallons, saving about \$400K.
- Staying on top of leaks and replacing old service lines helps keep costs and water use under control.

Key Takeaways

What's Next:

- Pressure Management Questionnaire (Jul 2026)
- Asset Management Questionnaire (Jul 2027)
- Performance Standards (2028)
- Leak Registry (Jul 2029, data years '25 – '27)

Where We Stand:

- On track: Santa Rosa is already below State's 2028 water loss standard of 17.1 gpcsd.
- Real water losses (leaks) are the biggest driver of cost.
- Leak detection and repairs are paying off.



Questions?