

Promoting Non-revenue Water Management in the United States: a 30-year Journey

The United States of America (USA) enjoys having the world's leading economy, due in no small part to the existence of a safe and reliable drinking water supply. However, while reliably meeting the needs of its large society, USA water supply operators have done so with questionable efficiency. Many USA water systems suffer from high losses of treated drinking water from leakage, and a failure to fully capture customer revenue due to metering and billing shortcomings. Starting in the early 1990's, Mr Kunkel has worked to implement emerging best-practice water loss control methods in one of the country's largest cities (Philadelphia), as well as promoting reliable water auditing and loss management as a policy for governmental implementation. Considerable advancements in policy, technology, and operational efficiency have been made in the USA since then, but many challenges remain. Mr Kunkel will discuss the progress made in implementing effective water loss control practices in the USA.