



# Revenue Protection and Water Loss Management

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 2024-12-22 To 2024-12-26

**Course Fees:** 5300 GBP

## 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.

## The Course Outlines:

### Day 1: Introduction to Water Loss and Revenue Protection

- Overview of the water supply industry and the significance of revenue protection.
- 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.