

Water Audit Definitions

- **Apparent Losses** – Water losses comprised of customer metering inaccuracies, systematic data handling errors and unauthorized consumption.
- **Real Losses** – Physical water losses from the distribution system due to leaks, breaks and overflows.
- **Unavoidable Annual Real Losses** – A reference value representing the theoretical minimum of Real Losses in a water system.
- **Avoidable Annual Real Losses** – Real Losses not accounted for in the Unavoidable Annual Real Losses.
- **Unbilled Metered Consumption** – Metered consumption which is authorized by the water utility, but, for any reason, is deemed by utility policy to be unbilled.
- **Unbilled Unmetered Consumption** – Any authorized consumption which is neither billed nor metered. This includes water used for firefighting, flushing of water mains and sewers, etc.
- **Non-Revenue Water** – Any water that does not provide revenue to the utility. This includes Apparent Losses, Real Losses, Unbilled Metered Consumption and Unbilled Unmetered Consumption. IDRN will require Non-Revenue Water to be less than 10% in 2019.
- **Billed Metered Consumption** – All metered water consumption which is billed to retail customers, including all groups of customers such as domestic, commercial, industrial or institutional.
- **Billed Unmetered Consumption** – All billed consumption which is calculated based on estimates and is intentionally left unmetered.
- **Infrastructure Leakage Index** – A benchmark ratio of Real Losses to Unavoidable Annual Real Losses.