



## Water Use Survey & Water Loss Audit Retail Utility Checklist

### Water Use Survey (WUS)

I. Retail Utility to Gather Information for WUS

<https://www.twdb.texas.gov/waterplanning/waterusesurvey/survey/online.asp>

**These are some of areas you will be asked to provide data for as part of your WUS. Please note that it may be necessary to coordinate with other departments within your utility for the necessary data. Once you have complied the appropriate supporting documents, please go online at the link above and enter your data. Make sure all the numbers you are submitting are correct as this data populates into the Water Loss Audit.**

- Monthly volumes of water intake source(s) (groundwater, surface water, reuse, or purchased)
- Percentage treated (0% for non-potable, 100% potable)
- Annual volumes of water sold – raw or treated (wholesale municipal systems, and industrial facilities)
- Retail service connections - active & inactive connections by county
- Retail population
- Distribution, connection count and volume sold by customer classification (single family, multi- family, institutional, etc.)

II. Retail Utility to Complete WUS

Due every year by March 1, Texas Water Code Section 16.012(m)

[waterusesurvey@twdb.texas.gov](mailto:waterusesurvey@twdb.texas.gov) or 512-463-7952 for questions and removal of people no longer associated with the retail utility.

<https://www.twdb.texas.gov/waterplanning/waterusesurvey/index.asp>

III. Record Keeping

- Maintain all TWDB documents for future reference including: WUS and WLA

## Water Loss Audit (WLA)

### IV. Retail Utility to Gather Information for WLA

<https://www.twdb.texas.gov/conservation/municipal/index.asp>

**These are some of areas you will be asked to provide data for as part of your WLA. Please note that it may be necessary to coordinate with other departments within your utility for the necessary data. Once you have compiled the appropriate supporting documents, please go online at the link above and enter your data. Make sure all the numbers you are submitting are correct, including the assessments, as this data populates into the Annual Water Conservation Report, if required.**

<https://www.twdb.texas.gov/conservation/municipal/waterloss/index.asp>

<https://www.twdb.texas.gov/conservation/resources/waterloss-resources.asp>

- Printout of WLA instructions
- WLA acknowledgement of training
- Percentage of water from groundwater source(s) and surface water source(s)
- Wholesale population and connections served
- Length of main lines
- Volume of water treated for distribution
- Meter accuracy – production – purchased water – wholesale water - customer
- Volume of authorized consumption
- Volume of water lost due to breaks and leaks
- Retail price of water
- Variable production cost of water

### V. Retail Utility to Complete Assessment Validation

The WLA worksheet requires an assessment scale for each component, or line, on the WLA. The assessment scale is a valuation of the quality of data the utility has available for that line item. The retail utility should select the assessment score closest to the quality of data available.

<https://www.twdb.texas.gov/conservation/resources/waterloss-resources.asp>

- Assessment Scale paperwork
- Assessment Scale instructions
- Reminder: start at 0.5 and work up

VI. Retail Utility Correction of Common Errors Before Submitting WLA

<https://www.twdb.texas.gov/conservation/resources/waterloss-resources.asp>

- Double check data if calculation results produce negative numbers
- Download Trouble Shooting for Negative Water Loss Components at the link above
- Is the amount of produced water (line 13) more than the volume of water intake (line 12)
- Are production meters routinely calibrated for an accurate % (line 13a)
- If numbers are added to the WUS incorrectly, they will populate into the WLA incorrectly – correct the WUS first
- Are good records kept for breaks and leaks throughout the year (line 28)

VII. Retail Utility to Submit Completed WLA

31 Texas Administrative Code (TAC) § 358.6 requires submitters to be **trained either at a TWDB workshop or through TWDB's online training.**

The WLA is due every year by May 1 or every five years per 31 TAC § 358.6.

Contact TWDB staff at [WLA-Group@twdb.texas.gov](mailto:WLA-Group@twdb.texas.gov) or 512-463-0987 with questions.

Additional information can be found at

<https://www.twdb.texas.gov/conservation/municipal/waterloss/index.asp>

VIII. Record Keeping

- Maintain all TWDB documents for future reference including: WUS and WLA