



October 11, 2019

Dear Water Utility Superintendent/Operator,

In 2016, your drinking water utility and over 500 other utilities participated in a statewide water loss assessment conducted by the Indiana Finance Authority (“IFA”). The assessment was nicknamed “Why-Fi Water” and the [result](#) of that effort found that in 2015, annual non-revenue water losses in Indiana totaled over 50 billion gallons, costing Indiana drinking water utilities more than \$54 million each year. While all utilities have some unavoidable non-revenue water loss, excessive water loss adds to the cost of service and increases raw water demands.

To help utilities evaluate non-revenue water, the Indiana Legislature enacted [Senate Enrolled Act 4](#) (2019), which obligates water utilities to complete annual water loss audits. In addition, in every even-numbered year, starting in 2020, the legislation requires these water loss audits be validated by a certified, third-party water loss audit validator (“Certified Validator”) and submitted to the IFA for compilation into a biennial report to the General Assembly. The requirements apply to all Community Water Systems that supply water to users via meters. The first **validated** water loss audit is due to the IFA by August 1, 2020.

To help utilities meet these requirements, the IFA, in partnership with the [Indiana Section American Water Works Association](#) (“AWWA”), is making the following assistance available:

1. **Free Water Audit Software:** Utilities will utilize the most recent version of the AWWA Free Water Audit Software to complete their water loss audit, which is the same software used in the 2016 assessment. The Microsoft Excel based tool can be found at: <https://www.awwa.org/Resources-Tools/Resource-Topics/Water-Loss-Control>
2. **Water Loss Audit Training:** The IFA will provide no-cost water loss audit training workshops across the state. Trained instructors and staff will be on-site to guide utilities through the audit process. At some workshops, attendees bringing the requested information can complete the audit at the training. Attendees will be eligible for eight CEUs. Visit the [IFA website](#) to see workshop dates and locations. Registration is required. Visit www.inawwa.org to register, or contact the Indiana Section AWWA at 866-213-2796.
3. **Validator Training:** Utilities and individuals wishing to become Certified Validators can attend an IFA-approved, validation training classes located around Indiana. The two-day class will conclude with a certification exam. Attendees will be eligible for 12 CEUs and certification will be valid for four years. Visit the [IFA website](#) to see class dates and locations. Registration is required. Visit www.inawwa.org to register, or contact the Indiana Section AWWA at 866-213-2796.
4. **Technical assistance hotline:** technical assistance will also be available and can be accessed by contacting our team at 317-426-7437 (M-F, 8-4) or WaterLoss@inawwa.org.

Please note:

1. While attendance at a training workshop is voluntary, after August 1, 2020 utilities that have not submitted a validated water loss audit may be responsible for costs associated with any additional assistance that needs to be provided in order to complete an acceptable validated audit.
2. Utilities may self-validate their water loss audit, if the validator:
 - a. Holds an Indiana Water Loss Audit Validator certification, and
 - b. Did not provide assistance during the water loss audit process to the utility being validated.
3. The list of Certified Validators will be posted on the IFA Water Loss Audit [website](#) when available.

If you have questions, please contact Daniel Lundberg at 317- 232-3195 or dlundberg@ifa.in.gov.

We look forward to assisting you with this new initiative.

Thank you,

James. P. McGoff, Director of Environmental Programs

Cc: Utility secondary contact