

## Unaccounted For Water

**General Definition:** Difference between water measured at the production source (wells, etc.) but not measured at the disposition

**Causes:** Multiple

1. Fire Department – fire fighting, fire fighting training, hydrant maintenance, etc.
2. Cal-Am distribution system maintenance (main flushing, backwash of filters, etc.)
3. Street cleaning, sewer cleaning and storm drain flushing
4. Addition of new customers and accounting timing issues
5. Irrigation of Carmel River banks
6. Stolen water
7. Under-recording meters/meter error
  - Over 39,000 meters
  - Normal wear over life
  - Inherently less accurate in low flows
8. Leaks
  - Aged system
  - Over 630 miles of pipelines
  - 86 water storage facilities with about 1 million gallons of water storage
  - Cal-Am spends about \$1.5 million annually on distribution system maintenance, including active leak detection and repair program
  - Low volume sales due to conservation means leakage is higher percentage of total water produced

**Facts:** Cal-Am current unaccounted for water is at about 9.5%

Industry standard for unaccounted for water: 10%-15%