

WATER LOSS MANAGEMENT TRAINING



FREE Training and Water Contact Hours!



Course Description

Nationwide, an estimated **six billion gallons of water per day** are taken from water resources and never reach the customer; this is enough to supply the drinking water needs of the ten largest US cities. Many drinking water systems in Pennsylvania deliver water to customers through aging distribution systems; withdrawing, treating, and supplying water for which they **may not be fully receiving revenue**. To help water utilities address this growing issue, the PADEP: Safe Drinking Water Operator Outreach Program and the SRBC: Public Water Supply Assistance Program are providing a free **three-part training series** on water loss management for water operators, water managers, water authority personnel, engineers, and water system board members.

Take 1, 2, or all
3 Session!

DATES:
Wednesdays: October 15th, October 29th, and November 12th, 2025

TIME (ALL SESSIONS):

8:30AM – 3:45PM
(registration begins at 8:00 AM)

5.5 Water
Contact Hours
per Session!



LOCATION (ALL SESSIONS):

Susquehanna River Basin Commission:
4423 North Front Street, Harrisburg, PA 17110

**SCAN OR CLICK ON THE QR CODE
TO REGISTER:**



This training is provided by:
Susquehanna River Basin Commission
[Public Water Supply Assistance Program](#)
and the
PADEP: Drinking Water
[Operator Outreach Program](#).



INSTRUCTORS

(PADEP SAFE DRINKING WATER: OPERATOR OUTREACH PROVIDERS)

George Kunkel, P.E: George has over 40 years of water industry experience and was formerly the water loss control program manager for the City of Philadelphia Water Department. He currently chairs the sub-committee that publishes the AWWA M36 guidance manual *Water Audits and Loss Control Programs* and is a co-author of the AWWA Free Water Audit Software.

Mary Roland: Mary has over 35 years of utility experience in water and wastewater systems of all sizes with Pennsylvania American Water in the Water Quality and Environmental Compliance Department. Mary is trained in the AWWA M36 methodology, has been a member of AWWA for over 25 years, and holds a Water License (A, E 1-14) and Wastewater License (A, E 1-4). For over 15 years, Mary has also been a member of both the State Board for Certification of Water and Wastewater System Operators and the Small Systems Technical Assistance Center Advisory Board.

PLEASE REGISTER EARLY! SPOTS ARE FIRST-COME, FIRST-SERVED. (REGISTRATION PREFERENCE WILL BE GIVEN TO STAFF OF WATER UTILITIES)

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SESSIONS & ADDITIONAL INFORMATION



SESSION 1: WATER AUDITING* (10/15/2025)

Hands-on Training in Water Auditing using the AWWA Free Water Audit Software (DEP ID# 7307)

- Learn about the basic components of non-revenue water, including leakage.
- Use the AWWA Free Water Audit Software to identify the nature and extent of water loss.
- Learn the value of the water audit for developing a cost-effective water loss control program.

* For Session 1, attendees should bring a laptop computer with the AWWA Free Water Audit Software downloaded. If you do not have a laptop, you will be able to share. The software can be downloaded from: <https://www.awwa.org/Resources-Tools/Resource-Topics/Water-Loss-Control/Free-Water-Audit-Software>

SESSION 2: METERING AND BILLING (10/29/2025)

Controlling Water Utility Apparent Losses in Customer Metering and Billing Operations (DEP ID# 7328)

- Learn the importance of metering and billing operations for your water loss control program.
- Learn ways to estimate apparent losses and recover lost revenue through accurate metering and billing.

SESSION 3: LEAKAGE MANAGEMENT (11/12/2025)

Fundamentals of Leakage and Pressure Management for Water Utilities (DEP ID# 7374)

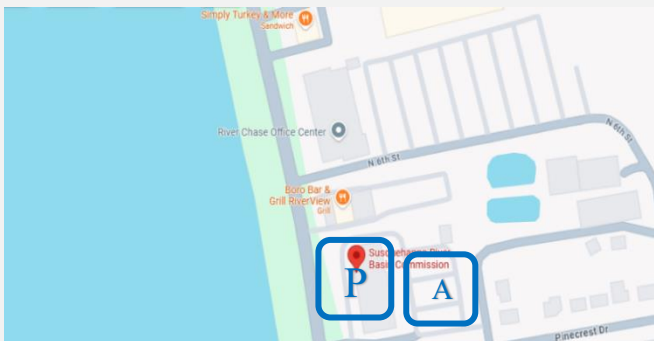
- Learn tools you can use to analyze system leakage.
- Learn the importance of system pressure in leakage reduction.
- Learn how to systematically reduce water loss through leakage reduction and pressure management.

ADDITIONAL INFORMATION

Note: These are stand-alone workshops, so you may attend one, two, or all three days. However, if you have not conducted a water audit at your utility, we highly recommend attending Session 1 before 2 and/or 3.

Fee: No charge! Facilities and on-site parking provided by SRBC. Training provided by DEP Operator Outreach.

Lunch: There will be a firm 60-minute lunch break. Class will resume one hour after the break to ensure that the course ends on time and that all participants can leave as scheduled. There are numerous restaurants nearby and there is space available to eat on-site if attendees wish to pack or bring their lunch back to SRBC.



Parking and Access:

There is plenty of room for all attendees to park on site: 4423 North Front Street, Harrisburg, PA 17110.

Please park in the Visitors Lot located at the front of the building along Front Street as indicated by “P” in the graphic. Additional parking is located in the lot behind the building as indicated by the “A” in the graphic.

Please access the building from the front entrance at ground level and proceed to first floor reception.

If you have any questions or would like further information, please contact Brad Baker (Operator Outreach Coordinator) via email: Outreach@pa.gov or phone: (717) 772-4044.