



The responsibilities of such a person should entail;

- Collecting data on the different components of the water balance i.e.
 - Total production of the month (with clear understanding on how the figures were reached at)
 - Total volume Metered and Billed
 - Total volume billed though unmetered (Billed on estimate for unmetered accounts) etc.
- Compare the NRW/UFW contributing factors and inform management on trends observed.
- Conceptualize / identify, develop and ensure quality implementation of Non Revenue Water projects.
- Advice and or make recommendations to management concerning NRW reduction

This manual is part of a Utility Management Series for Small Towns. It can be used either as a training module to support the delivery of capacity building programmes in utility management and operations or as a reference manual to guide operations and maintenance staff in designing and implementing programmes to reduce the rate of Unaccounted-For-Water. When used by urban water utilities, the manual should be widely circulated to ensure that all staff and Supervisors involved/working in concerned Departments/Sections receive a copy. This will ensure a systematic and consistent approach to the implementation of an Illegal Water Use Reduction Strategy.

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