



Identified Standard Operating Procedures (SOPs) – existing and proposed

- Calculating a water balance
- Data quality management
- Selecting relevant Key Performance Indicators (KPIs)
- Target setting (economics and strategy)
- Control of illegal service connections
- Reducing customer metering inaccuracies
- Detection of fraud
- Leak detection: Localise, Locate and Pinpoint (LLP)
- Establishment and monitoring of District Metered Areas (DMAs) incl. interpretation and usage of DMA data
- Establishment and monitoring of Pressure Managed Zones (PMZs)
- Leak repair incl. mobilisation of equipment and repair materials
- Repair or replace?
- Working in low pressure systems (eliminating intermittent supply)

Prioritising SOPs to be developed

SOP	Priority 1	Priority 2	Priority 3
Calculating a water balance			
Data quality management			
Selecting relevant KPIs			
Target setting			
Control of illegal service connections			
Reducing customer metering inaccuracies			
Detection of fraud			
Leak detection: LLP			
Establishment and monitoring of DMAs			
Establishment and monitoring of PMZs			
Leak repair			
Repair or replace?			
Working in low pressure systems			

