

NON-REVENUE WATER MANAGEMENT

# PLANNING

Enhance business performance



LEADING WATER INDUSTRY TRANSFORMATION

# Enhance business performance

 Deliver rigour and due diligence

 Set targets and the path to achievement

 Quantify return on investment

## Outperform community and stakeholder expectations

Fulfill public standards on health and environment while meeting regulatory, auditing and due diligence standards

With utilities in developing countries losing roughly 45 million cubic meters of water daily – an economic value of US\$3 billion+ per year<sup>1</sup> – business, public health and environment accountabilities demand a rigorous approach to NRW management.

Isle's NRW Management Plan delivers rigor and due diligence of current performance, long-term clarity on targets, the path to achieving them and return on investment.

### Key areas of NRW Planning

Non-revenue water balance	Response time
DMA monitoring	Digitalization
Active leakage detection	Bulk metering
Pressure management	Asset management
Meter replacement	

### Outputs



Data gap review



NRW management plan



Data analysis



10 year investment plan

<sup>1</sup> World Bank [blogs.worldbank.org/water/what-non-revenue-water-how-can-we-reduce-it-better-water-service](https://blogs.worldbank.org/water/what-non-revenue-water-how-can-we-reduce-it-better-water-service)



**Deliver rigor and due diligence**

Review current data sets and operational practices to identify weaknesses and potential areas of improvement



**Set targets and the path to achievement**

Accurately determine an economic level of leakage and work to agreed targets with your bespoke 10-year plan



**Quantify return on investment**

Make informed decisions on asset management with a custom 10-year capital investment plan

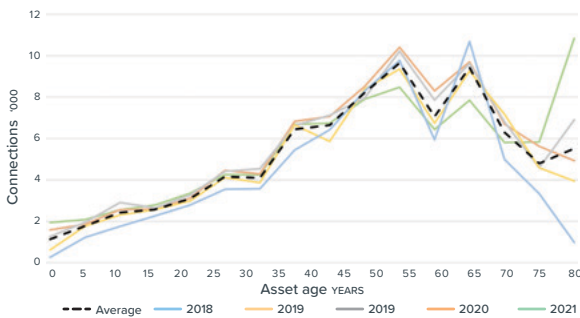
**ALSO CONSIDER**

**LEAKAGE MANAGEMENT BENCHMARK**

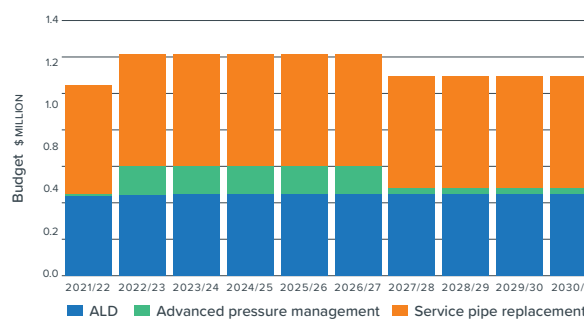
Join over 20 participants world-wide to objectively assess performance, access international innovation and customize improvement pathways

**Gain long-term clarity with actions prioritized by ROI and 10-year investment plan**

Asset failure rate PER 1,000 SERVICE CONNECTIONS



10 year cost budget FINANCIAL YEAR



Responding to industry focus on leak management, South East Queensland's Unitywater enlisted Isle to deliver a rigorous Leak Management Plan covering nine areas. Among other insights, prioritization of advanced pressure management, service pipe replacement and active leakage detection was recommended for greatest benefit.



Asked by their state government to develop a business case for digital metering for their nearly 2 million customers, Melbourne's three metro retailers turned to Isle to deliver an economic and financial model covering 16 cost and benefit drivers, featuring the modularity to support flexibility for diverse scenarios.



**We're here to help, contact us today**

Isle is proud to introduce our Non-Revenue Water Management Planning leads, heading a team of experienced professionals



**Paul Harris**

HEAD OF BUSINESS CONSULTING AUSTRALIA  
paul.harris@isleutilities.com

Paul has 20 years experience in process and metric benchmarking in the water and energy industries. He managed several global process benchmarking studies for the water industry (mainly for the International Water Association and Water Services Association of Australia) in relation to civil maintenance, mechanical and electrical operations and maintenance, asset management and customer service.

Paul was Program Director for Isle's 2020 Leakage Management Benchmarking Program.



**Gary Wyeth**

SENIOR CONSULTANT ASIA  
gary.wyeth@isleutilities.com

Gary has 30 years experience in the water industry, 27 in South-East Asia, gaining membership of CIWEM (UK) and is the current Secretary of the IWA Water Loss Specialist Group.

From network modeling engineer for Biwater – gaining expertise in water supply systems – to NRW management with Thames Water and Ranhill Water Systems, Gary has demonstrated expertise in leakage control, DMA design and implementation, system monitoring, customer metering and production metering.



isleutilities.com

**LEADING WATER INDUSTRY TRANSFORMATION**

**Business insight**

Strategy, business case, maturity assessment, operating model, process and practice optimization

**Technology and innovation**

Due diligence, corporate programs, intellectual property, commercialization

**Asset management**

Policy and planning, systems assessment and integration, benchmarking, capacity building

Our vision is to be the leading catalyst in water industry transformation through exceptional business insight, technology, and innovative solutions. Isle offers a unique synergy between business and technology consulting; our capabilities span visioning and strategy development through to implementation of business structure, operating model, processes, systems, technology, and innovation