

LEAKAGE  
MANAGEMENT  
BENCHMARK



Gain clear insight



LEADING WATER INDUSTRY TRANSFORMATION

## LEAKAGE MANAGEMENT BENCHMARK

# Gain clear insight

 Objectively assess performance

 Access international innovation

 Customize improvement pathways

### Collaborate and drive value

Gain insight from industry peers with our exclusive **Leading Practice Compendium and Leading Practice Conference**

Adopted by nearly 20 participants worldwide, from Australia, United Kingdom and South America, **Leakage Management Benchmark** was developed in 2020 by Isle, Australia, and is delivered by our leading experts in international water industry benchmarking

#### **Non-Revenue Water Balance Report**

Comparison to your peer group across unbilled authorized consumption, apparent losses and real losses. Gain greater insight into the different assumptions and techniques adopted across the industry to build higher confidence levels in your non-revenue water balance

#### **Pillars of Leakage Management Performance Report**

Gain meaningful context for your utility with comparison against your peer group to the four standard pillars of leakage management: pressure management, active leakage control, speed and quality of repairs, and asset management

#### **Leading Practice Compendium**

Showcasing the global leaders in leakage management, the compendium details best practices in unbilled authorized consumption, apparent losses, real losses, pressure management, active leakage control, speed and quality of repairs, and pipeline and asset management

#### **Leading Practice Conference**

Offering unparalleled networking and professional development opportunities exclusively to program participants, the conference is renowned for its dedicated focus on leakage management, addressing industry trends and findings, presentations from industry-leading utilities and partners, and focused discussion on industry improvement opportunities

**Objectively assess performance**

Satisfy scrutiny from regulators, customers and the board and demonstrate effective management processes with objective performance assessment against world class industry peers

**Access international innovation**

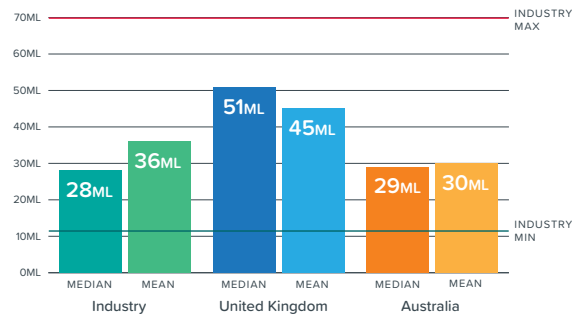
Review leading practices in network management, technology and customer management to implement the next innovation through our exclusive **Leading Practice Compendium and Conference**

**Customize improvement pathways**

Identify the pathway to improvement with focused, customized practice improvement initiatives and justify the need to invest in specific innovations and identified improvements

**Assess against the industry and evaluate best practice solutions**

Compare your distribution mains and service connection losses PER 1,000 SERVICE CONNECTIONS



**Water Utility** WATER, WASTEWATER, RETAILER CONNECTIONS: 260,000 SIV: 66gl

**ABOUT**  
Traditionally, water utilities have used rough estimates for determining how their Real Losses are distributed across their assets (e.g. using industry-standard distributions, or estimating a distribution based on length of mains and/or burst rates). However, the distribution of Real Losses across different assets is dependent on a large number of variables and can vary significantly between utilities. Utility undertook a bottom-up analysis of leakage across their assets (reservoirs, trunk mains, distribution mains, and service connections), where leakage was classed as: (1) reported leakage (i.e. visible leaks reported to the utility); (2) unreported leakage (i.e. detectable only by active leak detection (ALD)); and (3) background leakage (small, undetectable leakage that persists until it worsens to the point of being detectable by ALD).

**Real losses from various components of supply network**

**BENEFITS**  
Improved understanding of where Real Losses are occurring. This is due to better information about smaller leaks rather than using industry-generalized assumptions of where losses are occurring or only using reported leakage. Greater understanding of the water supply network to help inform utilities in their leakage management decision-making.

**CONSIDERATIONS**  
Significant active leak detection is required across the majority of the network in order to determine an accurate estimate of unreported leakage.

**BENCHMARK PARTICIPANTS**



*“What makes this project different is the international dimension. Involving utilities from the UK, Australia and Latin America ... has really driven a change in mindset into Thames Water’s approach to backlog and speed of repair.”*

TIM McMAHON, HEAD OF WATER ASSET MANAGEMENT, THAMES WATER, UK



*“Isle’s Leakage Management Benchmark was exactly what we were searching for, in terms of a balance between strategic insight and in-depth analysis. Urban Utilities are really excited about the learnings we’ve gained from this program”*

SIMON TAYLOR, MANAGER INFRASTRUCTURE PLANNING, URBAN UTILITIES, AUSTRALIA

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

**Isle is proud to introduce our Leakage Management Benchmarking leads, heading a team of experienced professionals**



**Paul Harris**  
HEAD OF BUSINESS CONSULTING  
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Paul has 20 years experience in process and metric benchmarking in the water and energy industries, leading several global process benchmarking studies for the water industry – mainly for International Water Association and Water Services Association of Australia.

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



**Derek Atkinson**  
HEAD OF INTERNATIONAL BENCHMARKING  
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Derek has over 15 years of experience working in both the energy and water sectors, on a wide variety of infrastructure projects – including electricity transmission, water, natural gas, highways, airports, railways, mining – in the Asia-Pacific and European regions.

Derek leads most of our process benchmarking programs and was Program Manager for Isle's 2020 Leakage Management Benchmark. He has delivered multiple international and national benchmarking programs in both the water and energy industries.



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## 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