



Helping a California agency meet water loss regulations and reduce real loss by 25%

Consulting case study

May 29, 2025

Key takeaways

- A California agency, new to water loss management, needed compliance assistance to meet state water loss regulations.
- By working with E Source, the agency improved billing data, tested meter and audit accuracy, and reduced its real loss estimate by 25%.
- The agency submitted parameter adjustments, raising its real loss performance standard by 51%, making regulatory compliance more achievable.

The challenge

A California agency, new to [water loss management](#), needed help meeting state water loss regulation requirements. Agency staff aimed to improve the accuracy of their water audits, reduce water loss cost-effectively, and understand California's changing requirements.

However, uncertainty in the audit data and compilation process made it difficult to produce consistent, accurate audits. Without reliable data, the agency couldn't justify or prioritize water loss control actions.

Do you need help with water loss management?

Contact our team to learn more about our expertise and how we can help.

The solution

The agency partnered with E Source and the Municipal Water District of Orange County (MWDOC) through MWDOC's regional water loss program. They reviewed billing data, resolved flagged anomalies, identified the best data sources, and created tools for consistent annual audits.

E Source developed source meter testing procedures and ran accuracy checks at three well sites. Two meters were over registering, inflating real loss estimates. Correcting this data clarified the agency's actual water loss.

With improved audit data, E Source's real loss component analysis showed that annual surveys of half the system would make leak detection cost-effective. Based on this finding, the agency began using MWDOC's shared services program for annual leak surveys.

The results

After implementing source meter corrections and E Source's recommendations, the agency reduced real loss by about 10 gallons per connection per day—a 25% reduction.

The agency launched annual leak surveys and continues cost-effective leak detection at the recommended frequency. E Source also helped the agency apply for water loss model parameter adjustments from the State Water Resources Control Board. As a result, the agency raised its real loss standard by 10.5 gallons per connection per day and improved its performance target by 51%.

Today, the agency continues working with MWDOC and E Source to improve data quality, refine operations, and reduce water loss.