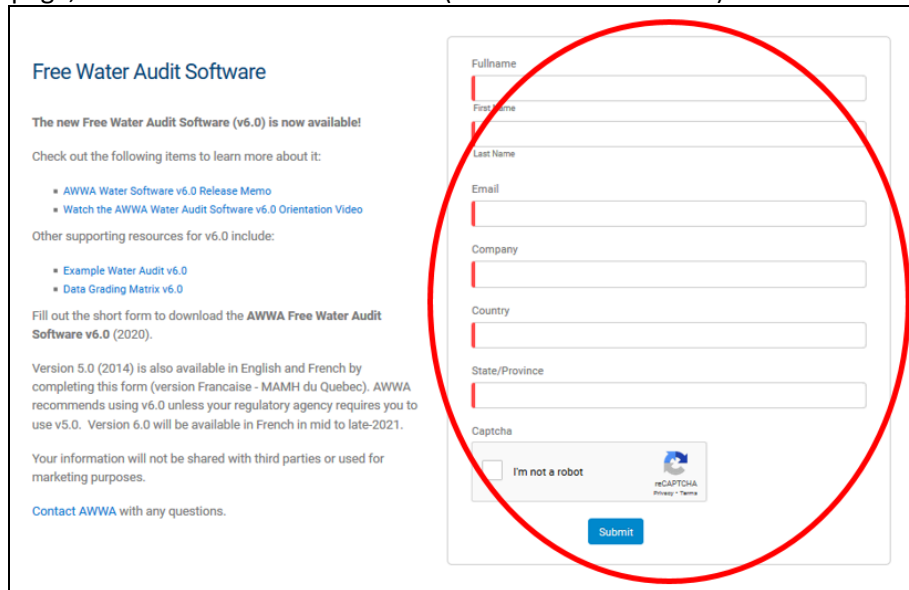


Getting Started:

- Download the Free Water Audit Software (version 6) from the [American Water Works Association's website](#)
 - Although it's called "software," it's actually an Excel spreadsheet that can be edited.
 - To download the software, fill out the user information boxes about halfway down the webpage, and click the "Submit" button (see screen shot below).



Free Water Audit Software

The new Free Water Audit Software (v6.0) is now available!

Check out the following items to learn more about it:

- [AWWA Water Software v6.0 Release Memo](#)
- [Watch the AWWA Water Audit Software v6.0 Orientation Video](#)

Other supporting resources for v6.0 include:


- [Example Water Audit v6.0](#)
- [Data Grading Matrix v6.0](#)

Fill out the short form to download the **AWWA Free Water Audit Software v6.0** (2020).

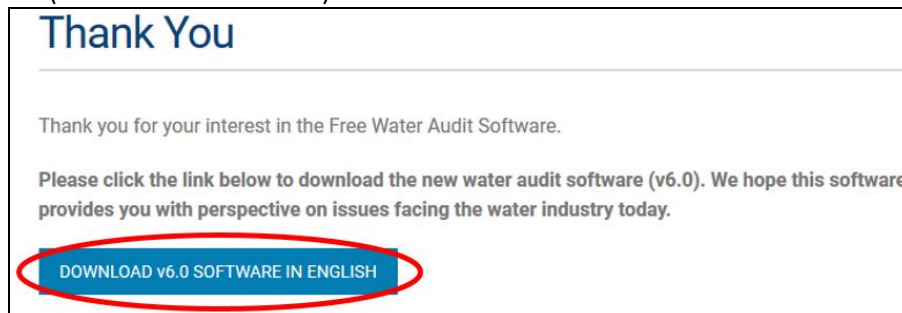
Version 5.0 (2014) is also available in English and French by completing this form (version Francaise - MAMH du Quebec). AWWA recommends using v6.0 unless your regulatory agency requires you to use v5.0. Version 6.0 will be available in French in mid to late-2021.

Your information will not be shared with third parties or used for marketing purposes.

[Contact AWWA with any questions.](#)

Fullname
First Name
Last Name
Email
Company
Country
State/Province
Captcha
 I'm not a robot


- You will be taken to a new webpage. Click the "DOWNLOAD v6.0 SOFTWARE IN ENGLISH" button (see screen shot below).



Thank You

Thank you for your interest in the Free Water Audit Software.

Please click the link below to download the new water audit software (v6.0). We hope this software provides you with perspective on issues facing the water industry today.

[DOWNLOAD v6.0 SOFTWARE IN ENGLISH](#)

- Collect relevant data/paperwork, which could include:
 - Records of the volume of water supplied to the distribution system
 - Meter testing and/or calibration records for the distribution/master/supply meter(s)
 - Customer water usage records (actual meter readings are preferred)
 - If you are using billing records, keep in mind that the volumes on billing records are sometimes manipulated to account for billing adjustments.
 - Operational tracking records for authorized unbilled unmetered water volumes
 - For example, flushing, street cleaning, and Fire Department activities
 - Leakage is not included here. It is addressed elsewhere in the software.
 - Customer meter testing and/or calibration records

- Total length of mains (miles)
- Total number of active and inactive service connections
- Average length of a customer service line (feet)
- Average system operating pressure (psi)
- Variable production cost (cost of producing and supplying water [ex. pumping, chemicals])
- Customer retail rate (use the weighted average if there are multiple tiers and/or categories)
- Enter the data into the Free Water Audit Software and complete the data grading for each input.

Resources:

All of the resources under “Manuals/Guides” and “Webinars” were developed for version 5 of the software. However, the only major difference between the versions for data entry is the approach to data grading, which is intended to be more user-friendly in version 6.

- General
 - [AWWA Website](#) (includes background information and example of a completed water audit)
- Manuals/Guides:
 - [American Water Works Association M36 Manual: Water Audits and Loss Control Programs](#)
 - [Guide Developed for Massachusetts Department of Environmental Protection](#) (free)
- Webinars:
 - [EFC Webinar Recording- Water Audits as the First Part of Water Loss Control](#)
 - [EFC Webinar Recording- Gathering Water Audit Data](#)
 - [EFC Webinar Recording- Entering Water Audit Data](#)
 - [EFC Webinar Recording- Validating Water Audit Data](#)
 - [EFC Webinar Recording- Understanding Water Audit Data](#)
- Tools:
 - [EFC Water Loss Control Toolbox](#) (includes dozens of tools and links to resources)

Consultants and Technical Assistance Providers:

- [Environmental Finance Center \(EFC\)](#)
 - Free and available to any system serving fewer than 10,000 people
- [Granite State Rural Water Association \(GSRWA\)](#)
- [Resources for Communities and People \(RCAP\) Solutions](#)
 - NH Contacts: etoledo@rcapsolutions.org and mmistretta@rcapsolutions.org
- [Engineering Firms That Could Be Hired](#)
 - DES has not contacted each firm to confirm experience with the AWWA M36 methodology

Tips:

- In order to have a useful end-product, it is helpful to reach out to and include colleagues performing the various utility functions associated with water loss control and auditing, such as the superintendent, operators, meter readers, and billing staff.
- Use the best available numbers. To explain the numbers, add notes in the “Notes” tab of the spreadsheet. The interactive data grading will compensate for the low confidence in the numbers. The software will also show areas to improve the data quality for future water audits.

NHDES Contact:

Please contact the NHDES Water Conservation Program with any questions at waterconservation@des.nh.gov.

Last Updated: July 2021