



# EU Reference document Good Practices on Leakage Management WFD CIS WG PoM

*Dissemination plan*

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# **EU Reference document Good Practices on Leakage Management WFD CIS WG PoM**

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## 1 Introduction and summary table

In October 2014, a drafting group within the framework of the WFD Common Implementation Strategy (CIS) has delivered the EU Reference document *Good Practices on Leakage Management*. The development of this reference document is a joint effort by Member States, stakeholders and the drafting group with policy makers, economists, environmental experts, renowned non-revenue water (NRW) experts including members of the IWA Water Loss Specialist Group.

The importance of the development of this reference document is to raise attention and increase knowledge of the issue of leakage management and its potential negative impacts among all European Member States and stakeholders. The policy recommendations and toolbox will allow Member States and stakeholders to identify whether action needs to be taken on leakage from water distribution networks, and if so, guide them in effectively doing so.

The impact of this reference document on effectively addressing leakages will be determined by widespread dissemination and uptake of its recommendations and suggestions. To initiate and accelerate this, members of the drafting group have developed this dissemination plan. This dissemination plan is aimed at all relevant organisations in Europe with an interest in leakage from water distribution networks including water directors, government departments and agencies (policy makers), regulators, water utilities, trade organisations in member states, professional bodies and institutions, consultants, academia, media, etc. The dissemination plan should take account of the different interest in leakage and leakage management from these various stakeholders.

### *Summary of proposed actions for dissemination*

Table 1 summarises the proposed dissemination actions. The dissemination plan will be discussed as part of the new mandate of the CIS Working Group Programme of Measures, and will be updated regularly in order to:

- Decide on the role and involvement of the WG PoM in the dissemination.
- To keep the issue on the agenda and drive action where and when needed.

Nr.	Proposed action	By when?
1.	Prepare two-pager/leaflet on EU action on leakage management	Dec. 2014
2.	Prepare ten-page PowerPoint presentation	Dec. 2014
3.	Identify relevant conferences and events, and deliver approx. two presentations	2015
4.	Identify per member state key people, relevant stakeholder organisations, and suitable Case Studies	2015
5.	Establish starting point on leakage management in each EU Member State (to prepare this EU Member State "Getting Started")	2015
6.	Organise a roundtable in two targeted EU Member States	2015
7.	Develop a case study account from each targeted EU Member States	2015
8.	Identify relevant existing newspapers/magazines and write approx. three articles	2015
9.	Identify relevant existing websites and consider which information could be uploaded	2015
10.	Keep track on progress on leakage management	2015

**Table 1 – Overview of the proposed actions for dissemination described in this plan.**

The COMM-Consultants will take the approved actions. It is proposed that the CIS Working Group on Programme of Measures (WG PoM) will be informed on progress in their meetings.

## 2 Proposed actions for dissemination

### 2.1 Preparation of promotion material

It is suggested to produce some promotion material.

#### *Actions for the COMM-Consultants:*

1. Prepare a two-pager/leaflet for information "at a glance" on EU action on leakage management (the policy recommendations in their context).
2. Prepare a ten-page PowerPoint presentation on leakage management to ensure a consistent story-to-tell for enrolling the dissemination plan.

### 2.2 Deliver presentations on conferences

There are a number of conferences scheduled on leakage management activities. As voluntary actions, the opportunity will be taken to present the EU Reference document and its key recommendations and conclusions at forthcoming events including the following:

- Water UK 10<sup>th</sup> Annual Leakage Conference.
- IWA Water IDEAS conference, Bologna, Italy, 23-25 October 2014.
- Bulgarian Water Association 7<sup>th</sup> Water Loss Reduction conference, Sofia, Bulgaria, 10-11 November 2014 in cooperation with the European Water Resources Association.
- Global Leakage Conference, London, March 2015. This is a commercial conference organised by London Business Conferences with the assistance of Malcolm Farley, who is also deputy chair of the IWA WLSG. A number of European countries will be represented. The programme for the conference is well developed, but there is an opportunity to refer to the report.

#### *Action for the COMM-Consultants:*

3. Identify relevant conferences and events on leakage management and deliver approximately two presentations.

### 2.3 Identify key stakeholders in all EU Member States

The aim would be to identify in all member states all key people and relevant organisations with an interest in leakage from water distribution networks including water directors, government departments and agencies (policy makers), regulators, water utilities, trade organisations in member states, professional bodies and institutions, consultants, academia, media, etc. There are a number of Europe wide organisations which could be targeted early in the dissemination plan to explore the possibility of cooperation in disseminating the key messages from the reference document. These organisations include the European Water Resources Association (EWRA), the European Environment Agency (EEA), the European Investment Bank (EIB), EurEau, United Nations University, etc.

#### *Action for the COMM-Consultants:*

4. Identify per member state key people and relevant stakeholder organisations on leakage management, and consider how to involve them in the preparation of suitable new case study accounts and in the dissemination.

## 2.4 Organisation of roundtables in targeted EU Member States

It is suggested to organise a roundtable in two targeted EU Member States annually. The principle objective of a roundtable is to make key stakeholders in the targeted Member State aware of the contents of the EU Reference document in order to promote a more consistent approach to:

- Setting targets and assessing leakage reduction progress.
- Using appropriate performance indicators.
- Calculating leakage in potable water transportation and distribution systems.
- Better advice to regulators, i.e. on water conservation.
- Better understanding of good practices for managing leakage.
- Better understanding of how to measure and manage pressure in water distribution networks.

This will help these key stakeholders in that specific country to identify whether action needs to be taken on leakage from water distribution networks and if so, guide them in effectively doing so: prepare them Getting Started – see EU reference document Section 6.

### *Establish the starting position for each member state*

For this reference is made to sections 6.1 to 6.3 of the EU reference document. Countries have different levels of maturity in leakage management. The dissemination process will have to identify which Good Practices need to be disseminated to which stakeholders in each country. The liaison people in each country will be used to help:

- Prepare a checklist of Good Practice recommendations that are not being followed.
- Prioritise reduction of bad practices over a realistic period of time; this will take time but as the reference document states “leakage management is forever” (section 6.8 of the EU Reference document).
- Identify the approach that is likely to be best suited to each country, which will depend on number of utilities in that country and the current system of regulation and/or governance and ownership. Identify “how to get started”.
- To organise and seek support for regional conferences, workshops, training and/or mentoring, and compilation of new case studies on good practices.
- Distribute basic information (and water balance calculations and KPI calculations) in local languages.

### *Development of a new case study from a targeted member state*

The separate Case Study document for the EU Reference document already provides sixteen useful case study accounts from different countries. Other member states did not volunteer for preparing a case study e.g. Czech Republic, Finland, Poland, Romania, Slovakia, Spain, Sweden, etc. It is proposed, for better preparation of a roundtable in a country, that a new case study in standard format should be prepared with details of good practices in that specific country.

### *Actions for the COMM-Consultants:*

5. Establish the starting point on leakage management in each EU Member State.
6. Organise a roundtable in two targeted member states annually.
7. Develop a case study account from each targeted member state.

## 2.5 Writing articles for existing newspapers in different countries

There are a number of magazines and other newsletters which carry information on leakage management activities. Voluntary actions include two articles to be published by end-October 2014:

- An article for the UK Water Demand Management Bulletin (sponsored by the UK Environment Agency).
- An article for the IWA Water 21 magazine (to be published after acceptance of the EU Reference document by the Water Directors on 24-25 November 2014).

Relevant magazines and newsletters include amongst others the Water Loss Detectives Newsletter (based in Romania) which has a wide circulation in Europe and internationally, and is produced in both Romanian and English.

### **Action for the COMM-Consultants:**

8. Identify relevant existing newspapers/magazines and write approx. three articles.

## 2.6 Make good practices available through existing websites

The following websites are considered to target relevant organisations and should be used to provide useful information on leakage management to their visitors:

[http://ec.europa.eu/environment/water/quantity/scarcity\\_en.htm](http://ec.europa.eu/environment/water/quantity/scarcity_en.htm)

<http://www.iwahq.org/r8/communities/specialist-groups/list-of-groups/water-loss.html>

<http://eureau.org/>

### **Action for the COMM-Consultants:**

9. Identify relevant existing websites and consider which information could be uploaded.

## 2.7 Keep track of progress

A key objective of the dissemination plan will be to keep track of progress, from the starting position towards the objectives. This can be achieved by means of regular (perhaps quarterly) newsletters issued by email to liaison people, for onward circulation to interested parties in member states, and uploads to selected websites.

### **Action for the COMM-Consultants:**

10. Keep track of progress on leakage management and inform key people and stakeholder organisations on i.e. details of upcoming events, success stories, new case studies, new research, etc. Prepare an overview of current status of actions for each WG PoM meeting.



## 3 Proposals to be discussed in the WG PoM

### 3.1 Continuation of cooperation with the IWA WLSG WRRs

The EU Reference document has been developed with considerable voluntary input from members of the IWA Water Loss Specialist Group (WLSG). This group has been operating since 2010 as the successor of the IWA Water Loss Task Force (WLTF). The WLTF/WLSG has arranged very successful Water Loss conferences around the world in Bucharest (2007), Cape Town (2009), Sao Paulo (2011), Manila (2012) and Vienna (2014). The next international IWA Water Loss conference will be held in India in 2016. Between 400 and 600 delegates attend these conferences; a reflection of the level of interest in the subject worldwide, due to similar issues of climate change, energy conservation, and capacity development being faced in the EU.

In October 2013, the WLSG established a new structure to promote water loss management globally. There is a management group comprising the current and three former chairs, including Allan Lambert who acted as a principal advisor to the drafting group for the EU reference document. There are then 15 World Regional Representatives (WRRs); for Europe these are Stuart Trow, who also acted as a principal advisor to the drafting group, Bambos Charalambous and Marco Fantozzi who provided case studies and other supporting information, and Jo Parker. All four European WRRs are independent consultants. The WRR role requires the development of a strategic plan, and for the organisation of conferences and workshops around Europe.

The WRRs for Europe have begun to identify liaison representatives for each European state; for this purpose Europe is defined as the European Economic Area (EEA) rather than the EU alone. This communication channel forms a good basis for identifying member state initiatives, and issues such as the structure of the water industry, the method of water regulation, the use of appropriate performance indicators, and the PESTLE factors affecting leakage management.

It is proposed to continue and expand the current good cooperation with the IWA Water Loss Specialist Group. The aim is to ensure coordination of dissemination activities between the WG PoM and IWA across Europe, to identify sources of funding for dissemination projects, to identify opportunities for promoting good practice in member states in a coordinated manner, and also to identify areas where good practice is not being followed at present.

### 3.2 Calculation of SELL in an existing case (incl. the methodology)

Financial costs are one part of leakage management, but environmental and resource costs of leakage have to be explicitly considered as well (as a function of water scarcity including ecosystems needs), even though there is no conclusive methodology available at this moment. Including environmental externalities will require an increased level of leakage reduction than basing this level only on financial considerations.

Initial work on the so-called Sustainable Economic Level of Leakage (SELL) has been reported in the Final REE Report *Resource and Economic Efficiency of Water Distribution Networks in the EU*, published by the European Commission in October 2013. The EU Reference document *Good Practices on Leakage Management* contains information on various methodologies for calculating economic levels of leakage, and also contains high level information about the process involved in establishing a SELL.

The process involved in establishing a SELL is at present best established in the UK, see the report *Review of the calculation of sustainable economic level of leakage and its integration with water resource management planning*, delivered to Environment Agency, Ofwat, Defra by Strategic Management Consultants in October 2012. The SELL has been applied by UK utilities to meet the needs of the economic and environmental regulators – see i.e. the Case Study Scottish Water. In Portugal, EPAL has also experience with the SELL methodology.

Feedback from the WG PoM has suggested that further detail is required on the recommended process and to better understand the definitions. It is proposed, therefore, that in the light of the Final REE Report and UK and Portuguese experiences with the SELL methodology as a first step forward the calculation of SELL is applied in an existing case and thereby to describe the methodology in a way which can be followed by all member states.

