

PROBLEM STATEMENT 3

Title – Convert Non-Revenue Water to revenue water using digital methods

Problem Statement Bucket - Smart Automation

Objective – There is a need to develop a system or technology to trace and tackle non-revenue water and convert it into revenue water using digital methods.

Background – The urban population is increasing day by day and access to clean drinking water has become difficult in urban areas. The water utilities in India struggle to provide clean drinking water to their consumers. Water supply issues are related to sources and usage of raw water, intermittent water supply and the quality of tap water in consumers. One of the major challenges facing is the high level of water loss in distribution networks. “Non-Revenue Water” (NRW) is defined as the difference between the amount of water put into the distribution system and the amount of water recovered from consumers. NRW is a good indicator for water utility performance; high levels of NRW typically indicate a poorly managed water utility. In addition, available NRW data are often found problematic, suspicious, inaccurate, or provide only partial information. Despite knowing the benefits of reducing NRW, decades of effort have not delivered much improvement in India. Lack of support for comprehensive NRW management by 691788/2021/e-Governance Section 20/30 2 utility owners and chief executive officers makes it difficult to motivate utility staff and provide them with the means (funding, training, and technology) to successfully and sustainably reduce NRW. This will save water as well as increase profitability and improve the return-on-investment w.r.t water distribution networks.