

FY2025 WATER LOSS AUDIT RESULTS

October 14, 2026

Water Loss Audit Regulations

2017-2023 – Perform a Water Loss Audit, have it validated by a certified 3rd Party, and submit to DWR

2023-2028 – Submit Water Loss Audit + three new questionnaires

2025-2028- Maintain a break registry for main breaks and service line breaks

2028 – Meet our Real Loss standard + Apparent Loss standard+ Water Loss Audit+ questionnaires

- Mesa Water Real Loss standard is 16.7 gallons/connection/day
- Mesa Water Apparent Loss standard is 11.4 gallons/connection/day

2029- Submit Three Year Break Registry

Real Loss and Apparent Loss

Water Loss = Water Supplied –

- Clear Wells
- MWRf

Water Demand

- Customer meters
- Authorized, unmetered (ie, CMFD, CMSD)

Water Loss = Apparent Loss +

- Customer meter inaccuracy
- Theft
- Billing discrepancies

Real Loss

- Main line breaks
- Service line breaks
- Background leakage

Real Loss = Water Loss - Apparent Loss

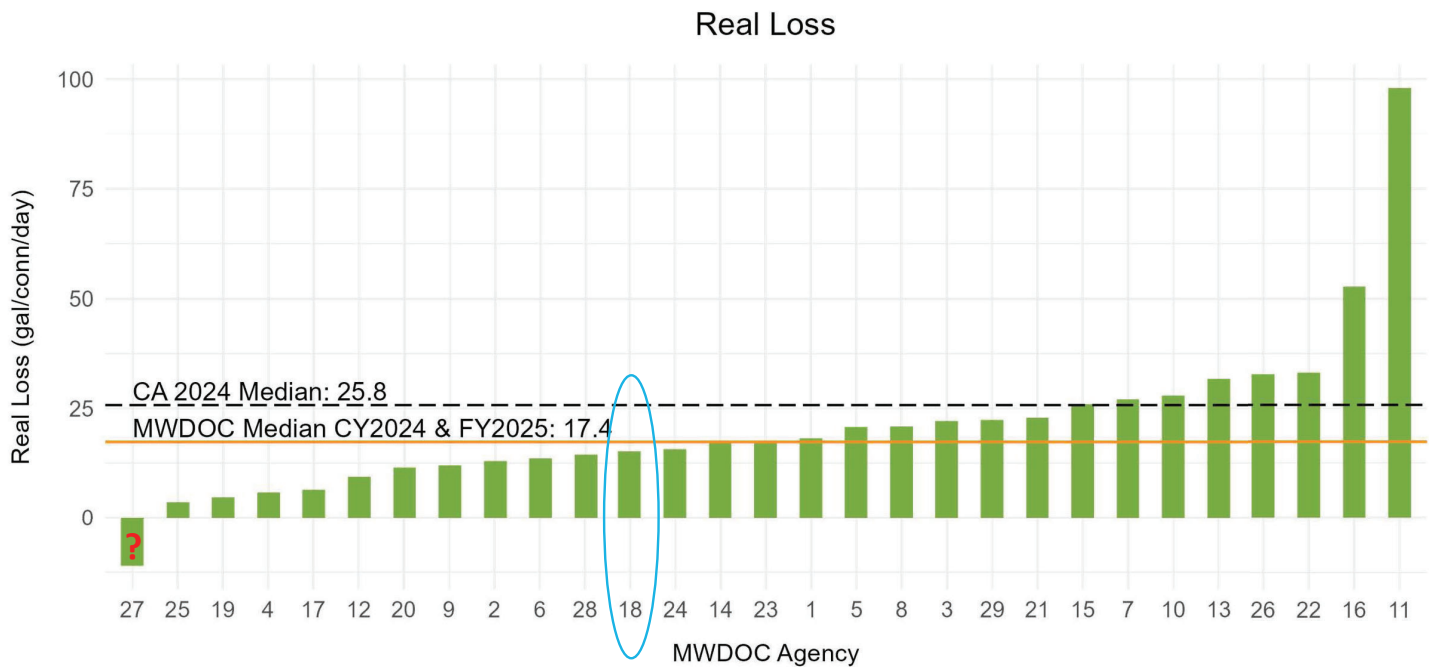
FY25 Water Loss Audit Results

KPI	Mesa Water	MWDOC Member Agency Percentile
Real Loss (as percent of water supplied)	2.5%	NA
Real Loss (Gal/connection/day)	15.2	Best 40%
Apparent Loss (Gal/connection/day)	10.7	Bottom 25%
Infrastructure Leakage Index (ILI)	0.9	Best 40%
Data Validity Score	82	2 nd Highest Score

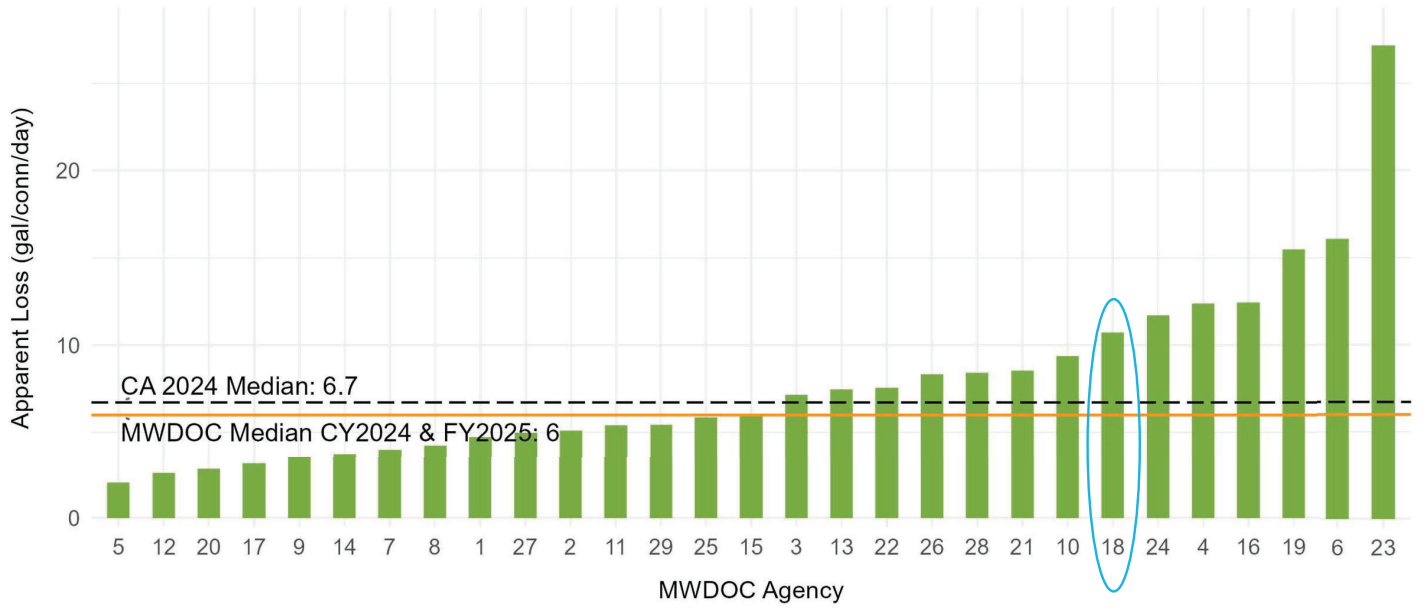
FY25 Compliance Status

Compliance Parameter	Performance Standard (gal/Conn/Day)	FY25 Result	In Compliance?
Real Loss	16.7	15.2	Yes
Apparent Loss	11.4	10.7	Yes

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Apparent Loss (gal/conn/day)

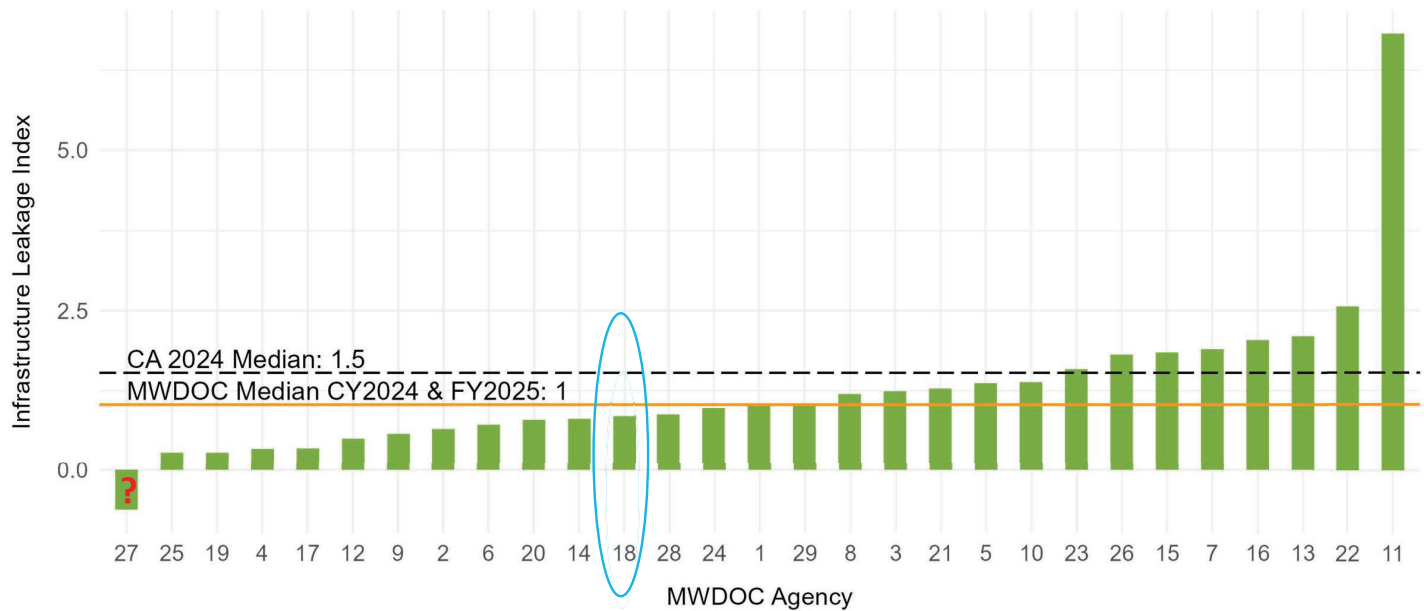


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Median -- CA 2024 — MWDOC Median

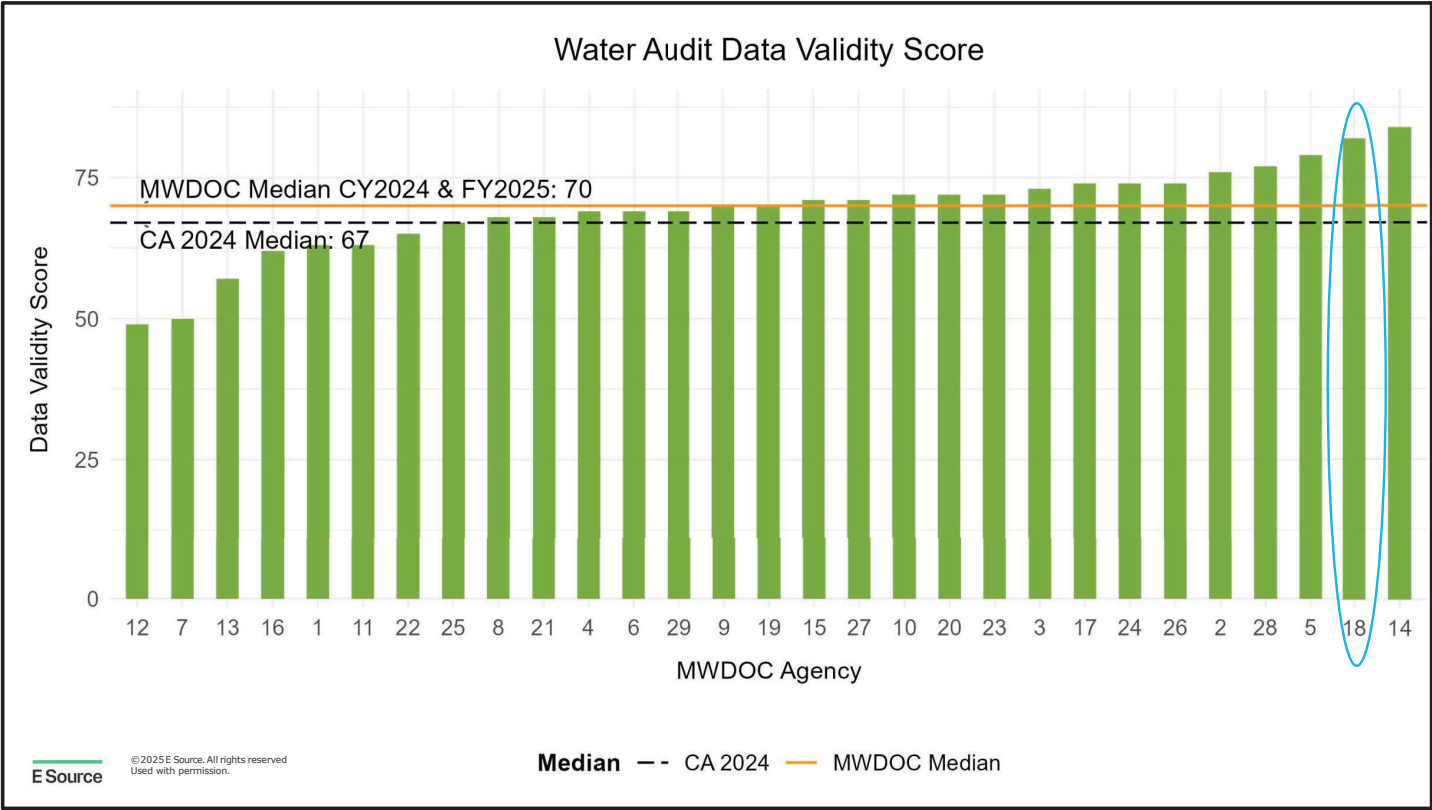
Infrastructure Leakage Index



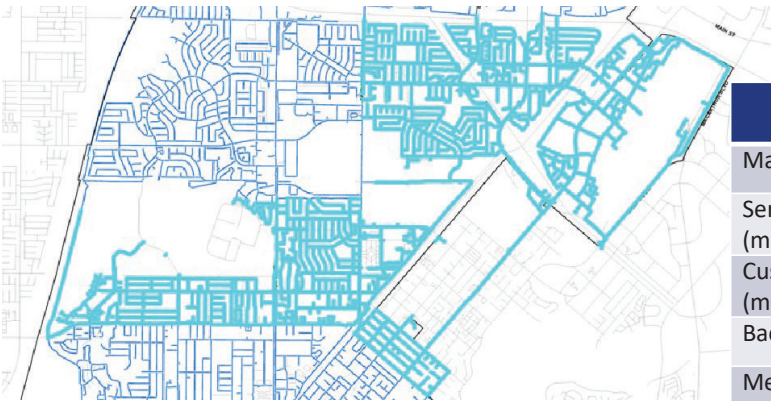
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FY2025 MWD OC Leak Detection Results



FY25 Leak Detection Area

Type of Leak	MWD OC Raw Data	After Investigation
Main Line	0	0
Service lateral (main to meter)	3	2
Customer plumbing (meter to house)	2	0
Backflow	0	0
Meter connection	44	35
Meter	6	0
No Leak Found	NA	18

FY2026 Water Loss Audit Preview

Compliance Parameter	Performance Standard (gal/Conn/Day)	FY26 Draft Result
Real Loss	16.7	TBD
Apparent Loss	11.4	TBD
Real + Apparent	28.1	29.6

Total Water Loss for FY26 exceeds the sum of the Real Loss Standard + Apparent Loss Standard

Only One (Real or Apparent) will be in compliance with the standard

FY 2026 Water Loss Challenges:

- Higher than average line breaks (Real Loss)
- New customer billing system



THANK YOU!