# Data Quality Questionnaire

This is a document summarizing the questions asked in the data quality questionnaire. To submit the questionnaire, please respond here <https://forms.office.com/g/apdgLcBGcu>

## Water System Information

1. Name of the urban retail water supplier that owns the system for which you are completing this survey.
2. Water system name.
3. Water system number.
4. Submitter’s name.
5. Submitter’s e-mail address.

## Program for Volumetric Flow Testing of Production Meters

1. What percent of production meters have been flow tested in the past 5 years?
2. Please provide any additional information regarding your answer to question 6.
3. All meters flow tested within the past 5 years account for what percent of the total annual production water volume?
4. Does the system currently have a program for regular volumetric flow testing of production meters?
5. Please provide any other relevant information regarding volumetric flow testing programs.

## Written Program for Volumetric Flow Testing of Production Meters

Please provide your system’s program for volumetric flow testing by filling out the following excel sheet (<https://www.waterboards.ca.gov/conservation/docs/data_quality_excel_submission.xlsx>) and emailing it to ORPP-WaterLossControl@waterboards.ca.gov with "Program for Volumetric Flow Testing" as the subject header.

## Program for Regular Electronic Calibration of Secondary Instrumentation

1. What percent of current production meters have been calibrated in the last 5 years?
2. The current production meters calibrated within the past 5 years produce what annual volume?
3. Does the system currently have a program for regular calibration of production meters?
4. What percent of production meters were scheduled for calibration in the last 5 years?
5. Please provide any other additional information regarding electronic calibration programs.

## Program for Volumetric Flow Testing of Customer Meters

1. What percent of current customer meters were tested in the past 5 years? This refers to all customer meters regardless of size.
2. In the past 5 years, on average, how many customer meters were replaced each year?
3. A representative sample of meters is flow tested every \_\_\_\_\_\_ years. If you do not regularly test a representative sample, enter 0.
4. What methods are used to verify that the meters sampled are representative?
5. As of today, does the system have a program for regular flow testing of customer meters?
6. Please provide any additional information regarding question 20.
7. Please provide any other relevant information regarding customer meter testing programs.

## Written Program of Volumetric Flow Testing of Customer Meters

Please provide your system's program for volumetric flow testing of customer meters by filling out the following excel sheet (<https://www.waterboards.ca.gov/conservation/docs/data_quality_excel_submission.xlsx>) and emailing it to ORPP-WaterLossControl@waterboards.ca.gov with "Program for Volumetric Flow Testing" as the subject header.

## Systematic Data Handling Errors

1. Some customer billing systems allow accounts that are not active (such as a vacant house) to exist in “non-billed” status, under which a bill is not issued. Water used in inactive or “non-billed” accounts can sometimes result in apparent losses. This type of systematic data handling accounts can sometimes result in apparent losses. This type of systematic data handling accounts for approximately what percent of apparent losses?
2. Please provide any additional information regarding question 23.
3. Some customer billing system programming create monetary credits to customers by employing negative values in consumption readings for the billing period. This type of systematic data handling accounts for approximately what percent of apparent losses?
4. Please provide any additional information regarding question 25.
5. Some municipally owned properties do not have water meters or annual readings of water consumption, thereby consuming water that is not tracked in the billing process. This accounts for approximately what percent of apparent losses?
6. Please provide any additional information regarding question 27.