



Since 1989, Water Company of America (WCA) has specialized in locating, assessing and correcting problem conditions in the field related to water metering, wastewater collection and stormwater; as well as utility billing database discrepancies, thereby increasing utility revenues.

It all begins with a detailed analysis of historical account data. Our experienced analysts utilize skills developed through years of first-hand exposure to municipal utility operations, aided by a proprietary software developed specifically for these functions by WCA, to pinpoint possible problem areas. Once located, our multidisciplinary ground crews employ the latest technology to verify usage, monitor wastewater and verify stormwater fees. We have the equipment, manpower and expertise to inspect municipal systems of all sizes for revenue losses due to a variety of problem areas, such as:

SEWER EXCLUSIONS – Some water-only customers may actually be using sewer services they are not paying for. WCA can locate those who are improperly avoiding sewer charges, investigate and establish the actual usage level.

RATE DISCREPANCIES – Rates vary widely among municipal utilities. WCA has the expertise to analyze the nuances, modify the company software accordingly, and ferret out those instances where rates are misapplied.

FAULTY FIELD DATA – An example is an incorrect commercial property impervious area square footage, which results in underbilled stormwater fees.

MALFUNCTIONING METERS – Meters fail over time, as any mechanical device tends to do. The utility staff identifies the vast majority of failed meters in the normal course of internal business. WCA specializes in locating meter failures that are not apparent, or that are masked by other property conditions. In this manner, WCA compliments staff efforts rather than competing with them.

BYPASSED METERS – These problems relate to legitimate emergency bypass abuse as well as outright theft of service. In either case, the resolution can only be obtained by a careful, diligent field investigation.

UNLISTED SERVICE – This occurs in all utility services; water, wastewater, stormwater and solid waste. Simply stated, when a customer receives the service and there is no active account in the utility billing database for that service, it is unlisted. This is the most complicated problem to discover and is one in which WCA is a specialist.