



Problem

Unaccounted-for service is unavoidable in the operation of any water, wastewater or stormwater system; it results from a number of factors which are grouped in two categories; real loss, such as leaks and apparent loss, such as meter inaccuracy, billing errors, unlisted connections and other factors. WCA targets the apparent loss.

The Need: Accountability

The appropriate fees should be collected for all services rendered to ensure the operational health of the utility. Each year millions of dollars are lost by utilities because of unbilled and/or misbilled utility services.

What We Do

Water Company of America will assist the city staff in its efforts to ensure that all the services delivered to its customers are fairly and accurately metered and billed.

Who We Are

WCA has the personnel, equipment, and expertise to inspect municipal systems of all sizes for revenue losses, and can help recover lost revenues without requiring the utility to increase its budget, personnel, or rates.

How It Works

The program is performance fee based. We work strictly for a share of recovered revenues. It is a win-win-win situation for the utility, for WCA, and for your customers. WCA helps to ensure that the customers using the services are the ones paying for those services.