



PROCESS AND CHEMICAL ENGINEERING

Water Demand Management and Metering

3 day course

Classroom, online or in-house

Course overview

A utility that cannot measure what it delivers cannot bill for it, and in most systems the meters were installed at different times, by different people, to no consistent standard. This course covers fixing the measurement and then the demand. Delegates work through meter types and selecting one for the flow range actually experienced, since an oversized meter under registers precisely when consumption is low. Installation requirements are covered, including the straight lengths and orientation that manufacturers specify and installers frequently ignore. Meter testing, accuracy classes and replacement policy follow. Reading, data capture and estimated readings are addressed. Bulk and zone metering for district areas is covered. Consumption analysis and identifying unusual patterns follow. Demand management measures are addressed, including pressure management, leak repair on customer side and retrofit programmes. Tariffs and their effect on consumption are covered. The course closes on customer engagement and on measuring whether demand has actually fallen.

What you will learn

- Select meters for the flow range genuinely experienced
- Install meters to the straight length and orientation specified
- Test meters, apply accuracy classes and set a replacement policy
- Manage reading, data capture and estimated readings
- Use bulk and zone metering to analyse district consumption
- Apply pressure management, leak repair and retrofit measures
- Use tariffs and customer engagement, and verify demand has fallen

Who should attend

- Metering and revenue protection staff
- Water utility commercial and billing managers
- Network engineers and technicians
- Municipal officials responsible for water services
- Non revenue water project teams

Course outline

- 01 Unmeasured water is unbilled water
- 02 Meter types and flow range selection
- 03 Under registration at low flow
- 04 Installation requirements
- 05 Testing, accuracy classes and replacement
- 06 Reading, data capture and estimates
- 07 Bulk and zone metering by district
- 08 Pressure management, tariffs and verifying reduction

Upcoming dates

Dates	Venue	Format	Fee per delegate
7 to 9 December 2026	Durban, South Africa	Classroom	R14,950
23 to 25 December 2026	Cape Town, South Africa	Classroom	R14,950
3 to 5 February 2027	Online	Online	R6,500



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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