**BENCHLEAK  User  Information**

The objectives of the *BENCHLEAK* Software and Manual are:

         to introduce a standard terminology for components of the annual water balance calculation

         to encourage South African water suppliers to calculate components of Non-Revenue Water, Apparent Losses and Real Losses using the standard annual water balance

         to promote performance indicators suitable for national and international benchmarking of performance in managing water losses from public water supply transmission and distribution systems

The methodologies used in *BENCHLEAK* draw strongly on recent ‘best practice’ recommendations of Task Forces of the International Water Association (IWA).

**Technical Support**

The WRC does not provide technical support on the *BENCHLEAK* model and any questions or problems associated with the program should be directed to the model developers at [***ronniem@wrp.co.za***](mailto:ronniem@wrp.co.za?subject=Benchleak) or [***wrp@wrp.co.za***](mailto:wrp@wrp.co.za?subject=Benchleak)***.***

**Hardware and Software Requirements**

In order to run the *BENCHLEAK* Model the user requires a basic PC with the Windows operating system and the EXCEL spreadsheet program.  If the EXCEL program is not available, the user can still complete a hard copy of the spreadsheet forms, although the numerous calculated fields will have to be completed manually when they are normally calculated automatically by the EXCEL program.  Some users have successfully copied the spreadsheet onto QUATRO without experiencing any major problems.

**Installation**

The *BENCHLEAK*Model can be run from anywhere on the user’s PC as long as the EXCEL program can be accessed.  There is no sophisticated installation shield and it is simply the case of copying the **BENCHLEAK.XLS** file into a suitable directory and using the model in the same manner as a normal Excel spreadsheet.