The first part of the interview was addressing the description of the Waterloss project itself and the general idea behind it. It was performed with Dejan Zupanc and Primož Banovec. At the beginning partnership of the project was introduced with the specific role of the lead partner and other partners from the MED area. The importance of the management of non-revenue water in the Mediterranean area was explained, where water resources are usually quite limited and the pressure of the population and other uses on water resources is intensified, also by the tourism. The two Slovenian partners were introduced where regional development agency plays an important role on the regional level and University of Ljubljana, Faculty of Civil and Geodetic Engineering plays an important role providing necessary knowledge in the field of water supply system development, optimization and management, also acting as a central Slovenian educational institution in this domain.

Afterwards the issue of water losses and non-revenue water was discussed. The importance of the management and reduction of water losses and the difference between the water losses and the non-revenue water was explained. Management of the water losses probably too simplified in the perception of general user and there is low knowledge on the difference between these two concepts. The importance of the limiting factors for the water losses and non-revenue water which could be in simplified manner recognized in three components was explained: (a) limited water resources, (b) technical (hydraulic) limitations regarding the water supply with high water losses and (c) excessive costs of the water supply which has high water losses. This was also presented with the general and specific objectives of the Waterloss project – resulting in the Waterloss DSS which encompasses a wide spectrum of possible non-revenue water reduction measures. Some of the measures were presented as an example for broader public, showing that there are quite some measures which are leading toward the reduction of the NRW.

The second part of the interview was performed with Petra Stropnik and Primož Banovec. Aim of the second part was to disclose the reduction of the NRW in the specific case of Velenje water supply system and the role and experiences of the utility that manages it. At the introduction the utility was presented and the general information on the water supply systems that are managed by this utility was presented. The utility is currently already well in the process of implementation of necessary measures for the NRW reduction, and this was also an important feature enabling the co-operation of the Velenje water utility in the project. For the efficient and effective reduction of water losses availability of enormous amount of data and information is namely necessary – for this purpose the utility is already for some years developing a comprehensive GIS data management system.

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This is enabling hydraulic modelling and other analysis, which are making the implementation of the measures aiming at the reduction of the water losses and NRW possible. The experience with the co-operation in the Waterloss project was very good, because it provided the utility advanced knowledge on the applicable approaches for the reduction of NRW. With the use of the DSS the utility has recognized some new possible measures for the reduction of the NRW, which were not so obvious beforehand.

At the end the discussion was focused on the importance of the NRW management for the general public. The management of water losses is for sure in the hands of professionals, but general public has also an important role in it. It could be especially recognized in the field of water supply system economics, where all the costs (including the costs relative to water losses) have to be paid for by the end-user. Therefore the NRW is touching all of us. Another issue is possible early identification of the water losses by the end-users, which are present in the field and therefore possibly the first “eyes” for the identification of suspicious wet spots, that are indicators for possible leakages.

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