

# ISO/TS 24519:2022-08 (E)

## Service activities relating to drinking water supply, wastewater and stormwater systems - Water and wastewater services for temporary settlements for displaced persons

| <b>Contents</b>    |  | <b>Page</b> |
|--------------------|--|-------------|
| Foreword .....     |  | v           |
| Introduction ..... |  | vi          |
| <b>1</b>           | <b>Scope .....</b>   | <b>1</b>    |
| <b>2</b>           | <b>Normative references .....</b>  | <b>1</b>    |
| <b>3</b>           | <b>Terms and definitions .....</b>   | <b>1</b>    |
| <b>4</b>           | <b>Principles for AWS and AWWS provision for temporary settlements .....</b>                   | <b>2</b>    |
| 4.1                | Responsibility .....   | 2           |
| 4.2                | Main purposes of the operation .....   | 2           |
| 4.3                | Temporary settlements categorization .....   | 2           |
| 4.4                | AWS and AWWS provision to temporary settlements approaches .....                               | 3           |
| 4.4.1              | Using existing drinking water and wastewater networks .....                                    | 3           |
| 4.4.2              | Using existing drinking water and wastewater networks but with limited capacity .....          | 3           |
| 4.4.3              | Providing drinking water by means of transport .....   | 3           |
| 4.4.4              | Only drinking water infrastructure available .....   | 4           |
| 4.4.5              | Water source not adequate for drinking is available .....                                      | 4           |
| 4.4.6              | A Natural water source is available .....  | 4           |
| 4.4.7              | Creating a new water source .....  | 4           |
| 4.4.8              | Water allocation .....   | 5           |
| 4.4.9              | Water quality .....  | 5           |
| 4.4.10             | Grey water .....   | 5           |
| <b>5</b>           | <b>Planning for AWS and AWWS provision for temporary settlements .....</b>                     | <b>5</b>    |
| 5.1                | General .....  | 5           |
| 5.2                | Planning .....   | 6           |
| 5.2.1              | Establishing scenario for individual temporary settlement .....                                | 6           |
| 5.2.2              | Decisions and actions to be taken .....  | 6           |
| 5.2.3              | Securing resources and planning for their mobilization .....                                   | 6           |
| <b>6</b>           | <b>Implementation of AWS and AWWS provision for temporary settlements .....</b>                | <b>7</b>    |
| 6.1                | General .....  | 7           |
| 6.2                | Using the existing drinking water and wastewater networks .....                                | 7           |
| 6.2.1              | General .....  | 7           |
| 6.2.2              | Distribution of drinking water by connecting to an existing drinking water supply system ..... | 7           |
| 6.2.3              | Connecting to the wastewater infrastructure .....  | 8           |
| 6.3                | Providing drinking water by means of transport .....   | 8           |
| 6.3.1              | General .....  | 8           |
| 6.3.2              | Drinking water source(s) and transporting .....  | 8           |
| 6.3.3              | Static water tanks connected to multi drinking water taps .....                                | 8           |
| 6.3.4              | Static assets (water tankers, towed bowsers or tanks) .....                                    | 9           |
| 6.3.5              | Containerized drinking water .....   | 9           |
| 6.3.6              | Reservoir .....  | 9           |
| 6.3.7              | AWWS .....   | 9           |
| 6.4                | Wastewater infrastructure not available .....  | 9           |

|       |  |    |
|-------|--|----|
| 6.5   | Drinking water and wastewater networks are available but with limited capacity .....       | 10 |
| 6.6   | Water source not for drinking is available .....   | 10 |
| 6.7   | Natural water source is available .....  | 10 |
| 6.8   | Creating a water source .....  | 10 |
| 7     | Internal and external communications .....   | 11 |
| 7.1   | General .....  | 11 |
| 7.2   | What to communicate .....  | 11 |
| 7.2.1 | Information to users .....   | 11 |
| 7.2.2 | Information to other stakeholders .....  | 11 |
| 7.3   | Preparing stakeholders of a temporary settlement involving AWS and<br>AWWS provision ..... | 12 |
| 7.3.1 | Tailored messaging .....   | 12 |
| 7.3.2 | Preparing key stakeholders .....   | 12 |
| 7.4   | AWS and AWWS information communication in the temporary settlement .....                   | 12 |
| 7.4.1 | Tailored messaging .....   | 12 |
| 7.4.2 | Communicating methods with users .....   | 12 |
| 7.4.3 | Communicating methods with other stakeholders .....  | 13 |
| 7.4.4 | Communication tools and techniques .....   | 13 |
|       | Annex A (informative) Securing resources and planning for their mobilization .....         | 14 |
|       | Bibliography .....   | 17 |