ISO 24510:2024-01 (E)

Activities relating to drinking water and wastewater services - Guidelines for the assessment and for the improvement of the service to users

Contents				
Fore	word			vi
Intr	oducti	n		vii
1				
	-			
2			S	
3	Teri	1		
4	Elen	2		
	4.1			
	4.2		r services	
	4.3		e service	
		4.3.1 Applica	tion and termination of the service	3
			ervices	
			uality	
	4.4		gement and billing	
			agreement	
	4.5		ood relationship with users	
	4.6 Protection of the environment			
	4.7	Safety and eme	ergency management	3
5	Obje	ctives for the se	rvice in respect of users' needs and expectations	4
	5.1	General		4
	5.2	Access to wate	r services	4
	5.3	Provision of th	e service	4
		5.3.1 Time to	establish new service provisions	4
		5.3.2 Repairs	•	4
		5.3.3 Price of	service	4
		5.3.4 Quantit	y of water services	4
			uality	4
			service	
			ge and availability of water services	
	5.4		gement and billing	
			ility of a clear service agreement	
			onsumption	
			cy of billing	
			se to billing complaints	
			of billing	
			s of payment	
	5.5		ood relationship with users	
			contact	
			ne contact	
			sits to the offices of the water utility	
			customer relationship service	
			nedia	
			the user	
			ints and requests	
			tion of restrictions and interruptions	
		5.5.10 Notifica	tion of an abnormal water situation	7

		5.5.11 Availability of service information	
		5.5.12 Community activities	7
		5.5.13 Participation of the users	7
	5.6	Protection of the environment	
		5.6.1 Sustainable use of natural resources	
		5.6.2 Wastewater treatment	
		5.6.3 Environmental impact	
	5.7	Safety and emergency management	
	5.8	Higher user and regulatory demand	
	5.9	Available technologies	8
6	Guid	lelines for satisfying users' needs and expectations	9
	6.1	General	
	6.2	Access to water services	
	6.3	Provision of the service	10
		6.3.1 Time to establish new service provisions	10
		6.3.2 Repairs	10
		6.3.3 Price of service	10
		6.3.4 Quantity of drinking water supply	11
		6.3.5 Drinking water quality	11
		6.3.6 Aesthetic aspects of water	
		6.3.7 Pressure of drinking water supply	11
		6.3.8 Continuity of drinking water supply	
		6.3.9 Coverage and availability of drinking water services	
		6.3.10 Coverage and availability of wastewater services	
		6.3.11 Stormwater management	12
	6.4	Contract management and billing	13
		6.4.1 Content of the service agreement and water consumption measurement	13
		6.4.2 Response to billing complaints	15
		6.4.3 Clarity of billing	15
		6.4.4 Methods of payment	
		6.4.5 Payment management	16
	6.5	Promoting a good relationship with users	
		6.5.1 General	
		6.5.2 Written contact	
		6.5.3 Telephone contact	
		6.5.4 User visits to the offices of the water utility	
		6.5.5 Online customer relationship service	
		6.5.6 Social media	
		6.5.7 Visits to the user	
		6.5.8 Complaints and requests	
		6.5.9 Notification of restrictions and interruptions	
		6.5.10 Notification of an abnormal water situation	
		6.5.11 Availability of service information	
		6.5.12 Community activities	
		6.5.13 Participation of the users	
	6.6	Protection of the environment	
		6.6.1 Sustainable use of natural resources	
		6.6.2 Wastewater treatment	21
		6.6.3 Environmental impact	21
	6.7	Safety and emergency management	21
7	Δεεσ	essment criteria for service to users	22
,	7.1	General	
	7.2	Access to water services	
	7.2	Provision of the service	
	7.5	7.3.1 Time to establish new service provisions	
		7.3.2 Repairs	
		7.3.3 Price of service	
		7.3.4 Quantity of drinking water supply	
		7.3.5 Drinking water quality	
		7.3.6 Aesthetic aspects of water	
		7.3.7 Pressure of drinking water supply	
		7.3.8 Continuity of drinking water supply	
		7.3.9 Coverage and availability of drinking water services	
- 2 -		7.3.10 Coverage and availability of wastewater services	

		7.4.2 Accuracy of billing	25
		7.4.4 Clarity of billing	
		7.4.5 Methods of payment	
	7.5	Promoting a good relationship with users	
		7.5.1 General	
		7.5.2 Written contact	
		7.5.3 Telephone contact	
		7.5.4 User visits to the offices of the water utility	
		7.5.5 Online customer relationship service	
		7.5.7 Visits to the user	
		7.5.8 Complaints and requests	
		7.5.9 Notification of restrictions and interruptions	
		7.5.10 Notification of an abnormal water situation	27
		7.5.11 Availability of service information	
		7.5.12 Community activities	
		7.5.13 Participation of the users	28
	7.6	Protection of the environment	
		7.6.1 Sustainable use of natural resources	
		7.6.2 Wastewater treatment	
		7.6.3 Stormwater treatment	
	7.7	7.6.4 Environmental impact	
	7.7	Safety and emergency management	29
8		essment of water services	
	8.1	General	
	8.2	Assessment policy	
	8.3	Goal and scope of the assessment	
	8.4 8.5	Parties involved in the assessment	
	8.6	Methodology of assessment Service assessment criteria	
	8.7	Resources to conduct the assessment	
	8.8	The production of output and recommendations for the use of the output	
_			
9		formance indicators	
	9.1 9.2	General Parformance indicator systems	
	9.2	Performance indicator systems	
		9.2.2 Performance indicators	
		9.2.3 Variables	
		9.2.4 Context information	
	9.3	Quality of the information	
	9.4	Example of a performance indicator	
Ann		nformative) Example of performance indicators	
	•	· · · · · · · · · · · · · · · · · · ·	
Ann	-	informative) Example of confidence-grading schemefor performance indicat	
	syst	ems	46
D:1 1	iogranl	hv.	48