

ISO 24521:2025-05 (E)

Drinking water, wastewater and stormwater systems and services - Management of on-site domestic wastewater services

Contents

Page

Foreword.....	v
Introduction.....	vi
1 Scope.....	1
2 Normative references.....	1
3 Terms, definitions and abbreviated terms.....	2
3.1 Terms and definitions.....	2
3.2 Abbreviated terms.....	2
4 Objectives.....	2
4.1 General.....	2
4.2 Protection of public health and safety.....	3
4.3 Occupational health and safety.....	3
4.4 Environmental protection.....	3
4.5 Sustainable development.....	4
4.6 Meeting the needs and expectations of users.....	4
4.7 Provision of services under normal and emergency situations.....	5
5 Components of on-site domestic wastewater systems (ODWS).....	5
5.1 General.....	5
5.2 User interface.....	6
5.3 Collection.....	6
5.4 Removal and transportation.....	7
5.5 Treatment.....	7
5.6 Disposal and reuse.....	8
6 Management of on-site domestic wastewater systems (ODWS).....	8
6.1 General.....	8
6.2 External management of system function and stakeholder communication.....	9
6.3 Fundamental management activities.....	9
6.3.1 Developing objectives and establishing action plans.....	9
6.3.2 Financial sustainability of the system.....	9
6.3.3 Asset management.....	9
6.3.4 Customer relations.....	9
6.4 Stakeholder relations.....	10
6.4.1 Developing plans for support of stakeholders.....	10
6.4.2 Education and training of stakeholders.....	10
6.5 Environmental management.....	11
6.6 Risk management.....	11
6.6.1 Risk management plan.....	11
6.6.2 Risk analysis.....	12
7 Planning and construction.....	13
7.1 Planning and construction of on-site domestic wastewater systems (ODWS).....	13
7.2 Criteria for selecting appropriate on-site domestic wastewater technologies.....	13
7.3 User interface.....	14
7.4 Collection.....	15
7.5 Removal and transportation.....	15
7.6 Treatment.....	16
7.7 Disposal and reuse.....	16

8	Operation and maintenance plans	17
8.1	General.....	17
8.2	Developing operational plans and instructions.....	17
8.3	Developing maintenance plans and instructions.....	18
8.4	Developing plans and instructions for collection of wastewater and sludge.....	18
8.5	Developing plans and instructions for removal and transportation of wastewater and sludge.....	18
9	Health and safety issues	19
9.1	Health and safety measures and training.....	19
9.1.1	General guidance.....	19
9.1.2	Health risks to user and service providers.....	19
9.1.3	Basic hygiene practices.....	19
9.1.4	Personal protective equipment (PPE).....	20
9.1.5	Health and safety training.....	20
9.2	Public health programmes.....	20
	Annex A (informative) Examples of on-site domestic wastewater systems and components	22
	Bibliography	38