

ISO 24512:2007-12 (E)

Activities relating to drinking water and wastewater services - Guidelines for the management of drinking water utilities and for the assessment of drinking water services

Contents		Page
Foreword		v
Introduction		vi
0.1	Water issues: global context and policies framework	vi
0.2	Water utilities: general objectives	vi
0.3	Objectives, content and implementation of this International Standard	vii
0.4	Drinking water supply services	x
1	Scope	1
2	Terms and definitions	2
3	Components of drinking water supply systems	10
3.1	General	10
3.2	Types of drinking water supply systems	10
3.3	Water source	10
3.4	Intake and transport	11
3.5	Treatment	11
3.6	Storage, transport and distribution	11
3.7	Disposal of residues	11
4	Objectives for the drinking water utility	12
4.1	General	12
4.2	Protection of public health	13
4.3	Meeting users' needs and expectations	14
4.4	Provision of services under normal and emergency situations	14
4.5	Sustainability of the water utility	14
4.6	Promotion of sustainable development of the community	15
4.7	Protection of the environment	15
5	Management components of a drinking water utility	15
5.1	General	15
5.2	Activities and process management	16
5.3	Resources management	16
5.4	Asset management	16
5.5	Customer relations management	17
5.6	Information management	17
5.7	Environmental management	17
5.8	Risk management	18
6	Guidelines for the management of drinking water utilities	18
6.1	General	18
6.2	Organization	19
6.3	Planning and construction	20
6.4	Operations and maintenance	21
7	Assessment of water services	24
7.1	General	24

7.2	Assessment policy	25
7.3	Goal and scope of the assessment	25
7.4	Parties involved in the assessment	26
7.5	Methodology of assessment	26
7.6	Service assessment criteria	26
7.7	Resources to conduct the assessment	27
7.8	The production of output and recommendations for the use of the output	27
8	Performance indicators	27
8.1	General	27
8.2	Performance indicators systems	27
8.3	Quality of the information	29
8.4	Example of a performance indicator	29
Annex A (informative) Tables of corresponding terms in English, French and Spanish		31
Annex B (informative) Schematics of drinking water supply systems		37
Annex C (informative) Possible actions to achieve the objectives of the drinking water utility		39
Annex D (informative) Further guidelines for the management of drinking water utilities		41
Annex E (informative) Examples of service assessment criteria related to the drinking water utility objectives, performance indicators related to assessment criteria, and service assessment criteria related to components of a drinking water system		43
Annex F (informative) Example of confidence-grading scheme for performance indicators systems		51
Bibliography		53