

# 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

---

<b>Contents</b>		Page
Foreword.....		vi
Introduction.....		vii
<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>Elements of the service relating to users.....</b>	<b>2</b>
4.1	General.....	2
4.2	Access to water services.....	2
4.3	Provision of the service.....	3
4.3.1	Application and termination of the service.....	3
4.3.2	Water services.....	3
4.3.3	Water quality.....	3
4.4	Contract management and billing.....	3
4.4.1	Service agreement.....	3
4.4.2	Billing.....	3
4.5	Promoting a good relationship with users.....	3
4.6	Protection of the environment.....	3
4.7	Safety and emergency management.....	3
<b>5</b>	<b>Objectives for the service in respect of users' needs and expectations.....</b>	<b>4</b>
5.1	General.....	4
5.2	Access to water services.....	4
5.3	Provision of the 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	Quantity of water services.....	4
5.3.5	Water quality.....	4
5.3.6	Level of service.....	5
5.3.7	Coverage and availability of water services.....	5
5.4	Contract management and billing.....	5
5.4.1	Availability of a clear service agreement.....	5
5.4.2	Water consumption.....	5
5.4.3	Accuracy of billing.....	6
5.4.4	Response to billing complaints.....	6
5.4.5	Clarity of billing.....	6
5.4.6	Methods of payment.....	6
5.5	Promoting a good relationship with users.....	6
5.5.1	General.....	6
5.5.2	Written contact.....	6
5.5.3	Telephone contact.....	6
5.5.4	User visits to the offices of the water utility.....	6
5.5.5	Online customer relationship service.....	7
5.5.6	Social media.....	7
5.5.7	Visits to the user.....	7
5.5.8	Complaints and requests.....	7
5.5.9	Notification of restrictions and interruptions.....	7
5.5.10	Notification of an abnormal water situation.....	7

	5.5.11	Availability of service information .....	7
	5.5.12	Community activities .....	7
	5.5.13	Participation of the users .....	7
5.6		Protection of the environment .....	8
	5.6.1	Sustainable use of natural resources .....	8
	5.6.2	Wastewater treatment .....	8
	5.6.3	Environmental impact .....	8
5.7		Safety and emergency management .....	8
5.8		Higher user and regulatory demand .....	8
5.9		Available technologies .....	8
<b>6</b>		<b>Guidelines for satisfying users' needs and expectations .....</b>	<b>9</b>
6.1		General .....	9
6.2		Access to water services .....	9
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 .....	11
	6.3.7	Pressure of drinking water supply .....	11
	6.3.8	Continuity of drinking water supply .....	11
	6.3.9	Coverage and availability of drinking water services .....	12
	6.3.10	Coverage and availability of wastewater services .....	12
	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 .....	15
	6.4.5	Payment management .....	16
6.5		Promoting a good relationship with users .....	17
	6.5.1	General .....	17
	6.5.2	Written contact .....	17
	6.5.3	Telephone contact .....	17
	6.5.4	User visits to the offices of the water utility .....	17
	6.5.5	Online customer relationship service .....	17
	6.5.6	Social media .....	18
	6.5.7	Visits to the user .....	18
	6.5.8	Complaints and requests .....	18
	6.5.9	Notification of restrictions and interruptions .....	18
	6.5.10	Notification of an abnormal water situation .....	18
	6.5.11	Availability of service information .....	19
	6.5.12	Community activities .....	20
	6.5.13	Participation of the users .....	20
6.6		Protection of the environment .....	20
	6.6.1	Sustainable use of natural resources .....	20
	6.6.2	Wastewater treatment .....	21
	6.6.3	Environmental impact .....	21
6.7		Safety and emergency management .....	21
<b>7</b>		<b>Assessment criteria for service to users .....</b>	<b>22</b>
7.1		General .....	22
7.2		Access to water services .....	22
7.3		Provision of the service .....	22
	7.3.1	Time to establish new service provisions .....	22
	7.3.2	Repairs .....	23
	7.3.3	Price of service .....	23
	7.3.4	Quantity of drinking water supply .....	23
	7.3.5	Drinking water quality .....	23
	7.3.6	Aesthetic aspects of water .....	23
	7.3.7	Pressure of drinking water supply .....	23
	7.3.8	Continuity of drinking water supply .....	24
	7.3.9	Coverage and availability of drinking water services .....	24
	7.3.10	Coverage and availability of wastewater services .....	24

7.3.11	Property flooding by wastewater.....	24
7.3.12	Property flooding by stormwater.....	24
7.4	Contract management and billing.....	25
7.4.1	Content of the service agreement and consumption measurement.....	25
7.4.2	Accuracy of billing.....	25
7.4.3	Response to billing complaints.....	25
7.4.4	Clarity of billing.....	25
7.4.5	Methods of payment.....	26
7.5	Promoting a good relationship with users.....	26
7.5.1	General.....	26
7.5.2	Written contact.....	26
7.5.3	Telephone contact.....	26
7.5.4	User visits to the offices of the water utility.....	26
7.5.5	Online customer relationship service.....	26
7.5.6	Social media.....	27
7.5.7	Visits to the user.....	27
7.5.8	Complaints and requests.....	27
7.5.9	Notification of restrictions and interruptions.....	27
7.5.10	Notification of an abnormal water situation.....	27
7.5.11	Availability of service information.....	28
7.5.12	Community activities.....	28
7.5.13	Participation of the users.....	28
7.6	Protection of the environment.....	28
7.6.1	Sustainable use of natural resources.....	28
7.6.2	Wastewater treatment.....	28
7.6.3	Stormwater treatment.....	29
7.6.4	Environmental impact.....	29
7.7	Safety and emergency management.....	29
<b>8</b>	<b>Assessment of water services.....</b>	<b>29</b>
8.1	General.....	29
8.2	Assessment policy.....	30
8.3	Goal and scope of the assessment.....	30
8.4	Parties involved in the assessment.....	30
8.5	Methodology of assessment.....	31
8.6	Service assessment criteria.....	31
8.7	Resources to conduct the assessment.....	31
8.8	The production of output and recommendations for the use of the output.....	32
<b>9</b>	<b>Performance indicators.....</b>	<b>32</b>
9.1	General.....	32
9.2	Performance indicator systems.....	32
9.2.1	Key components of a performance indicator system.....	32
9.2.2	Performance indicators.....	32
9.2.3	Variables.....	33
9.2.4	Context information.....	33
9.3	Quality of the information.....	33
9.4	Example of a performance indicator.....	34
	<b>Annex A (informative) Example of performance indicators.....</b>	<b>35</b>
	<b>Annex B (informative) Example of confidence-grading scheme for performance indicator systems.....</b>	<b>46</b>
	<b>Bibliography.....</b>	<b>48</b>