

ISO 24511:2024-02 (E)

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

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	2
4	Components of wastewater systems	4
4.1	General	4
4.2	Types of wastewater systems	5
4.3	Centralized systems	5
4.3.1	Wastewater source	5
4.3.2	Transport from source to treatment	5
4.3.3	Treatment	6
4.3.4	Storage, transport and distribution	7
4.3.5	Disposal of residues	7
4.4	On-site systems	7
4.4.1	Wastewater source	7
4.4.2	Collection and transport	7
4.4.3	Treatment	8
4.4.4	Storage, transport and distribution	8
4.5	Disposal or reuse of residues	8
5	Objectives for the wastewater utility	9
5.1	General	9
5.2	Protection of public health	10
5.3	Meeting users' needs and expectations	11
5.4	Provision of services under normal and emergency situations	11
5.5	Sustainability of the wastewater utility	11
5.6	Promotion of sustainable development of the community	11
5.7	Protection of the environment	12
5.7.1	Protection of the natural environment	12
5.7.2	Protection of the built or public environment	12
5.8	Climate change	12
5.9	Higher user and service demands	13
5.10	Available technologies	13
6	Management components of a wastewater utility	13
6.1	General	13
6.2	Activities and process management	14
6.3	Resources management	14
6.4	Asset management	14
6.5	Customer relations management	15
6.6	Information management	15
6.7	Environmental management	15
6.8	Risk management	15
7	Guidelines for the management of wastewater utilities	16

7.1	General	16
7.2	Organization	17
7.2.1	General	17
7.2.2	Organizational structure and responsibilities	17
7.2.3	Organization of work flow	17
7.2.4	Operational documents and records	17
7.3	Planning and construction	18
7.4	Operations and maintenance	19
7.4.1	General	19
7.4.2	Technical activities	19
7.4.3	Support activities	20
8	Assessment of wastewater services	22
8.1	General	22
8.2	Assessment policy	23
8.3	Goal and scope of the assessment	23
8.4	Parties involved in the assessment	23
8.5	Methodology of assessment	24
8.6	Service assessment criteria	24
8.7	Resources to conduct the assessment	25
8.8	The production of output and recommendations for the use of the output	25
9	Performance indicators	25
9.1	General	25
9.2	Performance indicator systems	25
9.2.1	Key components of a performance indicator system	25
9.2.2	Performance indicators	26
9.2.3	Variables	26
9.2.4	Context information	27
9.3	Quality of the information	27
9.4	Example of a performance indicator	27
Annex A (informative) Schematics of wastewater systems		29
Annex B (informative) Possible actions to achieve the objectives of the wastewater utility		31
Annex C (informative) Possible actions related to the management of the wastewater utility		37
Annex D (informative) Example of an assessment methodology for deciding on the implementation and calculation of performance indicators for wastewater utilities		40
Annex E (informative) Examples of service assessment criteria related to the wastewater utility objectives, performance indicators related to assessment criteria, and service assessment criteria related to components of a wastewater system		43
Annex F (informative) Example of confidence-grading scheme for performance indicator systems ..		54
Bibliography		56