

ISO/TC 224

Service activities relating to drinking water supply systems and wastewater systems

Chairman : Jean-Luc REDAUD – France

Secretariat : AFNOR

What is an ISO International Standard ?

- Document established by consensus among stakeholders that provides for common and repeated use, rules, guidelines or characteristics for activities or their results
- Applicable on a voluntary basis
- *Implemented in a Technical Committee (TC) under the proposal and leadership of an ISO member*

ISO/TC 224 Objective
TO PROVIDE GUIDELINES FOR SERVICE
ACTIVITIES RELATING TO THE
MANAGEMENT OF DRINKING WATER
SUPPLY SYSTEMS AND WASTEWATER
SEWERAGE SYSTEMS

ISO/TC 224 standards will be useful for
improving governance and quality of
services

ISO/TC 224 : a new type of
ISO Standards

- **Guidelines** oriented towards performance values involving **many “new” stakeholders** and **not “management systems” specifications** supporting direct certification
- **complementary to ISO 9001 & 14001** which deal with the quality and environmental management systems

In line with new standards on social
responsibilities and corporate behaviour
(and not classical standards on technical product or
test method standards)

ISO standards will help to

- improve the dialogue among stakeholders
- develop a mutual understanding of responsibilities and tasks
- establish objectives locally adapted, complying with mandatory requirements laid down by the relevant authorities
- assess the quality of the services provided
- monitor the performances of the water utilities

for both the interest of users and the protection of the environment

Participation in ISO/TC 224

- **46 countries involved:**
28 participating countries (P – members) and
18 observing countries (O – members)
- **8 international organizations**
AfWA, AIDIS, Consumers International,
EUREAU, IWA, NORMAPME,
WHO, World Bank

P-members

- Algeria, Argentina, Austria, Belgium, Bulgaria, Canada, Denmark, France, Germany, Japan, Kenya, Malaysia, Morocco, Netherlands, Nigeria, Norway, Portugal, Republic of Korea, Russian Federation, Slovakia, South Africa, Spain, Sweden, Trinidad, Tunisia, United Kingdom, USA, Zimbabwe

An approach based on consensus and worldwide collaboration

ISO-TC meetings and regional Fora

- **France, september 2002**
- **Canada, september 2003**
- **Korea, april 2004 and asiatic Forum**
- **Porto-Rico, august 2004 Latin America Forum**
- **Morocoo, september 2004 ans African Forum**
- **Germany, october 2005**
- **Urugay(AIDIS) , december 2005**
- **France, autumn 2007**

Three ISO standards in preparation :

- **ISO 24510 Guidelines for the improvement and for the assessment of the service to users (*service oriented standard*)**
- **ISO 24511 Guidelines for the management of wastewater utilities and for the assessment of wastewater services (*management oriented*)**
- **ISO 24512 Guidelines for the management of drinking water utilities and for the assessment of drinking water services (*management oriented*)**

ISO/TC 224 Organisation

- **WG 1 Terminology** (AFNOR – France)
- **WG 2 Service to user** (AENOR – Spain)
- **WG 3 Drinking water** (SCC – Canada and DSM – Malaysia)
- **WG 4 Wastewater** (ON – Austria and KATS – Republic of Korea)
- **Ad-hoc group Developing countries** (SNIMA – Morocco)

ISO 24510

- **1 Scope**
- **2 Normative references**
- **3 Terms and definitions**
- **4 Components of the service relating to users**
- **5 Objectives for the service**
- **6 Guidelines for satisfying needs and expectations**
- **7 Assessment criteria**
- **8 Assessment of service to users**
- **9 Introduction to PIs**

ISO 24510

Essential components relating to users

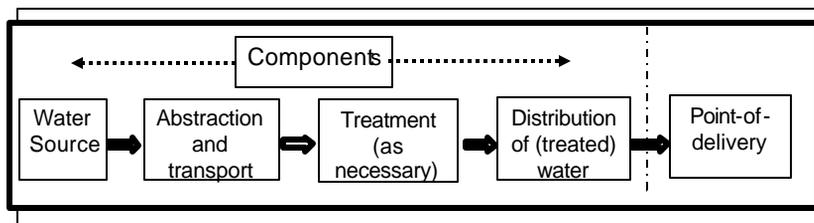
1. Provision of the service
2. Contract management and billing
3. Promoting a good relationship with the users
4. Relationship with the environment

ISO 24511 et 24512

- 1 Scope
- 2 Normative references
- 3 Terms and definitions
- 4 Components of the water system
- 5 Objectives for the water utility
- 6 Management components
- 7 Guidelines for the management
- 8 Assessment of water services
- 9 Performance Indicators

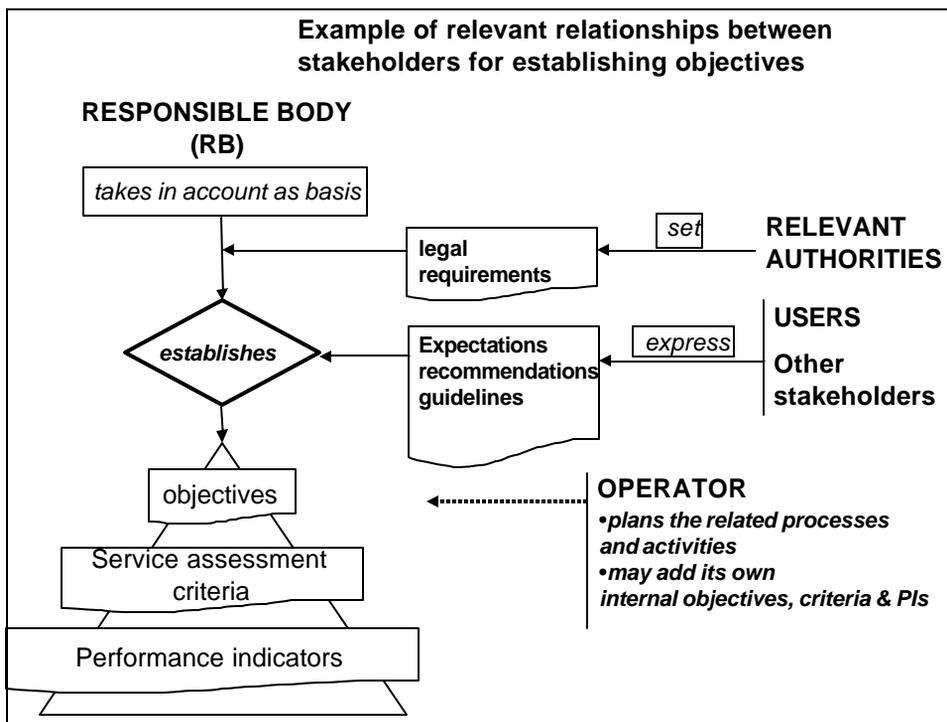
ISO 24511 and 24512

Components for management

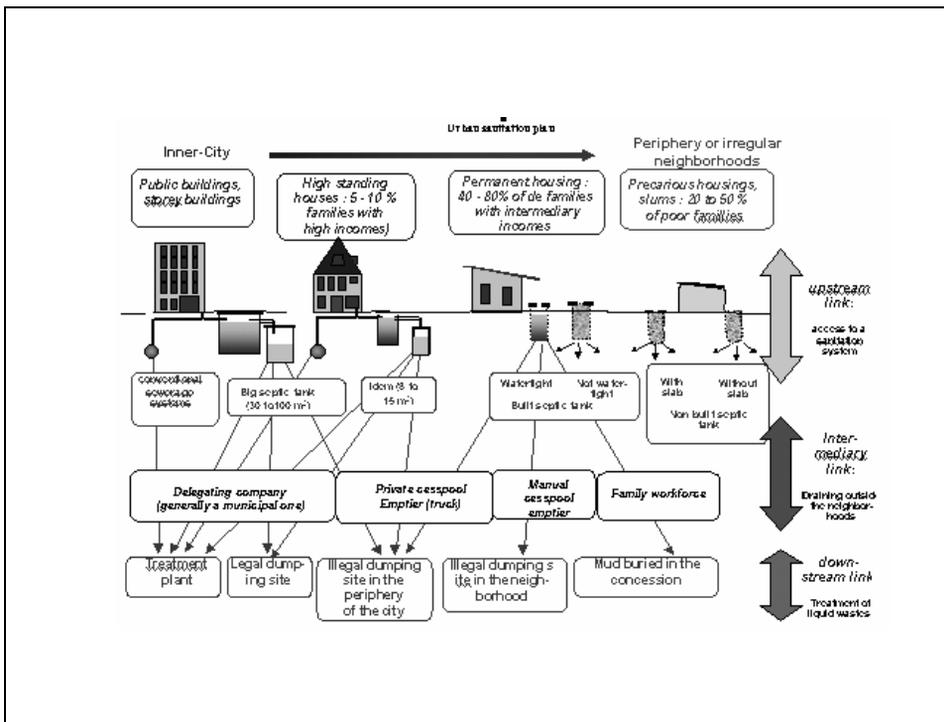
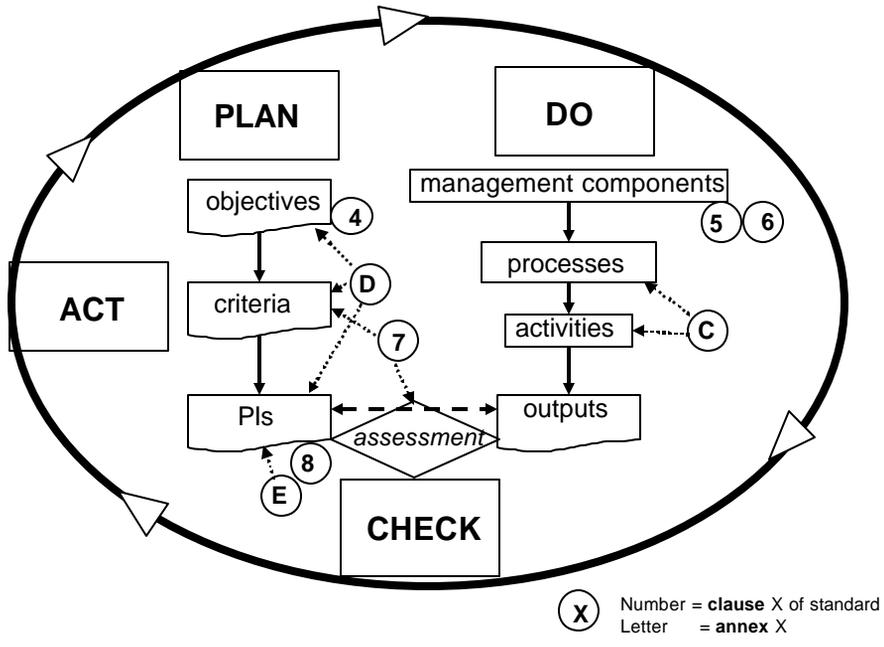


Terminology useful to avoid numerous misunderstandings

- Utilities /water systems / services
- Consumers /users / registered customers
- Connections : point of delivery / point of use
- Characteristics :continuous, intermitent, collective or individual equipments,...
- Stakeholders : function / status
- Guidelines for management / assessment of services



Improving assessment



2005,first Committee Draft enquiry....

- **September 2002** — ISO/TC 224 1st meeting, Paris (France)
- **September 2003** – ISO/TC 224 2nd meeting, Ottawa (Canada)
- **April 2004** – ISO/TC 224 3rd meeting, Daejeon (Korea)
- **September 2004** – ISO/TC 224 4th meeting, Rabat (Morocco)
- **April – June 2005** – **Committee Draft enquiry (CD)** (*TC memb*)
- **October 2005** – ISO/TC 224 5th meeting, Berlin (Germany)

OUPUT of the CD enquiry (>80% of the 25 P-members voted)

CD 24510 (service to users) : 80% approval

CD 24511 & 24512 (WW & DW) 95% approval

A very clear consensus & encouragement for following up...

Globally relevant standards implies....a necessary adaptation to developing countries contexts

**An Ad-hoc group developing countries was set
up in 2004, by the TC meeting in Rabat**

**Members : Argentina, Austria, Canada, Germany,
France, Malaysia, Morocco, Nigeria, United
States, Zimbabwe, AIDIS, Consumers
International**

**ISO/TC 224 meeting in Berlin
October 2005**

**Decision to launch a
PRELIMINARY WORK ITEM**

**« Guide for the application of ISO 24510,
24512, 24512 in developing and
emerging countries »**

Work schedule 2006

- **DIS enquiry for 5 months (May to September) : all ISO members (100) can vote and comment : last opportunity !!**
- **ISO/TC 6th meeting in Punta del Este (Uruguay) in December 2006**
- **....Finalisation of ISO drafts**

Work schedule 2007 (end)

- **Autumn 2007: ISO TC final meeting and PUBLICATION of the standards by ISO in English, French, and Spanish versions**
- **Possibly, decisions to launch additional drafts**
 - **TS -Technical Specification- or PAS - Publicly Available Specification- within ISO/TC 224**
 - **IWA – International Workshop Agreement - from voluntary stakeholders and on regional basis agreements**

How to participate in ISO/TC 224

- **Contact your national standardisation body**
- or
- **Contact the secretariat of ISO/TC 224 :**
Mrs Thomas (email : laurence.thomas@afnor.fr)

Information on <http://comelec.afnor.fr/tc224e>