
**Service activities relating to drinking
water supply systems and wastewater
systems — Crisis management — Good
practice for technical aspects**

*Activités relatives aux services de l'eau potable et de
l'assainissement — Gestion de crise — Les bonnes pratiques pour les
aspects techniques*





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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 224, *Service activities relating to drinking water supply systems and wastewater systems — Quality criteria of the service and performance indicators*.

Introduction

Water is the source of life, without which humans, as well as other species, cannot survive. In many countries, there is a lack of knowledge regarding crisis management of drinking water and wastewater services.

Impairment of the drinking water service would change the quality of life of the affected population in the immediate period while in the medium-term it could affect their ability to survive. Therefore, the continuous and orderly supply of clean water is of paramount importance for the population. The collection, treatment and safe disposal of sanitary wastewater are also important if illness and/or inundation are to be prevented and the environment protected. This document describes good practice in the establishment of technical crisis management systems drawn from experience contributed by relevant national authorities.

The approach of a water utility when preparing for any crisis should encompass all pertinent aspects of water supply and the collection, treatment and safe disposal of wastewater. The water utility needs to cooperate with all relevant authorities concerned with the crisis. Effective crisis management should ensure that the actions taken before, during and after the crisis consider the natural environment as well as the impact on the health and wellbeing of the population. Effective communication with the public is necessary to mitigate or prevent panic and to establish trust in the water utility by disclosing important information appropriately in the area affected by a crisis, in neighbouring areas or to any other stakeholders.

This document can be used as a toolkit by water utilities where they wish to review their current capability to prepare for, respond to and recover from a crisis in an effective and efficient manner. It is not intended as a complete guide to crisis management. Water utilities can consult ISO 24518 if they need further guidance.

Service activities relating to drinking water supply systems and wastewater systems — Crisis management — Good practice for technical aspects

1 Scope

This document provides guidance to water utilities on good practice in technical aspects of crisis management.

This document is applicable to all water utilities, of whatever size, whether public or private, that wish to review the effectiveness and efficiency of their service activities relating to preparation for, response to and recovery from a crisis.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

alternative wastewater service

wastewater (3.40) *service* (3.37) provided to *users* (3.39) by means other than through the normal collection and treatment system

3.2

alternative water supply

water provided to *users* (3.39) by means other than through the normal treatment and distribution system

3.3

analysis

systematic examination in which the biological or technical system is decomposed into its component parts using suitable methods, after which the parts are then organized and evaluated

Note 1 to entry: Analysis also includes water quality sampling operations carried out after sample preparation to determine the amount of concentration of the analyte(s) of interest present in the sample.

3.4

asset

capital-forming goods used for the provision of the *service* (3.37)

Note 1 to entry: Assets can be tangible or intangible. Examples of tangible assets are land, buildings, pipes, tanks, treatment plants, equipment and hardware. Examples of intangible assets are software and databases.

Note 2 to entry: Contrary to consumables, assets can be depreciated (tangible assets) or amortized (intangible assets) in accounting systems.