PD ISO/TS 24520:2017

BSI Standards Publication

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

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National foreword

This Published Document is the UK implementation of ISO/TS 24520:2017.

The UK participation in its preparation was entrusted to Technical Committee CB/503, Drinking water and wastewater service levels.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Published by BSI Standards Limited 2017

ISBN 978 0 580 83927 6

ICS 91.140.60; 13.060.30; 03.080.30; 13.060.20

Compliance with a British Standard cannot confer immunity from legal obligations.

This Published Document was published under the authority of the Standards Policy and Strategy Committee on 30 September 2017.

Amendments/corrigenda issued since publication

Date	Text affected

PD ISO/TS 24520:2017

TECHNICAL SPECIFICATION

ISO/TS 24520

First edition
2017-09

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

Reference number
ISO/TS 24520:2017(E)

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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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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.