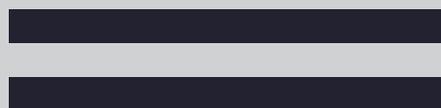
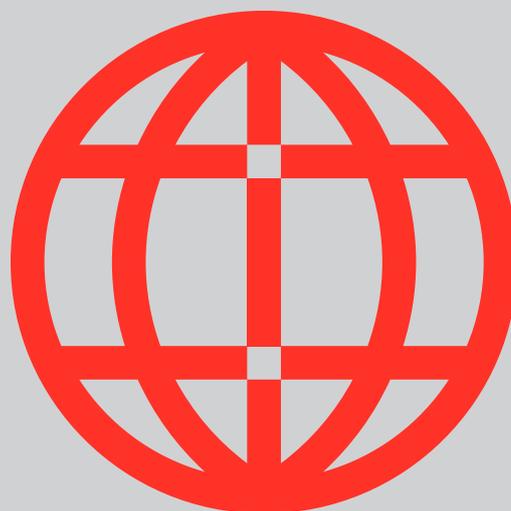


SVENSK STANDARD

SS-ISO 24513:2020

Dricksvatten- och avloppstjänster – Terminologi
(ISO 24513:2019, IDT)

Service activities relating to drinking water supply, wastewater
and stormwater systems – Vocabulary (ISO 24513:2019, IDT)



sis Svenska
Institutet för
Standarder

Language: engelska/English

Edition: 1

This preview is downloaded from www.sis.se. Buy the entire
standard via <https://www.sis.se/std-80023910>

Den här standarden kan hjälpa dig att effektivisera och kvalitetssäkra ditt arbete. SIS har fler tjänster att erbjuda dig för att underlätta tillämpningen av standarder i din verksamhet.

SIS Abonnemang

Snabb och enkel åtkomst till gällande standard med SIS Abonnemang, en prenumerationstjänst genom vilken din organisation får tillgång till all världens standarder, senaste uppdateringarna och där hela din organisation kan ta del av innehållet i prenumerationen.

Utbildning, event och publikationer

Vi erbjuder även utbildningar, rådgivning och event kring våra mest sålda standarder och frågor kopplade till utveckling av standarder. Vi ger också ut handböcker som underlättar ditt arbete med att använda en specifik standard.

Vill du delta i ett standardiseringsprojekt?

Genom att delta som expert i någon av SIS 300 tekniska kommittéer inom CEN (europeisk standardisering) och/eller ISO (internationell standardisering) har du möjlighet att påverka standardiseringsarbetet i frågor som är viktiga för din organisation. Välkommen att kontakta SIS för att få veta mer!

Kontakt

Skriv till kundservice@sis.se, besök [sis.se](https://www.sis.se) eller ring 08 - 555 523 10

© Copyright/Upphovsrätten till denna produkt tillhör Svenska institutet för standarder, Stockholm, Sverige. Upphovsrätten och användningen av denna produkt regleras i slutanvändarlicensen som återfinns på [sis.se/slutanvandarlicens](https://www.sis.se/slutanvandarlicens) och som du automatiskt blir bunden av när du använder produkten. För ordlista och förkortningar se [sis.se/ordlista](https://www.sis.se/ordlista).

© Copyright Svenska institutet för standarder, Stockholm, Sweden. All rights reserved. The copyright and use of this product is governed by the end-user licence agreement which you automatically will be bound to when using the product. You will find the licence at [sis.se/enduserlicenseagreement](https://www.sis.se/enduserlicenseagreement).

Upplysningar om sakinnehållet i standarden lämnas av Svenska institutet för standarder, telefon 08 - 555 520 00. Standarder kan beställas hos SIS som även lämnar allmänna upplysningar om svensk och utländsk standard.

Standarden är framtagen av kommittén för Service för dricksvatten och avloppssystem, SIS/TK 198/AG 04.

Har du synpunkter på innehållet i den här standarden, vill du delta i ett kommande revideringsarbete eller vara med och ta fram andra standarder inom området? Gå in på www.sis.se - där hittar du mer information.

Den internationella standarden ISO 24513:2019 gäller som svensk standard. Detta dokument innehåller den officiella engelska versionen av ISO 24513:2019.

The International Standard ISO 24513:2019 has the status of a Swedish Standard. This document contains the official English version of ISO 24513:2019.

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms, definitions and abbreviated terms	1
3.1 Concepts related to organization	1
3.2 Concepts related to types and volumes of water	8
3.3 Concepts related to water utility	10
3.4 Concepts related to water usage	20
3.5 Concepts related to management of assets and asset systems	22
3.6 Concepts related to assets.....	26
3.7 Concepts related to process	28
3.8 Concepts related to requirement	32
3.9 Concepts related to performance	33
3.10 Concepts related to information	36
Annex A (informative) English terms in alphabetical order	37
Annex B (informative) Concept relationships and their graphical representation	43
Annex C (informative) Inclusion of terminological entries in specific ISO/TC 224 documents	57
Bibliography	59

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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

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

For an explanation of 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 www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 224, *Service activities relating to drinking water supply, wastewater and stormwater systems*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

0.1 A common vocabulary for ISO/TC 224 documents

The first three documents within the family of ISO/TC 224 documents provide topic-specific overviews of water service provision.

- ISO 24510 addresses water services in general and is service oriented.
- ISO 24511 and ISO 24512 address wastewater and water service provision, respectively, and are management oriented.

The family of ISO/TC 224 documents comprises both management system standards (requirements) and service standards (guidelines). They focus on assessing and improving the service to users and on managing water utilities. The ISO/TC 224 family of documents recognizes relevant authorities' primacy in setting overarching goals while encouraging their framing in the context of the UN's Sustainable Development Agenda^[32] and Goals^[33].

This document is intended to:

- help stakeholders understand the fundamental concepts and vocabulary of water services provision, in order to effectively and efficiently influence such provision, and realize value from use of the ISO/TC 224 family of documents;
- facilitate dialogue between the stakeholders, enabling their mutual understanding of the functions and tasks that fall within the scope of water utilities.

This document contains a vocabulary of management concepts for water services provision. It is applicable to all such organizations, regardless of size, complexity or business model. This document aims to increase a water utility's awareness of its duties and commitments in fulfilling the needs and expectations of its users and other stakeholders, and the likelihood of it achieving their satisfaction with its products and services. As such it will help any water utility realize its objectives.

[Clause 3](#) contains terms and definitions for concepts used throughout the ISO/TC 224 family of documents. Where the context of an individual standard requires departure from a term's definition the departure is explained in a specific "Note to entry". In accordance with ISO 704:2009, the terms and definitions are arranged in conceptual order. [Annex A](#) contains a table listing the terms in alphabetical order, cross referenced to the relevant subclause for each term. [Annex B](#) contains a set of figures explaining the principles of concept relationships and their graphical representation, and the relationships underpinning the concept ordering used in this document. [Annex C](#) contains guidance on the inclusion of terminological entries from this document in specific documents within the ISO/TC 224 family of documents.

NOTE 1 The ISO/TMB/JTCG Joint Technical Coordination Group on Management System Standards (MSS) has determined that all MSS should be developed to a common high level structure (HLS). This includes identical subclause titles, identical text and common terms and core definitions. See ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2. To aid those drafting new or revised MSS in the ISO/TC 224 family of documents, such terms and core definitions are clearly identified in this vocabulary standard. Although service standards are not subject to the same constraints, ISO/TC 224 has chosen to adopt these common terms and core definitions unless the context indicates an alternative source is more suitable.

NOTE 2 Guidance on draft concepts arising from further developments in the ISO/TC 224 family of documents – and not yet contained in this document – can be obtained from the ISO/TC 224 Secretary.

Service activities relating to drinking water supply, wastewater and stormwater systems — Vocabulary

1 Scope

This document defines individual concepts that together constitute a vocabulary common to different stakeholders with interests in water service provision. It is intended to facilitate common understanding and communication on the provision and management of service activities relating to drinking water supply, wastewater and stormwater systems.

The following are within the scope of this document:

- definition of a vocabulary common to the different stakeholders;
- definition of key elements and characteristics of the service to users;
- definition of the components of drinking water supply, wastewater and stormwater systems.

2 Normative references

There are no normative references in this document.

3 Terms, definitions and abbreviated terms

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 <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1 Concepts related to organization

3.1.1

organization

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.1.5)

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: For the purposes of this document the organization will usually be a *water utility* (3.3.1).

Note 3 to entry: For any ISO/TC 224 document that is an MSS, obtain the definition of this term from the latest edition of ISO/IEC Directives Part 1. Determine “Notes to entry” appropriate for the document's context.

Note 4 to entry: For ISO/TS 24522, amend Note 2 to entry to read “For the purposes of this document the organization responsible for *event detection* (3.3.20) will usually be part of a wider organization [the *water utility* (3.3.1) responsible for the provision of *drinking water* (3.2.2.1)/*wastewater* (3.2.2.2) *services* (3.3.7)].”

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.1, modified — Notes 2–4 to entry added.]

SS-ISO 24513:2020 (E)

3.1.2

management

coordinated activities to direct and control a *water utility* (3.3.1)

Note 1 to entry: Management can include establishing *policies* (3.1.4) and *objectives* (3.1.5), and *processes* (3.7.1) to achieve these objectives.

Note 2 to entry: The word “management” sometimes refers to people, i.e. a person or group of people with authority and responsibility for the conduct and control of a *service* (3.3.7). When “management” is used in this sense, it should always be used with some form of qualifier to avoid confusion with the concept “management” as a set of activities defined above. For example, “management should ...” is deprecated whereas “crisis management team should ...” is acceptable. Otherwise different words should be adopted to convey the concept when related to people, for example managerial or managers.

Note 3 to entry: The term “management” can be qualified by a specific domain it addresses. Examples include public health management, environmental management and *risk* (3.1.6) management.

[SOURCE: ISO 9000:2015, 3.3.3, modified — “a water utility” substituted for “an organization” in the definition; “a service” substituted for “an organization” in Note 2 to entry; Note 3 to entry added.]

3.1.3

management system

set of interrelated or interacting elements of an *organization* (3.1.1) to establish *policies* (3.1.4) and *objectives* (3.1.5), and *processes* (3.7.1) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The management system elements establish the organization's structure, roles and responsibilities, planning, *operation* (3.5.10), policies, practices, rules, beliefs, objectives and processes to achieve those objectives.

Note 3 to entry: The scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

Note 4 to entry: For any ISO/TC 224 document that is an MSS, obtain the definition of this term from the latest edition of ISO/IEC Directives Part 1. Determine “Notes to entry” appropriate for the document's context.

[SOURCE: ISO 9000: 2015, 3.5.3, modified — Note 4 to entry omitted; new Note 4 to entry added.]

3.1.4

policy

intentions and direction of an *organization* (3.1.1) as formally expressed by its *top management* (3.1.7)

Note 1 to entry: For any ISO/TC 224 document that is an MSS, obtain the definition of this term from the latest edition of ISO/IEC Directives Part 1. Determine “Notes to entry” appropriate for the document's context.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.7, modified — Note 1 to entry added.]

3.1.5

objective

result to be achieved

Note 1 to entry: An objective can be strategic, tactical or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels [such as strategic, organization-wide, project, product and *process* (3.7.1)].

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as an XXX objective or by the use of other words with similar meaning (e.g. aim, goal or target).

Note 4 to entry: In the context of XXX *management systems* (3.1.3), XXX objectives are set by the *organization* (3.1.1), consistent with the XXX *policy* (3.1.4), to achieve specific results.

Note 5 to entry: For any ISO/TC 224 document that is an MSS, obtain the definition of this term from the latest edition of ISO/IEC Directives Part 1. Determine “Notes to entry” appropriate for the document's context.

Note 6 to entry: XXX = an MSS discipline-specific qualifier (e.g. IT security, environmental, quality, water efficiency) that needs to be inserted.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.8, modified — Notes 5 and 6 to entry added.]

3.1.6

risk

combination of the likelihood of a *hazardous event* (3.3.40.1) and the severity of *consequences* (3.3.57), if the *hazard* (3.3.39) occurs in the *drinking water system* (3.5.12.2), *wastewater system* (3.5.12.3) or *stormwater system* (3.5.12.5)

Note 1 to entry: Risk is often characterized by reference to potential *events* (3.3.22) and consequences or a combination of these.

Note 2 to entry: The English term “likelihood” does not have a direct equivalent in some languages; instead, the equivalent of the term “probability” is often used. However, in English, “probability” is often narrowly interpreted as a mathematical term. Therefore, in risk management terminology, “likelihood” is used with the intent that it should have the same broad interpretation as the term “probability” has in many languages other than English.

Note 3 to entry: Risk can also be defined as the effect of uncertainty on *objectives* (3.1.5), where uncertainty is the state, even partial, of deficiency of *information* (3.10.1) related to understanding or knowledge of an event, its consequence or likelihood.

Note 4 to entry: For any ISO/TC 224 document that is an MSS, obtain the definition of this term from the latest edition of ISO/IEC Directives Part 1. Determine “Notes to entry” appropriate for the document's context.

[SOURCE: EN 15975-2:2013, 2.6, modified — expanded to include wastewater and stormwater systems; Notes 1–4 to entry added.]

3.1.7

top management

person or group of people who directs and controls an *organization* (3.1.1) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the *management system* (3.1.3) covers only part of an organization then top management refers to those who direct and control that part of the organization.

Note 3 to entry: For any ISO/TC 224 document that is an MSS, obtain the definition of this term from the latest edition of ISO/IEC Directives Part 1. Determine “Notes to entry” appropriate for the document's context.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.5, modified — Note 3 to entry added.]

3.1.8

stakeholder

interested party

person or *organization* (3.1.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity

EXAMPLE *Users* (3.1.8.4) and building owners, *relevant authorities* (3.1.8.1), *responsible bodies* (3.1.8.3), *operators* (3.1.8.2), employees of the operator, external product suppliers and providers of other *services* (3.3.7), contractors, *communities* (3.1.8.5), customers and environmental associations, financial institutions, scientific and technical organizations, laboratories.

Note 1 to entry: Stakeholders will typically have an interest in the *performance* (3.9.1) or success of an organization.

Note 2 to entry: For the application of this document, *environment* (3.1.8.6) is considered as a specific stakeholder.

SS-ISO 24513:2020 (E)

Note 3 to entry: For any ISO/TC 224 document that is an MSS, obtain the definition of this term from the latest edition of ISO/IEC Directives Part 1. Determine “Notes to entry” appropriate for the document’s context.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.2, modified — Example and Notes 1–3 to entry added.]

3.1.8.1

relevant authority

organization (3.1.1) with appropriate statutory powers of control

EXAMPLE National, regional or local governments, public agencies, regulators.

Note 1 to entry: Relevant authority is a category of *stakeholder* (3.1.8).

Note 2 to entry: For a given *water utility* (3.3.1), there can be several relevant authorities, which have jurisdiction in different domains.

Note 3 to entry: For ISO 24536¹⁾ amend Note 2 to read: “For a given *stormwater utility* (3.3.2), there can be several relevant authorities, which have jurisdiction in different domains.”

[SOURCE: EN: 16323:2014, 2.1.3.1, modified — Example and Notes 1–3 to entry added.]

3.1.8.2

operator

person or *organization* (3.1.1) performing day-to-day *processes* (3.7.1) and activities necessary for the provision of the *service* (3.3.7)

EXAMPLE 1 Where *responsible body* (3.1.8.3) and operator are not legally distinct: a technical department in a municipality, a specific division of a regional authority.

EXAMPLE 2 Of legally distinct entities: a public organization, a private corporate company, a small contractor, an NGO, a cooperative.

Note 1 to entry: There can be one or several operators for a given *water utility* (3.3.1), for example distinct operators for installations’ *operation* (3.5.10), billing and recovering service. Their missions are determined by the responsible body. An operator can subcontract some of its operations to other contractors, if allowed by the responsible body.

Note 2 to entry: The operator(s) can be legally distinct, or not, from the responsible body. They can be public or private.

Note 3 to entry: In the context of this document, an “operator” is not a person employed within an organization to operate a piece of equipment or process.

3.1.8.3

responsible body

body that has the overall legal responsibility for providing *drinking water* (3.2.2.1), *wastewater* (3.2.2.2) or *stormwater* (3.2.2.4) *services* (3.3.7) for a given geographic area

EXAMPLE A local or municipal government (e.g. for a village, town or city), a regional government, or a national or federal government through a specified agency, or a private company.

Note 1 to entry: Responsible body is a category of *stakeholder* (3.1.8).

Note 2 to entry: The responsible body can be legally distinct, or not, from the *operator(s)* (3.1.8.2). The responsible body can be public or private.

Note 3 to entry: The responsible body acts within a framework of law and governance established by the *relevant authorities* (3.1.8.1). It generally establishes the strategy, the specific *policies* (3.1.4) adapted to the characteristics of its area of responsibility and the general *organization* (3.1.1) of the relevant *water utility* (3.3.1).

1) Under preparation. Stage at the time of publication: ISO/FDIS 24536:2019.

Note 4 to entry: The responsible body can operate the water utility directly with its own means through an internal operator (direct or internal *management* or “in house”) or entrust one or several operators for the *operations* (3.5.10) (*outsourced* (3.1.11) or contracted management).

3.1.8.4

user

DEPRECATED: consumer

person, group or *organization* (3.1.1) that benefits from *drinking water* (3.2.2.1) delivery and related *services* (3.3.7), *wastewater* (3.2.2.2) service activities, *stormwater* (3.2.2.4) service activities or from *reclaimed water* (3.2.2.3) delivery and related services

Note 1 to entry: Users are a category of *stakeholder* (3.1.8).

Note 2 to entry: Users can belong to various economic sectors: domestic users, commerce, industry, tertiary activities or agriculture.

Note 3 to entry: The term “consumer” can also be used, but in most countries the term “user” is more frequent when referring to public services.

3.1.8.4.1

registered user

user (3.1.8.4) for whom relevant *information* (3.10.1) is recorded by the *responsible body* (3.1.8.3) or *operator* (3.1.8.2)

Note 1 to entry: The term “customer” can be considered as a synonym, given that a customer has a commercial relationship, for example a *service agreement* (3.3.16), with the *water utility* (3.3.1). The term “customer” is currently used in such expressions as “customer relations”.

3.1.8.5

community

one or more natural or legal persons and, in accordance with national legislation or practice, their associations, *organizations* (3.1.1) or groups, with interests in the area where the *service* (3.3.7) is provided

3.1.8.6

environment

surroundings in which an *organization* (3.1.1) operates, including air, water, land, natural resources, flora, fauna, humans and their interrelation

Note 1 to entry: Surroundings can extend from within an organization to the local, regional and global *system* (3.9.3).

Note 2 to entry: Surroundings can be described in terms of biodiversity, ecosystems, climate or other characteristics.

Note 3 to entry: For the application of this document, environment is considered as a specific *stakeholder* (3.1.8). The interests of this specific stakeholder can be represented by *relevant authorities* (3.1.8.1), by the *communities* (3.1.8.5) or by other groups, such as non-governmental organizations (NGOs).

[SOURCE: ISO 14001:2015, 3.2.1, modified — Note 3 has been added.]

3.1.9

infrastructure

system (3.9.3) of facilities, equipment and *services* (3.3.7) needed for the *operation* (3.5.10) of an *organization* (3.1.1)

Note 1 to entry: In a *water utility* (3.3.1) it is advisable to reserve the term “infrastructure” for physically fixed equipment and installations.

[SOURCE: ISO 9000: 2015, 3.5.2, modified — Note 1 to entry added.]