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

*Activités de service relatives aux systèmes d'alimentation en eau  
potable, aux systèmes d'assainissement et aux systèmes de gestion des  
eaux pluviales — Vocabulaire*



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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](http://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](http://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](http://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](http://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<sup>[32]</sup> and Goals<sup>[33]</sup>.

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.]