

ICS
ISBN

NAMS 24511: 2020

First Edition

ISO24511: 2007-12-01

NAMIBIAN STANDARD

Activities relating to drinking water and wastewater services — Guidelines for the management of wastewater utilities and for the assessment of wastewater services

This Namibian standard is the identical implementation of ISO 24511:2007 and is adopted with the permission of the International Organization for Standardization

Published by the Namibian Standards Institution (NSI)
Established by section 2 of the Standards Act, 2005 (Act No 18 of 2005)
Channel Life Tower, M1 Floor, Post street Mall
P.O. Box 26364 Windhoek, Namibia
Tel +264-61-386400, Fax +264-61-386454, Website: www.nsi.com.na
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ISO: 2007-12-01

Foreword

This Namibian standard is the identical implementation of ISO 24510:2007: Activities relating to drinking water and wastewater services — Guidelines for the management of wastewater utilities and for the assessment of wastewater services and was approved by NSI TC 12 and approved in accordance with procedures of the NSI and in compliance with Annex 3 of the WTO/TBT Agreement.

Publication date: /...../.....

**Activities relating to drinking water and
wastewater services — Guidelines for the
management of wastewater utilities and
for the assessment of wastewater
services**

*Activités relatives aux services de l'eau potable et de
l'assainissement — Lignes directrices pour le management des
services publics de l'assainissement et pour l'évaluation des services
fournis*



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Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
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Published in Switzerland

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Foreword

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ISO 24511 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*.

ISO 24511 is one of a series of standards addressing water services. The full series consists of the following International Standards:

- ISO 24510, *Activities relating to drinking water and wastewater services — Guidelines for the assessment and for the improvement of the service to users*
- ISO 24511, *Activities relating to drinking water and wastewater services — Guidelines for the management of wastewater utilities and for the assessment of wastewater services*
- ISO 24512, *Activities relating to drinking water and wastewater services — Guidelines for the management of drinking water utilities and for the assessment of drinking water services*