

New ISO standards in view for improving governance and quality of water services.

A challenge to the World Water Sector.



IV World Water Forum - Mexico City

Special event - 20th March 2006

Palacio de la Canal N°6, Banamex Center
from 7.00 pm to 9.00 pm

Under the leadership of

JL. Redaud - France (ISO/TC 224)

and J. Mijangos - Argentina (AIDIS)

The 4th World Water Forum, as the main international event on water, seeks to raise the awareness of the all stakeholders in water on current and emerging issues and tools, and to influence water policy-making around the world.

The objectives of the ISO 24510, 24511 and 24512 draft standards are to improve the quality of water services and the efficiency of water utilities by an effective dialogue among stakeholders and by promoting a mutual understanding of responsibilities and tasks.

The ISO Standards being developed are to be used for assessing services provided to users by water supply and wastewater utilities (water utilities). They provide guidelines for the management of water utilities and guidelines for the assessment of the water utility services. They are being drawn up by the ISO Technical Committee 224 (ISO/TC 224), and are expected to be issued in 2007 as International Standards. They will be a tool for the assessment of water and wastewater services around the world.

Objectives of the special event

- Identify the regional barriers that might affect the implementation of the ISO draft standards.
- Identify possible developments to the ISO draft standards that might be useful for regional and local projects on water and wastewater management especially in developing countries.
- Identify exemplary experiences on water and wastewater management that could add content and helpful tools for the ISO draft standards.
- Seek outcomes which will positively influence decision-making in respect to these services regionally and locally.
- Provide opportunities for discussion on the different elements of the ISO draft standards.

Program of the special event

1. Implementation and objective of the ISO draft standards 24510, 24511 and 24512

Jean-Luc Redaud - Chairman of ISO/TC 224

2. Presentations of local actions

Presentation of local action from Latin American Stakeholders

P. Panzardi - ERM - Porto Rico

Presentation of local action from African Stakeholders

M. Zouggar - ONEP - Morocco

Presentation of local action from Asian Stakeholders

Mohd Zin Bin Othman - SAJ Holdings Sdn Bhd - Malaysia

Presentation of local action from East European Stakeholders

F. Berisha - UNMIK - Kosovo

Presentation of local action from West European Stakeholders

P. Flour - Example of application in cities in South West of France

3. Presentation of the ISO Draft Standards 24510, 24511 and 24512

Presentation of ISO 24510 Draft Standard:

Guidelines for the improvement and for the assessment of the service to users

H.Schlicht - Gelsenwasser AG - Germany

Presentation of ISO 24511 Draft Standard

Guidelines for the management of wastewater utilities and for the assessment of wastewater services

K. Rohrhofer - ISO/TC 224/WG 4 convenor - Austria

Presentation of ISO 24512 Draft Standard

Guidelines for the management of drinking water utilities and for the assessment of drinking water services

T. Zenz - German Technical and Scientific Association for Gas and Water

4. Discussion/panel with experts panel and leaders of regional and international organizations - Conditions of application of the ISO standards in developing countries

Chaired by J. Mijangos and J.L. Redaud

M. Zouggar, Morocco — Convenor of the ISO/TC 224 ad-hoc group on developing countries, Juan Pablo Schifini from AIDIS, Claudia Campuzano from Technological Centre of Antioquia (Colombia), African Water Association, R. Simpson from Consumers International, JM Chene from United Nations — Department of Economic and Social Affairs, R Aertgeerts from World Health Organization, Natalia Drault from IRAM - Instituto Argentino de Normalización y Certificación.

5. Conclusion

By AIDIS

For further information, contact the secretariat of the committee: Mme Laurence THOMAS, AFNOR
laurence.thomas@afnor.org • <http://comelec.afnor.fr/iso/tc224e>

This special event was prepared by AFNOR (ISO/TC 224 secretariat) and AIDIS with the sponsorship of:
• DVGW, The German Technical and Scientific Association for Gas and Water - Germany • Ministère de l'Ecologie et du Développement Durable — France • SAJ Holdings Sdn Bhd - Malaysia • Syndicat des Producteurs et Distributeurs d'Eaux — France



AFNOR