

Activities relating to drinking water and wastewater services — Guidelines for the assessment and for the improvement of the service to users

ICS 03.080.30; 13.060.20; 13.060.30

National foreword

This British Standard is the UK implementation of ISO 24510:2007.

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.

The attention of users is drawn to the existence of legislation or regulatory requirements that may over-ride some provisions of this British Standard. Up-to-date advice should be sought from appropriate regulatory authorities. The attention of users is drawn in particular to the legislation or regulatory requirements of the following:

- The Guaranteed Standards Scheme (GSS) which is monitored by the Water Services Regulation Authority (Ofwat) and set out in statutory instruments 2000 No. 2301, 1996 No. 3065, 1993 No. 500, 1989 Nos. 1383 and 1989;
- Water Industry Commission for Scotland Information Note 7, Customer Service: Overall Performance Assessment (OPA) No. 1159;
- Water & Sewerage Services (NI) Order 2006.

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

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

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Amendments/corrigenda issued since publication

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