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Nota di contenuto	Cover; Copyright; Contents; Acknowledgements; About the authors; Introduction; Chapter 1: SQ Service Quality; SQ1 Drinking water quality; SQ1.1 Assurance of structural capacity for treatment and supply; SQ1.2 Assurance of appropriate supplied water quality; SQ1.3 Supervision and control of supplied water quality; SQ1.4 Structural operational capacity for drinking "water treatment"; SQ1.5 Compliance with drinking water standards; SQ1.6 Supplied water quality control frequency; SQ2 Distribution of drinking water for use and consumption SQ2.1 Assurance of structural capacity for supply and distribution SQ2.2 Assurance of supply continuity during operation; SQ2.3 Supervision and control of supply continuity; SQ2.4 Supply continuity; SQ2.5 Time taken to connect new users to the drinking water service; SQ3 Wastewater collection; SQ3.1 Assurance of structural capacity for wastewater collection; SQ3.2 Assurance of wastewater collection from operation; SQ3.3 Supervision and control of the wastewater collection service; SQ3.4 Time taken to resolve "incidents" in the wastewater collection network SQ3.5 Time taken to connect to the wastewater service SQ3.6 Stormweather "incidents"; SQ4 User service; SQ4.1 "Complaint"

management and user satisfaction monitoring; SQ4.2 User service quality; SQ4.3 Commitment to user service and "contingency" information; SQ4.4 Perception of general user satisfaction; SQ4.5 User perceptions of problem resolution quality; SQ4.6 Number of "customer service complaints" per 100 users and year; SQ4.7 Customer call service waiting time; SQ4.8 Customer service center waiting time; SQ4.9 Time taken to resolve problems

Chapter 2: PE Investment Planning and Implementation Efficiency  
PE1 Investment plan content and efficiency; PE1.1 Investment plan contents; PE1.2 Diagnosis methodology; PE1.3 Methodology for identifying and analyzing alternatives and defining solutions; PE1.4 Methodology for analyzing the plan's financial aspects; PE2 Investment plan implementation efficiency; PE2.1 Systems for monitoring implementation of investment plan projects; PE2.2 Compliance with the investment plan; PE2.3 Degree of cost variation in "completed works" PE2.4 Degree of deviation from deadlines established for implementation of "works"  
PE3 Existing physical asset management efficiency; PE3.1 Physical asset management; PE3.2 Annual investment in replacement of fixed physical assets; PE4 Emergency planning; PE4.1 "Emergency" plan; PE5 Research and development; PE5.1 Research and development; PE5.2 Investment in research and development;  
Chapter 3: OE Operating Efficiency; OE1 Water resource management efficiency; OE1.1 Control of water use and destinations; OE1.2 Control of water at points of use and consumption  
OE1.3 Management of real losses

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