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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

iTeh STANDARD PREVIEW
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Contents

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Foreword

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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).

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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.

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.

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[32] and Goals[33].

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.

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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.]

3.1.2
management
coordinated activities to direct and control a *water utility* (3.3.1)

Note 1 to entry: Management can include establishing *policies* (3.1.4) and *objectives* (3.1.5), and *processes* (3.7.1) to achieve these objectives.

Note 2 to entry: The word "management" sometimes refers to people, i.e. a person or group of people with authority and responsibility for the conduct and control of a *service* (3.3.7). When "management" is used in this sense, it should always be used with some form of qualifier to avoid confusion with the concept "management" as a set of activities defined above. For example, "management should …" is deprecated whereas "crisis management team should …" is acceptable. Otherwise different words should be adopted to convey the concept when related to people, for example managerial or managers.

Note 3 to entry: The term "management" can be qualified by a specific domain it addresses. Examples include public health management, environmental management and *risk* (3.1.6) management.

[SOURCE: ISO 9000:2015, 3.3.3, modified — "a water utility" substituted for "an organization" in the definition; "a service" substituted for "an organization" in Note 2 to entry; Note 3 to entry added.]

3.1.3
management system
set of interrelated or interacting elements of an *organization* (3.1.1) to establish *policies* (3.1.4) and *objectives* (3.1.5), and *processes* (3.7.1) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The management system elements establish the organization's structure, roles and responsibilities, planning, *operation* (3.5.10), policies, practices, rules, beliefs, objectives and processes to achieve those objectives.

Note 3 to entry: The scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

Note 4 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.

[SOURCE: ISO 9000: 2015, 3.5.3, modified — Note 4 to entry omitted; new Note 4 to entry added.]

3.1.4
policy
intentions and direction of an *organization* (3.1.1) as formally expressed by its *top management* (3.1.7)

Note 1 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.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.7, modified — Note 1 to entry added.]

3.1.5
objective
result to be achieved

Note 1 to entry: An objective can be strategic, tactical or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels [such as strategic, organization-wide, project, product and *process* (3.7.1)].

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as an XXX objective or by the use of other words with similar meaning (e.g. aim, goal or target).

Note 4 to entry: In the context of XXX *management systems* (3.1.3), XXX objectives are set by the *organization* (3.1.1), consistent with the XXX *policy* (3.1.4), to achieve specific results.

Note 5 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 6 to entry: XXX = an MSS discipline-specific qualifier (e.g. IT security, environmental, quality, water efficiency) that needs to be inserted.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.8, modified — Notes 5 and 6 to entry added.]

3.1.6
risk

combination of the likelihood of a *hazardous event* (3.3.40.1) and the severity of *consequences* (3.3.57), if the *hazard* (3.3.39) occurs in the *drinking water system* (3.5.12.2), *wastewater system* (3.5.12.3) or *stormwater system* (3.5.12.5)

Note 1 to entry: Risk is often characterized by reference to potential *events* (3.3.22) and consequences or a combination of these.

Note 2 to entry: The English term "likelihood" does not have a direct equivalent in some languages; instead, the equivalent of the term "probability" is often used. However, in English, "probability" is often narrowly interpreted as a mathematical term. Therefore, in risk management terminology, "likelihood" is used with the intent that it should have the same broad interpretation as the term "probability" has in many languages other than English.

Note 3 to entry: Risk can also be defined as the effect of uncertainty on *objectives* (3.1.5), where uncertainty is the state, even partial, of deficiency of *information* (3.10.1) related to understanding or knowledge of an event, its consequence or likelihood.

Note 4 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.

[SOURCE: EN 15975-2:2013, 2.6, modified — expanded to include wastewater and stormwater systems; Notes 1–4 to entry added.]

3.1.7
top management

person or group of people who directs and controls an *organization* (3.1.1) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the *management system* (3.1.3) covers only part of an organization then top management refers to those who direct and control that part of the organization.

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.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.5, modified — Note 3 to entry added.]

3.1.8
stakeholder

interested party

person or *organization* (3.1.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity

EXAMPLE   *Users* (3.1.8.4) and building owners, *relevant authorities* (3.1.8.1), *responsible bodies* (3.1.8.3), *operators* (3.1.8.2), employees of the operator, external product suppliers and providers of other *services* (3.3.7), contractors, *communities* (3.1.8.5), customers and environmental associations, financial institutions, scientific and technical organizations, laboratories.

Note 1 to entry: Stakeholders will typically have an interest in the *performance* (3.9.1) or success of an organization.

Note 2 to entry: For the application of this document, *environment* (3.1.8.6) is considered as a specific stakeholder.

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.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.2, modified — Example and Notes 1–3 to entry added.]

3.1.8.1
relevant authority
organization (3.1.1) with appropriate statutory powers of control

EXAMPLE   National, regional or local governments, public agencies, regulators.

Note 1 to entry: Relevant authority is a category of *stakeholder* (3.1.8).

Note 2 to entry: For a given *water utility* (3.3.1), there can be several relevant authorities, which have jurisdiction in different domains.

Note 3 to entry: For ISO 24536[1)] amend Note 2 to read: "For a given *stormwater utility* (3.3.2), there can be several relevant authorities, which have jurisdiction in different domains."

[SOURCE: EN: 16323:2014, 2.1.3.1, modified — Example and Notes 1–3 to entry added.]

3.1.8.2
operator
person or *organization* (3.1.1) performing day-to-day *processes* (3.7.1) and activities necessary for the provision of the *service* (3.3.7)

EXAMPLE 1   Where *responsible body* (3.1.8.3) and operator are not legally distinct: a technical department in a municipality, a specific division of a regional authority.

EXAMPLE 2   Of legally distinct entities: a public organization, a private corporate company, a small contractor, an NGO, a cooperative.

Note 1 to entry: There can be one or several operators for a given *water utility* (3.3.1), for example distinct operators for installations' *operation* (3.5.10), billing and recovering service. Their missions are determined by the responsible body. An operator can subcontract some of its operations to other contractors, if allowed by the responsible body.

Note 2 to entry: The operator(s) can be legally distinct, or not, from the responsible body. They can be public or private.

Note 3 to entry: In the context of this document, an "operator" is not a person employed within an organization to operate a piece of equipment or process.

3.1.8.3
responsible body
body that has the overall legal responsibility for providing *drinking water* (3.2.2.1), *wastewater* (3.2.2.2) or *stormwater* (3.2.2.4) *services* (3.3.7) for a given geographic area

EXAMPLE   A local or municipal government (e.g. for a village, town or city), a regional government, or a national or federal government through a specified agency, or a private company.

Note 1 to entry: Responsible body is a category of *stakeholder* (3.1.8).

Note 2 to entry: The responsible body can be legally distinct, or not, from the *operator(s)* (3.1.8.2). The responsible body can be public or private.

Note 3 to entry: The responsible body acts within a framework of law and governance established by the *relevant authorities* (3.1.8.1). It generally establishes the strategy, the specific *policies* (3.1.4) adapted to the characteristics of its area of responsibility and the general *organization* (3.1.1) of the relevant *water utility* (3.3.1).

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1)   Under preparation. Stage at the time of publication: ISO/FDIS 24536:2019.

Note 4 to entry: The responsible body can operate the water utility directly with its own means through an internal operator (direct or internal *management* or "in house") or entrust one or several operators for the *operations* (3.5.10) (*outsourced* (3.1.11) or contracted management).

3.1.8.4
user
DEPRECATED: consumer
person, group or *organization* (3.1.1) that benefits from *drinking water* (3.2.2.1) delivery and related *services* (3.3.7), *wastewater* (3.2.2.2) service activities, *stormwater* (3.2.2.4) service activities or from *reclaimed water* (3.2.2.3) delivery and related services

Note 1 to entry: Users are a category of *stakeholder* (3.1.8).

Note 2 to entry: Users can belong to various economic sectors: domestic users, commerce, industry, tertiary activities or agriculture.

Note 3 to entry: The term "consumer" can also be used, but in most countries the term "user" is more frequent when referring to public services.

3.1.8.4.1
registered user
user (3.1.8.4) for whom relevant *information* (3.10.1) is recorded by the *responsible body* (3.1.8.3) or *operator* (3.1.8.2)

Note 1 to entry: The term "customer" can be considered as a synonym, given that a customer has a commercial relationship, for example a *service agreement* (3.3.16), with the *water utility* (3.3.1). The term "customer" is currently used in such expressions as "customer relations".

3.1.8.5
community
one or more natural or legal persons and, in accordance with national legislation or practice, their associations, *organizations* (3.1.1) or groups, with interests in the area where the *service* (3.3.7) is provided

3.1.8.6
environment
surroundings in which an *organization* (3.1.1) operates, including air, water, land, natural resources, flora, fauna, humans and their interrelation

Note 1 to entry: Surroundings can extend from within an organization to the local, regional and global *system* (3.9.3).

Note 2 to entry: Surroundings can be described in terms of biodiversity, ecosystems, climate or other characteristics.

Note 3 to entry: For the application of this document, environment is considered as a specific *stakeholder* (3.1.8). The interests of this specific stakeholder can be represented by *relevant authorities* (3.1.8.1), by the *communities* (3.1.8.5) or by other groups, such as non-governmental organizations (NGOs).

[SOURCE: ISO 14001:2015, 3.2.1, modified — Note 3 has been added.]

3.1.9
infrastructure
system (3.9.3) of facilities, equipment and *services* (3.3.7) needed for the *operation* (3.5.10) of an *organization* (3.1.1)

Note 1 to entry: In a *water utility* (3.3.1) it is advisable to reserve the term "infrastructure" for physically fixed equipment and installations.

[SOURCE: ISO 9000: 2015, 3.5.2, modified — Note 1 to entry added.]

3.1.10
technology
specific *infrastructure* (3.1.9) or method

3.1.11
outsource
make an arrangement where an external *organization* (3.1.1) performs part of an organization's function or *process* (3.7.1)

Note 1 to entry: An external organization is outside the scope of the *management system* (3.1.3), although the outsourced function or process is within the scope.

Note 2 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.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.14, modified — Note 2 to entry added.]

3.1.12
business activity
umbrella term covering all the functions, *processes* (3.7.1), activities and transactions of an *organization* (3.1.1) and its employees

Note 1 to entry: Includes public administration as well as commercial business.

[SOURCE: ISO 16175-2: 2011, 3.4, modified — "an" deleted; 2nd sentence becomes Note 1 to entry.]

3.1.12.1
business activity indicator
BAI
measure of *business activity* (3.1.12) that takes into account core business *operations* (3.5.10) specific to the application site

Note 1 to entry: Depending on the BAI, *water use* (3.4.2) (including any water consumed) will vary. For example: m³ of water/kg of product; litres/person supplied; m³ of water/guestroom.

EXAMPLE   Quantity of products produced, number of staff and visitors, number of guestrooms.

3.1.13
documented information
information (3.10.1) required to be controlled and maintained by an *organization* (3.1.1) and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media, and from any source.

Note 2 to entry: Documented information can refer to:

—   the *management system* (3.1.3), including related *processes* (3.7.1);

—   information created in order for the organization to operate (documentation); and

—   evidence of results achieved (records).

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.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.11, modified — Note 3 to entry added.]

3.1.14
reliability
<information> degree of confidence in the *information* (3.10.1) for representing or for qualifying the relevant subject matter

Note 1 to entry: Information can be data, *indicators* (3.9.10) or estimations.

3.1.15
full-time equivalent
ratio of the total number of occupant hours spent in the facility divided by the standard working hours per day

Note 1 to entry: The ratio provides an estimation of actual facility occupancy in terms of hours occupied per day and is used to determine the number of occupants for the facility.

3.1.16
strategic plan
document identifying goals and *objectives* ([3.1.5](#)) to be pursued by an *organization* ([3.1.1](#)) over a long-term period in support of its mission and being consistent with its values

[SOURCE: ISO 17469-1:2015, 2.2, modified — "long-term period" replaces "multi-year period, typically three to five years".]

3.1.16.1
tactical plan
document identifying *objectives* ([3.1.5](#)) to be pursued by an *organization* ([3.1.1](#)) over the medium term, on the basis of priorities derived from influencing factors/*indicators* ([3.9.10](#)) on *performance* ([3.9.1](#)), costs, *risk* ([3.1.6](#)) and *failure* ([3.6.13](#)) probability and scale of failure

3.1.16.1.1
operational plan
documented collection of *procedures* ([3.7.2](#)) and *information* ([3.10.1](#)) that is developed, compiled and maintained in readiness for the conduct of *operations* ([3.5.10](#))

3.1.17
capability
quality of being able to perform a given activity

Note 1 to entry: The terms competency and capability are often used synonymously. However, in English there is a subtle difference. *Competence* ([3.1.18](#)) is defined as the "ability to apply knowledge and skills to achieve intended results". In the context of either an *organization* ([3.1.1](#)) or an individual the "ability to apply" indicates the existence of the necessary resources, (the capacity to apply) such knowledge and skills. Hence "competence" is a necessary condition for having a "capability". By extension, therefore, in the context of an individual or an organization, "capability" can be interpreted as the ability to use and deploy (the capacity to deploy) competencies to achieve goals. See Saxena's post[34] for further details.

[SOURCE: Adapted from Saxena, K. B., Capabilities versus Competence: How are they Different?]

3.1.18
competence
ability to apply knowledge and skills to achieve intended results

Note 1 to entry: Demonstrated competence is sometimes referred to as qualification.

Note 2 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.

[SOURCE: ISO/IEC Directives Part 1, 2018, Annex SL, Appendix 2, 3.10, modified — Notes 1–2 to entry added.]

3.1.19
sustainable development
development that meets the environmental, social and economic needs of the present generation without compromising the ability of future generations to meet their own needs

[SOURCE: ISO Guide 82: 2014, 3.2]

3.2   Concepts related to types and volumes of water

3.2.1
rain water
rainwater
water arising from atmospheric precipitation, which has not yet contacted the surface

[SOURCE: ISO 6107-1:2004, 57, modified — "which has not yet collected soluble matter from the earth" replaced by "which has not yet contacted the surface".]

3.2.2
runoff
rain water (3.2.1) that flows off a surface to reach a drain, sewer or receiving water

Note 1 to entry: Examples of a receiving water include an aquifer, a *sustainable drainage system* (3.5.12.1), a pond, a stream, a river, a lake, an estuary or a sea.

3.2.2.1
drinking water
DEPRECATED: potable water
water intended for human consumption

Note 1 to entry: *Requirements* (3.8.1) for drinking water *quality* (3.3.50) *specifications* (3.8.8) are generally laid down by the national *relevant authorities* (3.1.8.1). Guidelines[35] have been established by the World Health Organization (WHO).

3.2.2.2
wastewater
water arising from any combination of domestic, institutional, commercial or industrial activities, surface *runoff* (3.2.2) and any accidental sewer inflow/infiltration water and which can include collected *stormwater* (3.2.2.4), discharged to the *environment* (3.1.8.6) or sewer

Note 1 to entry: Wastewater can flow in separate or *combined sewer systems* (3.5.12.3.1.2).

Note 2 to entry: For ISO 24536[2)] add "Note 2 to entry: The definition of wastewater in this document also includes sanitary waste in undiluted form."

3.2.2.2.1
basic on-site domestic wastewater
water that contains only human body waste, human liquid waste, and can contain *grey water* (3.2.2.2.3) from washing, but does not contain commercial or industrial discharges

3.2.2.2.2
foul wastewater
wastewater (3.2.2.2) arising from activities in domestic, institutional, commercial or industrial premises

3.2.2.2.3
grey water
greywater
graywater
wastewater (3.2.2.2) from bathtubs and showers, hand basins, kitchen sinks, clothes washing and laundry tubs but excluding *excreta* (3.2.2.2.4) and *trade effluent* (3.2.2.2.5)

Note 1 to entry: It excludes used water from urinals or toilet bowls.

Note 2 to entry: Wastewater from kitchen sinks, food waste grinders or dishwashers can be excluded, subject to local *requirements* (3.8.1).

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2)   Under preparation. Stage at the time of publication: ISO/FDIS 24536:2019.

3.2.2.2.4
excreta
waste products of human metabolism, in solid or liquid form, generally urine and/or faeces

3.2.2.2.5
trade effluent
liquid, including particles of matter and other substances in suspension in the liquid, which is the outflow from any trade, business or manufacture or of any works of engineering or building construction

Note 1 to entry: Trade effluent is also referred to as trade waste.

3.2.2.3
reclaimed water
reused water
recycled water
non-drinking water
wastewater (3.2.2.2) that has been treated to meet specific water *quality* (3.3.50) *requirements* (3.8.1) for intended beneficial use

Note 1 to entry: Examples of treatment technologies include microfiltration, reverse osmosis and/or ultraviolet disinfection.

3.2.2.4
stormwater
water arising from precipitation and snowmelt

Note 1 to entry: Depending on volumes, stormwater can be stored, routed or conveyed into a collection *system* (3.9.3) or used (e.g. for irrigation or fire-fighting purposes) resulting in it ultimately finding its way back into the *environment* (3.1.8.6) (e.g. soaked into the soil or discharged to a natural water body).

Note 2 to entry: Stormwater can be contaminated.

Note 3 to entry: Stormwater is associated with the entire range of rainfall *events* (3.3.22).

Note 4 to entry: In some countries (e.g. European practice), stormwater is referred to as surface water.

3.2.3
reliability
<information> (*See 3.1.14*)

3.2.4
residue
subproduct resulting from the different *processes* (3.7.1) applied to *drinking water* (3.2.2.1), *wastewater* (3.2.2.2) or *stormwater* (3.2.2.4)

Note 1 to entry: Residues can be liquid, solid, gaseous or mixtures.

EXAMPLE   Sludge, septage, sand or grit, grease, debris.

3.2.5
basic technology
minimum equipment or *process* (3.7.1) required to treat water and meet discharge *objectives* (3.1.5)

Note 1 to entry: In this context "water" can include water intended for drinking or non-drinking water purposes, *wastewater* (3.2.2), *reclaimed water* (3.2.2.3) and *stormwater* (3.2.2.4).

3.2.6
flushable product
product considered suitable for disposal through sewer networks and *wastewater* (3.2.2.2) collection and treatment *systems* (3.9.3), including *on-site treatment systems* (3.5.16), because it will not materially adversely impact those systems or be recognisable in effluent leaving on-site and municipal wastewater treatment systems or in the post-treatment products of treatment sludges

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