



**International
Standard**

ISO 24510

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

*Activités relatives aux services de l'eau potable et de
l'assainissement — Lignes directrices pour l'évaluation et
l'amélioration du service aux usagers*

**Second edition
2024-01**



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Published in Switzerland