

# IWA Publishing

## New Publications for Water and Wastewater Utility Managers

Deliver effective and improved services to your customers with the help of these essential books, newsletters and journals. We are pleased to highlight our new publications which will keep you informed and up-to-date with current trends.

### Management of Change in Water Companies

NEW

Case Studies of Moving Fast from Bad to Good to Great

Author: Joaquim Pocas Martins

Management of Change in Water Companies tells real stories of real water companies that went through processes of change and achieved their best results ever in just a few years.

It reflects the personal experience of the author from leading processes of change in five different water supply/sewage companies, between 10 and 120 years old and serving from 200,000 to 4,000,000 people.

It is about how to modernize old-fashioned organizations, how to make the companies profitable, how to promote efficiency, how to deal with overstaffing, how to plan, finance, build and maintain infrastructure, how to introduce innovation, how to motivate people, how to deal with clients, regulators, unions, shareholders, politicians and the press and how to achieve sustainability.

The case studies show, for instance, how to bring water losses from over 50% to below 20%, how to connect 100,000 existing buildings to a new sewage system in 4 years and how to get millions of people walking along the banks of rehabilitated urban creeks, rivers and beaches.

This book combines case studies, management theory, comparative analysis of situations reported in the literature and the personal experience of an author that has led a number of successful processes of change in different water companies.

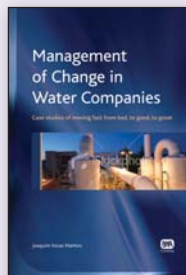
It will be essential reading for water utility managers, national and local governments responsible for water policy as well as those concerned with the management of change and risk management. It will also be useful to readers interested in the areas of pollution control, energy savings and water losses, and stream / beach / river restoration.

ISBN: 1843391953 · ISBN-13: 9781843391951

February 2011 · 200 pages · Hardback

IWA Members Price: £51.75 / US\$93.15 / €69.86

Non Members Price: £69.00 / US\$124.20 / €93.15



### Water Technology: An Introduction for Environmental Scientists and Engineers

NEW

Third Edition

Author: N. F. Gray

Water science and technology is one of the world's largest and most interdisciplinary industries, employing chemists, microbiologists, botanists, zoologists as well as engineers, computer specialists and a range of different management professionals.

This accessible student textbook covers the key concepts of water science and technology by explaining the fundamentals of water quality and regulation, policy and management, hydrobiology, water treatment and drinking water supply, and wastewater treatment.

- The Water Framework Directive is the unifying theme for this new edition.
- Deals with water quality assessment, management and treatment
- Includes a new chapter on sustainability within water technology

This textbook is intended for Masters students (and some undergrads) on environmental science, engineering courses, construction courses and students registered for the CIWEM Diploma (Chartered Institute of Water and Environmental Management). It will also be useful for professionals working in the water industry: water service companies, environmental regulators, and consultants.

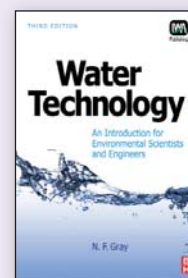
Co-Published with Elsevier/Butterworth Heinemann

ISBN: 1843393034 · ISBN-13: 9781843393030

August 2010 · 600 pages · Paperback

IWA Members Price: £29.25 / US\$52.65 / €39.49

Non Members Price: £39.00 / US\$70.20 / €52.65



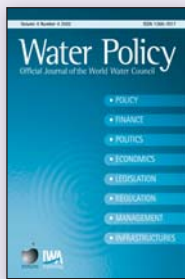
Publishing

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## Water Policy

Official Journal of the World Water Council

Editor-in-Chief: J. Delli Priscoli, US Army Corps of Engineers, Institute for Water Resources, USA



Water management and water infrastructure are preconditions for civilization and demands on our water resources are increasing. In some regions these demands are exceeding capacities to supply water. Our old water institutions, laws, regulations, treaties and agreements are straining to meet the new demographic realities.

Throughout the world there is a growing need to build a capacity for integrated water management in order to create new opportunities for cooperation, community and peace building; to respond to scarcities; and to manage local, national and trans-boundary conflicts.

Building this capacity for integrated water management calls for a new dialogue between many different private and public communities - policy making, diplomatic, administrative, financial, legal and technical/scientific. This dialogue must also include the traditional water communities - industrial, urban, agricultural and transportation.

*Water Policy* provides a forum for this dialogue. It invites these communities into this forum both to shape and to be shaped by thinking and debate on water policy worldwide.

The journal publishes analyses, reviews and debates on all policy aspects of water resources. Examples of such topics are:

- Ecosystems, engineering, management and restoration
- Engineering and design
- River-basin and watershed management
- Multiple uses of water
- Pollution monitoring and control
- Management, use and sharing of trans-boundary waters, treaties and allocation agreements
- Capacity building
- Flood control and disaster management
- Groundwater remediation and the conjunctive use of groundwater and surface water
- Public participation, consensus building and confidence building
- Conflict management and negotiations of water resources
- Demand management
- Commercialization of water
- Integrated water resources management
- Allocation of risks among stakeholders

*Water Policy* publishes reviews, research papers and progress reports in, among others, the following areas: financial, diplomatic, organizational, legal, administrative and research; organized by country, region or river basin.

### Subscriptions

ISSN: 1366-7017 Vol 13 6 issues 2011  
Institutional rate (print and online access):  
£715 / US\$1,389 / €1,123

## Water Asset Management International

NEWSLETTER

Editors: Dr John Bridgeman, Professor Stewart Burn and Professor Sunil Sinha



### Subscriptions

*Water Asset Management International* is published four times a year (March, June, September, December) and is available either by print or online subscription.

Free sample copy of September 2008 issue  
ISSN (Print): 1814-5434  
ISSN (Online): 1814-5442  
Vol.7, 4 issues, 2011

Institutional Rate (print or online access)  
£226 / US\$451 / €341

## Water Utility Management International

NEWSLETTER

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### Subscriptions

*Water Utility Management International* is published four times a year and is available either by print or online subscription.

Free sample copy of June 2008 issue.  
ISSN (Print): 1747-7751  
ISSN (Online): 1747-776X

Vol. 6, 4 issues, 2011  
Institutional Rate (print or online access)  
£212 / US\$423 / €320

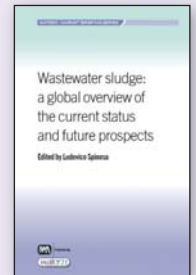
## Wastewater Sludge

A Global Overview of the Current Status and Future Prospects

Editor: Ludovico Spinosa

This title belongs to *Water21 Market Briefing Series*

ISBN: 1843391422 ·  
ISBN-13: 9781843391425  
January 2007 · 48 pages  
Paperback  
IWA Members Price:  
£43.00 / US\$77.40 / €58.05  
Non Members Price: £57.25 / US\$103.05 / €77.29

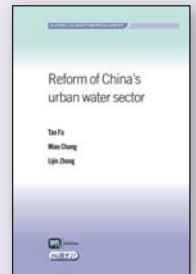


## Reform of China's Urban Water Sector

Authors: Tao Fu, Miao Chang and Lijin Zhong

This title belongs to *Water21 Market Briefing Series*

ISBN: 1843391430  
ISBN-13: 9781843391432  
March 2008  
300 pages · Paperback  
IWA Members Price: £279.00 / US\$502.20 / €376.65  
Non Members Price: £372.00 / US\$669.60 / €502.20

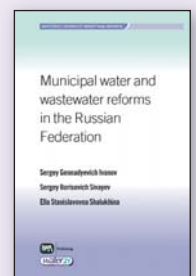


## Municipal Water and Wastewater Services Reform in the Russian Federation

Editors: Sergey Ivanov, Sergey Sivaev and Ella Shalukhina

This title belongs to *Water21 Market Briefing Series*

ISBN: 184339135X  
ISBN-13: 9781843391357  
July 2007  
72 pages · Paperback  
IWA Members Price:  
£81.75 / US\$147.15 / €110.36  
Non Members Price: £109.00 / US\$196.20 / €147.15



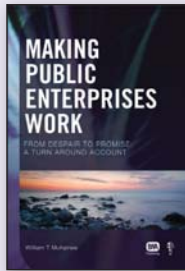
## Making Public Enterprises Work

From Despair to Promise:  
A Turn Around Account



Author:

William T. Muhairwe



Public enterprises remain the most dominant medium of service provision in both developing and developed countries. During the 1990s and early 2000s, the outcry about poor performance of public enterprises was overwhelming. Nobody at that time and even now has managed to design a blue print solution. And yet, the fact that service provision through public enterprises is here to stay is the blunt truth.

In *Making Public Enterprises Work - From Despair to Promise: A Turn Around Account*, Dr. William Muhairwe, the Managing Director of National Water and Sewerage Corporation of Uganda, discusses the approaches used to turnaround an under-performing state enterprise into a remarkable success story. Drawing on decades of experience, taming struggling institutions, Dr. Muhairwe enumerates practical steps taken to make a significant difference in service delivery, for the benefit of any form of enterprise. Combined with facts, simplicity and fun, this book presents a unique account of methods used for constructive engagement and dialogue with donors, government officials, workers, suppliers and, indeed, the public/customers. All chapters are interspersed with tested lessons that any enterprise can benchmark to address its service delivery challenges. It is a great handbook for those involved in re-engineering their businesses.

*Making Public Enterprises Work* contains unique home-grown turnaround reform steps that can help to revamp under-performing enterprises. It is the first book to demonstrate that performance contracts combined with incentives can work wonders in public enterprises. The book discusses how incentive rewards can spread to all levels of staff and encourage wholesome teamwork. It also looks at how enterprises can work without industrial unrest in very difficult conditions. In addition the book demonstrates how public enterprises that have been listed for privatisation can provide alternative restructuring steps.

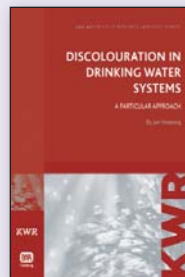
ISBN: 1843393247 · ISBN-13: 9781843393245  
November 2009 · 416 pages · Paperback  
IWA Members Price: £41.25 / US\$74.25 / €55.69  
Non Members Price: £55.00 / US\$99.00 / €74.25

## Discolouration in Drinking Water Systems



A Particular Approach

Author: Jan Vreeburg



This book analyses the particle-related processes involved in the generation of discolouration problems in the network. To this end, new measuring methods have been developed such as continuous monitoring of turbidity and particle count, the Resuspension Potential Method (RPM), and the Time Integrated Large Volume Sampler (TILVS). With these new methods the discolouration problem can be seen as related to loose deposits in the network.

The incidental re-suspension of accumulated loose particles is the main cause of discolouration events in the network. The origin of the particles is mainly the treated drinking water, followed by processes in the network like post-flocculation, corrosion and leaching and biological growth and re-growth. Irrespective of the cause of the particles the accumulation to layers of loose deposits can initiate water quality problems. This book looks at how managing the accumulation is possible through controlling the velocity in the pipes and through removing the loose deposits through effective cleaning.

### Contents

Particles in the drinking water distribution systems; Measuring discolouration phenomena in drinking water distribution systems; Effects of particle-free water in a common drinking water distribution system; Velocity-based self-cleaning residential drinking water distribution systems; Cleaning of networks; Particle composition and hydraulic behaviour: case studies; Historical development; Conclusion

*This title belongs to KWR Watercycle Research Institute Series*

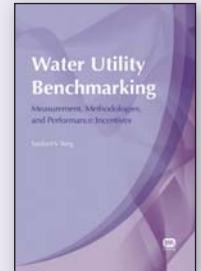
ISBN: 1843393751 · ISBN-13: 9781843393757  
November 2010 · 196 pages · Paperback  
IWA Members Price: £56.25 / US\$101.25 / €75.94  
Non Members Price: £75.00 / US\$135.00 / €101.25

## Water Utility Benchmarking

Measurement, Methodologies,  
and Performance Incentives



Author: Sanford Berg



Benchmarking is essential for those developing and implementing water policy. If decision-makers do not know where they have been or where they are, it would seem to be impossible to set reasonable targets for future performance.

Information on water/sewerage system (WSS) operations, investments, and outputs is essential for good management and oversight. This book is designed to help decision makers identify the data required for performance comparisons over time and across water utilities, to understand the strengths and limitations of alternative benchmarking methodologies, and to perform (or commission) benchmark studies.

This book provides an overview of the strengths and limitations of different methodologies for making performance comparisons over time and across water utilities (metric benchmarking). In addition, it identifies ways to determine the robustness of performance rankings.

Current benchmarking activities in Latin America, Asia, Africa, Central Europe/Asia, and OECD nations are summarized.

Five basic approaches to benchmarking characterize current studies:

- Core indicators and a summary or overall performance Indicator (partial metric method),
- Performance scores based on production or cost estimates (à totalâ methods),
- Performance relative to a model company (engineering approach),
- Process benchmarking, and
- Customer survey benchmarking.

This volume is of interest to the water professionals, water utility managers and senior staff of regulatory agencies, professionals in related government agencies, and consultants.

ISBN: 1843392720 · ISBN-13: 9781843392729  
April 2010 · 172 pages · Paperback  
IWA Members Price: £48.00 / US\$86.40 / €64.80  
Non Members Price: £64.00 / US\$115.20 / €86.40

## Journal of Water & Climate Change

Editors: Charles Ainger, The University of Cambridge, UK, Justin Brookes, The University of Adelaide, Australia, Carol Howe, UNESCO-IHE Delft, The Netherlands, John W. Norton, Jr, MWH Americas, Inc., USA and Geoffrey Schladow, University of California, Davis, USA

The *Journal of Water and Climate Change* publishes refereed research and practitioner papers on all aspects of water science, technology, management and innovation in response to climate change. The journal's scope includes but is not limited to articles relating climate change to:

- Hydrology • Inland and coastal waters, including both surface and ground waters • Limnology • Glacial science • Aquatic ecosystems, including both native and invasive species • Waterborne disease • Extreme events (floods, rainstorms, droughts) • Predictive modelling of water resources • Paleo-studies of water quality and ecosystem state • All aspects of water management including accounting, water supply, water and wastewater treatment, water reuse and demand management • Energy and nutrient recovery in sewage treatment • Greenhouse gas emissions from impoundments • Greenhouse gas emitting technologies for water and wastewater treatment • Carbon accounting in the water sector • Targets and strategies for carbon emissions reduction • Policy and practice of adaptation and mitigation of climate change in the water sector • Organisational change to deal with climate change

ISSN: 2040-2244; vol.2, 4 issues, 2011 · Institutional rate (print & online access): £421 / US\$623 / €527

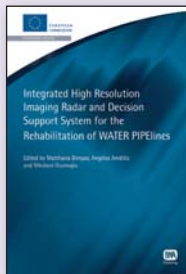
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## Integrated High Resolution Imaging Radar and Decision Support System for the Rehabilitation of WATER PIPELINES

NEW

Editors: Matthaios Bimpas, Angelos Amditis and Nikolaos Uzunoglu



Many EU cities are experiencing increasing problems with their water pipeline infrastructure. The cost of replacing these old, worn-out systems, if left to deteriorate beyond repair, is astronomical and clearly beyond the resources of many communities. Replacement, however, is not the only choice as many of these systems can be rehabilitated at 30 to 70 percent of the cost of replacement. Accordingly, resources are now increasingly being allocated to address pipeline rehabilitation management issues.

Due to the emphasis on sustainable management, risk-based approaches for the rehabilitation management of the water supply network need to be developed. Rehabilitation decisions should be based, inter alia, on inspection and evaluation of the pipeline conditions. Yet, utilities cannot locate a number of their old pipes and current inspection technologies typically do not provide the needed detailed information on pipeline damage.

The objectives of this book are to describe the research work carried out in the framework of WATERPIPE project aiming:

- To develop a novel, high-resolution imaging ground penetrating radar for the detection of pipes, leaks and damages and the imaging of the damaged region and evaluate it at a test site.
- To produce an integrated system that will contain the equipment in "1" and a Decision-Support-System (DSS) for the rehabilitation management of the underground water pipelines that will use input from the inspections to assess, probabilistically, the time-dependent leakage and structural reliability of the pipelines and a risk-based methodology for rehabilitation decisions that considers the overall risk, including financial, social and environmental criteria.
- To field test the equipment and the Decision-Support-System

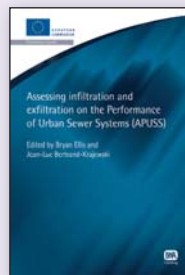
*This title belongs to European Water Research Series*

ISBN: 1843393719 · ISBN-13: 9781843393719  
August 2010 · 128 pages · Paperback  
IWA Members Price: £56.25 / US\$101.25 / €75.94  
Non Members Price: £75.00 / US\$135.00 / €101.25

## Assessing Infiltration and Exfiltration on the Performance of Urban Sewer Systems (APUSS)

NEW

Authors: Bryan Ellis and Jean-Luc Bertrand-Krajewski



Sewer systems constitute a very significant heritage in European cities. Their structural quality and functional efficiency are key parameters to guarantee the transfer of domestic and industrial wastewater to treatment plants without infiltration nor exfiltration. Infiltration of groundwater is particularly detrimental to treatment plant efficiency, while exfiltration of wastewater can lead to groundwater contamination.

The European research project APUSS (Assessing infiltration and exfiltration on the Performance of Urban Sewer Systems) was devoted to sewer infiltration and exfiltration questions. It was structured in three main Work Areas dealing respectively with i) the development of new measurement methods based on tracer experiments and accounting for detailed uncertainty analyses, ii) the implementation of models and software tools to integrate structural and experimental data and to facilitate data display, operational management and decision-making processes and iii) the integration of economic and operational questions by means of cost estimation, economic evaluation, performance indicators and multi-criteria methods applied to investment/rehabilitation strategies.

This final report describes the objectives, methods and main results for each Work Area. References to detailed methods, protocols, reports and tools are given in this final report which will be an invaluable source of information for all those concerned with the performance of urban sewer systems.

*This title belongs to European Water Research Series*

ISBN: 184339149X · ISBN-13: 9781843391494  
February 2010 · 200 pages · Paperback  
IWA Members Price: £48.75 / US\$87.75 / €65.81  
Non Members Price: £65.00 / US\$117.00 / €87.75

## Performance Indicators for Wastewater Services

Editors: R Matos, A Cardoso, R Ashley, P Duarte, A Molinari, A Schulz

*The title belongs to Manual of Best Practice Series*

ISBN: 1900222906  
ISBN-13: 9781900222907  
October 2003  
192 pages · Hardback  
IWA Members Price:  
£71.75 / US\$129.15 / €96.86  
Non Members Price:  
£95.50 / US\$171.90 / €128.93



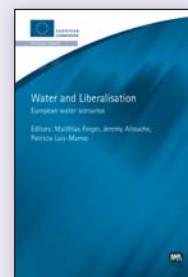
## Water and Liberalisation

European Water Scenarios

Editors: Matthias Finger, Jeremy Allouche, Patricia Luis-Manso

*This title belongs to European Water Research Series*

ISBN: 1843391139  
ISBN-13: 9781843391135  
January 2007  
264 pages · Paperback  
IWA Members Price: £58.50 / US\$105.30 / €78.98  
Non Members Price: £77.75 / US\$139.95 / €104.96

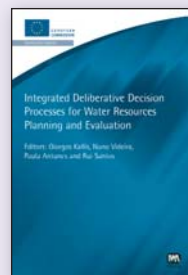


## Integrated Deliberative Decision Processes for Water Resources Planning and Evaluation

Authors: Giorgos Kallis, Nuno Videira, Paula Antunes and Rui Santos

*This title belongs to European Water Research Series*

ISBN: 1843391678  
ISBN-13: 9781843391678  
February 2007  
73 pages · Paperback  
IWA Members Price: £45.00 / US\$81.00 / €60.75  
Non Members Price: £59.75 / US\$107.55 / €80.66



## Performance Indicators for Water Supply Services

Second Edition

Editors: H Alegre, W Hirner, JM Baptista, R Parena et al

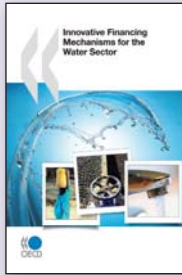
*The title belongs to Manual of Best Practice Series*

ISBN: 1843390515  
ISBN-13: 9781843390510  
July 2006  
312 pages · Hardback  
IWA Members Price:  
£79.00 / US\$142.20 / €106.65  
Non Members Price: £105.25 / US\$189.45 / €142.09



## Innovative Financing Mechanisms for the Water Sector **NEW**

Author: Organisation for Economic Co-Operation and Development (OECD)



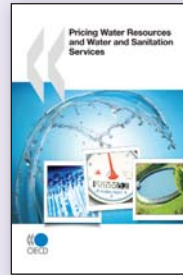
This report examines innovative mechanisms that can help attract new financial resources into water and sanitation services. In particular, it focuses on mobilising market-based repayable financing (such as loans, bonds and equity) as a way of bridging the financial gap to meet the water-related Millennium Development Goals and other crucial sector objectives. The Camdessus and Gurria reports, published seven and four years ago, respectively, formulated a number of recommendations in this area. This report examines the extent to which these recommendations have been implemented. It looks at the rapidly evolving global context and to the ongoing financial and economic crisis, and considers how innovation in financing for the water sector may need to adapt.

*This title belongs to OECD Report Series*

ISBN: 1843393670 · ISBN-13: 9781843393672  
March 2010 · 110 pages · Paperback  
IWA Members Price: £15.75 / US\$28.35 / €21.26  
Non Members Price: £21.00 / US\$37.80 / €28.35

## Pricing Water Resources and Water and Sanitation Services **NEW**

Author: Organisation for Economic Co-Operation and Development (OECD)



In both OECD and non-OECD countries the water sector is facing the challenges of increased competition for water resources, deteriorating water quality, and the effects of climate change and poor management. In this context, how can countries ensure access to adequate, sustainable and affordable water and sanitation services for all?

Pricing water-related services is an essential part of the answer. This report compiles reliable and comparable data on pricing water and on water supply and sanitation services across OECD countries. It sheds additional light on such policy issues as the choice of tariff structures for water services, cost recovery for water services and affordability.

*This title belongs to OECD Report Series*

ISBN: 1843393662 · ISBN-13: 9781843393665  
March 2010 · 88 pages · Paperback  
IWA Members Price: £16.50 / US\$29.70 / €22.28  
Non Members Price: £22.00 / US\$39.60 / €29.70

## Risk Management for Water and Wastewater Utilities

Author: Simon Pollard

*This title belongs to Water and Wastewater Process Technologies Series*

ISBN: 1843391376

ISBN-13: 9781843391371

January 2008

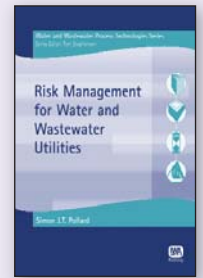
175 pages · Paperback

IWA Members Price:

£60.50 / US\$108.90 / €81.68

Non Members Price:

£80.50 / US\$144.90 / €108.68



## Institutional Governance and Regulation of Water Services

The Essential Elements

Author:

Michael John Rouse

ISBN: 1843391341

ISBN-13: 9781843391340

October 2007

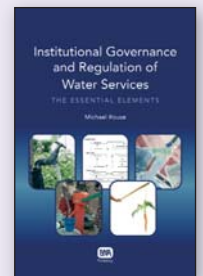
230 pages · Hardback

IWA Members Price:

£43.00 / US\$77.40 / €58.05

Non Members Price:

£57.25 / US\$103.05 / €77.29



## Water Practice & Technology



Online journal for water practitioners under the control of the *Water Science & Technology* Editorial Board, including technical and practical reports and management studies.

For more information visit our website. [www.iwaponline.com](http://www.iwaponline.com)

## Integrated River Basin Governance

Learning from International Experience

Author: Bruce Hooper

ISBN: 1843390884

ISBN-13: 9781843390886

September 2005

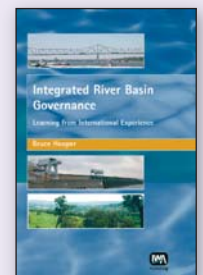
320 pages · Hardback

IWA Members Price:

£69.75 / US\$125.55 / €94.16

Non Members Price:

£93.00 / US\$167.40 / €125.55



## We welcome new authors and editors...

IWA Publishing is actively seeking new authors and editors to submit proposals on all aspects of water, wastewater and related environmental fields.

Please let us know of your current writing plans and contact Maggie Smith, Editor

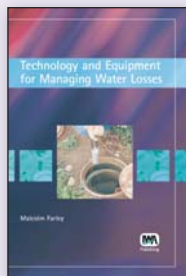
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or submit your proposal via the Publications Proposal Form on our website: [www.iwapublishing.com](http://www.iwapublishing.com)

## Technology and Equipment for Water Loss Management

NEW

Author: Malcolm Farley, Bambos Charalambous and Stuart Hamilton



With increasing emphasis on conserving scarce water resources and maintaining efficiency of supply today's water utility operators are increasingly encouraged to drive down leakage and other losses to the economic level.

To help them with this task there is a range of equipment and techniques to measure, control and reduce leakage across the network. Some equipment has been around for many years, and some is relatively new, harnessing the rapid development in technology, communications and instrumentation.

This has enabled the water loss engineer to adopt a 'multi-sensor' approach, utilising the whole range of technology and selecting an appropriate mix of equipment for specific network characteristics and site locations.

*Technology and Equipment for Water Loss Management* is a guide for planning the required tasks for water loss management, including upgrading the network operating practices and records, for equipment selection and procurement, and for using the equipment.

Aimed at practitioner level - supply and operations engineers, leakage control managers, technicians, and field operators it is also invaluable as a teaching source book (courses on environmental management, resource management, water operations, etc).

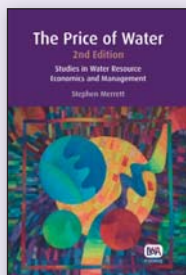
ISBN: 1843390868 · ISBN-13: 9781843390862  
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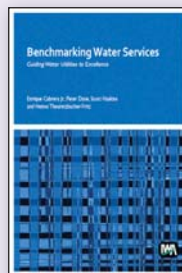
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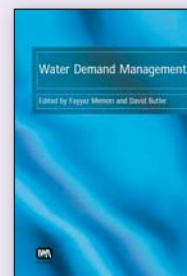
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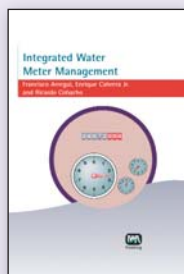
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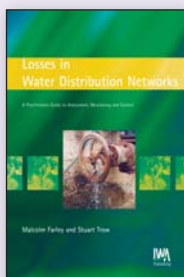
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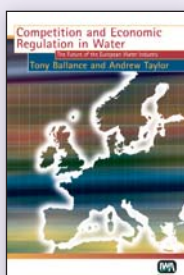
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