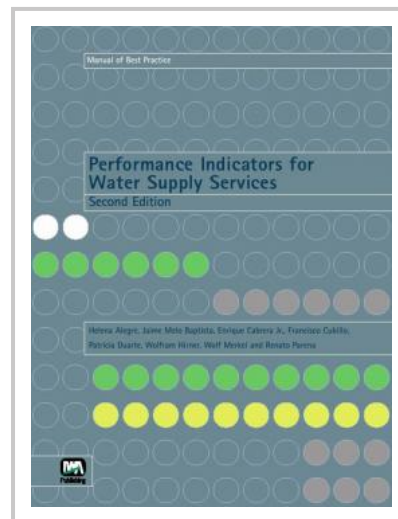


Performance Indicators for Water Supply Services - Second Edition

The IWA Performance Indicator System for water services is now recognized as a worldwide reference. Since its first appearance in 2000, the system has been widely quoted, adapted and used in a large number of projects both for internal performance assessment and metric benchmarking. Water professionals have benefited from a coherent and flexible system, with precise and detailed definitions that in many cases have become a standard. The system has proven to be adaptable and it has been used in very different contexts for diverse purposes. The Performance Indicators System can be used in any organization regardless of its size, nature (public, private, etc.) or degree of complexity and development.



The second edition of **Performance Indicators for Water Supply Services** represents a further improvement of the original manual. It contains a reviewed and consolidated version of the indicators, resulting from the real needs of water companies worldwide that were expressed during the extensive field testing of the original system. The indicators now properly cover bulk distribution and the needs of developing countries, and all definitions have been thoroughly revised. The confidence grading scheme has been simplified and the procedure to assess the results- uncertainty has been significantly enhanced.

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This new edition of **Performance Indicators for Water Supply Services** will be an invaluable reference source for all those concerned with managing the performance of the water supply industry, including those in the water utilities as well as regulators, policy-makers and financial agencies.

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Publication Date: 30/06/2006

ISBN13: 9781843390510

eISBN: 9781780405292

Pages: 312

Print:

Standard price: £130 / €163 / \$195

Member price: £98 / €122 / \$146

eBook:

Standard price: £130 / €163 / \$195

Member price: £98 / €122 / \$146