

HOW TO ASSESS RELIABILITY OF DRINKING WATER SUPPLY SERVICES



WHAT IS RELIABILITY IN WATER SUPPLY?

Reliability of water supply system is the ability of the system to maintain the established function parameters in certain period of time.

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Ability of the system to work in the specified mode in accordance with the specified quality and safety requirements both for services and the drinking water itself.

SO:

Reliable water supply systems as well as reliable drinking water services mean that water is supplied smoothly and constantly or according to the agreed schedule (hourly or based on other schedule). In all other cases, any water cutoffs indicate that the services are not reliable.



YOUR WATER SUPPLIER CAN TURN OFF THE WATER WITH PRIOR NOTICE TO YOU IN THE FOLLOWING CASES:

1

in case when the payment documents (bills) are not covered/paid ten days after their delivery to the service user

2

in case of unsatisfactory technical conditions of the water and sewage system pipes, related devices and structures under maintenance that are under the billing coverage of the given service user.



3

in case if the service user does not give permission the service Company official to inspect the water meter, water and sewage systems, devices and structures in order to record readings of the meters, perform field measurements, to take sewage water samples for testing, to install seals and perform other types of work and duties.



4

in case when the service Company conducts planned preventive maintenance works on the water and sewage systems and devices.



5

in case of detecting independently built devices and structures connecting the service user to water and sewage systems or networks.



YOUR WATER SUPPLIER CAN TURN OFF THE WATER WITHOUT PRIOR NOTICE IN THE FOLLOWING CASES:

1

in case if your water supplier loses electric power.



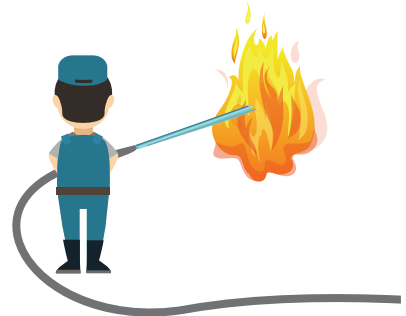
2

in case of natural disasters and major accidents including sharp deterioration of the water quality in the source due to its contamination with polluting and toxic substances;



3

in case of necessity to provide drinking water to places where fires occur.



FOR WHAT PERIOD OF TIME DOES YOUR SUPPLIER HAVE THE RIGHT TO TURN OFF THE WATER DURING THE PROPHYLAXIS MEASURES:

- 1). If your supplier serves more than **50 thousand people** in your city, the break in water supply or reduction of supply below the specified limits is allowed for the time between switching off the damaged systems and switching on the reserve systems (equipment, fixtures, structures, pipelines, etc.) but not more than for **10 minutes**;
- 2). If less than 50 thousand but **more than 5 thousand** people are served, then the break in water supply or reduction of supply below the specified limits is allowed for the time between switching off the damaged systems and switching on the reserve systems or throughout the maintenance period, but not more than for **6 hours**;
- 3). If you have a small village with **less than 5 thousand population**, the break in water supply or reduction below specified limits is allowed for maintenance period, but not more than **24 hours**.

In all other cases the supplier must ensure adequate level of reliability and provide uninterrupted water supply

THESE RULES ARE LAID IN:

- Water Code of the Republic of Tajikistan;
- The Law of the Republic of Tajikistan «On drinking water and drinking water supply»;
- Regulations on connecting to engineering networks and utility public services;
- Regulations on using water and sewage supply utility services in the Republic of Tajikistan



Dushanbe,
2017