Restoring **user confidence** and reinforcing Aguas de Santiago’s image with **ISO 24512**

1997
- Aguas de Santiago began supplying water and wastewater services to **11 towns** in the Argentinian province of Santiago del Estero
- Public services became private

2007
- Aguas de Santiago implemented **ISO 24510, ISO 24511** and **ISO 24512** on activities relating to drinking water and wastewater services to improve relationships with users and the quality of services

2011-2015
- In 2011, **43%** of multifunctions resulted in waiting times over 12 hours. This went down to **36%** in 2015
- More than **10%** of all disruptions were resolved in 12 to 15 hours

**Challenge faced**
- Disgruntled users

**Measures taken**
- Assessments made using performance indicators as per ISO 24510
- Creation of a multidisciplinary team

**Resulting benefits**
- Shorter timelines, higher financial returns, improved services
- **50%** of users entirely satisfied with repairs services