



Guideline Executive summary

Introduction

The Techneau project is concerned with the supply of safe drinking water from source to tap and consumers' relationship with suppliers and trust in the safety of the supply itself needs to be understood if new developments are to be introduced effectively. This report reviews the literature on the role of trust in consumer acceptance of, and willingness-to-pay for water supplies.

Importance

The primary purpose of the report is to inform the selection of consumer issues for further study in the Techneau case studies. The review will inform discussions with end users and consumer groups in the next phase of Work Area 6.

Approach

This is an overview of recent developments in the consumer trust literature in general but with a particular emphasis on water.

Result

Descriptions of key models of trust in the literature. Discussion of the status of these models and a general conclusions that can be drawn from them.

More information

The report is Deliverable 6.1.2

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TECHNEAU Knowledge Integrator (TKI) categorisation

Categorisation of Knowledge Packages

Categorisation (i.e. classification, contains and constraints) of knowledge packages (KPs) can be carried out by 'checking' the appropriate boxes in the attached tables. For example, for a KP investigating point-of-use treatment suitable for a developing world country, the following might be checked:

Classification: Process chain – Tap (Customer) – Point-of-use (POU).

Contains: Report; Literature review.

Constraints: Low cost; Simple technology; No/low skill requirement; No/low energy requirement; No/low chemical requirement; No/low sludge production; Developing world location.

Note that only the lowest level classification needs to be checked, e.g. Point-of-use (POU) in the above example.

Meta data can be included under the 'More Information' section of the Executive Summary Report, i.e. Author(s), Organisation(s), Contact details (name and email), Quality controller (name and organisation) and Date prepared. (The TKI administrator can enter Source (= TECHNEAU), Date submitted (TKI) and Date revised (TKI)).

TKI Categorisation

TKI Categorisation			
Supply Chain	Classification		
	Process Chain	Process Chain (cont'd)	Water Quality
			Water Quantity (cont'd)
Source	Raw water storage	Sludge treatment	
- Catchment	- Supply reservoir	- Settlement	- Leakage
- Groundwater	- Bankside storage	- Thickening	- Recycle
- Surface water	Pretreatment	- Dewatering	
- Spring water	- Screening	- Disposal	Chemical
- Storm water	- Microstraining	Chemical dosing	- Organic compounds
- Brackish/seawater	Primary treatment	- pH adjustment	- Inorganic compounds
- Wastewater	- Sedimentation	- Coagulant	- Disinfection by-products
Raw water storage	- Rapid filtration	- Polyelectrolyte	- Corrosion
- Supply reservoir	- Slow sand filtration	- Disinfectant	- Scaling
- Bankside storage	- Bank filtration	- Lead/plumbosolvency	- Chlorine decay
Water treatment	- Dune infiltration	Control/instrumentation	Microbiological
- Pretreatment	Secondary treatment	- Flow	- Viruses
- Primary treatment	- Coagulation/flocculation	- Pressure	- Parasites
- Secondary treatment	- Sedimentation	- pH	- Bacteria
- Sludge treatment	- Filtration	- Chlorine	- Fungi
Treated water storage	- Dissolved air flotation(DAF)	- Dosing	Aesthetic
- Service reservoir	- Ion exchange	- Telemetry	- Hardness / alkalinity
			- pH
Distribution	- Membrane treatment	Analysis	- In regulations and regulators
- Pumps	- Adsorption	- Chemical	Willingness-to-pay/acceptance
- Supply pipe / main	- Disinfection	- Microbiological	- For safety
Tap (Customer)	- Dechlorination	- Physical	- For improved taste/odour
- Supply (service) pipe	Treated water storage		- For infrastructure
			- For security of supply

