



Guideline Executive summary

Introduction

The Techneau project is concerned with the supply of safe drinking water from source to tap and consumers' preferences need to be understood if new developments are to be selected and introduced effectively. This report reviews the literature on consumer preferences for water supply services and discusses these in relation to other factors such as risk perceptions.

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 preference literature in general but with a particular emphasis on water.

Result

Descriptions of models of consumer preferences in the literature. Discussion of the status of these models and general conclusions that can be drawn from them.

More information

The report is Deliverable 6.2.1

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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

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

