

## Questionnaire for **Water Utility**

<i>Name of Water Utility</i>							<i>Date</i>		
<i>Name of Person who answered this questionnaire</i>					<i>Position</i>				
1. <i>Name of City</i>									
2. <i>Population in City</i>					3. <i>Population in Utility Service Area</i>				
4. <i>Population Served by Utility (Direct)</i>					5. <i>Population Served by Utility (Bulk Supply / Indirect)</i>				
6. <i>Population Served by House Connections</i>					7. <i>Population Served by Shared Connections</i>				
8. <i>Population Served by Standpipe or Community Tank</i>					9. <i>Population Served by Utility Tanker</i>				
10. <i>Number of House Connections</i>		<i>a. Metered</i>	<i>b. Meter Not Working</i>	<i>c. Not Metered</i>	11. <i>Number of Shared Connections</i>		<i>a. Metered</i>	<i>b. Meter Not Working</i>	<i>c. Not Metered</i>
12. <i>Number of Standpipes</i>		<i>a. Metered</i>		<i>b. Meter Not Working</i>		<i>c. Not Metered</i>		13. <i>Number of Utility Tankers</i>	<i>a. Capacity of tankers</i>
14. <i>Number of Community Tanks</i>		<i>a. Metered</i>		<i>b. Meter Not Working</i>		<i>c. Not Metered</i>			
15. <i>Number of Bulk Connections</i>		<i>a. Metered</i>	<i>b. Meter Not Working</i>	<i>c. Not Metered</i>	16. <i>Number of Connections to Industry/ Other</i>		<i>a. Metered</i>	<i>b. Meter Not Working</i>	<i>c. Not Metered</i>
17. <i>Number of House Connections with 24 Hour Service</i>					18. <i>Percentage of Service Area with 24 Hour Supply</i>				
19. <i>Number of Sources of Treated Water for Piped Supply</i>					20. <i>Production sources metered and working</i>				

21. <i>NRW for Utility %</i>	<i>a. Leakage %</i>	<i>b. Mis-Metering %</i>	<i>c. Illegal Connection %</i>	<i>d. Illegal Sale of Water %</i>
22. <i>Number of Meters replaced in last 12 months</i>		23. <i>Total Consumption by House Connection Per Month m<sup>3</sup></i>		
24. <i>Total Consumption by Shared Connections Per Month m<sup>3</sup></i>		25. <i>Total Consumption by Standpipe or Community Tank per Month m<sup>3</sup></i>		
26. <i>Total Consumption by Utility Tanker Per Month m<sup>3</sup></i>		27. <i>Total Consumption by Bulk Supply to Small Private Piped Water Operators/Vendors Per Month m<sup>3</sup></i>		
28. <i>Total Consumption for Municipal Use Per Month m<sup>3</sup></i>		29. <i>Total Consumption by Industry/ Other Per Month m<sup>3</sup></i>		
30. <i>Total Money Billed Per Month for House Connections *</i>		31. <i>Total Money Billed Per Month for Shared Connections *</i>		
32. <i>Total Money Billed Per Month for Standpipes or Community Tanks *</i>		33. <i>Total Money Billed Per Month for Utility Tanker Services *</i>		
34. <i>Total Money Billed Per Month for Bulk Supply to Small Private Piped Water Operators/Vendors *</i>		35. <i>Total Money Billed Per Month for Industry/Other *</i>		
36. <i>Number of new connections installed in last 12 months (domestic)</i>		37. <i>Number of new connections installed in last 12 months (non-domestic)</i>		
38. <i>New connection fee and terms of payment (domestic)*</i>		39. <i>Accounts receivable in equivalent months of billing</i>		
40. <i>Number of people employed by utility.</i>				

\*Please indicate in local currency.

$$\text{NRW} = \text{Non-revenue Water} = \frac{\text{Production} - \text{Consumption}}{\text{Production}} \%$$

**Consultant to independently and randomly check domestic meters (40), industrial meters (10), and accounts on computer (100).**

---

Name of Consultant Interviewer

## Questionnaire for **SSWP - Piped Water Network Operators**

<i>Name of Company/Organization if any</i>		<i>Date</i>
<i>Name of Person who answered this questionnaire</i>		<i>Position</i>
1. <i>Location of Piped System</i>	2. <i>Total Population Served by the System</i>	
3. <i>Population Served by House Connections</i>	4. <i>Population Served by Shared Connections</i>	
5. <i>Population Served by Standpipe or Community Tank</i>	6. <i>Source of Water</i>	
7. <i>Cost of Water at Source \$/m<sup>3</sup></i>	8. <i>Volume of Water Received at Source m<sup>3</sup></i>	
9. <i>NRW %</i>	10. <i>Number of House Connections</i>	
11. <i>Number of Shared Connections</i>	12. <i>Number of Standpipes and Community Tanks</i>	
13. <i>Population Receiving 24 Hour Supply by House Connection</i>	14. <i>Consumption Per Month from House Connections m<sup>3</sup></i>	
15. <i>Consumption Per Month from Shared Connections m<sup>3</sup></i>	16. <i>Consumption Per Month from Standpipes or Community Tanks m<sup>3</sup></i>	
17. <i>Money Received Per Month from House Connections *</i>	18. <i>Money Received Per Month from Shared Connections*</i>	
19. <i>Money Received Per Month from Standpipes or Community Tanks *</i>	20. <i>Water Treatment Provided by the System</i>	
21. <i>How Long in Business</i>	22. <i>License or Agreement with Local Authority</i>	
		<input type="checkbox"/> Yes <span style="margin-left: 200px;"><input type="checkbox"/> No</span>

\* Please indicate in local currency.

$$\text{NRW} = \text{Non-revenue Water} = \frac{\text{Production} - \text{Consumption}}{\text{Production}} \%$$

---

Name of Consultant Interviewer

## Questionnaire for **SSPWP - Water Vendors**

<i>Name of Company/Organization if any</i>		<i>Date</i>
<i>Name of Person who answered this questionnaire</i>		<i>Position</i>
1. <i>Location of vendor</i>	2. <i>Population served by vendor</i>	
3. <i>Population served by tanker</i>	4. <i>Population served by pushcart/tricycle</i>	
5. <i>Businesses served by vendor</i>	6. <i>Source of water</i>	
7. <i>Cost of water at source*</i>	8. <i>Average distance for delivery of water (km)</i>	
9. <i>Volume of water delivered per day by tanker m<sup>3</sup></i>	10. <i>Volume of water delivered per day by pushcart / tricycle m<sup>3</sup></i>	
11. <i>Revenue received per day for water delivered by tanker *</i>	12. <i>Revenue received per day for water delivered by pushcart/tricycle *</i>	
13. <i>Number of tankers in your business</i>	14. <i>Number of pushcarts / tricycles in your business</i>	
15. <i>Fuel cost per day for power cycles *</i>	16. <i>Fuel cost per day for tankers *</i>	
17. <i>Approval of local government</i>  <input type="checkbox"/> Yes <input type="checkbox"/> No	18. <i>License fee to pay *</i>	
19. <i>How long in business</i>	20. <i>Average capacity of tanker m<sup>3</sup></i>	
21. <i>Average capacity of full load in pushcart or tricycle (liters)</i>		

\* Please indicate in local currency.

\_\_\_\_\_  
Name of Enumerator

## Questionnaire

### for **SSPWP - Bottled Water Suppliers**

<i>Name of Company/Organization if any</i>		<i>Date</i>
<i>Name of Person who answered this questionnaire</i>		<i>Position</i>
1. <i>Location</i>	2. <i>Source of Water</i>	
3. <i>Cost of Water at Source</i>	4. <i>Treatment Provided On-Site</i>	
5. <i>Volume of water sold per day</i>	6. <i>Revenue in one day*</i>	
7. <i>Proportion sold to business</i>	8. <i>Average household volume purchased per day</i>	
9. <i>Average household cost per day</i>	10. <i>License fees to Local Government</i>	
11. <i>How long in business</i>	12. <i>Smallest volume sold /cost</i>	
13. <i>Largest volume sold / cost</i>	14. <i>Business growing or static</i>	
15. <i>Delivery services / distance</i>	16. <i>Approx cost loading % for delivery*</i>	
17. <i>Costs per month in power, chemicals, rent, staff etc*</i>		

\* Please indicate in local currency.

---

Name of Enumerator

## Appendix 5

<i>Name of Person who answered this questionnaire</i>		<i>Date</i>
<i>1. Location</i>	<i>2. Who supplies you with water</i>  <input type="checkbox"/> Water Utility <input type="checkbox"/> Water Vendor <input type="checkbox"/> Small Private Piped Water <input type="checkbox"/> Own Well	
<i>3. What is the source of water</i>	<i>4. Is the water treated</i>	
<i>5. How much water do you use per month /per day m<sup>3</sup> (last two bills)*</i>	<i>6. How much does this cost you per month / per day (last two bills)*</i>	
<i>7. How many people in your household</i>	<i>8. How much bottled water do you use per day (liters)</i>	
<i>9. How much does the bottled water cost you per day *</i>	<i>10. How far do you go to access water</i>  <input type="checkbox"/> Home <input type="checkbox"/> < 100m <input type="checkbox"/> > 100m	
<i>11. How is the water quality</i>  <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	<i>12. How is the service from the utility</i>  <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	
<i>13. For how many hours per day is water available</i>	<i>14. Is the supply reliable</i>	
<i>15. How is the service of the Small Private Piped Water Operator</i>  <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	<i>16. How is the service of the water vendor</i>  <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	
<i>17. If you get water from the utility is the supply metered and working</i>	<i>18. If you don't have piped water then when do you expect it</i>	
<i>19. What is your monthly power bill</i>	<i>20. Are there pipe leaks in your street</i>	
<i>21. Are there water leaks in your home</i>		

\* Please indicate in local currency.

\_\_\_\_\_  
Name of Enumerator