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Serving all urban consumers - a marketing approach to water services in low- and middle-income countries: Book 2 - Guidance notes for managers

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11.5 Annex 5: Short questionnaire for water services in informal settlements

To the Researcher: Please read the following statement to each consumer before you ask the questions.

My name isand I am working foron behalf of the Government of The Research Team is investigating how water supply organizations can provide and maintain improved water services for existing and potential customers.

We would like you to assist us by taking time to answer the following few questions. If you do not wish to answer a particular question please leave it out. You have been chosen to take part in the survey on a purely random basis. Your answers will be treated confidentially. Thank you for your co-operation

Survey location:.....

What language is used for the interview?. Survey date

1. From where do you and other members of your household obtain water?

Please indicate all the water sources that are used by the people in your household and whether you use that water for drinking and cooking or other uses. Please also estimate the average number of 20-litre jerrycans that are collected each day from each source for your household (tick boxes as necessary).

	<u>For drinking and cooking</u>	<u>Other uses</u>	Average no. of jerrycans used a day from each source for your household
i) Your own piped water connection (inside your house)	<input type="checkbox"/>	<input type="checkbox"/>
ii) Your own piped water connection (outside your house)	<input type="checkbox"/>	<input type="checkbox"/>
iii) Buy water from your neighbour	<input type="checkbox"/>	<input type="checkbox"/>
iv) A shared yard water connection	<input type="checkbox"/>	<input type="checkbox"/>
v) Private vendor	<input type="checkbox"/>	<input type="checkbox"/>
vi) Water kiosk	<input type="checkbox"/>	<input type="checkbox"/>
vii) Public standpost	<input type="checkbox"/>	<input type="checkbox"/>
viii) Water tanker	<input type="checkbox"/>	<input type="checkbox"/>

SERVING ALL URBAN CONSUMERS - BOOK 2

	<u>For drinking and Cooking</u>	<u>Other uses</u>	Average no. of jerrycans used a day from each for your household
ix) Handcart /bicycle water vendor	<input type="text"/>	<input type="text"/>
x) Private open well	<input type="text"/>	<input type="text"/>
xi) Handpump	<input type="text"/>	<input type="text"/>
xii) Rainwater from roofs	<input type="text"/>	<input type="text"/>
xii) Spring water	<input type="text"/>	<input type="text"/>
xiii) From pools of water/lake or stream	<input type="text"/>	<input type="text"/>
Total		

(*Note – check where vendors obtain their water to avoid double counting)

2. What is the number of people in your household?
3. What is the average time to collect water for *all* the household *each day*?(minutes)
4. What is the distance to the nearest piped water source that you can use?.....(metres)
5. What is the average price of water from local vendors?(per 20-litre jerrycan)
6. Average number of days per week that piped water is available?(answer if you use piped water)
7. What is the average number of hours of piped water per day?.....(answer if you use piped water)
8. Are you satisfied with the utility water services? (yes or no)(answer if you use piped water)
9. What is the average total household expenditure on water?(per week)
10. In you household, what percentage of water is collected by:
 women: children..... men
11. How far from your house is there a functioning sanitation system such as a latrine or toilet that you regularly use?.....(metres)
12. What material are the walls of your house made from:
 a) unburnt bricks..... b) burnt bricks or blocks c) mud and pole

Notes from the researchers after completing this form: (e.g. was the respondent able to answer the questions that are relevant for them, and any problems encountered or suggested changes?) To be included on a separate sheet.