

## **HOUSEHOLD QUESTIONNAIRE**

Baseline Research on rural water and sanitation in Moldova

My name is \_\_\_\_\_, and I am a field operator at CIVIS . We are an independent research organisation.

We are conducting research of the households to investigate the social problems related to the water supply and sanitation situation in moldovan rural localities. We are interviewing a large number of households about their situation, needs and problems. Your family was randomly selected to be interviewed, as in lottery. You have the right to participate in the survey or to refuse participation.. If you choose to continue with the interview, you can choose to respond to any or all of the questions we ask. Your responses will be used for research purposes only. We will not tell anybody what your individual responses were. Your name and your answers will not be disclosed to anyone.

The length of this interview is approximatively thirty minutes. You will not receive immediate benefits from participation in the survey, although the results of this research will be sued to help improve clear water and sanitation delivery throughout Moldova.

Can we continue the interview?

If you feel you have been treated unfairly, or you have questions or concerns you may contact  
00 22 21 27 96 or office@civis.md

### **ORAL CONSENT OF RESEARCH SUBJECT**

I understand the procedures described above. My questions have been answered to my satisfaction, and I agree to participate in this study. I have been given a copy of this form.

\_\_\_\_\_  
Name of Subject

Oral consent    1. Yes                    2. No  
(circle the answer that applies)

### **SIGNATURE OF INTERVIEWER**

In my judgment the subject is voluntarily and knowingly giving informed consent and possesses the legal capacity to give informed consent to participate in this research study.

\_\_\_\_\_  
Signature of the Interviewer

Date: |\_\_|\_\_| Month:|\_\_|\_\_| 2016

**HOUSEHOLD QUESTIONNAIRE**  
Baseline Research on rural water and sanitation in Moldova

My name is \_\_\_\_\_, and I am a field operator at CIVIS . We are an independent research organisation.

We are conducting research of the households to investigate the social problems related to the water supply and sanitation situation. We are interviewing a large number of households about their situation, needs and problems. Your family was randomly selected to be interviewed, as in lottery. It is your choice whether or not you decide to participate in this interview and it will not affect your life in any way. If you choose to continue with the interview, you can choose to respond to any or all of the questions we ask. Your responses will be used for research purposes only. We will not tell anybody what your individual responses were. Your name and your answers will not be disclosed to anyone.

The length of this interview is approximately thirty minutes. You will not receive any other personal benefits from participation in the survey, although the results of this research will be used to help improve clear water and sanitation delivery throughout Moldova.

Do you understand this explanation? If so, can we continue the interview?

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\_\_\_\_\_ Oral consent 1. Yes 2. No  
Name of Subject (circle the answer that applies)

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In my judgment the subject is voluntarily and knowingly giving informed consent and possesses the legal capacity to give informed consent to participate in this research study.

\_\_\_\_\_  
Signature of the Interviewer

Date: |\_\_|\_\_| Month:|\_\_|\_\_| 2016

## HOUSEHOLD QUESTIONNAIRE

1. Code of the interviewer:	_ _ _
2. Date of survey:	Day:  _ _ _  Month:  _ _ _  2016
3. Time at beginning of the interview	(hour : minutes):  _ _ _ : _ _ _
4. Name of locality:	
5. Code of cluster/SSU:	
6. Name of district („Raion“):	
7. Code of household:	_ _ _

## SECTION B: WATER SUPPLY

<b>B 1. What is the main source of water that your household uses for drinking in the summer and winter seasons, respectively?</b>  <i>(Choose one source for each season)</i>	<b>A) Summer</b>	<b>B) Winter</b>
	<input type="checkbox"/> Piped water supply system <sup>1</sup> (1) <input type="checkbox"/> Protected dug well (2) <input type="checkbox"/> Unprotected dug well (3) <input type="checkbox"/> Borehole (4) <input type="checkbox"/> Surface water (river, stream, lake, pond) (5) <input type="checkbox"/> Cart with small tank/drum (6) <input type="checkbox"/> Tanker-truck (7) <input type="checkbox"/> Bottled water (8) <input type="checkbox"/> Other (specify) _____ (96) <input type="checkbox"/> Don't know (98)	<input type="checkbox"/> Piped water supply system (1) <input type="checkbox"/> Protected dug well (2) <input type="checkbox"/> Unprotected dug well (3) <input type="checkbox"/> Borehole (4) <input type="checkbox"/> Surface water (river, stream, lake, pond) (5) <input type="checkbox"/> Cart with small tank/drum (6) <input type="checkbox"/> Tanker-truck (7) <input type="checkbox"/> Bottled water (8) <input type="checkbox"/> Other (specify) _____ (96) <input type="checkbox"/> Don't know (98)
<b>B 2. Is your main source of water for drinking for each season (reported in the previous question) piped<sup>2</sup> to the location where you access it?</b>  <i>(Multiple answer for each season, only for answer option 1 and 2)</i>	<b>A) Summer source</b>	<b>B) Winter source</b>
	<input type="checkbox"/> Yes, piped into the house (1) <input type="checkbox"/> Yes, piped into our yard (2) <input type="checkbox"/> Yes, piped to a public standpost (3) <input type="checkbox"/> No, not piped (4) <input type="checkbox"/> Don't know (98)	<input type="checkbox"/> Yes, piped into the house (1) <input type="checkbox"/> Yes, piped into our yard (2) <input type="checkbox"/> Yes, piped to a public standpost (3) <input type="checkbox"/> No, not piped (4) <input type="checkbox"/> Don't know (98)
<b>B 3.</b>	If B2A = 1 skip B3A <b>A) Summer source</b>	If B2B = 1 skip B3B <b>B) Winter source</b>
B3.1 On average, how many times per day do you collect water from this source?	Trips per day  _ _ _  Trips per week  _ _ _	Trips per day  _ _ _  Trips per week  _ _ _
B3.2 About how many minutes do you spend to collect water from this source? Consider the time to travel to the source, queue, fill/buy containers, and return to home	Minutes per trip  _ _ _	Minutes per trip  _ _ _

<sup>1</sup> A private or publicly run network of water transmission to multiple connection/access points.

<sup>2</sup> Water is transported through tubes/pipes to transport it closer to the people who access it.

**B 4. For any main drinking water sources that you just mentioned (B1.), do you pay for any of the water that you take/use?**

B4.1 1. Yes GO TO B4A 2. No GO TO B5

**B4.2. Indicate how much money you pay per volume of water and how much your household typically spends per month.**

TECHNICIAN: SHOW ONLY ANSWER OPTIONS MENTIONED AT B1

Type of purchased water	A. Structure of fees and tariffs	B. Typical expenditure/month – SUMMER	C. Typical expenditure/month - WINTER
i. Piped water system	a)  _ _  lei / m <sup>3</sup> <input type="checkbox"/> Don't know (98) b)  _ _  lei / month (monthly fixed fee) <input type="checkbox"/> Don't know (98)	_ _  lei / month <input type="checkbox"/> Don't know (98)	_ _  lei / month <input type="checkbox"/> Don't know (98)
ii. Cart with small tank/drum	_ _  lei /liters <input type="checkbox"/> Don't know (98)	_ _  lei / month <input type="checkbox"/> Don't know (98)	_ _  lei / month <input type="checkbox"/> Don't know (98)
iii. Tanker-truck	_ _  lei / m <sup>3</sup> <input type="checkbox"/> Don't know (98)	_ _  lei / month <input type="checkbox"/> Don't know (98)	_ _  lei / month <input type="checkbox"/> Don't know (98)
iv. Bottled water	_ _  lei / L <input type="checkbox"/> Don't know (98)	_ _  lei / month <input type="checkbox"/> Don't know (98)	_ _  lei / month <input type="checkbox"/> Don't know (98)
v. Other (specify _____)	_ _  lei / m <sup>3</sup> <input type="checkbox"/> Don't know (98)	_ _  lei / month <input type="checkbox"/> Don't know (98)	_ _  lei / month <input type="checkbox"/> Don't know (98)

**B 5. Some people apply a treatment at their household to the water that they drink to improve the quality, some prefer not to apply any treatment. What do you do? Does your family *usually* apply any treatment to the water that you consume before drinking? (Choose all that apply)**

Type of water treatment			
i. Yes, we boil it	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
ii. Yes, we filter it	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
iii. Yes, we add chlorine or other chemicals	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
iv. Yes, other (specify _____)	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
v. No treatment, we drink directly from the source	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>

B 6. For each of the following water uses, indicate <i>all</i> of the water source(s) that are used throughout the year. (Choose all that apply)		A) Drinking	B) Cooking	C) Washing, bathing, cleaning	D) Farming, agriculture, animals
1. Piped water supply system		1	1	1	1
Dug well	2. Protected	2	2	2	2
	3. Unprotected	3	3	3	3
4. Borehole		4	4	4	4
5. Surface water (river, stream, lake, pond)		5	5	5	5
6. Cart with small tank/drum		6	6	6	6
7. Tanker-truck		7	7	7	7
8. Bottled water		8	8	8	8
9. Other (specify _____)		9	9	9	9

**B7A. DO YOU HAVE PIPED WATER / WATER SUPPLY SYSTEM IN YOUR HOUSEHOLD** (either piped water supply system or connected through a pump from a well)/borehole? *IF B6A, B6B or B6C = 1, then register automatically B7A=1*

1. YES 2. NO → B9

B 7. Which of the following facilities do you have connected to piped/pressurized water at your household? (Choose all that apply)			B 8. When did you install these connections to the piped water?			
			Before making the connection to the water supply	Immediately after making the connection to the water supply	A few years after making the connection to the water supply	Don't Know
TECHNICIAN: ASK B8 FOR ANY QUESTION WITH ANSWER „1“ AT B7						
i. 1 or more taps in the yard	1 Yes	2 No	1	2	3	98
ii. 1 or more taps in the house	1 Yes	2 No	1	2	3	98
iii. 1 or more sinks in the house connected to drainage system	1 Yes	2 No	1	2	3	98
iv. Bath tub	1 Yes	2 No	1	2	3	98
v. Shower cabin	1 Yes	2 No	1	2	3	98
vi. Washing machine automatic	1 Yes	2 No	1	2	3	98
vii. Toilet connected to water	1 Yes	2 No	1	2	3	98

The following series of questions will be in regard to the single water source that your household uses the most (over all seasons all year) for all domestic/household purposes (i.e. drinking, cooking, washing, bathing). We will refer to this water source as the 'main source' from now on.

(Do not consider agriculture or farming needs as domestic/household purposes)

<p><b>B 9. What is the <u>main</u> source of water that your household uses for all domestic /household purposes for the <u>entire year</u>?</b> (Choose one option)</p>	<input type="checkbox"/> Piped water supply system (1) <input type="checkbox"/> Protected dug well (2) <input type="checkbox"/> Unprotected dug well (3) <input type="checkbox"/> Borehole (4) <input type="checkbox"/> Surface water (river, stream, lake, pond) (5) <input type="checkbox"/> Cart with small tank/drum (6) <input type="checkbox"/> Tanker-truck (7) <input type="checkbox"/> Bottled water (8) <input type="checkbox"/> Other (specify) _____ (96) <input type="checkbox"/> Don't know (98)
<p><b>B 10. Is your main source <u>piped</u><sup>3</sup> to the location where you access it?</b> (Multiple answer, only for answer option 1 and 2)</p>	<input type="checkbox"/> Yes, piped into the household (1) <input type="checkbox"/> Yes, piped into our yard (2) <input type="checkbox"/> Yes, piped to a public standpost (3) <input type="checkbox"/> No, not piped (4) <input type="checkbox"/> Don't know (98)
<p><b>B 11. Who owns your main source?</b> (Choose one option)</p>	<input type="checkbox"/> Private company (i.e. for a private piped water system, bottled water, vended water) (1) <input type="checkbox"/> Community / Local Public Administration (i.e. for public piped water system, public wells, surface water on public land) (2) <input type="checkbox"/> Neighbor(s)/relative(s) (i.e. private shared well/borehole, shared surface water on private land) (3) <input type="checkbox"/> My household (private well, surface water on private land) (4) <input type="checkbox"/> Other (specify) _____ (96) <input type="checkbox"/> Don't know (98)

<sup>3</sup> Water is transported through tubes/pipes to transport it closer to the people who access it.

<b>B 12. Did your household pay for or contribute anything to the construction of this main source?</b>	<input type="checkbox"/> Yes (1) <input type="checkbox"/> No (2) GO TO B15 <input type="checkbox"/> Don't know (98)
<b>B 13. How did your household pay for or contribute to the construction of the main source?</b> (Choose one option)	<input type="checkbox"/> Cash contribution (1) <input type="checkbox"/> In-kind contribution (2) GO TO B15 <input type="checkbox"/> Both cash and in-kind contribution (3) <input type="checkbox"/> Other (specify) _____ (96) <input type="checkbox"/> Don't know (98)
<b>B 14. How much money did your household pay or contribute to the construction of the main source (up to the garden/apartment)?</b>	Amount:  _ _ _ _  lei <input type="checkbox"/> Don't know (98)

IF B10=1 GO TO B18

<b>B 15.</b>		
<b>B15.1</b> On average, how many times per day do you collect water from this source?	Trips per day  _ _ _  Trips per week  _ _ _	
<b>B15.2</b> About how many minutes do you spend to collect water from this source? Consider the time to travel to the source, queue, fill/buy containers, and return to home	Minutes per trip  _ _ _	
<b>B 16. What is the traveling distance (in meters) from your house to the main source.</b>	Distance:  _ _ _  meters <input type="checkbox"/> Don't know (98)	
<b>B 17. Who is the person in the household who most frequently goes to the main source to collect the water and brings it into the household?</b> (Choose one option)	Adult woman	1
	Adult man	2
	Female child (under 18 years)	3
	Male child (under 18 years)	4
	Not applicable (the water arrives inside the dwelling)	97
	Don't know	98
<b>B 18. Has there been any time in the last year when you have been unable to <u>access</u> water in sufficient quantities from the main source when needed?</b>	Yes	1
	No GO TO B20	2
	Don't know GO TO B20	98
<b>B 19. What was the <u>main reason</u> that you were unable to access water in sufficient quantities when needed in the last year?</b> (Choose one option)	The water in the source was dried up	1
	Water was too expensive	2
	The system/pump was broken	3
	Water is provided according to certain schedule	4
	Other (specify) _____	96
	Don't know	98

**B 20. Please indicate your level of satisfaction with each of the following components associated with the quality of the water from your main source.**

	Not at all satisfied	Somewhat unsatisfied	Neither ... no...	Somewhat satisfied	Very satisfied	DK
A) Safety (if not dangerous for health)	1	2	3	4	5	98
B) Taste	1	2	3	4	5	98
C) Smell	1	2	3	4	5	98
D) Appearance/colour	1	2	3	4	5	98

**B 21. Consider your overall water situation for your household. Please indicate your level of satisfaction with each of the following components associated with water supply access.**

	Not at all satisfied	Somewhat unsatisfied	Neither ... no...	Somewhat satisfied	Very satisfied	DK
A) The <i>amount (quantity)</i> of water available to your household	1	2	3	4	5	98
B) The <i>accessibility</i> of the water (considering how much time, distance, difficulty is associated with collecting the water, number of hours per day water can be accessed from the tap)	1	2	3	4	5	98
C) The water pressure <b>ASK ONLY IF 1-3 AT B10</b>	1	2	3	4	5	98

<b>B 22. Please list the top 2 issues with your water situation that could be improved? (Spontaneous answer)</b>	
i. Water quality is not good	1
ii. Water quantity is too low	2
iii. Water pressure is too low	3
iv. Price is too high	4
v. Hours of operation of the water are too short	5
vi. Receiving bills too late	6
vii. Paying bills is inconvenient	7
viii. Water leakages	8
ix. The operator is managing the system poorly	9
x. No operator to maintain the system	10
xi. To test / analyze quality of water	11
xii. Other (specify) _____	12
xiii. Nothing – it's perfect!	97

### SECTION C: PIPED WATER SUPPLY SYSTEM CONNECTION

<b>C 1. Does your household currently have a connection to a piped water supply system (system that serves more than 1 household). (Note that the answers to this question should include both functional and dysfunctional connections)</b>	Yes	1
	No → Skip to SECTION D	2
	Don't know → Skip to SECTION D	98
<b>C 2. Are you able to access water from the connection today?</b>	Yes	1
	No	2
	Don't know	98

<b>C 3. For approximately how many total months have you been connected to the piped water supply system/network?</b>	_ _ _  months
	98 Don't know <input type="checkbox"/>

<b>C 4. What was the <i>main reason</i> that you decided to connect your household to the piped water supply?</b> <i>(Spontaneous answer)</i>	To improve reliability (continuity) of water supply	1
	To improve quantity of water supply	2
	To improve quality of water/to use water of better quality	3
	Not to go anymore to a distant source	4
	To connect water supply to facilities such as a flush toilet, a shower, a bath	5
	All neighbours connected to the water supply system (social acceptance)	6
	To modernize the house	7
	I purchased / inherited the house connected to the piped water supply	8
	Other (specify) _____	96
DK	98	

<b>C 5. Does your household pay for the water that you use from the piped water supply connection?</b>	Yes	1
	No	2
	Don't know	98

<b>C 6. Does your household have a meter for the piped water supply connection?</b>	Yes	1
	No	2
	Don't know	98

<b>C 7. Does your household receive an invoice from the water supply operator?</b>	Yes, receive invoice	1
	Do not receive invoice, but pay directly to operator	2 → C9
	No, do not receive invoice	2 → C10
	Don't know	98 → C10

<b>C 8. Can you please show me the last invoice that you have from your water supply operator?</b> <i>(Was the household able to show you the last invoice?)</i>	Yes	1
	No	2

<b>C 9. The interviewer will now complete the following information based on the observation of the last invoice. OR Ask respondent directly if he/she does not agree to show the invoice</b>	i. Total cost of the invoice	_ _ _  lei <input type="checkbox"/> Don't know (98)
	ii. Total volume	_ _ _  m <sup>3</sup> <input type="checkbox"/> Don't know (98)
	iii. Number of days for billing period	_ _ _  days <input type="checkbox"/> Don't know (98)

<b>C 10. How many hours per day has water typically been available from the connection (i.e. the direct service from the water supply operator) over the past 1-month?</b>	_ _  hours per day <input type="checkbox"/> Don't know (98)
--	--

<b>C 11. Estimate how many total days over the past year there has not been any water service available from your connection.</b>	_ _ _  days IF „0“ GO TO C13 <input type="checkbox"/> Don't know (98)
---	---

<b>C 12. Consider the last time that your water service did not provide any water. When this event occurred, for how many days was there no water available?</b>	_ _  days <input type="checkbox"/> Don't know (98)
--	---

<b>C 13. Do you know the name of the water operator of your water supply connection?</b>			i) Name of operator (institution or individual person)
	Yes	1 => Indicate the name	_____
	No	2	
	97=>E1	No institution or individual person operating the system	



**C 14. Please rank your level of satisfaction with the following services provided by your water operator** (Interviewer may first read and explain the answer options)

	Not at all satisfied	Somewhat unsatisfied	Neither ... no...	Somewhat satisfied	Very satisfied		Don't know
Reading of water meter / billing	1	2	3	4	5		98
Tools for Payments of the water bill	1	2	3	4	5		98
Repairing and maintaining all parts of the water system (outside the household)	1	2	3	4	5		98
Reacting to complaints regarding technical problems	1	2	3	4	5		98
Informing about water quality	1	2	3	4	5		98
Sharing information with customers	1	2	3	4	5		98

Skip to SECTION E

**SECTION D: HOUSEHOLDS WITHOUT CONNECTION TO PIPED WATER SUPPLY SYSTEM**

**D 1. Skip already done under C1**

**D 2. What is the main reason why you are not currently connected to the piped water system/network that services your locality?**

*Interviewer should let the respondent answer freely and fill-in*

Cannot afford the connection fee	1
Cannot afford the tariff for water usage	2
Not satisfied with the aesthetic quality of the water (taste, smell, appearance)	3
Not satisfied with the safety of the water	4
Not satisfied with the reliability of the water supply (i.e. the number of hours per day that water service is available)	5
Not satisfied with the billing and payment system	6
Not possible to connect – not available in our part of the village or distance to mains too far	7
We are waiting - our connection is in-progress	8
Already satisfied with our existing water source	9
Other (specify) _____	96
Don't know	98

**D 3. Do you desire to connect to a piped water supply system? (Assuming that it was possible)**

1 Yes       2 No       98 Don't know   
 GO TO E1                      GO TO E1

**D 4. There is typically a connection fee associated with establishing a new household connection to a nearby piped water distribution system. What is the maximum amount that you would be ready to pay for being connected to the local water supply? Above this amount, it would not be affordable or not worth the money according to you.**

Connection fee: |\_|\_|\_| lei/household  
 Don't know (98)

**D 5. There is typically a tariff associated with the volume of water that your household would consume from a piped water supply system. What is the maximum price that you would be ready to pay for a tariff price (per m3 of water)? Above this price, it would not be affordable or not worth the money according to you.**

|\_|\_|\_| lei  
 Don't know (98)

## SECTION E: HOUSEHOLDS THAT USE A WELL/BOREHOLE

<b>E 1. Does your household use water from a well or borehole? If B6 = 2, 3 or 4, E1 can't be 2 or 98</b>	Yes	1
	No → Skip to SECTION F	2
	Don't know → Skip to SECTION F	98

**E 2. Who paid for the construction of the well/borehole that you use? (Spontaneous answer)**

i. My household	1
ii. Group of households/families	2
iii. Local Public Administration	3
iv. Local organisation/NGO	4
v. International organisation/NGO	5
vi. National government program	6
vii. Other (specify) _____	7

**E 3. Does the well/borehole that you use have a pump?**  
(Choose one option)

Yes, hand pump	1
Yes, electrical pump	2
No	3
Don't know	98

**E 4. Who has the right to use the well/borehole?**

(Spontaneous answer)

Only members of my household	1
The households near my household	2
The entire neighbourhood (mahala)	3
Everybody	4
Other (specify): _____	5

**E 5. Who is most responsible for the supervision, operation and maintenance of the well/borehole?**  
(Choose one option)

I (the respondent) am responsible	1
A member of my household	2
A member of the community	3
Group of community members	4
Local Public Administration	5
Nobody _____ SKIP TO E7	6
Other (specify) _____	96
Don't know	98

**E 6. Please describe the activities related to supervision, operation, and maintenance that are conducted by the person(s) responsible for the well/borehole. (Read each answer option and have the respondent answer one-by-one)**

Activity	Presence
i. Checking the status cleanliness of the well head and surrounding environment	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
ii. Testing/analyzing water quality	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iii. Disinfecting the water in the well	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iv. Deepening or flushing the well	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
v. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>

**E 7. Do you have access for maintenance and repair services for your well/borehole?**

1    2  
Yes    No

**E 8. In the last one year, did your household contribute to the ongoing operation and maintenance of the well/borehole?**

No	SKIP TO E11	1
Yes, with a financial contribution		2
Yes, with an in-kind contribution	SKIP TO E11	3
Yes, with both a financial and in-kind contribution		4
Other (specify) _____		97

E 9. How much money do you typically contribute towards the operation and maintenance of the well/borehole in one year?	_ _ _ _  lei / year	
	<input type="checkbox"/> Don't know (98)	
E 10. How frequently do you provide your cash contribution?	Monthly (or more frequently)	1
	Several times per year	2
	Yearly (or less frequently)	3
	Only when the money is needed to be spent (irregularly)	4
	Don't know	98
E 11. Was the water of the well/borehole tested when it was constructed?	Yes	1
	No	2
	Don't know	98
E 12. Has the water of the well/borehole been tested for water quality in the past 2 years?	Yes	1
	No SKIP TO F1	2
	Don't know SKIP TO F1	98
E 13. Did the latest testing results reveal any problems with the water?	Yes, some problems	1
	No problems	2
	Don't know	98

## SECTION F: SANITATION AND HYGIENE

Now I would like to address a series of questions about management of wastewater, which is an important problem in many rural localities in Moldova.

F 1. Please show me the toilet facility that the members of your family use <u>the most</u> . (Upon observation, the interviewer will mark the type of toilet facility from the list)  (Interviewer: Use the instructions with the types of toilet )	Flush / Pour flush	Flush to piped sewer system	1
		Flush piped to open canal/drain	2
		Flush to septic tank	3
		Flush to cesspit	4
		Flush to soak pit	5
		Flush to pit (latrine)	6
		Flush to somewhere else	7
	Pit latrine with slab and structure	8	
	VIP latrine	9	
	Simple pit latrine (without slab or structure = open pit)	10	
Composting toilet (Ecosan)	11		
Other (specify _____)	96		
F 2. Can I take a photo of the toilet facility used most often by your household? Just like the rest of the information this will also remain strictly confidential and anonymous	Yes, permission is given <i>Interviewer: Take a picture first of route sheet and then of toilet!</i>	1	
	No	2	
F 3. <i>Interviewer observation:</i> Indicate the location of the toilet.	In respondent's house	1	
	In respondent's yard/plot	2	
	Elsewhere (Specify: _____)	97	
	Not allowed to observe	98	

F 4. *Interviewer observation:* Observe the toilet facility and record whether each of the following observations is true or false.

Observation	Presence		
i. Dirt/feces on slab/pan/toilet	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Not allowed to observe
ii. Dirt/feces on floor/walls	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Not allowed to observe
iii. Bad smell	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Not allowed to observe

<b>G5. Interviewer observation:</b> Observing the main toilet facility indicate which material is the toilet structure (cabin/walls) made of?	Wood	1
	Concrete or bricks	2
	Metal	3
	Asbestos	4
	No structure	5
	Other (specify _____)	97
	Not allowed to observe	98 =>F4A

<b>G6. Interviewer observation: What is the type of the toilet floor?</b>	Wood, no finishing	1
	Wood + linoleum or other finishing	2
	Concrete, no finishing	3
	Concrete with tiles, linoleum or other finishing	4
	Metal	5
	Other (specify _____)	97

<b>G7. Interviewer observation: Is the toilet equipped with a chair/seat?</b>	Yes, permanent ceramic chair, concrete or wood seat	1
	Yes, temporary or movable chair	2
	No, just a squatting pan	3
	No, just a hole in the floor	4

		Yes	No	NA
<b>G8. Interviewer observation: Circle all that apply</b>	(if not seat) The hole is as large as necessary (20 cm diameter) <i>If there is seat, note not applicable</i>	1	2	98
	The pit is covered with a slab	1	2	
	The slab is elevated above the level of surrounding ground so that rain water can't enter the pit	1	2	
	The slab has a smooth surface with no gaps between planks so that water from cleaning can't enter the pit	1	2	

**F4A. Do you have other toilets?** 1. Yes 2. No IF NO other toilet then go to F6

<b>F 5. Please show me all of the <u>other</u> toilets (both functional and dysfunctional) that your household has.</b> <i>(The interviewer will record the number of functional and dysfunctional toilets/latrines of each the from the list)</i>	<b>Type of toilet</b>		<b>A.</b> <i>functional</i> toilets	<b>B.</b> <i>dysfunctional</i> toilets
	Flush/pour flush	1) Flush to piped sewer system	1	1
		2) Flush piped to open canal/drain	2	2
		3) Flush to septic tank	3	3
		4) Flush to cesspit	4	4
		5) Flush to soak pit	5	5
		6) Flush to pit (latrine)	6	6
		7) Flush to somewhere else	7	7
		8) Pit latrine (with slab and structure)	8	8
		9) VIP latrine	9	9
		10) Simple pit latrine (without slab or structure = open pit)	10	10
		11) Composting toilet (Ecosan)	11	11
		12) Other (specify _____)	12	12

**F 6. Please rank your level of satisfaction with the following aspects of your main toilet facility:***(Interviewer may first read and explain the answer options)*

	Not at all satisfied	Somewhat unsatisfied	Neither ... no...	Somewhat satisfied	Very satisfied	Not applicable (don't clean)
Comfort of use	1	2	3	4	5	
Easiness to clean	1	2	3	4	5	97
Privacy	1	2	3	4	5	
Location	1	2	3	4	5	
Smell	1	2	3	4	5	
Disposal of waste/sludge	1	2	3	4	5	97

**F 7. What do you desire to improve about your household's toilet facilities? (Spontaneous answer)**

i. Nothing – it's perfect!	1
ii. Improve the shelter of the existing toilet	2
iii. Add tiles to the toilet/bathroom	3
iv. Add a tap, shower or water basin	4
v. Add a piped water connection to the toilet	5
vi. Upgrade the type of toilet to a flush toilet	6
vii. Construct a toilet inside the household	7
viii. Reconstruct the toilet with possibility to dispose waste/sludge	8
ix. Other (specify) _____	9

<b>F 8. Can you please show me the location where members of your household most often wash their hands?</b> <i>Interviewer will record the type of facility observed.</i>		In summer	In winter
	Fixed facility observed	1	1
	Mobile object/kettle used	2	2
	No hand washing place in dwelling/plot/yard	3	3
	No permission given to see → F11	4	4
Don't know	98	98	

<b>F 9. Interviewer observation: Is water available at the location at the time of the observation?</b>	Water is currently available	1
	Water is not currently available	2
	Not applicable (no facility)	97
	Refuse to respond	98

<b>F 10. Interviewer observation: Is soap/detergent for handwashing available at the location at the time of the observation?</b>	Yes, present	1
	No, not present	2
	Not applicable (no facility)	97
	Refuse to respond	98

<b>F 11. Where does the wastewater from your household's kitchen go?</b> <i>Interviewer: Use the instructions on the various types of wastewater disposal to identify the correct option.</i>  <i>Only one answer possible</i>	To sewerage system	1
	To septic tank	2
	To cesspit	3
	To soak pit	4
	To the open ground	5
	On the road	6
	To somewhere else (unknown) through pipes	7
	Other (specify) _____	96
Don't know	98	

<b>F 12. Does your wastewater flow to a place outside your plot (to the streets, street ditches, fields or somewhere else outside your property)?</b>	Yes	1
	No, all wastewater is collected inside our plot	2
	Other (specify)	3
	Don't know	98

**F 13. What do you desire to improve about your household's waste water storage and management at your household? ( Spontaneous answer)**

i. Nothing – it's perfect!	1
ii. Make improvements on existing pit/tank	2
iii. Build a new pit/tank to store waste	3
iv. Make an existing pit/tank more accessible for emptying	4
v. Repair parts of an existing pit/tank	5
vi. Connect to sewerage system	6
vii. Other (specify) _____	7

**SECTION G: HOUSEHOLDS WITHOUT A FLUSH TOILET**

**G 1. Does your household use a *flush* toilet?**

Yes	1 → Go to SECTION H
No	2 → Go to G2
Don't know	98 → Go to SECTION H

**G 2. What is the maximum amount that you would be ready to pay to buy/construct a flush toilet? Above this amount, it would not be affordable or not worth the money according to you.**

_ _ _  lei
<input type="checkbox"/> Not applicable (don't want one) (97)
<input type="checkbox"/> Don't know (98)

**G 3. What are the reasons why your household *has not built* a flush toilet? (Spontaneous answer)**

i. Too expensive	1
ii. Cannot afford one	2
iii. Materials are not available	3
iv. Hiring someone to build it is not possible	4
v. Household is not connected to piped water	5
vi. Other (specify) _____	6

**G 4. For what reasons would your household potentially build a flush toilet in the future? (Spontaneous answer)**

i. Makes the household more beautiful	1
ii. Not embarrassed when guests come to visit	2
iii. More comfortable to use	3
iv. Cleaner and/or more sanitary	4
v. Other (specify) _____	5
vi. Does not want to buy a flush toilet	77

**G9. How many years old is the pit/tank of the latrine that you are currently using most frequently?**

_ _  years old
98 on't know <input type="checkbox"/>

**G10. How many months ago was the last time that the pit/tank of the latrine that you are currently using was emptied?**

Number of months	Never	Don't know
_ _	96 => Skip to H1	98 => Skip to H1

**G11. If your pit/tank has ever been emptied, explain to me how it was last emptied?**

Manually	1
Mechanically	2
Other (specify) _____	3
Don't know	98

**G12. If your pit/tank has ever been emptied, by whom was it last emptied?**

By a household member	1=> H1
By a service provider / company / contractor	2
Other (specify) _____	3
Don't know	98=> H1

G13. Consider the last time the pit/tank was emptied by a service provider. What was the cost?	Cost of emptying by a service provider:	Don't know
	_ _ _  lei	98

## SECTION H: WASTEWATER/FECAL SLUDGE MANAGEMENT

H 1. Is there a sewerage network/system <sup>4</sup> in your village?	Yes	1
	No	2 => H4
	Don't know	98

H 2. Is your household connected to a sewerage system?	Yes	1 => Skip to SECTION I
	Not connected	2
	Don't know	98

H 3. What is the main reason why you are not connected to the sewerage system? <i>(Let the respondent answer freely and fill-in the table below accordingly. Choose one option.)</i>	We already have a solution for waste water (septic tank, cesspit, soak pit)	1
	We do not produce enough waste water	2
	It is not possible to connect in this part of the village	3
	The connection fee is too expensive	4
	The tariff is too expensive	5
	Afraid of bad smell	6
	Our connection is in progress	7
	Other (specify) _____	96
	Not applicable (no sewerage network in village)	97
Don't know	98	

H 4. Do you desire to connect to a sewerage network? (Assuming that it is possible)	1 Yes <input type="checkbox"/> => H6    2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
---	--

H 5. What is the main reason why you do not desire connection to the sewerage system? <i>(Let the respondent answer freely and fill-in the table below accordingly. Choose one option.)</i>	We already have a solution for waste water (septic tank, cesspit, soak pit)	1
	We do not produce enough waste water	2
	The connection fee is too expensive	3
	The tariff is too expensive	4
	Afraid of bad smell	5
	Other (specify) _____	6
	Don't know	98

After answer to H5 skip to H8

H 6. There is typically a connection fee associated with establishing a new household connection to a nearby sewerage network. What is the maximum amount that you would be ready to pay to connect to the local sewerage network? Above this amount, it would not be affordable or not worth the money according to you.	Connection fee:  _ _ _ _  lei/household	98 Don't know <input type="checkbox"/>
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H 7. There may also be a tariff associated with the volume of wastewater that your household discharge to a wastewater system. What is the maximum tariff price (per m3 of wastewater) that you would be ready to pay to subscribe to a sewerage network service? Above this tariff price, it would not be affordable or not worth the money according to you.	_ _ _ _  lei / month	98 Don't know <input type="checkbox"/>
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<sup>4</sup> For the purpose of this study, a sewage system is defined as a network of pipes, ditches or channels which collects wastewater from many houses and / or institutions and transports it to a centralized location. The number of connections to the sewerage system could range from a few to hundreds or thousands of households and / or institutions.

H 8. Do you have a solution to manage the waste water and/or sludge that your household generates - such as a septic tank, cesspit or soak pit?	Yes	1
	No	2 => Skip to J1
	Don't know	97 => Skip to J1
H 9. How old is your waste water disposal system (septic tank, cesspit or soak pit)?	_ _  years old	
	98 Don't know <input type="checkbox"/>	

H 10. How many months ago was the last time that the tank/pit of your waste water disposal system was emptied?	Number of months	Never	Don't know
	_ _	96 => H14	98 => H14

H 11. If your tank/pit of your waste water disposal system has ever been emptied, explain to me how it was last emptied?	Manually	1
	Mechanically	2
	Other (specify) _____	3
	Don't know	98

H 12. By whom was it emptied?	By a household member => H14	1
	By a service provider	2
	Other (specify) _____	3
	DK/NA => H14	98

H 13. Consider the last time the tank/pit was emptied by a service provider. What was the cost?	Cost of emptying by a service provider:	_ _ _  lei	DK/NA
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H 14. Have you had any problems related to the maintenance of your tank/pit in the past 1-year?	Yes	1
	No => Skip to J1	2
	Don't know => Skip to J1	98

H 15. What are the problems you have had related to the maintenance of your tank/pit in the past 1-year? (Let the respondent answer freely and fill-in the table below accordingly)		
i. Clogging associated with the waste flow		1
ii. Bad smells		2
iii. Leakage		3
iv. Other (specify) _____		4

=> Section J

## SECTION I: HOUSEHOLD CONNECTED TO SEWERAGE SYSTEM

I 1. Do you pay for the sewer services?	Yes	1
	No	2=> I5

I 2. How much do you pay on average per month for the sewer services?	_ _ _  lei / month	98 Don't know <input type="checkbox"/>
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I 3. What is the structure of your sewerage tariff? Multiple answer	A separate tarrif only for sewerage (based on volume)	1
	A separate tarrif only for sewerage (flat rate)	2
	A combined tarrif for water and sewerage	3
	Other (specify) _____	96
	Don't know	98



<b>I 4. How much do you pay for sewerage services?</b>	Flat rate	_ _ _  lei
	By volume	_ _ _  lei per m <sup>3</sup>
	Other (specify) _____	_ _ _  lei
	Don't know	98

<b>I 5. Is there a sewerage operator (person, organisation, authority, or company) who is managing and operating the sewerage system?</b>	Yes	1
	No	2 → Skip to I8
	Don't know	98

<b>I 6. Do you know the name of the sewerage operator?</b>			A. Name of operator (institution or individual person)
	Yes	1 => Indicate the name	_____
	No	2	

<b>I 7. Please indicate your level of satisfaction with each of the following components associated with the services provided by your sewerage operator?</b>	<b>Not at all satisfied</b>	<b>Somewhat unsatisfied</b>	<b>Neither ... no...</b>	<b>Somewhat satisfied</b>	<b>Very satisfied</b>	<b>Not applicable (service is not provided)</b>	<b>Don't know</b>
B) Payments of the sewerage bill	1	2	3	4	5	97	98
C) Repairing and maintaining all parts of the sewerage system (outside household area)	1	2	3	4	5	97	98
D) Reacting to complaints regarding technical problems	1	2	3	4	5	97	98

<b>I 8. Please list the top 2 issues with your sewerage system that could be improved? (Spontaneous answer)</b>	
i. Nothing – it's perfect!	1
ii. Functioning of the sewerage system, it is not working at the moment	2
iii. Price	3
iv. Smell	4
v. Sewage leakages	5
vi. Not well operated or maintained	6
vii. Overflow after of heavy rain	7
viii. Other (specify _____)	8
ix. Don't know	9

## J. Priorities of households

<b>J1. What do you think is the most important issue at the moment in your community that needs attention and improvement?</b>  <i>(Let the respondent answer freely and fill-in the table below accordingly. Choose one option.)</i>	Social assistance services	1
	Schools, kindergarten, extracurricular institutions	2
	Cultural centres	3
	Solid waste management	4
	Roads	5
	Gas	6
	Water supply services	7
	Sewerage system	8
	Street lighting	9
	Other (specify _____)	96
	Don't know	98

## SECTION A. DEMOGRAPHICS

<b>A 1.</b> Respondent age:  __ __  years	<b>A 2.</b> Respondent Sex	Male	1	Female	2
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<b>A 3.</b> Total number of people currently living in this house/apartment: <i>Do not include family members working abroad for long term</i>	__ __  person(s)
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<b>A 4.</b> Total number of household members from each of the following age/gender groups	1. Men, adult (18 years, or above)	__ __  person(s)
	2. Women, adult (18 years, or above)	__ __  person(s)
	3. Children, male (below 18 years)	__ __  children
	4. Children, female (below 18 years)	__ __  children

  

<b>A 5.</b> What is your position in the household ( <i>Choose one option</i> ):	Head of the household	1
	Husband/wife of the household head	2
	Member of the household (has to have 15 years old or more)	3

  

<b>A 6.</b> In which kind of dwelling do you live?  ( <i>Choose one option</i> )	1. Detached house with a single floor	1
	2. Detached house with 2 or more floors	2
	3. Part of a detached house	3
	4. Multi-story apartment	4
	5. Others (specify) _____	96

  

<b>A 7.</b> What is the family ownership of this dwelling  ( <i>Choose one option</i> )	1. Owner with legal act (no Mortgage/not pledged property)	1
	2. Owner with legal act (Mortgage or pledged property)	2
	3. In the process of acquiring legal act	3
	4. Rented from a private individual	4 → A9
	5. Rented from the state	5 → A9
	6. Live for free	6 → A9
	7. Others (specify) _____	96

  

<b>A 8.</b> Do you own the land on which your dwelling resides?  ( <i>Choose one option</i> )	Yes	1
	No	2
	Don't know	98

  

<b>A 9.</b> What is the number of rooms that your family occupy/use: (excluding verandas, balconies, bathrooms, toilets, corridors, warehouses, or rooms smaller than 4m <sup>2</sup> )	Number of rooms: _____
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<b>A 10.</b> What is the major construction material of the exterior walls?  ( <i>Choose one option</i> )	1. Bricks, stones	1
	2. Pre-fabricated	2
	3. Wood	3
	4. Mud	4
	5. Eternit, tin	5
	6. Others (specify) _____	96

<b>A 11. Does your household have _____? (Indicate only the devices that are working. Let the respondent answer freely and fill-in the table below accordingly)</b>		<b>Yes</b>	<b>No</b>		<b>Yes</b>	<b>No</b>
i.	Electricity	1	2	ii.	A car	1 2
iii.	Gas natural	1	2	iv.	A landline	1 2
v.	A television	1	2	vi.	A cell phone	1 2
vii.	A refrigerator	1	2	viii.	An internet connection	1 2
ix.	Automatic washing machine	1	2	x.	A computer	1 2

<i>Interviewer: If the respondent does not provide any answer to this question, tick the „Don't know" option answer here</i>	98 Don't know <input type="checkbox"/>
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**A12. What is your ethnicity?**

1. Moldovan/Romanian
2. Russian
3. Ukrainian
4. Gagauz
5. Bulgarian
6. Roma
7. Other (specify) \_\_\_\_\_

**END OF SURVEY**

Time of completion: \_\_\_\_ : \_\_\_\_ (24 hour time)