

LOCAL GOVERNMENT WATER SUPPLY AND SANITATION SERVICES QUESTIONNAIRE

Name of the interviewer: _____		Date: __ __ Month: __ __ 2016 Time: _____:_____	
Respondents contributing information to the survey:	Name	Position	# of Years in this position

Introduction for the respondent:

My name is I am a water supply and sanitation expert working for The Ministry of Environment, the Ministry of Regional Development and Construction, CALM, the World Bank and the ApaSan project are conducting a research study of the water supplies in rural Moldova to investigate their situation and to discuss the challenges and issues at local, regional, and national levels. The results of the research study will among other things be used to set-up a service center by CALM to support small local water and sanitation operators. We are interviewing 50 Local Public Administrations (LPAs) and rural water supply operators that have been randomly selected. You previously agreed over the phone to participate. We will spend approximately 1 hour and 30 minutes with you to ask some questions about the water supply and sanitation situation in your domain. Specifically, we will discuss the population statistics for your locality, the presence and status of existing water supply and sewerage services, as well as your perspectives on the overall water and sanitation services situation and future developments. We guarantee that no specific information that you provide will be shared outside of the research team. Your data and information will be analyzed all together with the responses from the other local authorities. Only the overall statistical data and information will be used for the study. You will be informed by mail as soon as the results of the research will be available.

Section A. Locality and LPA information
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A 1. What is the name of your locality of administration?	Name: _____	
A 2. How many total staff does your LPA employ?	Number: __ __	98 Don't know <input type="checkbox"/>
A 3. How many of these staff work part-time or full-time on water and sanitation related activities?	Number: __ __	98 Don't know <input type="checkbox"/>
A 4. How many people live in this locality? (most recent data on total population)	Number: __ __ __ __ __	98 Don't know <input type="checkbox"/>
A 5. How many households reside in this locality? (most recent data on total number of households)	Number: __ __ __ __ __	98 Don't know <input type="checkbox"/>
A 6. How many water supply systems¹ exist in your locality? (Count all those that are both functional and dysfunctional)	Number: __ __	98 Don't know <input type="checkbox"/>
A 7. How many of the water supply systems in your locality are dysfunctional?	Number: __ __	98 Don't know <input type="checkbox"/>
A 8. How many total households are connected to water supply system(s) in your locality?	Number: __ __ __ __ __	98 Don't know <input type="checkbox"/>
A 9. In what year were these water supply	Year: __ __ __ __	98 Don't know <input type="checkbox"/>

¹ For the purpose of this survey, a water supply system is defined as a system that captures water from a source and distributes it through a piped network of accessed by connections/taps. The number of connections to the water supply system could vary in scale from just a few households to hundreds or thousands.

² Dysfunctional means closed, shut down, and no longer providing a service

connection statistics collected?				
A 10. Have there been any disputes/conflicts related to water supply-related services in your locality in the past ~5 years?	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	GO	98 Don't know <input type="checkbox"/>
<i>TO A13</i>				
A 11. List the cause(s) of these disputes/conflicts. (Let the respondent answer freely and fill-in the table below accordingly)				
Cause/Issue	Presence			
i. Extraction of source water	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
ii. Fee for a water supply connection	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
iii. Tarrif for usage of water from a system	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
iv. Payment to the water supply operator	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
v. Theft / vandalism	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
vi. Organisational/legal form of the operator	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
vii. Composition of the operator staff	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
viii. Use of potable water for irrigation	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
ix. Other (specify)_____	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
x. Other (specify)_____	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
A 12. Was your LPA involved in any attempts to resolve these disputes/conflicts?	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
A 13. List any problems in your locality associated with water resources in the past ~3-years. (Consider all relevant water resources, potentially including groundwater, surface water, and rainwater. Read all listed problems, ask if Yes or No, and fill in the table below accordingly)Let the respondent answer freely and fill-in the table below accordingly)				
Problems	Presence			
i. Groundwater quality	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
ii. Groundwater quantity and low water tables	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
iii. Surface water quality	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
iv. Lack of rainfall/recharge of surface water bodies	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
v. Over-utilisation / exploitation of water resources	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
vi. Lack of enforcement for water abstraction	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
vii. Conflict on water uses (potable water vs irrigation)	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
viii. Other (specify)_____	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	
ix. Other (specify)_____	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>	

Section B. Capacity development and support services

B 1. Has your LPA *provided* any support services (i.e. legal, administrative, technical, etc) to the water supply operators in your locality in the past *~2-years*?

1 Yes 2 No GO 98 Don't know
TO B3

B 2. List all of the types of support that your LPA has provided to the water supplies in your locality in the past *~2-years*. (Let the respondent answer freely and fill-in the table below accordingly)

Type of support	Presence
i. Legal support	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
ii. Regulatory support for tariff setting	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iii. Regulatory support for public consultation	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iv. Managerial support	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
v. Administrative support (i.e. billing, accounting, reporting, etc)	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
vi. Technical support for feasibility/design for extension/upgrade	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
vii. Technical support for major repairs	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
viii. Technical support for rehabilitation	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
ix. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
x. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>

B 3. Please rank your level of satisfaction with the ability of your LPA to *provide* support to the water supply operators in your locality.
(Interviewer may first read and explain the answer options)

1	2	3	4	5	98
Not at all satisfied	Hardly satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied	Don't know

B 4. Please briefly describe the rationale for the level of satisfaction that you have selected.

Notes:

B 5. Has your LPA implemented or supported any initiatives to improve water services for poor or disadvantaged households in the past 2 years?

1 Yes 2 No GO 98 Don't know
TO B7

B 6. List any specific sources of funds that are used to finance any initiative to address inequality with water supply services. (Let the respondent answer freely and fill-in the table below accordingly)

Source of funds	Presence		
i. LPA general budget	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
ii. Transfer from national government	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
iii. Transfer from NGO/organisation	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
iv. Transfer from international donor	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
v. Operator general budget	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
vi. Other (specify) _____	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>

B 7. Has your LPA <i>received</i> any support related to your mandate and responsibilities over the water supply systems in your locality in the past ~5- years?	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	GO <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
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B 8. List all of the types of support that your LPA has *received*, related to your mandate and responsibilities over the water supplies in your locality in the past ~2-years. (Let the respondent answer freely and fill-in the table below accordingly)

Type of support	A. Presence	B. Source
i. Legal support	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	1 Ministry of Environment <input type="checkbox"/> 2 CALM <input type="checkbox"/> 3 Local Public Administration level II – raion <input type="checkbox"/> 4 Local organization/NGO <input type="checkbox"/> 5 ANRE <input type="checkbox"/> 6 AMAC <input type="checkbox"/> 7 State Chancellery <input type="checkbox"/> 8 Consultants <input type="checkbox"/> 9 International entities (external donors) <input type="checkbox"/> 97 Other (specify) _____ <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
ii. Regulatory support	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	1 Ministry of Environment <input type="checkbox"/> 2 CALM <input type="checkbox"/> 3 Local Public Administration level II – raion <input type="checkbox"/> 4 Local organization/NGO <input type="checkbox"/> 5 ANRE <input type="checkbox"/> 6 AMAC <input type="checkbox"/> 7 State Chancellery <input type="checkbox"/> 8 Consultants <input type="checkbox"/> 9 International entities (external donors) <input type="checkbox"/> 97 Other (specify) _____ <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iii. Technical support	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	1 Ministry of Environment <input type="checkbox"/> 2 CALM <input type="checkbox"/> 3 Local Public Administration level II – raion <input type="checkbox"/> 4 Local organization/NGO <input type="checkbox"/> 5 ANRE <input type="checkbox"/> 6 AMAC <input type="checkbox"/> 7 State Chancellery <input type="checkbox"/> 8 Consultants <input type="checkbox"/>

			9 International entities (external donors) <input type="checkbox"/> 97 Other (specify) _____ <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iv. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>		1 Ministry of Environment <input type="checkbox"/> 2 CALM <input type="checkbox"/> 3 Local Public Administration level II – raion <input type="checkbox"/> 4 Local organization/NGO <input type="checkbox"/> 5 ANRE <input type="checkbox"/> 6 AMAC <input type="checkbox"/> 7 State Chancellery <input type="checkbox"/> 8 Consultants <input type="checkbox"/> 9 International entities (external donors) <input type="checkbox"/> 97 Other (specify) _____ <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"/>		1 Ministry of Environment <input type="checkbox"/> 2 CALM <input type="checkbox"/> 3 Local Public Administration level II – raion <input type="checkbox"/> 4 Local organization/NGO <input type="checkbox"/> 5 ANRE <input type="checkbox"/> 6 AMAC <input type="checkbox"/> 7 State Chancellery <input type="checkbox"/> 8 Consultants <input type="checkbox"/> 9 International entities (external donors) <input type="checkbox"/> 97 Other (specify) _____ <input type="checkbox"/> 98 Don't know <input type="checkbox"/>

B 9. Please rank your level of satisfaction with support that your LPA has <u>received</u> related to your mandate and responsibilities over the water supply systems in your locality. (Interviewer may first read and explain the answer options)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 12.5%; text-align: center;">1</td> <td style="width: 12.5%; text-align: center;">2</td> <td style="width: 12.5%; text-align: center;">3</td> <td style="width: 12.5%; text-align: center;">4</td> <td style="width: 12.5%; text-align: center;">5</td> <td style="width: 12.5%; text-align: center;">97</td> <td style="width: 12.5%; text-align: center;">98</td> </tr> <tr> <td style="text-align: center;">Not at all satisfied</td> <td style="text-align: center;">Hardly satisfied</td> <td style="text-align: center;">Somewhat satisfied</td> <td style="text-align: center;">Very satisfied</td> <td style="text-align: center;">Extremely satisfied</td> <td style="text-align: center;">Not applicable (no support)</td> <td style="text-align: center;">Don't know</td> </tr> </table>	1	2	3	4	5	97	98	Not at all satisfied	Hardly satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied	Not applicable (no support)	Don't know
1	2	3	4	5	97	98									
Not at all satisfied	Hardly satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied	Not applicable (no support)	Don't know									

B 10. Please briefly describe the rationale for the level of satisfaction that you have selected.

Notes:

B 11. Consider the point-supplies used for domestic water needs that exist in your locality. These point-supplies could include boreholes, shallow dug wells, springs, rainwater harvesting, or ponds/lakes/streams.

Please list any existing maintenance and repair services that are available for such point-supplies in your locality. (Read each option to the respondent and have them respond one-by-one)

Type of support	Presence
i. Well driller/digger	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
ii. Well/pump repair mechanic	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>

iii.	Mason	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
iv.	Spare parts retailer for pumps/wells	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"/>
vi.	Other (specify) _____	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>

B 12. Describe any activities that your LPA conducts to facilitate access to maintenance and repair services for such point-supplies in your locality. (Read each option to the respondent and have them respond one-by-one)

Type of support	Presence
i. Trains mechanics/companies	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
ii. Certifies mechanics/companies	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iii. Publishes contact information of service providers	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iv. Publishes recommendations/information for households	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
v. Provides financial support and/or payments for vulnerable/poor households	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
vi. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
vii. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>

B 13. Describe any other activities that your LPA conducts to support the point-supplies in your locality. (Read each option to the respondent and have them respond one-by-one)

Type of support	Presence
i. Inventory of existing supplies	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
ii. Monitoring their functionality (whether they are working or broken)	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iii. Financing new construction	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iv. Supervising new construction	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
v. Involved in the regulating/licensing of constructors / well drillers	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
vi. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
vii. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>

B 14. Please describe any activities your LPA is involved in related to capacity building and/or registration/certification of service providers for maintenance and repair of point water supplies.

Notes:

B 15. List and describe the top 5 training/coaching topics that would most benefit your LPA's ability to improve its functioning and delivery of quality water supply services? For each topic, indicate who (which positions) within your company/entity should be trained.

Notes:

Training topic/theme	Training recipient (i.e. relevant job position)	how many days per person per year of classroom training your technical staff <u>could be available to participate in</u> should there exist relevant training opportunities for your water supply operations. days/person/yr	Please estimate how many days per person per year of on-the-job training your technical staff <u>could be available to participate in</u> should there exist relevant training opportunities for your water supply operations. days/person/yr
1.			
2.			
3.			
4.			
5.			

Section C. Financing and tariffs

C 1. What entities/agencies have helped to set/determine the value(s) of the tariffs for customers who use the water supplies in your locality? (Let the respondent answer freely and fill-in the table below accordingly)

Type of entity	Presence
i. The water supply operator(s) themselves	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
ii. Our LPA	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iii. ANRE	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iv. External donors	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
v. No help was provided	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
vi. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
vii. Not applicable (no tariffs)	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>

C 2. What entities/agencies have approved the value(s) of the tariffs for customers who use the water supplies in your locality? (Let the respondent answer freely and fill-in the table below accordingly)

Type of entity	Presence
i. Our LPA (communal council)	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
ii. ANRE	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iii. The tariffs were not approved	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iv. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
v. Not applicable (no tariffs)	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>

C 3. What was your LPA's expenditure for water and sanitation in the last complete fiscal year for which you have a record?

Number: |_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|
Moldovan Leu
 Not applicable – no budget (97)
 Don't know (98)

C 4. List any specific sources of funds that contributed to water and sanitation expenditures in your locality in the last fiscal year. (Let the respondent answer freely and fill-in the table below accordingly)

Source of fund	A. Presence	B. Total expenditures
i. Local public administration - Municipality	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	Number: _ _ _ _ _ Moldovan Leu 98 Don't know <input type="checkbox"/>
ii. Local public administration - Raion	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	Number: _ _ _ _ _ Moldovan Leu 98 Don't know <input type="checkbox"/>
iii. National Environmental Fund (NEF)	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	Number: _ _ _ _ _ Moldovan Leu 98 Don't know <input type="checkbox"/>
iv. National Fund for Regional Development (NFRD)	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	Number: _ _ _ _ _ Moldovan Leu 98 Don't know <input type="checkbox"/>
v. Central Public authorities	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	Number: _ _ _ _ _ Moldovan Leu 98 Don't know <input type="checkbox"/>
vi. Donor-funded programs	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	Number: _ _ _ _ _ Moldovan Leu 98 Don't know <input type="checkbox"/>
vii. Community contribution	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	Number: _ _ _ _ _ Moldovan Leu 98 Don't know <input type="checkbox"/>
viii. Water supply company/entity itself	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	Number: _ _ _ _ _ Moldovan Leu 98 Don't know <input type="checkbox"/>
ix. Other (specify) _____	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	Number: _ _ _ _ _ Moldovan Leu 98 Don't know <input type="checkbox"/>
x. Not applicable (no additional funds)	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>	

C 5. From your total water and sanitation expenditures in your last fiscal year, approximately what proportion was allocated to funding *capital investment* expenditures (expenditures related to investments, upgrades, replacement of assets, major repairs and expansions)?

Percent: |_|_|_|

- Not applicable – no expenditures (97)
 Don't know (98)

C 6. Please rank your level of satisfaction with the ability of your LPA to finance water supply systems in your locality or to make use of other sources of funds (like national/regional investment programs). (Interviewer may

1	2	3	4	5	97	98
Not at all satisfied	Hardly satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied	Not applicable (no financing)	Don't know

<i>first read and explain the answer options)</i>	
<p>C 7. Please briefly describe the rationale for the level of satisfaction that you have selected.</p> <p>Notes:</p>	

Section D. Regulation and monitoring

<p>D 1. Has your LPA issued any contract, agreement, or license to a water supply operator in your locality within the past ~5 years?</p>	<p>1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/></p>
<p>D 2. Has your LPA reviewed or gathered information on the quality of the water from the piped water supply systems in your locality in the past 2 years?</p>	<p>1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/></p>
<p>D 3. Has the water quality at each of the piped water supply systems in your locality been tested in the past ~2-years?</p>	<p>1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/></p>
<p>D 4. Has your LPA reviewed or gathered information on the service hours per day of the piped water supply systems in your locality in the past 2 years?</p>	<p>1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/></p>
<p>D 5. Does your LPA keep an inventory or record of the assets of the piped water supply systems in your locality?</p>	<p>1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/></p>
<p>D 6. What year was the asset inventory/status last updated?</p>	<p>Year: 97 Not applicable 98 Don't know <input type="checkbox"/> _ _ _ _ (no asset inventory) <input type="checkbox"/></p>
<p>D 7. Please rank your level of satisfaction with the <i>clarity</i> of the legal mandate (roles and responsibilities) of your LPA concerning rural water and sanitation services. (Interviewer may first read and explain the answer options)</p>	<p style="text-align: center;"> 1 2 3 4 5 98 Not at Hardly Somewhat Very Extremely Don't all satisfied satisfied satisfied satisfied know satisfied </p>
<p>D 8. Please briefly describe the rationale for the level of satisfaction that you have selected.</p> <p>Notes:</p>	

Section E. Planning and priorities

<p>E 1. Has your current development plan for your jurisdiction included the improvement and expansion of rural water supply services? (those not include feasibility studies)</p>	<p>1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 97 Not applicable (no plan) <input type="checkbox"/> 98 Don't know <input type="checkbox"/></p>												
<p>E 2. Please rank your level of satisfaction with the overall state of domestic water provision to the population in your locality. <i>(Interviewer may first read and explain the answer options)</i></p>	<table style="width: 100%; border: none;"> <tr> <td style="width: 16.6%;">1</td> <td style="width: 16.6%;">2</td> <td style="width: 16.6%;">3</td> <td style="width: 16.6%;">4</td> <td style="width: 16.6%;">5</td> <td style="width: 16.6%;">98</td> </tr> <tr> <td>Not at all satisfied</td> <td>Hardly satisfied</td> <td>Somewhat satisfied</td> <td>Very satisfied</td> <td>Extremely satisfied</td> <td>Don't know</td> </tr> </table>	1	2	3	4	5	98	Not at all satisfied	Hardly satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied	Don't know
1	2	3	4	5	98								
Not at all satisfied	Hardly satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied	Don't know								
<p>E 3. Please briefly describe the rationale for the level of satisfaction that you have selected.</p> <p>Notes:</p> 													
<p>E 4. Please describe from your perspective the top 3 priority initiatives or activities needed to improve the water supply situation in your locality.</p> <p>Notes:</p> <p>1)</p> <p>2)</p> <p>3)</p>													
<p>E 5. Please describe the top 3 limitations or restrictions to improvements in the water supply situation in your locality.</p> <p>Notes:</p> <p>1)</p> <p>2)</p> <p>3)</p>													

Section F. Sanitation and sewerage services

F 1. How many households in your locality have <u>one or more flush toilets</u>?	Number: _ _ _ _ _ _ _ 98 Don't know <input type="checkbox"/>																
F 2. How many households in your locality have <u>no flush toilet</u>?	Number: _ _ _ _ _ _ _ 98 Don't know <input type="checkbox"/>																
F 3. Please name the source of the reported data on toilet access in your community (i.e. the name of the survey or data source)	Name: _____ 98 Don't know <input type="checkbox"/>																
F 4. List any activities that your LPA has been involved in the past ~2-years related to the regulation of <u>household</u> sanitation services. (Let the respondent answer freely and fill-in the table below accordingly)																	
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F 5. Is there at least one contractor/businessman that has the capability to provide construction of toilets/latrines and is based inside your locality?	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>																
F 6. Is there at least one entity that has the capability to provide emptying of septic tanks/pits based inside your locality?	1 Yes, physical person <input type="checkbox"/> 2 Yes, juridical person <input type="checkbox"/> 3 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>																
F 7. Does your LPA have vehicles and/or equipment to conduct emptying of septic tanks/pits inside your locality?	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>																
F 8. How many sewerage systems/networks³ exist in your locality? (Count all those that are both functional and dysfunctional)	Number: _ _ _ _ _ _ _ 98 Don't know <input type="checkbox"/>																
F 9. How many of the sewerage systems in your locality are dysfunctional⁴?	Number: _ _ _ _ _ _ _ 98 Don't know <input type="checkbox"/>																
F 10. How many households in your locality have a connection to the sewerage system?	Number: _ _ _ _ _ _ _ 97 Not applicable (no sewerage) <input type="checkbox"/> 98 Don't know <input type="checkbox"/>																
F 11. List the type of operator(s) of the sewerage system(s). (The operator would be the entity responsible for the operation, maintenance, and functionality of the sewerage system. Let the respondent answer freely and fill-in the table below accordingly)																	
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³ For the purpose of this survey, a sewerage system is defined as a network of pipes, ditches, or canals that capture wastewater from multiple households and/or institutions and conveys the wastewater to a centralised location. The number of connections to the sewerage system could vary from just a few households and/or institutions to hundreds or thousands.

⁴ Dysfunctional means closed, shut down, and no longer providing a service

i.	Municipal enterprise	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
ii.	Section within the Mayoralty (contractual form)	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
iii.	Water Consumer Association	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
iv.	Private Limited Company (Ltd..)	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
v.	Joint-stock company	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
vi.	Cooperative	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
vii.	Not formalized	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
viii.	In the process of being formalized	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
ix.	Other (specify) _____	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
x.	Not applicable (no sewerage)	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
F 12. How many of the sewerage systems in your locality have a wastewater treatment facility?		Number: __ __	97 Not applicable (no sewerage) <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
F 13. Are there any regulations regarding the disposal of the wastewater collected by the sewerage system or sludge collected from septic tanks?		1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
F 14. Are these regulations regarding the disposal of the wastewater collected by the sewerage system or sludge from septic tanks <i>being enforced</i>⁵?		1 Fully <input type="checkbox"/>	2 Partially <input type="checkbox"/>	3 Not at all <input type="checkbox"/>
F 15. Please rank your level of satisfaction with the overall state of sanitation provision to the population in your locality. (Interviewer may first read and explain the answer options)		1 Not at all satisfied	2 Hardly satisfied	3 Somewhat satisfied
F 16. Please briefly describe the rationale for the level of satisfaction that you have selected.		4 Very satisfied	5 Extremely satisfied	
Notes:				
F 17. Please describe from your perspective what are the priority initiatives or activities needed to improve the sanitation situation in your locality.				
Notes:				
F 18. Please describe the main limitations or restrictions to improvements in the sanitation situation in your locality.				

⁵ Are inspections or monitoring activities taking place to ensure that the operators are following the regulations?

Notes:

Section G. Information on the selected water operator

Now I will ask you a few questions about one of the water suppliers in your locality – namely _____
 <<the interviewer should name the supplier that has been selected for this locality>>

G 1. At the time when the company/entity began managing and operating the water supply system, list any external support or assistance that was received.

Check all that apply.

<u>Component</u>	<u>Presence</u>		
Training	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
Technical support	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
Financial support	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
Other _____	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>
Other _____	1 Yes <input type="checkbox"/>	2 No <input type="checkbox"/>	98 Don't know <input type="checkbox"/>

G 2. Which of the following organisational/legal forms best matches the way that the company/entity operates the water supply?

Select only one.

- Water Consumer Association (1)
- Municipal enterprise (2)
- Private Limited Company (Ltd..) (3)
- Joint-stock company (4)
- Cooperative (5)
- Section within the Mayoralty (contractual form) (6)
- Not formalized (7)
- In the process of being formalized (8)
- Other (specify) _____ (96)
- Don't know (98)

G 3. Describe the reasons and circumstances of why the company/entity has operated under this current organisational/legal model.

[i.e. because of the way it was funded, or because the water supply became part of the companies expansion]

Notes:

G 4. What entity/company/body is considered to be the owner of the assets associated with the water supply system? (Can also be ,public')

Name: _____

 98 Don't know

G 5. Has the operator of this water supply system ever reported information or data about the system and its operations to your LPA in the past ~2-years?

1 Yes 2 No 98 Don't know

G 6. How often does the operator of this water supply system report information or data about the system to your LPA?

- Less than once per year (1)
- Once per year (2)
- 2-4 times per year (3)

	<input type="checkbox"/> 5-11 times per year (4) <input type="checkbox"/> 12+ times per year (5) <input type="checkbox"/> No regular reporting (6) <input type="checkbox"/> Don't know (98)
G 7. Did the company/entity receive any grants/subsidies/ transfers during the past fiscal year?	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> GO TO H1 98 Don't know <input type="checkbox"/>
G 8. Describe the details of these grants/subsidies Notes: Provider: Amount: Duration: Purpose/usage: Conditions requested by donors:	

Section H. Information on FNDR/FEN fundings

H 1. This question relates only to water supply systems that received funds from FNDR and/or FEN.

i. Did the water supply system receive funds from FNDR and/or FEN?	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> END OF SURVEY 98 Don't know <input type="checkbox"/>
Before receiving funds from FNDR and/or FEN for the construction of your system, did your project proposal fulfill the following criteria:	
ii. Was the project developed based on a strategic plan?	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
iii. What was the name of the strategic plan?	Name:
iv. Did your project proposal include the details on who will operate the system?	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
v. Did your project proposal include the details on what the tariff would be?	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
vi. Did your project proposal include water quality results (or source of effluent for sewerage)the plan outline how water quality would be tested? (or source of effluent for sewerage)	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 98 Don't know <input type="checkbox"/>
vii. If the water quality results indicate that the water is considered as“apa tehnica”, did you identify a water treatment technology in your project proposal? For sewerage: if your source effluent quality results did not meet the regulation on wastewater disposal, did you identify a treatment technology in your project proposal?	1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 97 Not applicable (no testing) 98 Don't know <input type="checkbox"/>

END OF SURVEY

Time of completion: ____ : ____ (24 hour time)