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# Citizen Perception Research

Manual





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## Manual

The following manual has been developed by GVC in the framework of the project “Promoting Sustainable Management of Water Services and Resources in Countries Affected by the Syrian Crisis”. The publication is part of a series of publications on lessons learnt from the EU Trust Fund MADAD funded project [MiyahCon](#), to capitalize on the experiences gathered throughout the project implementation and to share best practices with actors implementing similar projects.

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# Introduction

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This manual presents a methodology for conducting an in-depth sociological analysis of communities and their dynamics regarding water use and the perception of the water service. The results gathered with the Citizens Perception Research (CPR) can inform the social communication strategy of a water project with a strong behavioral change component, like the one implemented by MiyahCon.

## **MiyahCon** is a consortium composed of three international NGOs

GVC, CISP and ACWUA, who are implementing the project “Promoting Sustainable Management of Water Services and Resources in Countries Affected by the Syrian Crisis” financed by the European Union MADAD Regional Trust Fund. The project runs from 2016 to 2020 and works with the Regional Water Establishments (RWE) and citizens to improve dialogue, increase trust and foster water accountability for a more sustainable public water service.

In this context, water accountability summarizes the responsibility of RWE to provide accessible water services for all citizens, and the correspondent responsibility of water users to pay for the received services and use them conscientiously. Unfortunately, both the service provision and the payment rate are generally low, reaching 65% service coverage for NLWE and 35% payment rate in BWE (G. Gharios, N. Farajalla, 2019 “Connecting Various Investment Plans to Address New Challenges in the Current Water Management Structure of Lebanon”).

Level of service provision and payment rate are obviously interrelated, but it is more and more clear that if unreliability of the service is one of the main factors for citizens not to pay the water fees, a good water provision alone is not enough to motivate people to subscribe and pay. Other factors, such as historical context, trust in public institutions, confessional and political dynamics influence people’s attitude regarding the RWEs and constitute complex barriers or incentives to water accountability. This is why it is crucial to identify the social and cultural determinants of water management prior to designing any behavioural change intervention.

The main objectives of the CPR can be summarized as follows:

- 1** Assess citizens’ water consumption (sources, uses and quantities) and expenditure (for instance common and preferred ways of paying to providers);
- 2** Assess stakeholders and power dynamics, to identify the main influencers and related influenced groups and understand how the water “issue” is invested to influence the population including identification of tools and factors used to this end, and to analyze how to re-position the public opinion;

- 3** Assess citizens' perception on the water service and analyze it in light of the community characterization (by neighborhood, political reference, socio-economical status, etc.);
- 4** Identify channels and tools to overcome the obstacles to subscribe to the RWE and pay for the provision of water services.

The tools here presented have been tested and refined over the course of 5 years under 5 different development projects funded by ENPI, UNHCR and the European Union MADAD Regional Trust Fund. MiyahCon consortium has consolidated the experiences and the tools and put them together in a comprehensive methodology for facilitating replication by any actor intervening in the Lebanese water sector.

# Methodology

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The present manual was developed and refined over the course of 5 years under 3 different development projects funded by ENPI, UNHCR and the European Union MADAD Regional Trust Fund. It illustrates the methodology driving MiyahCon's Social Communication Approach with the objective to share the experiences gained from the implementation of activities spread over five years in several areas across Lebanon.

Citizen behavior towards Regional Water Establishments (RWE) and public service institutions is a complex and layered topic, that is virtually impossible to understand with quantitative data collection tools alone. Questionnaires carry the risk of receiving deeply subjective answers and can be subject to interpretation when trying to understand the behavior behind a radical form of mistrust in the institutions.

Hence, the CPR methodology combines both quantitative and qualitative methods, the latter enabling a deeper sociological analysis of the target community. Quantitative tools (questionnaire) are used to assess citizens' water consumption and expenditure. Qualitative tools as Key Informant Interviews (KII) and Focus Group Discussions (FGD) are used to understand the characterization of the community and its dynamics as well as the forms of influence that individuals, groups or entities have on people's attitude regarding the relationship with RWEs.

For the sociological analysis, it is recommended to seek external academic expertise (sociologist, anthropologist, etc.), which are not be perceived as stakeholders in the project implementation and are able to adapt the proposed tools to the specificities of the targeted community. In fact, the qualitative tools herein described should be considered as flexible templates to be tailored to local needs and provide nuanced analysis. Researchers should adopt a phased adaptive approach, where findings from previous steps inform the development and adaptation of tools for subsequent phases.

Sampling for the questionnaire and selection of participants for FGD should take into account, at least, socio-economic status, geographical grouping (neighborhoods), confessional / educational background, and similar behaviours towards RWE (payers/non-payers). For this purpose, an RWE Customer Database Update should be conducted prior to the CPR (see CUSTOMER DATABASE UPDATE MANUAL, GVC, 2018 and SOCIAL COMMUNICATION APPROACH MANUAL, GVC, 2019). If this is not possible, population profiling can be integrated directly in the questionnaires of the CPR, through additional socio-economic questions and increased sampling to allow for clustered analysis.

## Key Informant Interviews

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The first phase of the CPR is qualitative data collection through Key informant interviews (KII), which, thanks to their conversational and open-ended nature, allow respondents to provide in-depth answers and explanations choosing their own words. This helps researchers to develop a real sense of a persons' understanding of a situation, and to some degree contextualize information collected.

The main purpose of the KII is to gather a variety of community perspectives from a range of different stakeholders. In addition, they allow identifying power dynamics and defining the profiling of the community. A template for a standard KII is presented in Annex 1, and shall be tailored and completed with any additional questions useful to understand the water situation in the target locality.

### *How many KII shall be conducted?*

The number of KII planned depends on the characteristics of the locality. The more complex a society, the more consultations should be held with people to reflect all layers and social groups. KII participants should be selected on the basis of their ability to speak with authority and expertise on specific aspects of the water provision. As a reference, **MiyahCon** recommends involving at least:

- ▶ Personnel of the **Regional Water Establishment** (middle-level managers are the best indicated, as they should be aware of the specificities of the locality as well as general policies of the RWE)
- ▶ Representatives of **Community Based Organizations** (CBOs) or Non-governmental Organizations (NGOs) active in the locality
- ▶ Local Authorities, as head of the Municipality and Mukhtars
- ▶ Other key stakeholders, as representatives of the main **Political Parties**, representatives of the main **Families**, and **Religious Leaders**.

### *Where to conduct KII?*

Selected locations shall be considered safe and secure by respondents, where they are not pressured to respond in a certain way. Facilitators should have assessed the location where KIIs are taking place against these criteria during scoping visits to take place before KIIs commence. Should facilitators witness the presence of any authority figures or persons who could alter or intimidate respondents, the KII could be shortened and postponed to another time in a more suitable location.



### *How to conduct KII?*

During KIIs, the free flow of the discussion between participant and interviewer is the most important facet of the interview. However, all main topics need to be covered, so facilitators shall not skip any of the main questions or probes. Facilitators should:

- ▶ Ask each question using identical language;
- ▶ Do not express any opinion or express support or lack of support to any opinion;
- ▶ Demonstrate flexibility during the dialogue while paying attention not to divert too far from the specific talking points;
- ▶ Let the respondent choose his/her own words – do not correct or paraphrase;
- ▶ Encourage the respondent to offer more information by asking follow-up questions and probes;
- ▶ For each question try to establish instance, degree, frequency and dynamics;
- ▶ Be aware of time constraints and feel free to politely interrupt the respondent and move on to the next question if the respondent is being overly-repetitive or not offering additional insight.

## Focus Group Discussions

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Focus Group Discussions are gatherings of a relatively small number of people (5 to 10), selected from similar backgrounds or experiences. The strength of FGD relies on allowing the participants to discuss, agree and disagree with each other. This provides an insight into how the group thinks about an issue, and at the same time highlights the range of opinions and nuances that exists in terms of ideas and experiences.

### *How many FGD shall be conducted?*

The number of FGD planned, depends on the characteristics of the locality. For complex societies, groups should be consulted separately. Among all the categories the target community is divided into (men-women, youth-elderlies, citizens-refugees, Christian-Muslim, rich-poor, etc.), researchers should select those that appear to influence behaviours and ideas about water usage and management. This can be defined during a preliminary investigation, and should be adjusted according to the findings of the KII and of the Quantitative data collection. As a reference, **MiyahCon** recommends to involve at least the following categories:

#### ▶ **RWE competitors**

These FGD shall involve private water suppliers such as water truckers and well owners. No further differentiation is needed among this group (age, gender, confession), unless high tension between these sub-categories is identified during the inception phase.

The number of FGD with this group should cover a representative number of these alternative water providers covering all the geographic areas of the target locality.

#### ▶ **Payers vs. Non-Payers**

Selection of participants in these categories shall be based upon the results of the Customer Database Update and the Payment sheets provided by the RWE. How to consider those subscribers that are “partial payers” (paying some installments out of the total water fees) is to be defined in the inception phase and may depend on availability of data from the RWE. The “non-payers” groups can comprise both subscriber and non-subscribers.

No further differentiation is needed among these groups for the purposes of the research, unless high tension between these sub-categories is identified during the inception phase. Yet it is advisable to disaggregate the sessions also according to gender, to create space for women to voice their opinion. The same consideration applies for refugee residents (Syrians, Palestinians), who might not express their opinions in front of more powerful members of the host community.

The number of FGDs should be sufficient to cover all neighborhoods and confessions of the target locality.

**Annex 2** presents two templates for standard FGDs with these two categories, which shall be tailored and completed with any additional questions useful to understand the water situation in the target locality.

Further FGDs shall be organized based on specific additional requirements arising from fieldwork. These may include FGDs with local notables, religious leaders, municipality official, and individuals from the most socially vulnerable and disenfranchised segments of the population.

### *Where to conduct FGDs?*

FGDs should take place in a comfortable location where participants can sit close enough to facilitators to be audible. Selected locations shall be considered safe and secure by **all** participants, where they are not pressured to respond in a certain way. The location shall be assessed and agreed upon with each group of participants prior to the FGDs. Should facilitators witness any conflictual dynamics or negative power dynamics during the FGD, they should intervene to let every participant be heard, and, if the place is not acceptable for all, the FGD could be shortened and repeated in smaller groups and accepted locations.

### *How to conduct FGDs?*

FGDs will comprise a maximum of two 45-minute sessions separated by a 10-minute refreshment break. Moderators should be flexible and leave space to discussion, while paying attention not to divert too far from the specific talking points.

During KIIs, the free flow of the discussion between participant and interviewer is the most important facet of the interview. However, all main topics need to be covered, so facilitators shall not skip any of the main questions or probes. Facilitators should:

- ▶ Ask each question using identical language;
- ▶ Do not express any opinion or express support or lack of support to any opinion;
- ▶ Let the respondent choose his/her own words without correcting or paraphrasing;
- ▶ Encourage the respondent to offer more information by asking follow-up questions and probes.

## Questionnaire

The quantitative data collection is conducted as a household survey with the head of the household. The tool (questionnaire), presented in Annex 3, is composed of 5 main themes, divided into 12 sections:

<b>General information</b>	<p>Including sections 1 to 10 and gathering data about location, respondent, demographics and socio-economic status of the household.</p> <p>The theme is split into two sections, one at the beginning at one at the end of the questionnaire; the initial section contains information that should guide interviewer and interviewee in answering the following sections (especially concerning water consumption), while the final section touches more sensitive information that the respondent might choose not to answer to.</p>
<b>Water use</b>	<p>Including sections 3 to 7 about water storage, water sources, water trucking, private wells, bottled water and public network. The information collected in these sections provides a picture of the current practices of water consumption and coping mechanisms for water provision and informs the table of the following section.</p>
<b>Water consumption &amp; expenditure exercise</b>	<p>The Consumption &amp; Expenditure Table represents the 8th chapter of the survey, and is key to instigate in the interviewee a reflection upon the water consumption and expenditure habits of the household. With this awareness in mind, the interviewees will then answer following sections from a more informed point of view. Further guidance on filling the table is provided in the following chapters.</p>
<b>Water fees &amp; bidding game</b>	<p>Sections 9 and 10 explore the perception of water accountability from the users' point of view (right to receive service and duty to pay for it), and assess the willingness to pay for different service scenarios.</p>
<b>Complaints management</b>	<p>Section 11 investigates the relationship of the residents with different institutions regarding the water management and can be used to draft a power dynamic profile of the locality (social determinants of water accountability).</p>

The listed questions represent the best combination after several trials by MiyahCon and partners, and have been tested in different areas of Lebanon. However, the list of questions should be revised in light of the results of an inception assessment and of the KII, to cover any other issue relevant to water management specificities of the target locality. It should always be kept in mind, though, that the survey is already long (lasting in average 20 to 40 minutes), and the opportunity to add further questions should be weighed against the additional burden this will represent to the interviewees.

Even though the template shown in Annex 3 presents options of answer, all questions should be asked as open-ended, not to influence the respondent. Enumerators should have a common understanding of the different answers' options and how to categorize complex answers. Particular cases should be recorded as "other" (option that should be available for every question), and categorized during the analysis phase.

## Sampling

The number of the surveys to do in each locality depends on the population size (measured in No. of households) and on the stratification of the society. In fact, the survey shall incorporate second stage sampling in the form of stratified clustered sampling, where in each cluster the number of conducted surveys is sufficient to guarantee a confidence interval of 95% and a 5% margin of error. The most relevant categories are those of “payers/non-payers” or “subscribers/non-subscribers”.

The choice of a good sample is a delicate task, as it can affect heavily the interpretation of the data to be analyzed. The population and demographic nature of each cohort and population segment under study shall be considered against existing population datasets to provide the most representative sample for appraisal. These criteria were then reconsidered in light of best practices in quantitative data collection, time constraints and capacity of field teams to devise the most appropriate sampling strategy for the research. The total number of residential units, the number of those not yet occupied, and those inhabited only seasonally should be defined in the inception phase or from the outcomes of the Customer Database Update exercise.

### EXAMPLE

The targeted locality has 3,500 residential units, of which approx. 3,000 permanently occupied. 1,050 units have a subscription to the WE, and 400 of them are considered as “payers”.

The number of surveys to be conducted for a 95% confidence level and a 5% margin of error would be 340, which would include, statistically:

- ▶ 221 non-subscribers
- ▶ 74 non-paying subscribers
- ▶ 45 paying subscribers

These values do not allow achieving statistical significance at a 95 percent confidence level for neither of the categorized clusters. Recalculated sampling for each cluster would give:

- ▶ 322 non-subscribers
- ▶ 242 non-paying subscribers
- ▶ 198 paying subscribers

for a total of 761 surveys. It is therefore recommended to proceed with a random geographical sampling of 500 surveys, and reach the additional 260 payers and non-payers through random selection among the RWE subscriber list.

The sampling scheme shall be designed to provide good geographic coverage and maximize the probability of capturing the spatial variation of the variable under study. To guarantee random selection, enumerators should cover every road in the locality, interviewing the first in every X households, where X is the step given by the ratio surveys/households.

## Consumption and expenditure table

The consumption and expenditure table allows the respondent to reflect about the quantity of water consumed by the household, and on its impact on the household expenditure depending on the source. For this reason, the table must be filled on paper together with the interviewee, and only later uploaded into the ODK form by the enumerators (through pictures or manual data entry).

The enumerators shall guide the interviewees in the calculations, by asking specific questions touching on the most common water uses. The values inserted in the table should represent yearly averages, taking into consideration seasonal differences. If needed and relevant to the target locality, the interviewee can be requested to fill in two tables, one for the summer season (June to October) and one for the winter season (November to May).

The table can be filled by column (source of water) or by row (type of water use), and it is advisable to start from the total weekly storage, to use it as reference for the % of consumption from different sources. The following table provides guidelines for calculating water quantities for the most common uses, considering an average flow of 7 liter/minute for a single tap. These benchmark values should be adapted to the target locality, and tested on the field prior to the conduction of the survey.

<b>Drinking</b>	<p>Including water, coffees and teas - wherein children have half the intake than adults</p> <ul style="list-style-type: none"> <li>▶ 1.5 L/p/d in winter</li> <li>▶ 3 L/p/d in summer</li> </ul>
<b>Cooking</b>	<p>Including all the food-related uses, as cleaning vegetables and dish washing</p> <ul style="list-style-type: none"> <li>▶ 6 to 10 L/HH/d for cooking, depending on meal frequency, guested people, etc.</li> <li>▶ 5 to 20 L/HH/d for vegetable cleaning, depending if done with basins or with running water from the tap</li> <li>▶ 20 to 50 L per load of dish washer according to the age</li> <li>▶ Washing dishes by hand takes around 7 L/min with running water from the tap</li> </ul>
<b>Personal hygiene</b>	<p>Including toilet flushing, shaving, bathing, showering and laundry:</p> <ul style="list-style-type: none"> <li>▶ 30 to 50 L/p/d for toilet flushing, depending on size of the tank and availability of water saving devices;</li> <li>▶ Bath = 75 to 170 L</li> <li>▶ Shower = 10 to 15 L/min of open tap. Overall amount depending on frequency and duration</li> <li>▶ Shaving, teeth brushing, hands/face washing... = 7 L/min with running water from the tap</li> <li>▶ Laundry = 150-180 L per load of washing machine according to the age</li> </ul>
<b>House cleaning</b>	<p>Heavily depending on size of the house, frequency of cleaning etc. Focus on water-demanding tasks such as floors, washing of carpets and curtains, etc.</p> <ul style="list-style-type: none"> <li>▶ As a general rule, consider if open hose or buckets are used, and multiply by time or number</li> </ul>
<b>Gardening</b>	<ul style="list-style-type: none"> <li>▶ Hand watering by hose = about 10 L/min</li> <li>▶ Sprinkler = about 25 L/min</li> <li>▶ Drip irrigation = about 20 L/h</li> </ul>
<b>Car washing</b>	<ul style="list-style-type: none"> <li>▶ 10 L/min with running water from the hose</li> <li>▶ Or calculate by number of buckets (approx. 250-300 L per car wash)</li> </ul>
<b>Other uses</b>	<p>Including swimming pools, fountains, leakages, overflow from roof tanks etc.</p> <ul style="list-style-type: none"> <li>▶ Leaking pipe (1,5 mm hole) = 300 L/day</li> <li>▶ Overflow from roof tank = 10 L/min</li> </ul>

## Best practices

- ▶ **Inform the target municipalities** about the survey starting date and duration, the process and the required collaboration from their side with at least one month advance. Secure authorization from relevant authorities to collect sensitive data, such as names of interviewees and GPS locations.
- ▶ **Define the boundaries and divisions** of the target area, agreeing about the names of the localities and neighborhoods, to avoid geographical bias such as exclusion or duplication.
- ▶ **Prepare communication tools** to distribute to interviewees (brochures, newsletters, etc.). This has often proved useful for enumerators to break the ice with the respondents, and provide information about the research.
- ▶ **Establish a list of frequently asked questions** with standardized answers, so that all the citizens addressing questions to different enumerators receive a coherent vision of the project and of the research framework. Facilitate exchange among enumerators, to harmonize approaches, strategies and answers.
- ▶ **Verify data on a daily basis**, to be able to receive clarifications from enumerators before they forget the conducted interviews. Use surveys metadata (GPS location, time of start, time of end, etc.) to verify field work. Randomly verify the quality of the process, by calling a 10% of the interviewees.

## Daily data processing

**Team planning** is crucial to properly implement the survey. It should consist of the following steps:

- ▶ **Daily meetings** have to be held before and after the field visits for updating, sharing problems and solutions and planning. If daily meetings are too heavy, create a WhatsApp group to facilitate the communication among the team. The WhatsApp group can be the platform where survey progress is shared, problems discussed and political/security issues can be immediately reported.
- ▶ **Data entry** for the consumption table (usually done on paper with the interviewee) needs to be carried out every day after field visits under the supervision of the information or monitoring and evaluation management staff,. The supervisor should collect the consumption table papers every day, so they can be stored and accessed later for crosschecking.
- ▶ **The IME should quality check** the entire process, particularly daily updates and sending data.

## Data revision

**Debriefing** after data upload is important in order to ensure the quality and reliability of the data. Recommended practices include:

- ▶ Check the spelling, especially for Arabic names of people or places;
- ▶ Cross-check the coherence of different categories;
- ▶ Unify similar comments in a same sentence;
- ▶ Make random checks calling a few interviewees (10%) and asking for their feedback on the interview process and verifying random data (can be done by M&E officer if available);

Standardization of answers for questions from interviewees ensures coordinated information dissemination about how citizens should address problems. Here below is a list of common questions people usually ask. Please stick to the same answer for every person. This will help to have a common approach and avoid confusion on the part of the interviewee.

### 1 **Why should I pay, if there is no water service?**

The RWE in collaboration with other organization is supporting infrastructural projects to guarantee a better water service.

### 2 **Why should I pay my backlog since there has been no water service in the past?**

To start up the new system, everyone should pay the backlog. This is a RWE rule. There will be incentives and ways of deducting the amount within time.

### 3 **I have informed the RWE and I don't want to pay late payments.**

This is up to you and the RWE to resolve but my duty is to inform you about the payments due date.

### 4 **Why should I pay, while my neighbor steals water and doesn't pay?**

If this happens and you are aware of it, you should inform directly the head of RWE department, to correct the neighbors action.

### 5 **Is everyone paying the tariff?**

Yes, everyone should pay the tariff, this is the law. If you don't pay, the RWE will not have the money to maintain a good service of the system. Also, you should pay soon to avoid payment accumulation.

### 6 **I am a non-subscriber, how should I subscribe?**

Refer to the relevant RWE department to verify the required documents. In a few months there will be a subscription campaign by the RWE, where the RWE will promote incentives for new subscribers.

### 7 **My connection is damaged and not working, it needs maintenance.**

Please communicate with the RWE to fix your problem (provide the customer service number).

### 8 **I am willing to pay but the collector is not coming.**

We will inform the collector.

### 9 **I have late payments and I can't afford to pay XXX.XXX LBP.**

You can pay in tranches, keep your vouchers and there will be the possibility to agree with the RWE on the most convenient way to pay.



## Analysis and report writing

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**Desk Review and Key Informant Interviews:** in the initial phase and throughout the process, a desk review should complement the primary data collection. Data acquired during the desk review will support in the selection of adaptable research tools and inform the KII. The notes from the KIIs should be cleaned and emerging themes from each should be identified and coded for analysis, the outcome of which will support in the formulation of questions and cross-check of information collected during FGDs. Primary and secondary data sourced from the desk review and KII should also be referenced in the final report.

**Focus Group Discussion Analysis:** data from the FGDs should be coded according to the answers listed in the Focus Group Questionnaire; in addition to any further themes that emerge over the course of the FGD sessions. Once coded, the data can be analyzed to generate findings relevant to the objectives of the study. Together with insights derived from the KIIs, these data will form the qualitative basis of the findings to be included in the final report. FGD data should be anonymized in order to protect the identity of FGD participants and to facilitate candid discussion of the relevant issues.

**Survey Analysis:** the results of the Door-to-Door survey should be cleaned and analyzed using research and data processing software (e.g. SPSS), and cross-tabulations across socio-demographic information can be run to form tables on which percentages will be compared. Graphs will be created accordingly. The analysis should delve deep into the quantitative results, establishing any further significance in the data, highlighting particular findings and generating relevant recommendations.

**Report writing:** the Final Report will consist of the insights collected and - depending on the nature of the findings - findings may be presented by theme or, for example, by geography.

**Structure:** the Final Report should consist of the following sections:

1. *Executive summary*
2. *Introduction*
3. *Description of the research methodology, including limitations*
4. *Presentation of case studies*
5. *Presentation and discussion of the survey results*
6. *Discussion of findings*
7. *Conclusions and recommendations*
8. *Appendices: Charts, field visits, people interviewed, documents reviewed*

## Annex 1 KII Template

### Presentation & Informed Consent

At the beginning of the KII, the purpose of the interview should be clarified to the interviewees, in order to secure their informed consent. Facilitators must also clarify that beneficiaries will not receive any services or compensation from participating in the research. Only when respondents state that they have understood and agreed to the terms, purpose and intention of the interview, should the researcher commence. The following statement can be read out loud, or presented in written form to the interviewees for their signature.

Hello, my name is \_\_\_\_\_ and I am conducting a research on behalf \_\_\_\_\_ on community members' perceptions of water provision in the locality.

You have been selected for this interview because, as a representative of the local authority/political party/community in which the project is taking place, you are able to speak with expertise and authority on specific aspects of water service provision in the area. All participation in this discussion is voluntary. If you agree to participate in this research, all your responses will be kept anonymous and confidential. Content of this discussion will not be shared with your colleagues, neighbours or any authority, it will not be reported in any way that could allow for your identification. Participants will not be quoted personally; rather, the information will be combined with the responses of interviewees to contribute to \_\_\_\_\_'s understanding of water services in the area.

Even if you agree to take part in the interview now, you can always choose not to answer some questions, and also to stop the interview at any time without any implications. This discussion should take approximately 30 minutes to 1 hour to complete. Do you have any questions that you would like to ask before we begin?

### Questions

#### General

- |     |   |
|-----|---|
| 1a. | <i>(For RWE officers only): Can you tell me about yourself and how your role relates to domestic water supply management in the locality?</i> |
| 1b. | <i>(For CBOs, Local Authorities, Key Stakeholders): Can you tell me about yourself and your role in the locality?</i>                         |
| 2.  | What are the main water-related challenges in the locality today?   |

#### Water Provision

- |    |  |
|----|--|
| 3. | Can you please explain how the provision of water is organised in the locality?<br><i>(to understand main water sources, such as public network, municipality network, private network, private boreholes, water trucking... For each modality, investigate frequency, quantity and quality, who has the ownership, who is in charge of operation, what is the market price, etc.)<sup>1</sup></i> |
|----|--|

<sup>1</sup> Text in brackets is instructions to the facilitator, and not to be read out to the participants

4.	<i>(For CBOs, Local Authorities, Key Stakeholders): Is water trucking organised by one or more companies or by a water trucker working individually? (Follow up on potential relationships to powerful institutions or individuals)</i>
5.	<i>(For CBOs, Local Authorities, Key Stakeholders): Are these people related to any political parties/institutions? Could you describe a time when this has led to any issues?</i>
6.	<i>(For CBOs, Local Authorities, Key Stakeholders): Where do Syrian refugees in your community get their water from? (Follow up on the different modalities - who delivers water from which source, how and at what price?)</i>
7a.	<i>(For RWE officers only): How does the WE deal with water issues and challenges (maintenance, leakages, scarcity)?</i>
7b.	<i>(For CBOs, Local Authorities, Key Stakeholders): How do you (or Municipality) deal with water issues and challenges (maintenance, leakages, scarcity)?</i>
8.	Do people ever have difficulties guaranteeing sufficient supply of water for different uses?
9.	In your experience, when water shortages have arisen in the past, has this ever led to conflict between residents? <i>(Probe: conflict between neighbours, in the village, between villages, between residents and Syrian refugees, with the RWE...)</i>
10.	<i>(For RWE officers and Local Authorities only): In your view, what improvements are needed to the local water infrastructure?</i>

### **Payment dynamics**

11.	<i>(For CBOs, Local Authorities, Key Stakeholders): What do you think of the proposal to install water meters in residents' homes? In your view, how would residents perceive water meters?</i>
12.	<i>(For RWE officers and Local Authorities only): To your knowledge, how many residents are currently subscribed to the public water service? Has this number has changed significantly in time?</i>
13.	<i>(For RWE officers and Local Authorities only): How many subscribers are actually supplied? Has this number has changed significantly in time?</i>
14.	<i>(For RWE officers and Local Authorities only): How many pay the tariff? Has this number changed significantly in time?</i>
15.	How is the water bill collection organised?
16.	We understand that the RWE sometimes struggles to collect bills for its water provision. Why do you think this is?
17a.	<i>(For RWE officers only): Does the RWE have a strategy for increasing the collection rate in the locality?</i>
17b.	<i>(For CBOs, Local Authorities, Key Stakeholders): How do you think the collection rate could be improved?</i>
18a.	<i>(For RWE officers only): Does RWE have a strategy for dealing with back payments in the locality? Would this strategy differentiate between areas with good service and areas that have not received a water service comparable to the tariff (1m<sup>3</sup>/day)?</i>
18b.	<i>(For CBOs, Local Authorities, Key Stakeholders): How has the RWE managed the issue of outstanding bill payments dating from the past decades? How would you judge the RWE's collection of back payments in areas that have not received a water service comparable with the tariff (1 m<sup>3</sup>/day)?</i>

19. (For CBOs, Local Authorities, Key Stakeholders): How would you consider the disconnection of individual households from the public water supply network for failure to pay their water bills? When do you think it is appropriate and when do you think it is not? and why?

### Community Dynamics

- 20a. (For CBOs and NGOs): Is your organisation concerned with water service provision and how it affects residents?
- 20b. (For Local Authorities only): How does the municipality see its role in water service provision? (Probe: ownership of infrastructure, maintenance, operation, etc.)?
21. How would you describe the relationship between the RWE and the municipality?
22. How would you describe the relationship between the RWE and the residents of the locality?
23. To what extent do the RWE and municipalities coordinate on water-related issues?
24. What is the role of the municipality in dealing with water problems? Can you give an example of a time when the municipality have had to deal with a water-related problem and what happened in detail?
25. Are there any particular groups or individuals that you think would make a good community forum for the RWE and local population to interact with? (Probe: heads of families, mukhtars, other)
26. (For Political parties only) Has your party issued an official political position regarding water provision in the community?

### Awareness

27. Has any institution previously attempted to raise local awareness about the importance of paying water bills in the village? Has the RWE done so? (Probe: campaign, posters, local influencers)
28. If yes, how successful was the campaign? Why?  
If no, how should an awareness campaign be conducted to be successful?

## Annex 2 FGD Template

### ▲ Presentation & Informed Consent

At the beginning of the KII, the purpose of the exercise should be clarified to the participants, in order to secure their informed consent. Moderators must also clarify that beneficiaries will not receive any services or compensation from participating in the research. Only once all participants have understood and agreed to the terms, purpose and intention of the FGD, should the researcher start the discussion. The following statement can be read out loud, or presented in written form to the participants, for example on top of the Attendance Sheet. Further consent is required for photographic documentation (or recordings or filming).

Hello, my name is \_\_\_\_\_ and I am conducting a research on behalf \_\_\_\_\_ on community members' perceptions of water provision in the locality.

Your participation in this discussion is voluntary. If you agree to participate in this research, all your statements will be kept anonymous and confidential. Content of this discussion will not be shared with your colleagues, neighbours or any authority, it will not be reported in any way that could allow for your identification. Participants won't be quoted personally; rather, the information will be combined with the responses of all participants to contribute to our understanding of water services in the area.

If you agree to take part now, you can change your mind at any time without any implications. The degree you participate to the discussion is up to you. This discussion should take approximately 1 to 1.5 hours to complete. Do you have any questions that you would like to ask before we begin?

### ▲ Template for Payers/Non-Payers

***Ice-breaker:*** questions to be discussed in pairs for 5 minutes.  
Answers shall then be restituted to the whole group

1. What are the main sources of your water supply?  
(Probe: private borehole/trucking/public network/bottled water and others)
2. What are the main advantages and disadvantages for each of these water sources?  
(Probe: cost, quality, quantity, reliability, access, etc.)
3. How much effort do you have to put into securing water supply for all your needs?
4. What are the main problems facing your community's water supply?

#### **Community water and conflict management**

5. Who do you turn to when the public water supply breaks down?
6. Have there been any conflicts relating to water (supply) within the village, the communities, the neighborhoods, between communities of the village, between Syrians and Lebanese? If so, please explain.

7. When water-related conflicts occur, how are these resolved? Who is called upon to mediate?  
(Probe: Family relatives, Moukhtar, Party, Sheikh, Za'im)
8. In these situations, how was the conflict resolution conducted? Was the conflict mediated fairly? Were all the parties satisfied with the resolution? If yes, why? If no, why not?

### **Public Water Service**

9. What factors have affected your decision to pay or not pay for public water supply?  
(Probe: cost, water quality, level of service, trust, enforcement, reputation, etc.)
10. Are you aware of anyone who chooses not pay for their water? Do you know why they choose not to pay?  
(Probe: cost, water quality, level of service, trust, enforcement, reputation, etc.)
11. How would you feel about the installation of water meters in your homes? Why?
12. Under which conditions would you consider paying or paying more for public water supply?

### **BWE-Community Relations**

13. How would you judge the services provided by the RWE?  
(Probe: repairs, responsiveness to service calls and claims, payment modalities, price, continuity of water supply, quality of water supply, trust, etc.)
14. If an infrastructural intervention is implemented that would improve the water supply in the locality, do you think it is realistic to expect that more residents will pay for water bills? Why?
15. If a local committee were formed to act as an intermediary between the residents and the RWE, which organisations, institutions and individuals do you think would best represent your interests?  
  
*The goal of this committee would be to follow up with the RWE to make sure they know when there are problems with the water supply, and to communicate to the citizens the RWE rules, initiatives, actions etc.*

### **Water and Water resources**

16. How do you consider water resources in Lebanon?  
(Probe: Illimited, Abundant and sufficient for next years, Sufficient but decreasing, Crytical...)
17. Where does information come from regarding water resources in Lebanon?  
(Probe: TV, RWE/MoEW, Newspapers/books/publications, Discussion/seminars/meetings, Experience, No information received...)
18. Do you think that Lebanese water consumption is adequate in relation to the available resources?
19. Where do you think you could reduce your water consumption?

### **Final questions**

20. Is there anything else you think we or the RWE should be aware of?

## Template for Water Truckers, Private Well-owners & Private Sector Water Suppliers

**Ice-breaker:** questions to be discussed in pairs for 5 minutes.  
Answers shall then be restituted to the whole group

1. How long have you been working in water trucking/worked as a private sector water supplier/ owned a private well?
2. How did you come to be employed as a water trucker/work as a private sector water supplier/ own a private well? Do you work independently or for a company?

### Water delivery

3. Who coordinates the delivery of your trucked water/privately-supplied water?
4. What is your opinion of the RWE?
5. What is your main source of water?  
*(Probe: from private well, from public network, from free water point, etc.)*
- 6a. *(For Private well owners):* How much does it cost you to maintain the well? How much do you spend on fuel and machinery?
- 6b. *(For Water truckers):* If you don't have a well, how much do you pay for water? How much do you spend on fuel and machinery?
7. Do you consider the quality of water you provide to be clean and safe?
8. Is somebody testing the water you deliver regularly? Who does this, and how often? Do you chlorinate the water?
9. Do you have enough water to cover demand? What do you do when there is excess demand?
10. How often are there shortages in public water supply for your area? What are the main reasons for these shortages?
11. What are the main uses of water you supply? *(Probe: Service water, drinking, irrigation?)*

### Community water and conflict management

12. *(For Water truckers only):* How do you negotiate areas of coverage among the different truckers? Do these areas depend on political connections?
13. *(For Water truckers only):* What problems are there with other truckers in your area?
14. Are there any authority figures whose permission you depend on or whom you need to pay in order to operate?
15. Is there competition over who supplies the local community and Syrian refugees? How is this competition resolved?

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**Cost Dynamics**

- |     |   |
|-----|---|
| 16. | What is your monthly income from the water delivery (trucking or pumping)? How much of your income depends on it?   |
| 17. | How much do you charge for trucked/pumped water? Is the price the same for Lebanese and Syrians?  |
| 18. | <i>(For Water truckers):</i> How much does a single trip cost you? How many m3 per trip do you deliver? What are the major cost factors in your water supply? |
| 19. | What is the price limit (per m3) at which you would stop trucking/pumping?  |
| 20. | How was business before the humanitarian organizations started providing water?   |
| 21. | If the RWE were to improve its water services, how would that affect your business?   |
| 22. | How would you respond to a proposal by the RWE to install water meters in people's houses?  |

**Final questions**

- |     |  |
|-----|--|
| 23. | Is there anything else you think we or the RWE should be aware of? |
|-----|--|



# Annex 3 Questionnaire

#	Question	Answers	Instructions / explanation
<b><u>0. Consent form</u></b>			
0.0	<p>Enumerator, please read the following statement:                      Hello, my name is _____ and I am conducting a research on behalf _____ on community members' perceptions of water provision in the locality. The purpose of this assessment is not to collect individual or personal information but instead to provide us with an overall situation of your community. The questionnaire will take around 45 minutes; participation to this interview is entirely on a voluntary basis. You may stop me at any time and decide not to answer sensitive questions, regardless of the reason. The data you will provide will be under the responsibility of _____. All personal identifiable information collected will remain strictly confidential and your answers and name will never be revealed. The information will be used only in terms of aggregated numbers and presented in reports or as needed. If you have any question, feel free to ask them now or after the assessment ends.</p>		
0.1	I would like to invite you to contribute in this assessment, do you agree to participate?	Yes _____ No _____	Select one
<b><u>1. General Information</u></b>			
1.1	Field worker name		Text or Select one from list if possible to avoid spelling inconsistencies
1.2	Locality / Municipality / Neighborhood		Text or Select one from List If limitations to the use GPS in the area, detail this question into sub-questions to obtain description of location as precise as possible. These should be mapped to ensure full geographic coverage of surveyed locality
1.3	GPS coordinates		Automartized on tablet or taken with GPS devices
1.4	Gender of the interviewee	Male _____ Female _____	Select one
1.5	What is your role in the household?	Head of HH _____ Spouse _____	Select one Only head of household or spouse should be interviewed
1.6	What is your full name?		Optional but useful for verification purposes (to be able to go back to one interviewee if clarifications are needed)
1.7	Can you provide your phone contact?		Optional but useful for verification purposes (if clarifications are needed)
1.8	Could you describe your household tenure status?	Owned _____ Rented _____ Hosted in exchange of work _____ Gusted _____ Other: specify _____ I don't know / No answer _____	Select one Useful to assess socio-economic status of the HH

#	Question	Answers	Instructions / explanation
1.9	How many permanent residents are in the household?	# of people	Integer
1.10	How many occasional residents are in the household?	# of people	Integer
1.10.1	Which seasons do the occasional residents live in the house?	Summer (June-October) Winter (November-May)	Possible to select more than one in case there are more than one seasonal resident with different habits
1.10.2	Do the occasional residents stay for long periods or only at the weekends?	Long periods Weekends	Possible to select more than one in case there are more than one seasonal resident with different habits or one seasonal resident with habits depending on the season
1.10.3	How many weeks per year do the occasional residents stay for?	# of weeks per year (<52)	Integer In case there are more than one seasonal resident with different habits, record the average calculated by the enumerator over all of them
1.10.4	How many weekends per year do the occasional residents stay for?	# of weekends per year (<52)	Integer In case there are more than one seasonal resident with different habits, record the average calculated by the enumerator over all of them. Do not count the weekends part of a whole week in the previous question

## 2. Water storage

2.0	Is your house connected to the RWE network?	Yes No I don't know / No answer	Select one
2.1	Do you store your water?	Yes No I don't know / No answer	Select one If "No", skip to section 3
2.2	How many storage tanks does your house have?	# of tanks	Integer Conditional on 2.1
2.3	What is the storage capacity of each storage tank?	# of m3 (1 m3 = 1000 litres)	Integer Conditional on 2.1 This question should be repeated as a cycle for the total number of tanks available
2.4	What do you use the water in the storage tank for?	Drinking Cooking Bathing Washing Flushing toilet Cleaning house Gardening Car wash Irrigation Other: specify	Select all that apply Conditional on 2.1

#	Question	Answers	Instructions / explanation
2.5	When was the last time you cleaned your storage tank?	Within the last 3 months Within the previous 12 months More than 12 months ago Never Cleaned I don't know / No answer	Select one Conditional on 2.1 The highest of the two answers should be considered as a realistic estimate of the frequency of cleaning of the water storage
2.6	How often do you clean your storage tank?	Monthly Every 3 months Every 6 months Yearly I don't know / No answer	
2.7	How many days can your water storage last without refilling in the summer season (June-October)?	# of days	Integer Conditional on 2.1
2.8	How many days can your water storage last without refilling in the winter season (November-May)?	# of days	These questions provide an idea of the daily water consumption of the HH in the different seasons
2.9	Do you mix water from different sources in the same tank?	Yes No I don't know / No answer	Select one Conditional on 2.1
2.10	What type of water treatment do you carry out on the water once it has been stored?	Boil Chlorinate Water filter or purifier No treatment Other: specify	Select all that apply Conditional on 2.1

**3. Water sources**

3.0	Which source/s do you receive your water from?	WE Network Small scale private network Municipal Network Own well Commercial Well Spring Trucking Rain Water Harvesting	Select all that apply
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#	Question	Answers	Instructions / explanation
3.1	Of these, which one do you use (or would like to use) the most?	WE Network Small scale private network Municipal Network Own well Commercial Well Spring Trucking Rain Water Harvesting	Select one Select the water source that the HH uses the most, or would prefer to use the most if they didn't have other limitations
3.2	If no WE Network, Why do you not use water from the WE network?	Not available at my place Don't want to pay / Cannot pay Expensive compared to quality of service Not enough quantity Not enough pressure Don't want to pay fees in addition to other sources Already use private well Other: specify	Select all that apply Conditional on 3.0 if NO "WE Network"
<b>4. Water trucking</b>			
4.1	How many times per month during the rain/winter season do you order a water truck?	# of times per month	Integer or Select one from list Conditional on 3.0 Shall be an average across all winter months (November-May)
4.2	How many times per month during the summer season do you order a water truck?	# of times per month	Integer or Select one from list Conditional on 3.0 Shall be an average across all summer months (June-December)
4.3	How many liters do you receive per each water truck delivery?	# of liters per delivery	Conditional on 3.0 Average on a yearly patter
4.4	How much do you pay per delivery (LBP)?	# of LBP per delivery	Conditional on 3.0 Average on a yearly patter
4.5	How many different water truck companies/truckers provide your water?	One provider Multiple providers	Select one Conditional on 3.0 Average on a yearly patter
4.6	How many days does it take to deliver water from the day you place an order?	# of days	Integer, where Same day = 0 ; Not available = 9999 Conditional on 3.0 Average on a yearly pattern

#	Question	Answers	Instructions / explanation
4.7	Do you know where the water trucks obtain their water?	From public source From private well Other: specify I don't know / No answer	Select all that apply Conditional on 3.0 Public source = WE network, natural springs, fountains, etc.
4.8	How would you rate the quality of water that you receive through trucking?	5 = Very good 4 = Good 3 = Average 2 = Bad 1 = Very bad	Select all that apply Conditional on 3.0
<b><u>5. Private wells</u></b>			
5.1	Who owns the well you use?	Myself / household Landlord Building Owner Neighbour Commercial Well Family Member Other: specify	Select one The whole chapter is Conditional on 3.0 if either or both "Own well" and "Commercial well" are selected
5.2	Besides your family, do other people use the well?	Yes, shared No, not Shared	Select one Conditional on 3.0
5.3	How deep is the well (in meters)?	# of meters	Integer where 9999 = not known Conditional on 3.0
5.4	How many days per week do you use the well?	# days per week	Integer <7 Conditional on 3.0
5.5	How long (hours) does it take to fill the tanks each time you use it?	# of hours	Integer <24 Conditional on 3.0
5.6	What is the power source used for the well?	Electrical Network Generator I don't know / No answer	Multiple choice Conditional on 3.0
5.7	How would you rate the quality of water provided by the well?	5 = Very good 4 = Good 3 = Average 2 = Bad 1 = Very bad	Select one Conditional on 3.0

#	Question	Answers	Instructions / explanation
5.8	Why do you use a private well?	Reliability (= always available) Availability (existing, so used) Can be profitable "business" Free source Clean source No other option available Other: specify	Select all that apply Conditional on 3.0
5.9	Does the well run dry in the summer?	Yes No I don't know / No answer	Select one Conditional on 3.0
5.10	If commercial well, do you pay a subscription fee?	Yes No I don't know / No answer	If well not commercial but owned by someone else (family, neighbors, landlord), fees can be either considered as subscription or contribution to O&M
5.10.1	How much do you pay for your subscription fee (LBP)?	# of LBP per year	Usually costs for fuel and oil (generator) are known, while for electricity costs from EDL grid, possible to consider up to 15% of EDL invoices
5.11	Other expenses for operation and maintenance of the well	# of LBP per year	
<b><u>6. Bottled water</u></b>			
6.1	Do you buy bottled water?	Yes No I don't know / No answer	Select one If "No", move to Chapter 7 If gallons/bottles used but refilled at a free source, to be considered as "No"
6.2	Do you purchase water by the bottle or by the gallon?	Bottles (2 liters or less) Gallons (2.5 liters or more) Other	Select all that apply
6.3	Which seasons do you use bottled water/water by the gallon in?	Summer Winter	Select all that apply
6.4	Why do you buy bottled water/water by the gallon?	Hygiene/Health Availability Other	Select all that apply
6.5	To what end do you use bottled water/water by the gallon?	Drinking Cooking Other: specify	Select all that apply

#	Question	Answers	Instructions / explanation
6.6	How much bottled water or gallons do you buy per week?	# of liters per week	Integer Average over the year
6.7	How much do you spend per week to buy bottled water (LBP)	# of LBP per week	Integer Average over the year
<b><u>7. Water network</u></b>			
7.1	In the last month, how many days have you received water from the public network per week?	# of days per week	Integer <7 The whole chapter is Conditional on 3.0 if "WE Network" is selected Average over the previous month
7.2	When you received water, for how many hours have you received it?	# of hours	Integer <24 Conditional on 3.0
7.3	When you have access to public water supply, do you receive water directly from the pipes or through the tank?	Directly from the pipes Only through the tank Both pipes and tank I don't know / No answer	Select one Conditional on 3.0 Useful to assess if perception of quality affected by storage & to understand patterns of consumption
7.4	Do you know when water reaches your house?	Yes No I don't know / No answer	Select one Conditional on 3.0
7.4.1	If yes - How do you know?	From the sound in the tank From the taps left opened Regularly planned and informed Other: specify	Select all that apply Conditional on 3.0
7.5	How does the water pass from the WE Network, to your storage to the taps?	Without pumping By connecting a pump on the network to reach the storage By installing a ground tank and pumping to the roof With a rooftop pump (after the tank)	Select all that apply Conditional on 3.0 Useful to assess received pressure and possible risks to unbalance the network
7.6	How many floors does your building have?	# of floors	Conditional on 3.0 To further understand pressure problems
7.7	How would you rate the quality of water you get from the WE network?	5 = Very good 4 = Good 3 = Average 2 = Bad 1 = Very bad	Select one Conditional on 3.0

#	Question	Answers	Instructions / explanation
7.8	What are the advantages of the public water supply?	Reliability Cheap Good Pressure Clean source No advantages Other: specify	Select all that apply Conditional on 3.0
7.9	What are the disadvantages of the public water supply?	Lack of Reliability Expensive Bad Pressure Unclean source No disadvantages Other: specify	Select all that apply Conditional on 3.0
7.10	Overall, considering both cost, quality, quantity and reliability, how would you rate the service you receive?	5 = Very good 4 = Good 3 = Average 2 = Bad 1 = Very bad	Select one Conditional on 3.0
7.11	Do you use WE water also for irrigation?	Yes No I don't know	Select one Conditional on 3.0



### 8. Consumption & expenditure Table

Name enumerator:	Respondent name:	Date (dd/mm/yy)	Village: _____				
_____	_____	__/__/__					
	(A)	(B)	(C)	(D)	(E)		
	WE Network	Water Truck	Well	Bottled Water	Other sources		
Water received and stored per week (0)	L	L	L	L	L	L	
Water consumed per source and activity per week							
Drinking (1)	L	L	L	L	L	L	
Cooking (2)	L	L	L	L	L	L	
Personal hygiene (3)	L	L	L	L	L	L	
House cleaning (4)	L	L	L	L	L	L	
Gardening (5)	L	L	L	L	L	L	
Car Washing (6)	L	L	L	L	L	L	
Other uses (7)	L	L	L	L	L	L	
Weekly total consumption (8)	L	L	L	L	L	L	
Monthly total consumption (9)	L	L	L	L	L	L	
Monthly cost (10)	LBP	LBP	LBP	LBP	LBP	LBP	

### 9. Water fees

9.1	Do you have a water subscription for this unit?	Yes No I don't know / No answer	Select one No conditionality Do not consider subscriptions for the same person if referred to another apartment / utility
9.2	Can you please give us your subscription reference?	# of subscription (ERP ID) Name of subscribers Date of subscription...	Text Conditional on 9.1 if "Yes" selected Insert as many details as possible to allow for clear identification of the subscription. Possible to link ODK form to WE subscribers' records, to select directly the right subscription
9.3	Do you have a water meter installed?	Yes No I don't know	Select one Conditional on 9.1 if "Yes" selected
9.4	Do you have a water gauge installed?	Yes No I don't know	Select one Conditional on 9.1 if "Yes" selected
9.5	Did you pay water bill for 2018?	Yes - Completely Yes - Partially No I don't know	Select one Conditional on 9.1 if "Yes" selected

9.5.1	If not, why?	<p>Not enough water received</p> <p>Contaminated water</p> <p>Financial inability to pay</p> <p>Technical constraints</p> <p>Poor behavior by the WE</p> <p>No water fee collection</p> <p>Political Protest</p> <p>I don't know / No answer</p> <p>Other: specify</p>	<p>Multiple choice</p> <p>Conditional on 9.5 if "No" or "Yes - partially" selected</p> <p>- Technical constraints: only constraints that affect the service delivery for the user (not in general like "because they don't repair")</p> <p>- Poor behaviour by WE: all those facts that concern a poor management by WE but not necessarily affect the user (for example: no maintenance; corrupted collector; poor customer service; unfair billing practices; disrespectful interaction by WE employees; abuse of power by WE employees; Municipality paying for maintenance and fuel...)</p> <p>- Political protest: does not include intercommunity tensions about water (sharing) but does capture the "Someone tells me not to pay"</p> <p>- No enforcement: captures unwillingness to pay because there is no consequences, for ex.: everyone is illegal, why should I pay if my neighbors don't; why should I pay if no one disconnects me; etc.</p>
9.6	Did you pay water bill for 2017?	<p>Yes - Completely</p> <p>Yes - Partially</p> <p>No</p> <p>I don't know</p>	<p>Select one</p> <p>Conditional on 9.1 if "Yes" selected</p>
9.6.1	If not, why?	<p>Not enough water received</p> <p>Contaminated water</p> <p>Financial inability to pay</p> <p>Technical constraints</p> <p>Poor behavior by the WE</p> <p>No water fee collection</p> <p>Political Protest</p> <p>I don't know / No answer</p> <p>Other: specify</p>	<p>Multiple choice</p> <p>Conditional on 9.6 if "No" or "Yes - partially" selected</p> <p>Same as above</p>
9.7	Did you pay water bill for 2016?	<p>Yes - Completely</p> <p>Yes - Partially</p> <p>No</p> <p>I don't know</p>	<p>Select one</p> <p>Conditional on 9.1 if "Yes" selected</p>
9.7.1	If not, why?	<p>Not enough water received</p> <p>Contaminated water</p> <p>Financial inability to pay</p> <p>Technical constraints</p> <p>Poor behavior by the WE</p> <p>No water fee collection</p> <p>Political Protest</p> <p>I don't know / No answer</p> <p>Other: specify</p>	<p>Multiple choice</p> <p>Conditional on 9.7 if "No" or "Yes - partially" selected</p> <p>Same as above</p>

9.8	Usually, when do you pay?	Well before the deadline of End of June By the end of the deadline of End of June After Deadline (between June and December)	Select one Conditional on 9.1 if "Yes" selected WE usually have set deadline without penalties by end of June. However subscribers do have the possibility to pay in half year or quarterly. The question should be tailored to the specificities of each WE
9.9	How do you usually pay?	At home to the WE collector At the WE office Liban post/bank/OMT To the landlord At the municipality I don't know / No answer Other: specify	Select one Conditional on 9.1 if "Yes" selected Based on last payment or on most frequently used modality
9.10	At what intervals would you prefer to pay your water bill?	Monthly Every Three month Twice a year Yearly Other: specify	Select one Conditional on 9.1 if "Yes" selected Useful to assess awareness of subscribers about already existing payment modalities
9.11	Do you have older unpaid bill?	Yes No I don't know / No answer	Select one Conditional on 9.1 if "Yes" selected
9.11.1	For how many years do these bills go back?	# of years	Integer Conditional on 9.11

**10. Bidding Game**

10.0	Enumerator, please read the following statement: <i>I will now list different levels of water service. Assume that also the lowest scenario would provide you with sufficient quantity of water (1 m3/day). I will then ask you whether you would like to have that service at a suggested price.</i>		
10.1		LBP	80,000.00
		LBP	70,000.00
	For 2 hours of good quality water a day would you be willing to pay the following per month:	LBP	60,000.00
		LBP	50,000.00
		LBP	40,000.00
		LBP	30,000.00
		LBP	20,000.00
		LBP	10,000.00
	The bidding game aims to assess residents willingness to pay for a number of service scenarios. The enumerator will suggest prices, starting with the highest, for a set service scenario. The first time a respondent agrees to a proposed price it is registered on the form, this scenario is then finished and the next scenario begins. The enumerator should repeat the appropriate question with each bid.		

10.2	For 6 hours of good quality water a day would you be willing to pay the following per month	LBP	80,000.00	
		LBP	70,000.00	
		LBP	60,000.00	
		LBP	50,000.00	
		LBP	40,000.00	
		LBP	30,000.00	
		LBP	20,000.00	
		LBP	10,000.00	
10.3	For 12 hours of good quality water a day would you be willing to pay the following per month	LBP	80,000.00	The bidding game aims to assess residents willingness to pay for a number of service scenarios. The enumerator will suggest prices, starting with the highest, for a set service scenario. The first time a respondent agrees to a proposed price it is registered on the form, this scenario is then finished and the next scenario begins. The enumerator should repeat the appropriate question with each bid.
		LBP	70,000.00	
		LBP	60,000.00	
		LBP	50,000.00	
		LBP	40,000.00	
		LBP	30,000.00	
		LBP	20,000.00	
		LBP	10,000.00	
10.4	For 24 hours of good quality water a day would you be willing to pay the following per month	LBP	80,000.00	
		LBP	70,000.00	
		LBP	60,000.00	
		LBP	50,000.00	
		LBP	40,000.00	
		LBP	30,000.00	
		LBP	20,000.00	
		LBP	10,000.00	

### 11. Complaints

11.1	Who do you go to when you have an issue with the public water supply?	Municipality	Select all that apply
		Mukhtar	
		WE local staff (operator or collector)	
		WE office (phone or visit)	
		Political Actor	
		NGO / Association	
		Influential person	
11.1.1	If Political Actor, give name	Text	Conditional on 11.1 if "Political actor" selected

11.1.2	If NGO/Association, give name	Text Conditional on 11.1 if "NGO/Association" selected
11.1.3	If Influential person, give name	Text Conditional on 11.1 if "Influential person" selected
11.2.1	On a scale of 1 to 5 how much do you trust the Municipality to promptly resolve problems with public water supply?	Integer, where 1= not confident at all; 5= most confident Conditional on 11.1 if "Municipality" selected
11.2.2	On a scale of 1 to 5 how much do you trust the Mukhtar to promptly resolve problems with public water supply?	Integer, where 1= not confident at all; 5= most confident Conditional on 11.1 if "Mukhtar" selected
11.2.3	On a scale of 1 to 5 how much do you trust the WE employee to promptly resolve problems with public water supply?	Integer, where 1= not confident at all; 5= most confident Conditional on 11.1 if "WE local staff" selected
11.2.4	On a scale of 1 to 5 how much do you trust the WE office to promptly resolve problems with public water supply?	Integer, where 1= not confident at all; 5= most confident Conditional on 11.1 if "WE office" selected
11.2.5	On a scale of 1 to 5 how much do you trust the Political actor to promptly resolve problems with public water supply?	Integer, where 1= not confident at all; 5= most confident Conditional on 11.1 if "Political actor" selected
11.2.6	On a scale of 1 to 5 how much do you trust the NGO/ Association to promptly resolve problems with public water supply?	Integer, where 1= not confident at all; 5= most confident Conditional on 11.1 if "NGO/Association" selected
11.2.7	On a scale of 1 to 5 how much do you trust the Influential person to promptly resolve problems with public water supply?	Integer, where 1= not confident at all; 5= most confident Conditional on 11.1 if "Influential person" selected

### 12. Additional Demographic

12.1	What is your nationality?	<input type="text" value="Lebanese"/> <input type="text" value="Syrian"/> <input type="text" value="Palestinian"/> <input type="text" value="Other: specify"/>	Select one
12.2	What is your age group?	<input type="text" value="18-25"/> <input type="text" value="26-35"/> <input type="text" value="36-64"/> <input type="text" value="65 and above"/>	Select one
12.3	What is the highest level of education you have received?	<input type="text" value="No Schooling Completed"/> <input type="text" value="Primary"/> <input type="text" value="Intermediate"/> <input type="text" value="Secondary"/> <input type="text" value="University or above"/> <input type="text" value="Vocational"/> <input type="text" value="Other: specify"/>	Select one
12.4	What is the primary breadwinner of the household's primary employment?	<input type="text" value="Government employee"/> <input type="text" value="Private sector employee"/> <input type="text" value="Farming, Own Land"/> <input type="text" value="Farming, Rented Land"/> <input type="text" value="Full time informal job"/> <input type="text" value="Casual employment"/> <input type="text" value="Entrepreneur/Business Owner"/> <input type="text" value="No Primary Employment"/> <input type="text" value="I don't know / No answer"/> <input type="text" value="Other: specify"/>	Select one
12.5	What is the primary breadwinner of the household's secondary employment?	<input type="text" value="Government employee"/> <input type="text" value="Private sector employee"/> <input type="text" value="Farming, Own Land"/> <input type="text" value="Farming, Rented Land"/> <input type="text" value="Full time informal job"/> <input type="text" value="Casual employment"/> <input type="text" value="Entrepreneur/Business Owner"/> <input type="text" value="No Secondary Employment"/> <input type="text" value="I don't know / No answer"/> <input type="text" value="Other: specify"/>	Select one

12.6	How many dependents does the household have?	# of people not including the respondent	Integer
12.7	How many people earn an income in the household?	# of people including the respondent	Integer
12.8	Could you give us an estimate of the household's annual income, including income from property rental, money transfers and wage labour?	0 - 3,600,000 LBP/year	Select one Explain that the information serves to assess ability to pay. Make it clear that while it would be very useful if they did share this information with us we understand if they prefer not to. Questions to help with the income evaluation: How much do you earn per month as salary? How much do other members of the HH contribute per month? Do you have an income from rent? How much per month or year? Do you have an income from land rent for farming? How much per year on average? Do you have an income from farming? How much per year on average? Do you receive money from family members working abroad? How much per month or per year?
		3,600,001 - 6,000,000 LBP	
		6,000,001 - 9,000,000 LBP	
		9,000,001 - 12,000,000 LBP	
		12,000,001 - 15,000,000 LBP	
		15,000,001 - 21,000,000 LBP	
		21,000,001 - 30,000,000 LBP	
		30,000,001 - 45,000,000 LBP	
45,000,001 LBP and above			
12.9	Enumerator, how would you describe the size of the house?	Small	Select one ENUMERATOR'S OBSERVATION
		Middle Sized	
		Big	
12.10	Quality of housing	Poor	Select one ENUMERATOR'S OBSERVATION
		Average	
		Good	
12.11	Quality of the appliances (if possible)	Poor	Select one ENUMERATOR'S OBSERVATION
		Average	
		Good	
12.12	Enumerator, please estimate the ability of this family to pay their water bills based on your observations:	Unable to pay / barely able to pay	Select one ENUMERATOR'S OBSERVATION <ul style="list-style-type: none"> <li>▶ The household is very negatively affected by the water bill, may have to suppress other essential expenses such as food, electricity, medicine and health care, rent or similar.</li> <li>▶ Household expenses are affected, paying the bill means having to forego other nonluxury expenses. (such things as appliances furniture etc.)</li> <li>▶ Are not negatively affected by paying their yearly bill.</li> </ul>
		Limited ability to pay	
		Reliably able to pay	

**About the EU Regional Trust Fund in response to the Syrian crisis, the EU Madad Fund:**

Since its establishment in December 2014, a significant share of the EU's non-humanitarian aid for Syria's neighbouring countries is provided through the EU Regional Trust Fund in Response to the Syrian Crisis, the EU 'Madad' Fund. The Trust Fund brings a more coherent and integrated EU aid response to the crisis and primarily addresses economic, educational, protection, social, and health needs of refugees from Syria in neighbouring countries such as Jordan, Lebanon, Turkey and Iraq, and supports overstretched local communities and their administrations.

For more information about the EU Trust Fund, please visit [https://ec.europa.eu/trustfund-syria-region/content/home\\_en](https://ec.europa.eu/trustfund-syria-region/content/home_en)