

Version 10 – August 2016

A GENERAL INFORMATION

Date	
Interviewer	

A 1	Name of Service Provider		
	Locality <i>(include as many administrative levels as needed)</i>	Administrative Level 1 e.g. community, village, town	
		Administrative Level 2: e.g. municipality	
		Administrative Level 3: e.g. township, district	
		Administrative Level 4: e.g. province, state	
	Other Administrative Divisions		
	Latitude		
	Longitude		
Altitude			
Provider Code			

A 2	Type of Provider	A	Community organization	
		B	Public institution	
		C	Other (Specify)	

B COMMUNITY ORGANIZATION INFORMATION

Legal Status		
B 1	Date Established	
	Legal Status of Provider	Legally established
		In process of legalization
		Not legally established

Management Committee				
B 2	Date of last elections			
	Are all positions currently filled?	Yes		No
	Number of meetings in the past six months			

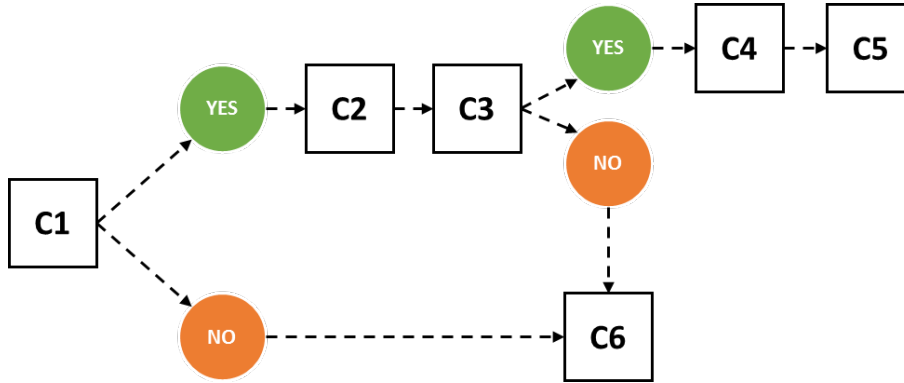
Management Committee Representatives and Technicians			
Representatives			
Position <i>(Country-specific parameter)</i>	Name	Telephone No.	Gender <i>(Female/ Male)</i>
President			
Secretary			
Treasurer			
Vice-president			
Representative/ Spokesperson			
Representative/ Spokesperson			
Representative/ Spokesperson			
Technicians			
Position <i>(Country-specific parameter)</i>	Name	Telephone No.	Gender <i>(Female/ Male)</i>
Operator			
Manager			

B 4	Does the provider have a bank account?	Yes		No	

Accountability					
B 5	Is the provider accountable to the community?	Yes		No	
	Are there minutes from community meetings?	Yes		No	

C FINANCIAL INFORMATION: REGULAR INCOME

Response flowchart



C 1	Has a tariff structure been defined?	Yes		No	

Water tariffs <i>(to be completed only if the answer to C1 is YES)</i>					
C 2	Fixed		Volumetric		
	Average monthly cost per household			Currency	

Is the community familiar with the billing system and are bills issued at a regular frequency? <i>(to be completed only if the answer to C1 is YES)</i>						
C 3	Yes					
	No <i>(select all that apply)</i>	The community has not been trained				
		The community refuses to pay				
		The provider does not collect payments				
Other <i>(please explain)</i>						

Are metering data available? <i>(to be completed only if the answer to C3 is YES)</i>			
C 4	Yes	Water produced <i>(Monthly average in cubic meters)</i>	
		Water billed <i>(Monthly average in cubic meters)</i>	
No			

Billing, Payment and Revenue <i>(to be completed only if the answer to C3 is YES)</i>			
C 5	Number of users required to pay		
	Amount billed <i>(Monthly average for the past 12 months in the currency specified in C2)</i>		
	Number of users up to date with payments		
	Revenue <i>(Monthly average for the past 12 months in the currency specified in C2)</i>		

How is the system maintained? <i>(to be completed only if the answers to C1 and C3 are NO, regardless of the reason)</i> <i>(select all that apply)</i>			
C 6	No system or not maintained		
	Special contributions from beneficiaries		
	Central government subsidies		
	Municipal/local government subsidies		
	Support from private national or international organizations		
	Other <i>(Specify)</i>		

D FINANCIAL INFORMATION: ADDITIONAL REVENUE

Additional revenue from operations <i>(e.g. new connections, fines, spills, etc.)</i>			
D 1	Yes	Total amount last year <i>(in the currency specified in C2)</i>	
		Amount expected this year <i>(in the currency specified in C2)</i>	
None			

Have there been special contributions not directly related to water services? <i>(e.g. fund-raising, fairs, etc. specifically for water and sanitation)</i>			
D 2	Yes	Total amount last year <i>(in the currency specified in C2)</i>	
		Amount expected this year <i>(in the currency specified in C2)</i>	
No			

D 3	Average annual rate of expansion <i>(new connections per year)</i>	
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E FINANCIAL INFORMATION: EXPENDITURES

Type of Expenditure		Actual Expenditure (monthly average in the currency specified in C2)	Expected Expenditure (monthly average in the currency specified in C2)
E 1	Management	• Salaries for administrative and technical personnel	
		• Office supplies	
		• Per diems and travel expenses • Office rent	
	Operations	• Salaries for administrative and technical personnel	
		• Energy costs (electricity, diesel oil for generators, etc.)	
		• Water treatment costs (chlorine, chemicals, etc.)	
		• Other (contractors, supplies, etc.)	
	Maintenance	• Minor repairs that require unskilled labor • Maintenance supplies (for preventive and/or corrective maintenance)	
	Environmental Services and Other	• Reforestation • Maintenance and upkeep of the water source and/or intake • Other	
	Total		

F FINANCIAL INFORMATION: WORKING CAPITAL

Is the revenue and expenditure ledger up to date?			
F 1	Yes	Total revenue last year <i>(in the currency specified in C2)</i>	
		Total expenditure last year <i>(in the currency specified in C2)</i>	
	No		

Is liquid capital available? <i>(in cash and/or in a bank account)</i>			
F 2	Yes	Total amount <i>(in the currency specified in C2)</i>	
	No		

Is there a balance sheet?			
F 3	Yes	Current assets <i>(in the currency specified in C2)</i>	
		Fixed and non-current assets <i>(in the currency specified in C2)</i>	
		Current liabilities <i>(in the currency specified in C2)</i>	
		Fixed and non-current liabilities <i>(in the currency specified in C2)</i>	
	No		

G OPERATION AND MAINTENANCE (O&M)

Does the provider carry out O&M of the water supply system? <i>(select only one option)</i>	
G 1	Yes, preventive maintenance carried out in the past 12 months
	Yes, corrective maintenance carried out in the past 12 months
	Yes, both preventive and corrective maintenance carried out in the past 12 months
	No maintenance carried out in the past 12 months

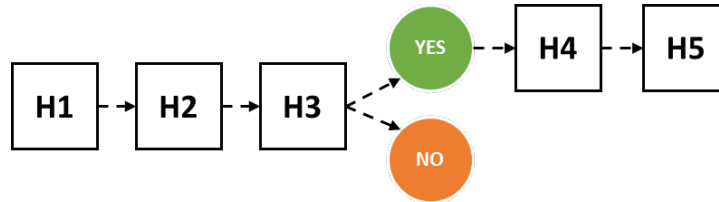
G 2	Does the provider have adequate resources (e.g. construction materials, tools, equipment, etc.) for carrying out O&M activities?	Yes		No	
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G 3	Does the provider have technicians or operators for O&M activities?	Yes		No	
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Does the provider have service provision rules and regulations? <i>(select only one option)</i>	
G 4	Yes, and they are fully applied
	Yes, but they are only partially applied
	Yes, but they are not applied
	No

H OPERATION AND MAINTENANCE

Response flowchart



	Does the provider receive technical assistance from the government/ other agencies to operate the system or for other activities?		
H 1	Yes	Agency	
	No		

H 2	Does the provider promote environmental sanitation and community hygiene practices?	Yes		No	
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H 3	Does the provider promote environmental protection in the area near the water source or intake?	Yes		No	
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	Type of corrective measures (answer only if the answer to H3 is YES)	Not applicable	Applicable and completed at least once in the past 12 months	Applicable, but not completed in the past 12 months
H 4	Replacing water system components when damaged			
	Promoting reforestation			
	Prohibiting wastewater discharge in the area near the water source or intake			
	Prohibiting the use of pesticides in the area near the water source or intake			

	Type of preventative measures <i>(answer only if the answer to H3 is YES)</i>	Not applicable	Applicable and completed at least once in the past 12 months	Applicable, but not completed in the past 12 months
H 5	Revising and/or increasing legal or administrative protection of the land surrounding the water resource and/or intake			
	Providing security in the area near the water source or intake			
	Protecting flora and fauna in the area near the water source or intake			
	Inspecting boundaries and signs in the area near the water source or intake and making repairs as needed			
	Inspecting fencing around the water intake and making repairs as needed			
	Inspecting and cleaning the intake and making repairs			
	Inspecting and/or periodically replacing intake components (before rupture or damage)			
	Preventing deforestation and promoting reforestation			
	Soil conservation (e.g. stabilizing slopes, environmental buffers, rock barriers, etc.)			
	Revising and updating contingency plans (e.g. fire or natural disasters)			

I COMMENTS

	Comments and Observations
I 1	