QUESTIONNAIRE
For Utilities Participating in the
Capacity Building Workshop on Partnerships for Improving the
Performance of Water Utilities in the Asia and Pacific Region
25-27 July 2006, Bangkok, Thailand

Date:

Country: City:
Name of Water Utility serving City:

Address:

Head of Water Utility
Name: Title:
Contact Telephone Number(s):
Contact Fax Number(s):
Contact Email:

Year Utility was formed:

I. GENERAL UTILITY OVERVIEW

a) Is the Water Utility
   ☐ Part of Government Department
   ☐ Government Corporation/Enterprise
   ☐ Other, please explain:

b) Is the water utility
   ☐ Regulator
   ☐ Operator
   ☐ Regulator and Operator

c) Is there a private sector involvement in the Water Utility? ☐ Yes ☐ No
   If yes, in what aspect(s)?
   ☐ Source Development ☐ Production
   ☐ Distribution ☐ Management
   ☐ Billing and Collection ☐ Leak Repair
   ☐ Other:

d) Water utility responsibility:
   ☐ For City alone ☐ City & Other towns/cities
   ☐ State/Region ☐ National Authority

e) Utility is responsible for ☐ Production ☐ Distribution ☐ Source Development

f) Number of water utility staff:
   Operations:
   Development:
   Total:
g) Staff Classification:  
   Professional:  
   Skilled:  
   Unskilled:  

h) Does the water utility have a specific policy for providing water supply to the urban poor?  
   Yes  No  
   If yes, briefly state the policy:  

i) Management Information System:  
   Well developed  
   Partly Developed  
   Non-existent  

j) Is there a development plan?  
   Yes  No  
   If yes, indicate the period covered. Year to Year  

II. WATER SERVICES INFORMATION  

a) Area covered by service network  
   2000 km$^2$  
   2006 km$^2$  

b) Number of Connections (please separate by type of connection for the year 2000 and 2006)  

<table>
<thead>
<tr>
<th>Type of Connection:</th>
<th>Total number of connections</th>
<th>House Connections</th>
<th>Public Taps/ Standpipes</th>
<th>Industrial Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2006</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of Connection:</th>
<th>Commercial Connections</th>
<th>Bulk Supply connections to residential areas</th>
<th>Fire Hydrants</th>
<th>Other:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2006</td>
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</tr>
</tbody>
</table>

c) Proportion of total connections that are metered  
   %  

d) Population served  
   2000  
   2006  

e) Percentage of people dwelling in the jurisdiction of the utility with access to water within a radius of 1km  
   2000 %  
   2006 %
f) Percentage of people dwelling in the jurisdiction of the utility with access to improved sanitation in immediate vicinity
   2000  %
   2006  %

g) Estimated total water production:  m$^3$/day

h) Proportion of water production from:
   Surface Water  %
   Ground Water  %
   Other sources  %

i) Number of treatment plants managed by the utility

j) Total capacity of water production treatment plant(s)  m$^3$/day
   Proportion of water production receiving full treatment  %
   Proportion of water production receiving chlorination only  %
   Proportion of water production receiving No Treatment  %

III. FINANCIAL AND ECONOMIC DATA

a) Annual Operations and Maintenance Costs:
   2000  US$
   2006  US$

b) Annual Billings:
   2000  US$
   2006  US$

c) Annual Collections:
   2000  US$
   2006  US$

d) Tariff structure for households and industries:
   When were the last 2 increases made (years):  
   Briefly describe current tariff structure:
   Households:
   Industries:
   Others:

e) Total investments in the last 5 years:  US$

f) Investment in the following fields
   □ Service extension  %
   □ Modernization of distribution network  %
   □ Water production treatment  %
   □ Management system  %
   □ Staff development  %
   □ other:  %
   Total:  100 %

g) Estimated unaccounted for water  % of water supplied

h) Estimated non-revenue water  %
i) Are subsidies provided to install new connections? □ Yes □ No
   If yes, briefly explain

IV. OUTLOOK ABOUT PRIORITIES

a) Priority needs of water utility for improving its service efficiency:
   1)  
   2)  
   3)  

b) Cooperation with other water utilities? □ Yes □ No
   If yes, please name associations:

c) Key constraints to developing Water Operators Partnership (WOP)
   1)  
   2)  
   3)  

d) Key recommendations for making WOP effective:
   1)  
   2)  
   3)  

e) Areas in which capacity building needs strengthening
   1)  
   2)  
   3)  

f) Constraints experienced in meeting capacity building gaps
   1)  
   2)  
   3)  

This Questionnaire was completed by:

Name:
Designation:
Address:
Tel:
Fax:
Email:

Please return the filled Questionnaire by email to chaudhry@un.org and pischke@un.org by the 21 July 2006.