

**Houston ID number:**

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# **Water Use and Information Survey**

## **2012**

Date entered:.....

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Date checked:.....

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### **INTERVIEWER INSTRUCTIONS**

- *All questions must be answered unless told otherwise, by your fieldwork manager.*
- *Under no circumstances should you re-translate or re-word any question within this questionnaire.*
- *Pay close attention to all instructions within the questionnaire.*
- *Please tick the correct answer.*
- *Please fill in the identification information **BEFORE** you start the interview.*
- *Questionnaires must be handed to the team leader at the end of each day for quality control checks.*

### General Information Sheet

*Filled by the interviewer*

#### First Attempt:

Date	Month	Time

#### Second Attempt:

Date	Month	Time

1. GPS coordinates: S/N: \_\_\_\_° \_\_\_\_, \_\_\_\_', E/W: \_\_\_\_° \_\_\_\_, \_\_\_\_',

#### 2. Interviewer:

.....

#### 3. Please indicate the type of residence.

*O nna mo ntlung e jang.*

1. ☐ Detached house

*Ntlo e ikemetseng*

2. ☐ Informal dwelling / shack

*Mokhukhu / mogwafatshe*

3. ☐ Combination

*Folete*

4. ☐ Other, please specify

*Tse dingwe, ka kopo tlhalosa*

\_\_\_\_\_

#### 4. Please indicate the gender of the respondent:

*Tsweetswe tshupa seemo sa mo arabi*

1. ☐ Male/ *Botonna*

2. ☐ Female/ *Botsheadi*

#### 5. Please indicate the age of the respondent / *Tsweetswee supa dingwaga tsa moarabi*

.....

## Section 1: The meter/ *Metara*

11. Can you please show me where your water meter is?

*Tsweetswe o ka mpontsha hore metara ya lona ya metsi e ho kae?*

- 1. ☐ [Knew where it is] [*O itse fo le leng ko teng*]
- 2. ☐ [Asked someone and found it] [*Ke gopetse mongwe a le thole*]
- 3. ☐ [Didn't know] [*Ga itse*]
- 4. ☐ [Other:].....  
[*Tse dingwe*].....

12. How often do you check your meter?

*O tlhokomela gole go kae tiriso ya gago ya metsi (sekai, go tlhola mmitara)?*

- |  |   |
|--|---|
| 1. <input type="checkbox"/> Never/ <i>Le ga teng</i>                       | 5. <input type="checkbox"/> Once a week/ <i>Hangwe mo bekeng</i>                  |
| 2. <input type="checkbox"/> Less than once a month/ <i>Tlase go kgwedi</i> | 6. <input type="checkbox"/> A few times a week/ <i>Malatsi a mmalwa mo bekeng</i> |
| 3. <input type="checkbox"/> Once a month/ <i>Hangwe kgwedding</i>          | 7. <input type="checkbox"/> Everyday/ <i>Tsatsi le nngwe le nngwe</i>             |
| 4. <input type="checkbox"/> 2-3 times per month/ <i>2-3 mo kgwedding</i>   |   |

13. Suppose you have a leaking tap in your house. What will happen to the numbers on the meter?

*A re re o na le pompo e dutlang mo tlong ya gago. Go tla direga eng mo methareng?*

- 1. ☐ They will stay the same./ *A tlo go nna ka mogoa o*
- 2. ☐ They will increase./ *A tlo go yak o godimo*
- 3. ☐ They will decrease./ *A tlo go yak o tlase*
- 4. ☐ Don't know./ *Ga itse*

14(a) Can you tell me approximately how much water your household uses every month?

*O ka mpolelela gore ka selekanyo ke metsi a makae a lapa la gago le a dirisang kgwedi nngwe le nngwe?*

.....

- 1. ☐ Don't know./ *Ga itse*

[IF DON'T KNOW OR IF ANSWER IS IN LITERS, GO TO 21]

[IF ANSWER WAS NOT IN LITERS:] 14(b) Can you guess approximately how many Liters that is?

..... 1. ☐ Don't know./ *Ga itse*

## Section 2: The bill/ *Tshupamolato*

21. Do you regularly receive a water / sanitation bill?

*A o amogela lekwalo la tiriso ya gago ya metsi ka gale?*

1. ☐ Yes

0. ☐ No

22. Do you feel the water / sanitation bill is:

*A o nagana gore lekwalo la gago la metsi le:*

1. ☐ Very easy to understand

*Bonolo go le tlhaloganya*

2. ☐ Not so easy to understand

*Ga le bonolo go le tlhaloganya*

3. ☐ Almost impossible to understand

*Thata go le tlhaloganya*

23. Can you please find your last water bill and tell me how much water you used in that month?

*Tsweetswee a o ka tlhola tshupamolato wa gago wa bofelo mme o mpoelle gore o dirisitse tekanyo e kakang ya meetsi kgwedding eo?*

1. ☐ [Could not find bill. GO TO 25]

2. ☐ Consumption was ..... ☐ in Liters, ☐ Kiloliters [1000 Liters = 1 Kiloliter / 1000 Letara=1 Kilolieta]

3. ☐ [Found bill but doesn't know.]

4. ☐ [Other:].

[IF BILL WAS FOUND:] 24. Which month is this bill for? .....  
[GA TSHUPAMOLATO E FUMANEGILE:] 24. Ke tsupamolato ya kgwedi efe?

25. Do you feel the bill is accurate? A o akanya gore tshupamolato e nepagetse?

1. ☐ Yes
2. ☐ No, shows more than what I use / Nyaa e bontsha go feta se ke se dirisang.
3. ☐ No, shows less than what I use / Nyaa e bontsha go le tlase gona le se ke se dirisang.
4. ☐ Don't know / Ga a itse

### Section 3: The tariff schedule

31. Imagine you flush the toilet 1000 times. Do you think the first flushing will cost more, less, or the same as the 1000<sup>th</sup>?

*Akanya o goga pitsana ya ntlwana boithusetso makgetlo a 1000. O akanya gore goga ya ntlha e ka go duedisa go le gontsi, tlase kgotsa go tshwana le le 1000<sup>th</sup>?*

1. ☐ More
2. ☐ Less
3. ☐ The same

32. How much do you think you pay for a kiloliter of water (500 two-liter bottles of soda)?

*O akanya gore o duela bokae bakeng sa kiloliethara ya metsi (Dibotlo tsa metsi tse 500)*

R ..... 1. ☐ Don't know/ Ga a itse

33. Do you currently receive any free water from the utility?

*A gajaana o amogela metsi a mahala go tswa go utility?*

0. ☐ No                      1. ☐ Yes                      2. ☐ Don't know. / Ga a itse

#### Section 4: Quantities of water used/ *Quantiti ya tiriso ya metsi*

41. Please take a guess: Do you think more water is used...

*Tsweetswee kabakanya fela: A o akanya gore metsi a mantsi a diriswa...*

1. ☐ by the baths/showers your household takes during the month, or  
*Ka bata /shawara mo lapeng la gago le a dirisang mo pakeng ya*
2. ☐ by washing your clothes during the month  
*Ka go tlhatswa diaparo tsa gago mo pakeng ya kgwedi.*

42. Please take a guess: Do you think more water is used...

*Tsweetswee kabakanya fela: A o akanya gore metsi a mantsi a diriswa...*

1. ☐ if you fill 2 two-liter bottles of soda with water, or  
*Fa o tlatsa di lithera tse pedi tsa dibotlolo tse tona ka metsi*
2. ☐ if you flush the toilet once  
*Fa o goga pitsa ya ntlwana boithusetso gangwe.*

43. Please take a guess: Do you think more water is used...

*Tsweetswee kabakanya fela: A o akanya gore metsi a mantsi a diriswa...*

1. ☐ if you use the outside hose for 10 minutes, or  
*Fa o dirisa lephaepe la metsi la kwa ntle metsotso e 10*
2. ☐ if you do one load of laundry  
*Fa o dira kokoma e le nngwe ya diaparo.*

44. Please take a guess: Do you think more water is used...

*Tsweetswee kabakanya fela: A o akanya gore metsi a mantsi a diriswa...*

1. ☐ if you open the tap for 1 minute, or  
*Fa o bulela pompo motsotso o le 1,*
2. ☐ with the water a person drinks in a day.  
*Ka metsi a motho a anwang ka letsatsi.*

### Section 5: Water conservation/*Poloko ya metsi*

51. In the last few years, has your household taken any of the following actions to conserve water? (Please check all that apply.)

*Mo mengwageng e e fitileng, a ba lelapa la gago ba lekile ditsela tse di latelang go boloka metsi? (ka kopo, tlhola tsotlhe tse di batlegang)*

A. ☐ Installed a borehole or jo-jo tank on the property

*Go phunya metsikotsa o na le tanka ya jo-jo mo jarateng*

B. ☐ Use greywater / reuse household water (such as from the bath)

*Go berekisa metsi a tsilafetseng /berekileng*

C. ☐ Installed water efficient fittings on the taps / shower

*A o tsentse dilwana tsa go boloka metsi mo pompon/ shawareng*

D. ☐ Repaired leaks in taps/toilets

*A o bakantse metsi a a dutlang mo pompong/ ntlwana*

E. ☐ Use washing machine less/use fuller loads

*O berekisa mochini wa go tlhatswa ga nyane/ga golo*

F. ☐ Water lawn or ground less often / changed the type of landscape

*O nosetsa bojang kgotsa lefatshe ka sewelo*

G. ☐ Installed water efficient irrigation system

*O tsentse pompo e e gogang metsi ebile e a boloka*

H. ☐ Other, please specify \_\_\_\_\_

*Tse dingwe, tlhalosa*

I. ☐ No action taken

*G a kea dira sepe*

52. Do you know how to check for a water leak on your property?

*A o a itse go lekola mo go dutlang metsi ntlong ya gago?*

0. ☐ No [GO TO 53]

1. ☐ Yes

[IF YES:] 52(a). How often do you check for leaks?

[GA E LE EE:] 52(a) *O lekola makgetlo a ma kae, go dutla ga metsi?*

1. ☐ Never/ *Le gateng*

2. ☐ Less than once a month/ *Tlase go kgwedi*

3. ☐ Once a month/ *Hangwe mo kgwedding*

4. ☐ 2-3 times per month/ *2-3 mo kgwedding*

5. ☐ Once a week/ *Hanngwe mo kgwedding*

6. ☐ A few times a week/ *Malatsi a mmalwa mo kgwedding*

7. ☐ Every day/ *Tsatsi le nngwe le nngwe*

8. ☐ Don't know/ *Ga itse*

53. Do you know how to repair a leaking tap?

*A o a itse ka moo o bakanyang pompo e dutlang?*

0. ☐ No

1. ☐ Yes

54. Do you know where to report a leaking meter or a pipe in the street?

*A o a itse kwa o begang gone mitara o kgotsa lephaepe le le dutlang mo mmileng?*

0. ☐ No

1. ☐ Yes

### Section 6: Making payments/ *Go duela*

61. How do you usually pay your water bill?

*O duela jang ka gale tshupamolato ya metsi ya gago?*

1. ☐ By making a deposit at the bank/ *Ka phetiso ya banka*

2. ☐ Through Pay@ (for example, at Shoprite)/ *Ka go duela Shoprite*

3. ☐ By going to the Odi Water office / *Ka go ya kwa ofising ya Odi Water*

4. ☐ By making an EFT transfer from your bank account/ *Ka go duela ka EFT gotswa ko account ya gago ya banka*

5. ☐ Other, please specify:.....

*Tse dingwe, ka kopo tlhalosa*

[Interviewer should probe about traveling. If they travel, go to 62(a). If not, go to 63.]



[IF NEEDS TO TRAVEL:]

62(a) How long does it take you to get there (one way)?..... minutes  
*Go tsaya lobaka le lekae go fitlha koo (Tsatsi le lenngwe)?*

62(b) How much does it cost to get there (one way)? R.....  
*Go go duedisa bokae go fitlha koo?*

[IF FREE:]

1. ☐ Walks/ *Wa tsamaya*

2. ☐ Goes with own vehicle/ *O ya ka sejanaga sag ago.*

3. ☐ Other free mode of transportation, please describe:.....  
*Ga o na le tsela tse dingwe tsa sejanaga, Ka kopo tlhalosa.*

63. Has it ever happened that you did not pay your bill when it was due?  
*Go a tle go direge gore o se duele tshupamolato wa gago ka letlha le beilweng?*

0. ☐ No [GO TO 64(b)]

1. ☐ Yes [GO TO 64(a)]

[IF YES:] 64(a). Can you tell me why? / *Mpolelle gobaneng?*

.....

[IF NO:] 64 (b). Many people do not pay their water bill when it is due. Why do you think that is?

*Batho bale bantsi ga ba duele tshupamolato tsa bone tsa metsi fa go tshwanetse. Goreng o akanya go le jalo?*

.....

65. In the past 6 months, did you talk with your friends or neighbours about the way you use or save water?

*Kgweding tse 6 tse fetileng, a o kile wa bua le tsala kgotsa baagisane ka ga tsela eo o dirisang kgotsa o bolokang metsi?*

0. ☐ No

1. ☐ Yes

**Section 7: Demographics/ Tsa botshelo ka kakaretso**

71. What is the last grade of formal education the primary wage earner has completed?  
(Check one category only)

*Moamogedi mogolo o badile go fitlhella kae?(kgetha e lenngwe)*

- |   |  |
|---|--|
| 1. <input type="checkbox"/> No formal schooling     | 5. <input type="checkbox"/> High school graduate       |
| 2. <input type="checkbox"/> Some primary school     | 6. <input type="checkbox"/> Some higher education      |
| 3. <input type="checkbox"/> Primary school graduate | 7. <input type="checkbox"/> Completed higher education |
| 4. <input type="checkbox"/> Some high school        |  |

72. How many families reside full time at this address?

*Ke malapa a makae a nnang ka nako tshotlhe mo atereseng ena?*

- ☐ 1                      ☐ 2                      ☐ 3                      ☐ 4                      ☐ 5 or more

73. How many people reside full-time at this address?

*Go nale batho bale ba kae ba ba nnang mo lapeng?*

\_\_\_\_\_ Adults (18 +)                      \_\_\_\_\_ Teenagers (13-17)                      \_\_\_\_\_ Children (under 13)

74(a).How many tenants live on this property?.....

*Ke bahiri ba bakae ba ba duela rente mo ntlong ena?*

[IF 0, GO TO 75.]

[IF AT LEAST ONE:] 74(b). How many of them are your relatives?.....

*Ke ba bakae mo go bone ba e leng losika la gago?*

74(c). How do the tenants pay for water?

*Bahiri ba duela jang bakeng sa metsi*

1. ☐ They receive a separate water bill from the utility.

*A ba amogela tshupamolato o farologaneng go tswa kwa utility*

2. ☐ They pay a fixed rent which includes water.

*Ba duela rente e tlhomamo e tsenyeletsang le metsi*

3. ☐ The owner tells them each month how much to pay.

*Mong ntlo o ba bolelela kgwedi le kgwedi ke bokae bo ba bo dueling.*

4. ☐ Some other way. Please describe: .....

*Ka tsela tse dingwe. Tsweetswee tlhalosa*

75. How many members of your household are employed full-time OUTSIDE the home?  
*Ke palo e kae ya bagolo ba nnang mo ntlong ba ba thapilweng leruri. KWA-NTLE ga legae*

☐ 0                      ☐ 1                      ☐ 2                      ☐ 3                      ☐ 4                      ☐ 5 or more

76. Approximately how much do you earn each month?  
*Ka selekanyo ke bokae letseno le o legolang kgwedi le kgwedi?*

R.....

- |   |   |   |
|---|---|---|
| 01. <input type="checkbox"/> R1 to R199     | 13. <input type="checkbox"/> R2400 to R2599 | 25. <input type="checkbox"/> R8000 to R8999   |
| 02. <input type="checkbox"/> R200 to R399   | 14. <input type="checkbox"/> R2600 to R2799 | 26. <input type="checkbox"/> R9000 to R9999   |
| 03. <input type="checkbox"/> R400 to R599   | 15. <input type="checkbox"/> R2800 to R2999 | 27. <input type="checkbox"/> R10000 to R10999 |
| 04. <input type="checkbox"/> R600 to R799   | 16. <input type="checkbox"/> R3000 to R3199 | 28. <input type="checkbox"/> R11000 to R11999 |
| 05. <input type="checkbox"/> R800 to R999   | 17. <input type="checkbox"/> R3200 to R3399 | 29. <input type="checkbox"/> R12000 to R13999 |
| 06. <input type="checkbox"/> R1000 to R1199 | 18. <input type="checkbox"/> R3400 to R3599 | 30. <input type="checkbox"/> R14000 to R15999 |
| 07. <input type="checkbox"/> R1200 to R1399 | 19. <input type="checkbox"/> R3600 to R3999 | 31. <input type="checkbox"/> R16000 to R17999 |
| 08. <input type="checkbox"/> R1400 to R1599 | 20. <input type="checkbox"/> R4000 to R4499 | 32. <input type="checkbox"/> R18000 to R19999 |
| 09. <input type="checkbox"/> R1600 to R1799 | 21. <input type="checkbox"/> R4500 to R4999 | 33. <input type="checkbox"/> R20000+          |
| 10. <input type="checkbox"/> R1800 to R1999 | 22. <input type="checkbox"/> R5000 to R5999 | 34. <input type="checkbox"/> Refused          |
| 11. <input type="checkbox"/> R2000 to R2199 | 23. <input type="checkbox"/> R6000 to R6999 | 35. <input type="checkbox"/> Don't know       |
| 12. <input type="checkbox"/> R2200 to R2399 | 24. <input type="checkbox"/> R7000 to R7999 |   |

Does anyone else in the household earn a monthly income?  
*Go mongwe ka fa gae yo a amogelang madi kgwedi engwe le nngwe?*  
Approximately how much does person 2 earn?  
*Ka selekanyo ke bokae letseno le o legolang ke motho wa 2?*

R\_\_\_\_\_ or: Category number.....

Does anyone else in the household earn a monthly income?  
*Go mongwe ka fa gae yo a amogelang madi kgwedi engwe le nngwe*  
Approximately how much does person 3 earn?  
*Ka selekanyo ke bokae letseno le o legolang ke motho wa 3?*

R\_\_\_\_\_ or: Category number.....

Does anyone else in the household earn a monthly income?  
*Go mongwe ka fa gae yo a amogelang madi kgwedi engwe le nngwe*  
Approximately how much does person 4 earn?  
*Ka selekanyo ke bokae letseno le o legolang ke motho wa 4?*

R\_\_\_\_\_ or: Category number.....

77. Does your household have any of the following items in working order

*A lapa la gago le na le dilwana tseno tse di latelang tse di dirang:*

Hot running water (geyser).....	0. <input type="checkbox"/> No	1. <input type="checkbox"/> Yes
TV.....	0. <input type="checkbox"/> No	1. <input type="checkbox"/> Yes
DVD player.....	0. <input type="checkbox"/> No	1. <input type="checkbox"/> Yes
Car.....	0. <input type="checkbox"/> No	1. <input type="checkbox"/> Yes
Cellphone.....	0. <input type="checkbox"/> No	1. <input type="checkbox"/> Yes
Fridge.....	0. <input type="checkbox"/> No	1. <input type="checkbox"/> Yes

78. Are you operating any business at your home?

*A o tsamayisa kgwebo epe mo lapeng la gago?*

0. ☐ No

1. ☐ Yes

If yes, please specify (for example: hair salon, car wash etc.)

*Fa e le ee, tsweetswee totobatsa sekai:( kwebo ya go baakanya moriri, go tlhatswa dikoloi)*

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79. The main language of this interview was/ *Le leme la di potsiso ene le*

1. ☐ Setswana

2. ☐ English

[Comments:]