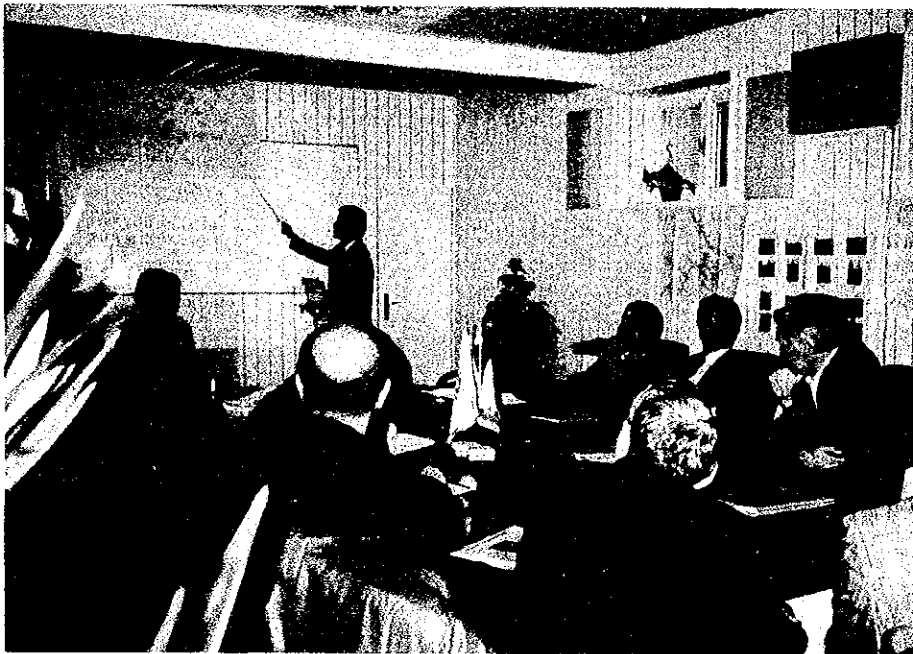


F. USER SURVEYS



APPENDIX F. CHARACTERISTICS OF QUESTIONNAIRE SURVEYS

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APPENDIX F CHARACTERISTICS OF QUESTIONNAIRE SURVEYS

The three types of questionnaire surveys were conducted to domestic users in Sarajevo.

1. Door-to-Door Survey

The research area is the current service area of ViK as depicted in **Figures F.1 and F.2**. The research area consists of 37 zones. **Table F.1** shows connection and billing volume data of those zones. The number of samples planned to be collected was 220, whose composition and distribution are shown in **Table F.2**. Out of the 220 samples, 90 were "individual" who lived in an individual house, and 130 were "social apartment" who lived in a socially-owned apartment. Those samples were selected in proportion to the billing volumes by zone and customer type.

Three local people were hired as interviewers and each interviewer was responsible of approximately one-thirds of 220 samples. Those interviewers were trained, before starting the survey in order to properly convey to the interviewees, the objective of survey and to get reasonable results from interviewees. The supporting letter (**Figure F.3**) was prepared by ViK and given to the interviewers in order to facilitate the survey. The English translation is shown in **Figure F.4**.

The questionnaire sheet (**Figure F.5**) was prepared. The English translation is shown in **Figure F.6**. In order to make the individuals aware and understood of such benefits, the following three examples of benefit were included in the questionnaire sheet and orally explained to the interviewees:

- Preservation and further improvement of environmental condition of Miljacka River
- Maintenance of good relationship with those who live downstream including other European countries
- Being recognized as an responsible European country

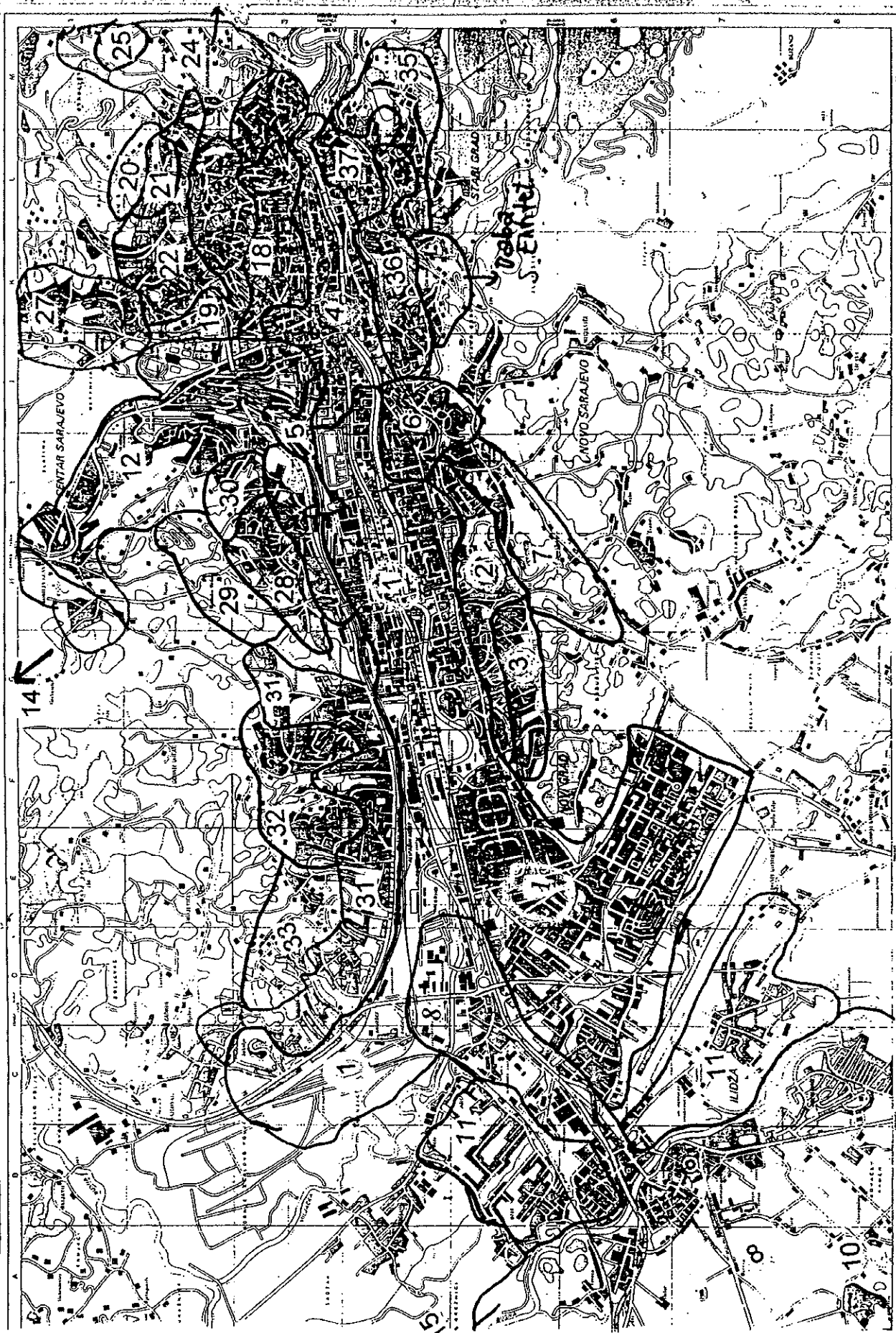


Figure F.1 RESEARCH AREA

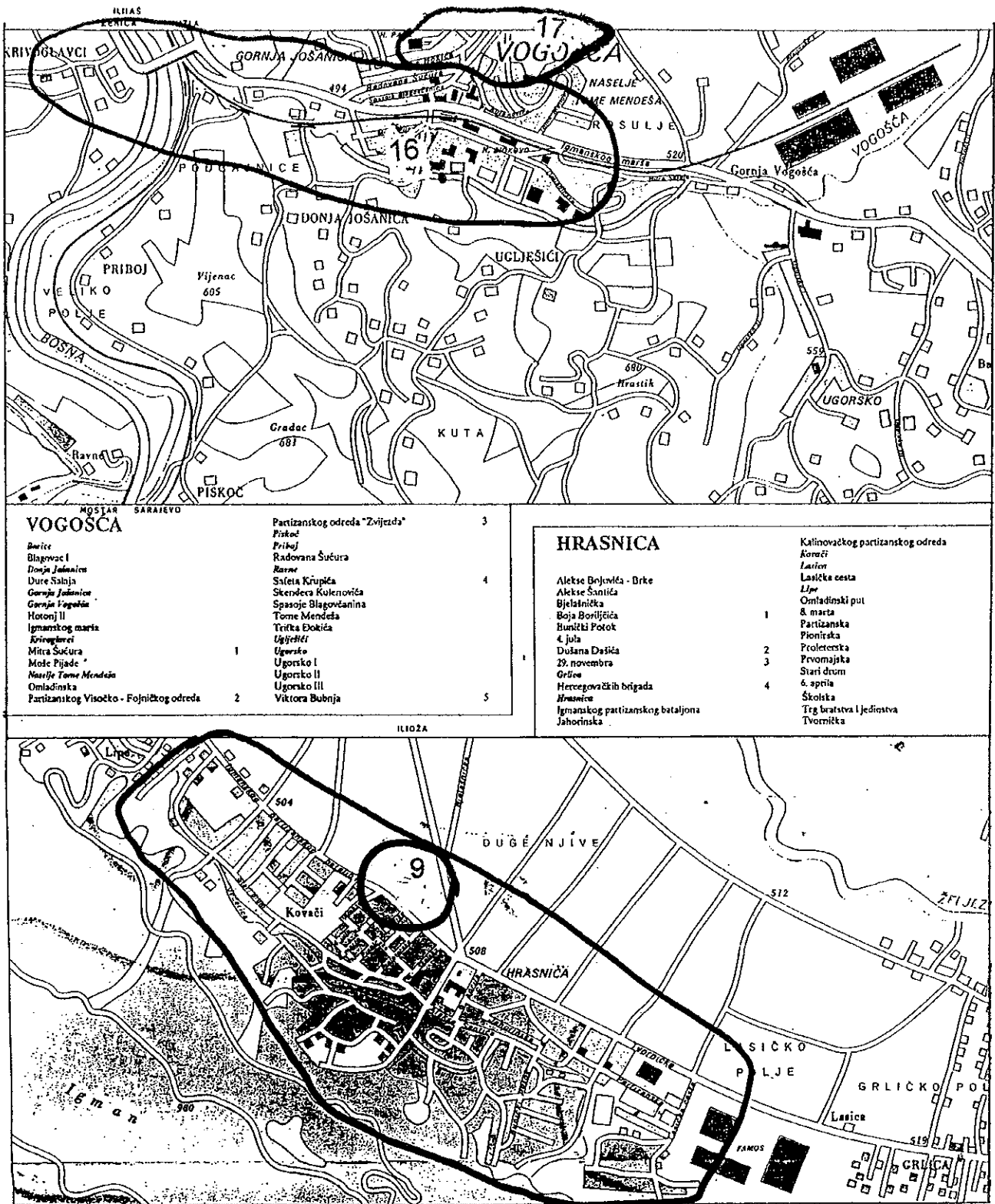


Figure F.2 RESEARCH AREA

Table F-1 Connection and Billing Data by Zone
 Tabela F-1 Priključni i Izračunati podatci po zonama
 Total zones / Ukupne zone

(Data of October 1998)
 (Podatci od Oktobra 1998)

Customer Type	Tip potrosaca	Number of Connection Broj priključaka	(%)	Billing Volume (m3) Izračunata vrijednost(m3)	(%)
Ordinary company	KDS	1,856	5%	335,886	9%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	388	1%	152,518	4%
Small company	MALA PRIVREDA	2,090	6%	48,195	1%
Apartment building	KUCINI SAVJETI	4,859	14%	1,327,800	36%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	26,069	74%	1,861,318	50%
Communal company	KDS-KOMUNALNE POTREBE	86	0%	12,213	0%
SFOR	KATEGORIJA-PLACA SAMO KANALIZACIJU	1	0%	1,580	0%
Total	Ukupno	35,349	100%	3,739,510	100%

Zone 1

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	609	12%	119,153	11%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	109	2%	26,474	3%
Small company	MALA PRIVREDA	677	14%	15,462	1%
Apartment building	KUCINI SAVJETI	1,842	38%	741,110	71%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	1,619	33%	135,263	13%
Communal company	KDS-KOMUNALNE POTREBE	42	1%	7,194	1%
Total		4,898	100%	1,044,656	100%

Zone 2

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	9	1%	162	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	3	0%	2,617	2%
Small company	MALA PRIVREDA	19	2%	1,644	2%
Apartment building	KUCINI SAVJETI	60	5%	13,162	12%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	1,143	93%	88,484	83%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		1,234	100%	106,069	100%

Zone 3

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA		0%		0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	360	100%	24,319	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		360	100%	24,319	100%

Zone 4

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA		0%		0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	2	100%	87	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		2	100%	87	100%

Zone 6

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	622	26%	55,506	23%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	86	4%	13,300	6%
Small company	MALA PRIVREDA	509	21%	11,378	5%
Apartment building	KUCINI SAVJETI	647	27%	118,976	49%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	486	21%	40,682	17%
Communal company	KDS-KOMUNALNE POTREBE	18	1%	1,551	1%
Total		2,368	100%	241,393	100%

Zone 7

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	23	6%	794	2%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	1	0%	19	0%
Small company	MALA PRIVREDA	33	9%	422	1%
Apartment building	KUCINI SAVJETI	102	28%	17,556	54%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	198	55%	13,808	42%
Communal company	KDS-KOMUNALNE POTREBE	1	0%	10	0%
Total		358	100%	32,609	100%

Zone 8

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	1	0%	7	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	3	1%	34	0%
Apartment building	KUCINI SAVJETI	1	0%	106	0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	232	98%	21,213	99%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		237	100%	21,360	100%

Zone 9

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	95	2%	32,072	8%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	17	0%	6,548	2%
Small company	MALA PRIVREDA	100	2%	3,832	1%
Apartment building	KUCINI SAVJETI	179	4%	48,136	13%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	3,839	91%	288,941	76%
Communal company	KDS-KOMUNALNE POTREBE	1	0%	510	0%
Total		4,231	100%	380,039	100%

Zone 10

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	1	50%	179	63%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	1	50%	103	37%
Small company	MALA PRIVREDA		0%		0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA		0%		0%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		2	100%	282	100%

Zone 12

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	1	100%	291	100%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA		0%		0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA		0%		0%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		1	100%	291	100%

Zone 13

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	102	3%	19,919	7%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	8	0%	3,668	1%
Small company	MALA PRIVREDA	168	6%	3,721	1%
Apartment building	KUCINI SAVJETI	279	9%	69,134	26%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	2,399	81%	168,084	63%
Communal company	KDS-KOMUNALNE POTREBE	8	0%	482	0%
SFOR	KATEGORIJA-PLACA SAMO KANALIZACIJU	1	0%	1,580	1%
Total		2,965	100%	266,588	100%

Zone 14

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	100	4%	11,382	5%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	26	1%	4,071	2%
Small company	MALA PRIVREDA	161	7%	2,839	1%
Apartment building	KUCINI SAVJETI	388	16%	88,380	37%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	1,685	71%	129,371	54%
Communal company	KDS-KOMUNALNE POTREBE	5	0%	1,797	1%
Total		2,365	100%	237,840	100%

Zone 15

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA		0%		0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	117	100%	8,966	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		117	100%	8,966	100%

Zone 16

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	1	1%	19	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	2	1%	64	1%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	197	99%	12,012	99%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		200	100%	12,095	100%

Zone 17

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	3	4%	1,153	14%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	1	1%	13	0%
Apartment building	KUCINI SAVJETI	27	40%	4,065	51%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	37	54%	2,757	35%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		68	100%	7,988	100%

Zone 18

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	32	4%	7,520	9%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	18	2%	1,495	2%
Small company	MALA PRIVREDA	74	10%	2,113	2%
Apartment building	KUCINI SAVJETI	218	28%	45,426	52%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	425	55%	29,908	35%
Communal company	KDS-KOMUNALNE POTREBE	3	0%	217	0%
Total		768	100%	86,679	100%

Zone 19

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	117	7%	11,093	6%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	43	2%	4,885	3%
Small company	MALA PRIVREDA	142	8%	2,579	2%
Apartment building	KUCINI SAVJETI	507	29%	60,565	45%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	957	54%	78,988	44%
Communal company	KDS-KOMUNALNE POTREBE	4	0%	109	0%
Total		1,770	100%	178,319	100%

Zone 20

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	42	2%	43,778	16%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	34	2%	65,964	25%
Small company	MALA PRIVREDA	63	4%	1,031	0%
Apartment building	KUCINI SAVJETI	346	19%	66,340	25%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	1,304	73%	89,291	34%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		1,789	100%	266,404	100%

Zone 21

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	1	0%	1	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	14	2%	234	0%
Apartment building	KUCINI SAVJETI	24	3%	3,828	6%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	801	95%	57,361	93%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		840	100%	61,424	100%

Zone 22

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	2	1%	2	0%
Small company	MALA PRIVREDA	1	0%	63	0%
Apartment building	KUCINI SAVJETI	1	0%	33	0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	308	99%	18,896	99%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		312	100%	18,994	100%

Zone 23

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	1	0%	3	0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	418	100%	26,884	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		417	100%	26,887	100%

Zone 24

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	1	1%	13	0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	138	99%	6,122	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		139	100%	6,135	100%

Zone 25

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA		0%		0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	37	100%	2,197	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		37	100%	2,197	100%

Zone 26

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	13	1%	1,723	1%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	15	1%	1,299	1%
Small company	MALA PRIVREDA	14	1%	352	0%
Apartment building	KUCINI SAVJETI	37	2%	3,401	3%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	1,778	95%	108,567	94%
Communal company	KDS-KOMUNALNE POTREBE	1	0%	170	0%
Total		1,858	100%	115,512	100%

Zone 27

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA		0%		0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	42	100%	1,946	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		42	100%	1,946	100%

Zone 28

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA		0%		0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	49	100%	3,152	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		49	100%	3,152	100%

Zone 29

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	1	1%	726	4%
Small company	MALA PRIVREDA	2	1%	77	0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	174	98%	18,040	96%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		177	100%	18,843	100%

Zone 30

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	5	2%	124	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	11	4%	248	1%
Apartment building	KUCINI SAVJETI	17	5%	4,057	15%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	289	89%	21,884	83%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		313	100%	26,313	100%

Zone 31

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	2	0%	607	1%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	2	0%	32	0%
Small company	MALA PRIVREDA	10	1%	162	0%
Apartment building	KUCINI SAVJETI	8	1%	1,098	2%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	840	97%	67,266	97%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		862	100%	69,165	100%

Zone 32

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	8	0%	4,117	3%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	2	0%	648	0%
Small company	MALA PRIVREDA	24	1%	353	0%
Apartment building	KUCINI SAVJETI	2	0%	280	0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	2,020	98%	154,862	97%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		2,056	100%	160,260	100%

Zone 33

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	2	0%	92	0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	527	100%	38,325	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		529	100%	38,417	100%

Zone 34

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	1	0%	35	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	1	0%	15	0%
Apartment building	KUCINI SAVJETI	1	0%	153	1%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	456	98%	25,051	99%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		459	100%	25,254	100%

Zone 38

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	1	1%	4	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	1	1%	15	0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	167	98%	8,847	98%
Communal company	KDS-KOMUNALNE POTREBE	1	1%	124	1%
Total		170	100%	8,990	100%

Zone 39

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	2	1%	34	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	2	1%	29	0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	308	99%	14,112	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		312	100%	14,175	100%

Zone 40

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	2	0%	15	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	1	0%	32	0%
Small company	MALA PRIVREDA	1	0%	20	0%
Apartment building	KUCINI SAVJETI	1	0%	41	0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	508	99%	23,077	100%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		513	100%	23,185	100%

Zone 41

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	5	0%	87	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	7	0%	362	0%
Small company	MALA PRIVREDA	6	0%	150	0%
Apartment building	KUCINI SAVJETI	13	1%	819	1%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	1,569	98%	90,702	98%
Communal company	KDS-KOMUNALNE POTREBE	1	0%	43	0%
Total		1,601	100%	92,163	100%

Zone 42

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	14	2%	447	1%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	10	1%	460	1%
Small company	MALA PRIVREDA	21	3%	334	1%
Apartment building	KUCINI SAVJETI	104	14%	11,155	22%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	615	80%	38,565	76%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		764	100%	50,961	100%

Zone 43

Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
Ordinary company	KDS	44	27%	25,664	43%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	4	2%	19,813	33%
Small company	MALA PRIVREDA	26	16%	803	1%
Apartment building	KUCINI SAVJETI	55	33%	9,979	17%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	36	22%	3,288	6%
Communal company	KDS-KOMUNALNE POTREBE	1	1%	6	0%
Total		166	100%	59,553	100%

Table F-2 Street Survey Sample Distribution Connection

Zone	Apartment Kucni savjeti	Individual Individualci	Total Ukupno
1	50	9	59
2	1	7	8
3	0	2	2
4	9	3	12
5	1	0	1
6	1	1	2
7	0	1	1
8	1	7	8
9	1	7	8
10	1	7	8
11	4	12	16
12	7	9	16
13	0	1	1
14	0	1	1
15	0	2	2
16	3	1	4
17	0	1	1
18	6	6	12
19	4	7	11
20	0	4	4
21	0	1	1
22	0	1	1
23	0	0	0
24	0	8	8
25	0	0	0
26	0	0	0
27	0	1	1
28	0	1	1
29	0	2	2
30	0	2	2
31	0	11	11
32	0	2	2
33	0	2	2
34	0	0	0
35	0	2	2
36	0	7	7
37	1	2	3
Total	90	130	220

Figure F.3 DOMESTIC USER SURVEY SUPPORT LETTER(BOSNIAN)



K.J.K.P. "VODOVOD I KANALIZACIJA" SARAJEVO
Generalni Direktor tel: 447-471 Fax: 440-658 ul. Jaroslava Černija br.8
Tehnički Direktor
Pogon Vodovod 532-430 Sektor za Tehničke poslove i Razvoj 531-655
Pogon Kanalizacija 203-059 Sektor za Ekonomsko-pravne poslove 534-886

Postovani Gosp./Gospodje,

Japanska Internacionalna Kooperaciona Agencija (JICA) sprovodi projekat "Ostvarivost Studija na Uredjaju za preciscavanje otpadnih voda u gradu Sarajevu u Bosni i Hercegovini", sa podrskom Kantonalnog Javnog Preduzeca, "Snabdijevanje vodom i sanacija". Kao dio studija, JICA provodi anketu pitanja s ciljem da prikupi osnovne podatke i forme misljenja stanovanja u Sarajevu.

Rezultat ankete ce se koristiti da bi se saznale karakteristike klijenata ViK i Vasa misljenja i nece biti nikakva vrsta implementacije u vezi sa politikom. Mi takodje garantujemo za cuvanje (tajnovitost) prikupljenih podataka. Vasa ljubazna podrška za odgovor na navedenu anketu bila bi visoko cjenjena.

Period odrzavanja ankete: Mart 9-ti - April 4-ti

Ime osobe koja intervjuira: ZLATKO KOPČIĆ

Iskreno Vas.

Mr. Pilavdzic Fahrudin
Generalni Menadzer,
Kantonalno Javno Komunalno Preduzece,
" Snabdijevanje vode i sanacija"

Figure F.4 DOMESTIC USER SURVEY SUPPORT LETTER (ENGLISH)

Date: March 5, 1999

QUESTIONNAIRE SURVEY SUPPORT

Dear sir/ Madarn,

The Japan International Cooperation Agency (JICA) is carrying out the project, "The Feasibility Study on the Waste Water Treatment Plant of Sarajevo City in Bosnia and Herzegovina" in support of Canton Public Communal Company, "Water Supply and Sanitation." As a part of the study, JICA is conducting questionnaire survey in order to collect the general data and opinions form residence in Sarajevo.

The result of questionnaire is just used to know the characteristics of household and your opinions and there will no policy implementation from that. We also guarantee the secrecy of the data collected. Your kindly support for answering the following questionnaires will be highly appreciated.

Period of Questionnaire survey : March 9th – April 4th

The name of Interviewer : _____

Sincerely yours,

Mr. Pilavdzic FAHRUDIN
General Manager,
Canton Public Communal Company,
"Water Supply and Sanitation"

Figure F.5 DOOR-TO-DOOR SURVEY QUESTIONNAIRE (BOSNIAN)

UPITNIK

REHABILITACIJA UREĐAJA ZA PREČIŠĆAVANJE OTPADNIH VODA U SARAJEVU

ANKETA : VODE I KANALIZACIJE

Japanska međunarodna udružena organizacija provodi ovu anketu, u suradnji sa Vodovodom i Kanalizacijom Sarajeva, u cilju rehabilitacije uređaja za prečišćavanje otpadnih voda, te kako bi poboljšali higijenske uslove grada.

Poslije rata, uređaj za prečišćavanje otpadnih voda grada Sarajeva još uvijek nije doveden u normalno stanje tako da se otpadne vode bez pročišćenja izljevaju u rijeku Miljacku. Miljacka ne teče samo kroz Sarajevo, ova rijeka se također ulijeva u rijeku Bosnu i na kraju u rijeku Dunav. Ako građani Sarajeva zagade Miljacku izljevom kanalizacionih materija bez pročišćenja, to može u velikoj mjeri uticati na životne uslove Sarajlija i ljudi koji žive dole nizvodno uključujući i Europljane.

Ovaj projekat će zasigurno učiniti ljepšim okolinu za sve građane. Ovom anketom vaša kuća je izabrana da predstavlja zajednicu.

Molimo Vas da vaš odgovor štrihirate u () ukoliko nije drugačije navedeno

1. PODACI O STANOVANJU

a. Lokacija stanovanja

a.1 () Zona

b. Tip kuće

b.1 () Vlastita kuća

b.2 () Stan u zajedničkoj zgradi

b.3 () Ostalo

c. Vlasnik

c.1 () Vlastite kuće/stana

c.2 () Iznajmijene kuće/stana

2. GODINE DOMAĆINA KUĆE

()

3. KOJE JE ZANIMANJE ČLANA PORODICE KOJI UNOSI NAJVIŠE PRIHODA U VAŠU KUĆU (IZABERITE JEDAN ILI VIŠE ODGOVORA)

a. () Vlasnik registrovane privatne firme

b. () Radnik registrovane privatne firme

c. () Kratkoročno zaposleni u registriranoj privatnoj firmi (ugovor na manje od 6 mjeseci)

d. () Vlasnik neregistrovane male firme

e. () Samostalno zaposlen (registrovan, pr.doktor,advokat)

f. () Radnik državne firme (uključujući i direktora)

g. () Penzionisano lice, primalac socijalne pomoći

h. () Nezaposlen i ostalo (navedite)

4. DA LI STE IZBJEGLO LICE ILI NE

a. () Da

b. () Ne

5. BROJ UKUĆANA (UPIŠITE BROJ)

()

6. **PROSJEČNA MJESEČNA PRIMANJA VAŠE PORODICE (IZABERITE JEDAN ODGOVOR)**

- a. () 0 do 200 KM
- b. () 201 do 400 KM
- c. () 401 do 600 KM
- d. () 601 do 800 KM
- e. () 801 do 1000 KM
- f. () 1001 do 1200 KM
- g. () 1201 do 1400 KM
- h. () 1401 do 1600 KM
- i. () 1601 do 1800 KM
- j. () 1801 do 2000 KM
- k. () 2001 do 2500 KM
- l. () 2501 do 3000 KM
- m. () 3001 do 3500 KM
- n. () 3501 do 4000 KM
- o. () 4001 do 4500 KM
- p. () 4501 do 5000 KM
- q. () KM 5001 ili više (navedite) KM

7. **NAZNAČITE MJESEČNU CIJENU POTROŠNJE STRUJE, GASA I TELEFONA U VAŠOJ KUĆI (PO JEDNO ŠTRIHIRANJE ZA SVAKI RED) Ako posjedujete mobitel, uključite tu sumu u račun telefona.**

Mjesečni iznos (KM)	A Struja (Zima)	B Struja (Ljeto)	C Gas (Zima)	D Gas (Ljeto)	E Telefon
a 0 - 20					
b 21 - 40					
c 41 - 60					
d 61 - 80					
e 81 - 100					
f 101 - 120					
g 121 - 140					
h 141 - 160					
i 161 - 180					
j 181 - 200					
k 201 - 220					
l 221 - 240					
m 241 - 260					
n 261 - 280					
o 281 - 300					
p 300 ili više					
q Niste priključeni					

8. **SANITARNI UREĐAJI VAŠE KUĆE**

a. **ODVOD FEKALIJA (IZABERITE JEDAN ILI VIŠE ODGOVORA)**

- a.1 () WC je priključen na glavnu kanalizaciju
- a.2 () WC zahtijeva ponekad vakuum servis za odvod
- a.3 () Septički rezervoar
- a.4 () Ostalo (navedite) _____

b. **ODVOD OTPADNIH VODA (IZABERITE JEDAN ILI VIŠE ODGOVORA)**

- b.1 () Septički rezervoar
- b.2 () Javne kanalizacije (odlazi u uređaj za prečišćavanje otpadnih voda)
- b.3 () Kanalizacioni odvod vode na zemlji ili drugdje
- b.4 () Ostalo (navedite)

9. NAVEDITE GLAVNE IZVORE VODE U KUĆI (IZABERITE JEDAN ILI VIŠE ODGOVORA)

- a. () Vodovod i Kanalizacija grada
- b. () Javna slavina
- c. () Privatni vodovodni sistem
- d. () Izvorska voda ili česme
- e. () Bunari, izvan kuće
- f. () Cisterna ili rezervoar vode
- g. () Kišnica
- h. () Ostalo (navedite)

10. PROCIJENITE VAŠU MJESEČNU POTROŠNJU VODE (IZABERITE JEDAN ODGOVOR)

- a. () 1 do 10 m³
- b. () 11 do 20 m³
- c. () 21 do 30 m³
- d. () 31 do 40 m³
- e. () 41 do 50 m³
- f. () 51 do 60 m³
- g. () 61 do 70 m³
- h. () 71 do 80 m³
- i. () 81 do 90 m³
- j. () 91 do 100 m³
- k. () 101 do 150 m³
- l. () 151 do 200 m³
- m. () 201 do 250 m³
- n. () m³ 251 ili više (navedite)
- o. () Nepoznato (pr. živim u stanu)

11. PLAĆATE LI VODU

- a. () Da (idite na pitanje br.12)
- b. () Ne (idite na pitanje br.13)

12. NAVEDITE MJESEČNU CIJENU POTROŠENE VODE U KUĆI (IZABERITE JEDAN ODGOVOR)

- a. () 1 do 5 KM
- b. () 6 do 10 KM
- c. () 11 do 15 KM
- d. () 16 do 20 KM
- e. () 21 do 25 KM
- f. () 26 do 30 KM
- g. () 31 do 35 KM
- h. () 36 do 40 KM
- i. () 41 do 45 KM
- j. () 46 do 50 KM
- k. () 51 do 55 KM
- l. () 56 do 60 KM
- m. () 61 do 70 KM
- n. () 71 do 80 KM
- o. () 81 do 90 KM
- p. () 91 do 100 KM
- q. () KM 101 ili više (navedite) KM

Idite na pitanje 14.

13. RAZLOZI ZBOG KOJIH NE PLAĆATE VODU (izaberite jedan ili više odgovora)

- a. () Nemam para
- b. () Vodomer razbijen
- c. () Ne postoji zakonska kazna u slučaju da ne platim
- d. () Neću biti isključen/na i ako ne platim
- e. () Vjerujem da bi Vlada trebala platiti
- f. () Nema razloga
- g. () Nisam priključen/na na Vodovod i Kanalizaciju
- h. () Ostali razlozi (navedite) _____

14. **NAVEDITE RAZLOGE ZBOG KOJIH SMATRATE DA BI BILO VAŽNO IMATI UREĐAJ ZA PREČIŠĆAVANJE OTPADNIH VODA ZA PRERADIVANJE OTPADNIH VODA**
- a. () Da bi izbjegli ružan miris
 - b. () Da bi izbjegli razmnožavanje komaraca, klica i ostalih zaraza
 - c. () Da bi izbjegli uznemiravanje Europljana koji žive nizvodno od nas , ispuštanjem otpadnih voda bez pročišćavanja
 - d. () Da bi bili prepoznati u svijetu kao članica odgovornih europskih zemalja čuvajući međunarodni standard izljevanja otpadnih voda određenog kvaliteta.
 - e. () Da bi poboljšali poljoprivrednu proizvodnju
 - f. () Da bi očuvali izvore pitke vode
 - g. () Da bi sačuvali dovoljnu količinu vode za industrijske potrebe (prerada otpadaka)
 - h. () Da bi očuvali ekosistem životinja i biljaka
 - i. () Bez nekih važnijih razloga
 - j. () Nije važno
 - k. () Ostali (navedi) _____

15. **PROČITAJTE SLIJEDEĆE REČENICE KOJE GOVORE O KORISTI UREĐAJA ZA PREČIŠĆAVANJA OTPADNIH VODA I ODGOVORITE NA PITANJE**

1. OČUVANJE MILJACKE U DOBROM STANJU I OČUVANJE NJENE OKOLINE TE JOŠ VEĆE POBOLJŠANJE U NAREDNOM VREMENU

Mišljenja smo da kvalitet tekuće vode rijeke Miljacke nije dobar, prouzrokuje ružan miris i loše nehigijensko stanje. Ali ako se popravi uređaj za prečišćavanje otpadnih voda, to će poboljšati stanje i okolinu Miljacke, te najmanje dovesti ovo stanje na predratni nivo.

2. OČUVANJE DOBRIH ODNOSA SA ONIMA KOJI ŽIVE NIZVODNO OD VAS UKLJUČUJUCI EUROPSKE ZEMLJE

Ljudi koji žive nizvodno od ovog grada koriste vodu koja je dio Vaših otpadnih voda, za življenje kao i za piće i pranje suđa. Mnogo više će koštati ove ljude da prerade tj. prečiste tu vodu kada kvalitet Miljacke zaista skroz opadne.

(3) DA BUDETE OZNAČENI KAO ODGOVORNA EUROPSKA ZEMLJA

Imati uređaj za prečišćavanje otpadnih voda prije izljevanja međunarodne rijeke jedan je od najvažnijih kriterija da biste bili danas u svijetu prepoznati kao članica naprednijih europskih zemalja.

U CILJU POPRAVKE UREĐAJA ZA PREČIŠĆAVANJE OTPADNIH VODA I OSTVARENJA GORE NAVEDENIH POTREBA , DA LI BISTE BILI VOLJNI PLATITI NEKI ODREĐENI IZNOS? (IZABERITE JEDAN ODGOVOR)

- a. () DA
- b. () NE

16. **KOLIKA JE MAX.SUMA KOJU BI VAŠA PORODICA MOGLA PLAĆATI MJESEČNO? (IZABERITE JEDAN ODGOVOR)**

- a. () 1 KM
- b. () 2 KM
- c. () 3 KM
- c. () 4 KM
- d. () 5 KM
- e. () 6 KM
- f. () 7 KM
- g. () 8 KM
- h. () 9 KM
- i. () 10 KM
- j. () KM Ostalo (navedite)

17. **SPOL OSOBE KOJA JE ISPUNILA UPITNIK**

- a. () Muško
- b. () Žensko

18. **BROJ GODINA OSOBE KOJA JE ISPUNILA UPITNIK**

()

Figure F.6 DOOR-TO-DOOR SURVEY QUESTIONNAIRE (ENGLISH)

Questionnaire

REHABILITATION OF THE WASTEWATER TREATMENT PLANT OF SARAJEVO

WATER AND SEWERS SURVEY

The Japan International Cooperation Agency is carrying out this survey, in cooperation with Vodovod i Kanalizacija, Sarajevo in order to rehabilitate the wastewater treatment plant and improve the sanitary conditions of the city.

After the war, the Sarajevo WWTP has not yet been restored, thus, wastewater is discharged without treatment, into Miljacka River. Miljacka river not only runs through Sarajevo, but also flows into Bosna River and finally Danube River. If Sarajevo citizen contaminates Miljacka river by discharge of sewage without treatment, it may affect the living condition of Sarajevo people and those who live along the downstream including European nations.

This project will surely result in the better environment for the habitants. Your home has been selected to represent community in this survey. We will not ask your names, but just data and general opinions. There will be no policy implementation from questionnaire and we also guarantee the secrecy of the data collected.

Please CHECK your answer in () unless specified.

1. HOUSING DATA

a. Housing Location

a.1 () Zone

a.2 () Area / District

b. Housing Type

b.1 () Independent house

b.2 () Flat of housing complex

b.3 () Other

c. Owner

c.1 () Own Housing

c.2 () Rent Housing

2. AGE OF THE HEAD OF THE HOUSE (YEARS)

()

3. WHAT IS THE OCCUPATION THAT GENERATES MOST INCOME TO THE HOUSE? (CHOOSE ONE OR MORE)

a. () Registered private business owner

b. () Employee of a registered private company

c. () Short term employee of a registered private company (contract is less than 6 month)

d. () Owner of unregistered small business

e. () Self employed (registered, ex. lawyer or doctor)

f. () Government officer, public worker (including director)

g. () Retired, pensioner

h. () Non or other

4. REFUGE OR NOT

a. () Yes

b. () No

5. NUMBER OF PERSONS THAT LIVE AT THE HOUSE (DESCRIBE THE NUMBER)

()

6. MONTHLY ESTIMATED FAMILY INCOME (CHOOSE ONE)

a. () 0 through 200 KM

b. () 201 through 400 KM

c. () 401 through 600 KM

d. () 601 through 800 KM

e. () 801 through 1000 KM

f. () 1001 through 1200 KM

- g. () 1201 through 1400 KM
- h. () 1401 through 1600 KM
- i. () 1601 through 1800 KM
- j. () 1801 through 2000 KM
- k. () 2001 through 2500 KM
- l. () 2501 through 3000 KM
- m. () 3001 through 3500 KM
- n. () 3501 through 4000 KM
- o. () 4001 through 4500 KM
- p. () 4501 through 5000 KM
- q. () 5001 or more (specify) KM

7. INDICATE MONTHLY COST OF ELECTRICITY, GAS, TELEPHONE CONSUMED AT HOME (CHECK ONE FOR EACH ROW) If you have mobile phones, include it in Telephone

Monthly Cost	A Electricity (Winter)	B Electricity (Summer)	C Gas (Winter)	D Gas (Summer)	E Telephone
a 0 – 20 KM					
b 21 – 40 KM					
c 41 – 60 KM					
d 61 – 80 KM					
e 81 – 100 KM					
f 101 – 120 KM					
g 121 – 140 KM					
h 141 – 160 KM					
i 161 – 180 KM					
j 181 – 200 KM					
k 201 – 220 KM					
l 221 – 240 KM					
m 241 – 260 KM					
n 261 – 280 KM					
o 281 – 300 KM					
p 300 or more					
q Not connected					

8. SANITARY FACILITIES OF THE HOUSE

a. Disposal of Excrement (CHOOSE ONE OR MORE)

- a.1 () Toilet connected to public sewers
- a.2 () Toilet which needs periodical vacuum service
- a.3 () Septic tank
- a.4 () Other (specify) _____

b. Disposal of wastewater (CHOOSE ONE OR MORE)

- b.1 () Septic Tank
- b.2 () Public Sewers (goes to WWTP)
- b.3 () Sewing Water on the ground or other
- b.4 () Other (specify) _____

9. INDICATE THE WATER SOURCES USED IN THE HOUSE (CHOOSE ONE OR MORE)

- a. () Domestic ViK service
- b. () Public tap
- c. () Private Water System Service
- d. () Spring Water or fountain
- e. () Wells, outside of the house

- f. () Truck or Water Tank
 g. () Rain Water
 h. () Other (specify) _____

10. **ESTIMATED MONTHLY CONSUMPTION OF WATER AT THE HOUSE (CHOOSE ONE) (m3)**

- a. () 1 through 10 m3
 b. () 11 through 20 m3
 c. () 21 through 30 m3
 d. () 31 through 40 m3
 e. () 41 through 50 m3
 f. () 51 through 60 m3
 g. () 61 through 70 m3
 h. () 71 through 80 m3
 i. () 81 through 90 m3
 j. () 91 through 100 m3
 k. () 101 through 150 m3
 l. () 151 through 200 m3
 m. () 201 through 250 m3
 n. (m3) 251 or more(specify)
 o. () Unknown (ex. Living in Flat)

11. **DO YOU PAY FOR WATER**

- a. () Yes (go to question no.12)
 b. () No (go to question no.13)

12. **INDICATE MONTHLY COST OF WATER CONSUMED AT HOME (CHOOSE ONE)**

- a. () 1 through 5 KM
 b. () 6 through 10 KM
 c. () 11 through 15 KM
 d. () 16 through 20 KM
 e. () 21 through 25 KM
 f. () 26 through 30 KM
 g. () 31 through 35 KM
 h. () 36 through 40 KM
 i. () 41 through 45 KM
 j. () 46 through 50 KM
 k. () 51 through 55 KM
 l. () 56 through 60 KM
 m. () 61 through 70 KM
 n. () 71 through 80 KM
 o. () 81 through 90 KM
 p. () 91 through 100 KM
 q. (KM) 101 or more(specify)

Go to question 14.

13. **THE REASONS YOU DO NOT PAY FOR WATER (CHOOSE ONE OR MORE)**

- a. () No money
 b. () Meter is broken
 c. () No regal action even not to pay
 d. () No disconnection even not to pay
 e. () Believing that Government should pay
 f. () No reason
 g. () Not connected to ViK service
 h. () Other (specify) _____

14. **INDICATE THE REASONS WHY YOU CONSIDER IT TO BE IMPORTANT TO HAVE WWTP TO PURIFY WASTEWATER (CHOOSE ONE OR MORE)**

- a. () To avoid bad odors
 b. () To avoid the proliferation of mosquitoes, Germs and other plagues
 c. () To avoid disturbing downstream European nations by discharging wastewater without treatment

- d. () To be recognized as a member of responsible European nations by keeping the international standard of wastewater discharging quality
- e. () To improve agricultural production
- f. () To maintain drinkable water sources
- g. () To maintain sufficient water for the industrial use (recycle)
- h. () To conserve the ecosystem of animals and plants
- i. () There are no reason of importance
- j. () Not important
- k. () Other (specify) _____

15. READ THE FOLLOWING SENTENCE THAT DESCRIBE THE BENEFITS OF WWTP AND ANSWER THE QUESTION

(1) PRESERVE THE ENVIRONMENTAL CONDITION OF MILJACKA AND FURTHER IMPROVEMENT

It is considered that the current water quality of Miljacka river is not favorable, generating odor and unsanitary condition. Also, If we continue to discharge the wastewater without treatment, we will have worse condition of Miljacka. But if the WWTP is repaired, it will improve the environment of Miljacka at least to the Pre-war level.

(2) MAINTENANCE OF GOOD RELATIONSHIP WITH THOSE WHO LIVING DOWNSTREAM INCLUDING EUROPEAN COUNTRIES.

People living downstream are using the water that is a part of your wastewater for their livings, such as drinking and washing dishes. It will cost more for the people in downstream to purify when the water quality of Miljacka goes bad. WWTP will prevent the potential future problems

(3) TO BE RECOGNIZED AS AN RESPONSIBLE EUROPEAN COUNTRIES

It is one of the important criteria to have WWTP before discharging the international river in order to be recognized as a member of advanced European countries.

IN ORDER TO FIX WWTP AND ACHIEVE THE ABOVE-MENTIONED PURPOSE, WILL IT BE POSSIBLE TO CONTRIBUTE SOME AMOUNT? (CHOOSE ONE)

- a. () YES
- b. () NO

16. HOW MUCH IS THE MAXIMUM YOUR FAMILY CAN CONTRIBUTE PER MONTH? (CHOOSE ONE)

- a. () 1 KM
- b. () 2 KM
- c. () 3 KM
- c. () 4 KM
- d. () 5 KM
- e. () 6 KM
- f. () 7 KM
- g. () 8 KM
- h. () 9 KM
- i. () 10 KM
- j. () KM) Others (specify)

17. GENDER OF THE PERSON SURVEYED

- a. () Male
- b. () Female

18. AGE OF THE PERSON SURVEYED

()

OBSERVATIONS OF THE PERSON SURVEYED

2. Street Survey

In the street survey, 510 passers-by at 6 major flourishing spots in Sarajevo were interviewed. The target composition of age and gender of the interviewees had been predetermined based on available demographic data as follows:

	Age 15 - 30	Age 31 - 59	Age 60 -	Total
Male	70	135	45	250
Female	70	135	45	250
Total	140	270	90	500

Included in the questionnaire sheet (**Figure F.7**) were the same three benefits explained in the door-to-door survey. Also information of other utility services and things of daily necessity were shown together with photographs of contamination scenes of Miljacka River. The English translation is shown in **Figure F.8**. The interviewees were asked their willingness to pay after being orally and visually explained the information by the interviewers.

Figure F.7 STREET SURVEY QUESTIONNAIRE (BOSNIAN)

JAPANSKA INTERNACIONALNA KOPERACIONA AGENCIJA (JICA)

Javni odnos anketirnja za Uredaj za prečišćavanje otpadnih voda

KORIST

- (1) OČUVANJE PRIRODNE OKOLINE MILJACKE
- (2) DOBRI ODNOSI SA ZEMLJAMA KOJE SU NIZVODNO
- (3) DA BUDE PRIZNATA KAO JEDNA ODGOVORNA EVROPSKA ZEMLJA

Prosječni mjesečni važni trošak ukućana	
Struja	21-40 KM
Gas (zimi)	81-100 KM
Voda & Kanalizacija	21-25 KM



Trošak za stvari & Usluge		Jedinična cijena
Izračunati mjesečni trošak		
Cigarete	30-90KM	1-3KM/pakovanje
Kafa	30-60KM	1KM/šolja
Novine	30KM	1KM/komad
Benzin	30-100KM	1.3KM/litar

KOLIKI JE MAXIMUM KOJI VAŠA FAMILIJA MOŽE DATI MJESEČNO?

0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, više ()KM



Figure F.8 STREET SURVEY QUESTIONNAIRE (ENGLISH)

JAPAN INTERNATIONAL COOPERATION AGENCY (JICA)
Public Attitude Survey for WWTP

BENEFITS OF WWTP

- (1) PRESERVE THE ENVIRONMENTAL CONDITION OF MILJACKA
- (2) GOOD RELATIONSHIP WITH THE COUNTRIES IN DOWN STREEM
- (3) TO BE RECOGNIZED AS AN RESPONSIBLE EUROPEAN COUNTRIES

Monthly Average Utility Cost of Household	
Electricity	21-40 KM
Gas (winter)	81-100 KM
Water & wastewater	21-25 KM



Cost of goods and services	
Estimated average monthly outlay	Unit price
Cigarette	30-90KM 1-3KM/pack
Coffee	30-60KM 1KM/cap
Newspaper	30KM 1KM/issue
Gasoline	30-100KM 1.3KM/litre

HOW MUCH IS THE MAXIMUM YOUR FAMILY CAN CONTRIBUTE PER MONTH?
0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, more ()KM

3. Industrial, Commercial, and Institutional User Survey

Table F.3 presents major non-domestic users of ViK water on the basis of three months consumption as of February 1999. After screening overlap of identical capital companies and military institutions, a group of principal non-domestic users of ViK water were selected as candidate for survey sample. Furthermore, a non-user of ViK water who is, however, a big user of ViK sewerage services was added.

The supporting letter (**Figure F.9**) was prepared by ViK and given to the interviewer in order to facilitate the survey. The English translation is shown in **Figure F.10**. The questionnaire sheet (**Figure F.11**) was prepared and faxed to the persons most suitable to be asked in each sample companies. Those persons' responsibilities varied from general management to specific area such as R&D, financing, and purchasing. The English translation of the questionnaire is shown in **Figure F.12**. In order to give understandable knowledge on the contribution for wastewater treatment cost, the situation in major German cities were investigated and presented in the questionnaire sheet.

Table F.3 MAJOR NON-DOMESTIC USERS OF VIK WATER

(Estimation as of February 1999)

#	Classification Klasifikacija	Name Ime	Street Ulica	3 Month- Billing (m3)
1	Manufactory	Manufactory of socks "Kljuc"	Pruscakova	700
2	Building	UPI service for obligingness	Zelenih Beretki	1,800
3	Building	RBiH service for ZP Main courth 1	Senoina	3,500
4	Building	Sarajevo prison	Branilaca Sarajeva	2,500
5	Building	Republic council of syndicate	Obala Kulina Bana	1,000
6	Building	Service for Parlament works	Vrbanja	500
7	Hotel	HOLIDAY INN	MARIJIN DVOR	4,500
8	Hotel	HOLIDAY INN	MARIJIN DVOR	400
9	Company	Automechanic DD Sarajevo	Hamdije Cemerlica	1,500
10	Company	ENERGOINVEST - DIREKCIJA	HAMIDIJE CEMERLICA	2,300
11	University	Veterinary university	Zmaj od Bosne	4,000
12	Building	Electroprivreda BiH	Vilsonovo setaliste	1,000
13	Sports club	Zeljeznicar SD	Zvornicka	900
14	Manufactory	DP "KLAS"	Paromlinska	1,500
15	Private trade market	MERKUR TP shop Trznic	Gradacacka	1,500
16	Public service	JKP RAD	Paromlinska	1,800
17	Public service	JKP RAD	Paromlinska	1,000
18	Civil-engineering Com	ZGP "Holding" DOO	Fetaha Becirbegovica	550
19	Civil-engineering Com	UNIONINVEST TTO	Dzemala Bijedica	1,250
20	Civil-engineering Com	PUT	Dzemala Bijedica	1,300
21	Building	PTT Telegraf Telefon	Bulevar Mese Selimovica	1,200
22	Public Comp.	Aerodrome Sarajevo	Aleja Bosne Srebrene	3,300
23	Building	Ministry of internal affairs-Sarajevo	Dobojska	3,100
24	Building	Custom zone-Sarajevo	Aleja Bosne Srebrene	1,300
25	Building	Custom zone-Sarajevo	Aleja Bosne Srebrene	300
26	Manufactory	SP UNIONINVEST DP UNIKLIMA	Dzemala Bijedica	1,000
27	Manufactory	DP "KLAS"-Big bakery	Paromlinska	2,700
28	Building	Army of RBiH- barracks "Jajce"	Bijela Dzamija	2,600
29	Building	Army of RBiH- barracks "Nedzar"	Nedzarici	9,500
30	Building	Barracks "Safet zajko" and L base	Brace Halilovica	5,200
31	Manufactory	DP SPRIND	Rajlovac	1,000
32	Building	VP5677 barracks "Enver Sehovic"	ST.-road-Semizovac	4,750
33	Building	VP5677 barracks "Enver Sehovic"	ST.-road-Semizovac	4,500
34	Building	MUP Sarajevo Canton	Nahorevska	400
35	Building	State Hospital Sarajevo	Kranjcevic	20,000
36	Building	Army of RBiH-barracks "r.Salcin"	Safeta Hadzica	2,700
37	Building	VJ 5670 Barracks Butla	Bijnik	2,000
38	Building	ComandoBR: MULTINAC.SARAJ:	Kranjcevic	2,500
39	Manufactory	Bosnalijek (bosna medicament)-DD Sar.	Jukiceva	2,600
40	Building	SFOR-Parlament	Bistrik	950
41	Company	UNIS-ENERGOTEHNIKA	Fra-Andzela Zvizdica	2,100
42	University	Medicine University	Cekalusa	180
43	University	Medicine University	Cekalusa	400
44	Clinic	UMC Gynecology Clinic	Bolnicka	4,000
45	Clinic	UMC Clinic for skin illness	Bolnicka	400
46	Building	"KCU" Sarajevo-Technical service	Bolnicka	20,000
47	Clinic	UMC Kosevo-orthopedy clinic	Asima Ferhatovica	2,200
48	Clinic	UMC Kosevo-orthopedy clinic	Asima Ferhatovica	290
49	Building	SFOR-Multinacional brigade	Patriotske Lige	2,900
50	Building	SFOR-Multinacional brigade	Patriotske Lige	3,650
51	Obligigness building	DP KONIS Hygiene	Halida Kajtaza	300

52		ZBH Direction-Section STD-Sar.	Stanicni Trg	1,500
53		ZTO-STD-inhabitants	Stanicni Trg	3,200
54	Manufactory	DD Milkos Milk fabric	Pofalicka	350
55		DD "MILCO*S"	Pofalicka	3,300
56		DD"MILKOS"	Pofalicka	450
57	Manufactory	DD Tobacco fabric	Pofalicka	6,500
58		ZBH Direction-Freight Station	Put zivota	500
59	Company	ENERGOINVEST DD VMC	Lozionicka	1,400
60	Manufactory	KLAS Zitopromet DD	Paromlinska	2,000
61	Industry	Air Holding	Adema Buce	500
62	Industry	Air Holding	Adema Buce	6,000
63	Building for services	Oslobodjenje (Newspapper)	Stupsko brdo	4,500
64	Public Comp.	JP RTV BiH(Radio-television)	Bulevar Mese Selimovica	9,000
65	Building	Skenderija Center	Skenderija	700
66	Building	Skenderija Center	Terazija	6,500
67	Public Comp.	JKP Tram traffic	Velika Drveta	8,000
68	Manufactory	ZICA DP	Dzemala Bijedica	800
69	Manufactory	ENERGOINVEST DD armatures	Dzemala Bijedica	200
70	Manufactory	ENERGOINVEST armatures Livnica	Dzemala Bijedica	2,500
71	Company	ENERGOINVEST OOUR IMRK	Dzemala Bijedica	200
72	Company	ENERGOINVEST HOLDING "D.T.V."	Dzemala Bijedica	2,500
73		MESSER Sarajevo gas	Dzemala Bijedica	300
74	Manufactory	UPI DD ZORA-sweetness fabric	Dzemala Bijedica	2,000
75		Electrotransmission Trafo station	Blazuj	400
76		Electrotransmission Trafo station	Blazuj	500
77		ZBH Direction-Technical transport Sarajevo	Muhameda Ef. Pandze	250
78		ZBH Direction-Technical transport Sarajevo	Muhameda Ef. Pandze	500
79		UPI Agroculture Butmir	Bare	400
80		UPI Agroculture Butmir	Bare	2,000
81		VRANIV OOUR "2TMZ"	Stup	1,000
82		SIPAD Standard	Stup	1,500
83		MESSER Sarajevo gas	Rajlovac	100
84		MESSER Sarajevo gas	Rajlovac	300
85		ENERGOINVEST DD VMC	Kolodvorska	230
86		ASTRO DD Sarajevo	Dzemala Bijedica	2,000
87		ALHOS DD export-import(socks)	Tesanjska	2,500
88	Manufactory	BITUMENKA DP(juice)	Bulevar Mese Selimovica	2,000
89		"KCU" Sarajevo-Technical service	Bolnicka	16,000
90	Company	ENERGOINVEST ETAS-Valves	Kolodvorska	400
91	Company	ENERGOINVEST ETAS-Valves	Kolodvorska	250
92	Building	IFOR-France comande	Bulevar Mese Selimovica	250
93	Building	VP 5021-Comande and corpus	Adema Buce	600
94	Building	UMC MC Institute for transport of organs	Cekalusa	180
95	Clinic	UMC Clinic for chest illness	Bardakcije	250
96	Manufactory	DD Tobacco fabric	Pofalicka	70
97		"KCU" Sarajevo-Technical service	Bolnicka	1,000
98		"KCU" Sarajevo-Technical service	Bolnicka	1,300
Total				238,400

Figure F.9 INDUSTRIAL USER SURVEY SUPPORT LETTER (BOSNIAN)



KANTONALNO JAVNO KOMUNALNO PREDUZEĆE
"VODOVOD I KANALIZACIJA" SARAJEVO
PREDUZEĆE ZA PROIZVODNJU I DISTRIBUCIJU VODE, ODVOĐENJE I TRETMAN OTPADNIH VODA
Sjedište: ul. Jaroslava Džernija br. 8, tel: 531-655, 447-741; fax: 440-658

Datum: Juni 18-ti, 1999

PODRSKA ANKETNOG UPITA

Postovani Gosp./Gospodje,

U skladu sa Sporazumom izmedju Ministarstva Inostranih Poslova, Federalnog Ministarstva Poljoprivrede, Vodovoda I Sumarstva, Kantonalnog Ministarstva urbanog I stanbenog planiranja u Sarajevu I Japanske Internacionalne Kooperacione Agencije, mi radimo na "Ostvarivost Studije na Uredjaju za Preciscavanje otpadnih voda u gradu Sarajevu, Bosni I Hercegovini".

Kao dio studije, Japanska Internacionalna Kooperaciona Agencija (JICA) provodi anketu upita da bi prikupila glavne podatke I misljenja od institucija ili kompanija u Sarajevu. Vi ste izabrani kao jedan od nasih glavnih institucionalnih ili kompanijskih korisnika. Bili bi vam veoma zahvalni ako bi ste mogli prihvatiti neke intervjuje od JICA Agencije, koji bi Vas posjetili u Junu I Julu ove godine I postavili pitanja kao sto je vec gore naglaseno.

Mi vam sigurno garantujemo za tajnost prikupljenih podataka, I nece biti nikakva politicka implementacija napravljena od rezultata ove ankete. Zbog toga, molimo Vas budite ljubazni da odgovorite na nasa pitanja koliko god je u vasoj mogucnosti.

Iskreno Vas,

Mr. Pilavdzic Fahrudin
Generalni Menadzer,
Kantonalno Javno Komunalno Preduzece
"Vodovod I Kanalizacija"

Figure F.10 INDUSTRIAL USER SURVEY SUPPORT LETTER (ENGLISH)

SUPPORT LETTER FOR QUESTIONNAIRE SURVEY

June 18, 1999

Dear sir/ Madam,

According to the Agreement upon between the Ministry of Foreign Affairs, Federal Ministry of Agriculture, Water Management and Forestry, Cantonal Ministry of Urban Planning, Housing and Utilities in Sarajevo and the Japan International Cooperation Agency, we are working on "the Feasibility Study on the Waste Water Treatment Plant of Sarajevo City in Bosnia and Herzegovina."

As a part of the study, The Japan International Cooperation Agency (JICA) is carrying out a questionnaire survey in order to collect the general data and opinions from institutions or companies in Sarajevo. You are selected as one of our major institutional or company customers. It would be highly appreciated if you accept some interviewers from JICA who will visit you in June and July this year and ask questions as per attached.

We assure the secrecy of the data collected and there will be no policy implementation from the result of questionnaire survey. Therefore, please be kindly requested to answer the questionnaire to the maximum extent you could.

Sincerely yours,

Mr. Pilavdzic Fahrudin
General Manager,
Canton Public Communal Company,
"Water Supply and Sanitation"

Figure F.11 INDUSTRIAL USER SURVEY QUESTIONNAIRE (BOSNIAN)

UPITNIK

REHABILITACIJA UREDJAJA ZA PRECISCAVANJE OTPADNIH VODA U SARAJEVU

ANKETA : VODE I KANALIZACIJE

Japanska medunarodna udruzena organizacija provodi ovu anketu, u suradnji sa Vodovodom i Kanalizacijom Sarajeva, u cilju rehabilitacije uređaja za preciscavanje otpadnih voda, te kako bi poboljsali higijenske uslove grada.

Poslije rata, uređaj za preciscavanje otpadnih voda grada Sarajeva jos uvijek nije doveden u normalno stanje tako da se otpadne vode bez prociscenja izljevaju u rijeku Miljacku. Miljacka ne tece samo kroz Sarajevo, ova rijeka se takodjer ulijeva u rijeku Bosnu i na kraju u rijeku Dunav. Ako gradjani Sarajeva zagade Miljacku izljevom kanalizacionih materija bez prociscenja, to moze u velikoj mjeri uticati na zivotne uslove Sarajlija i ljudi koji zive dolje nizvodno ukljucujuci i Europljane.

Ovaj projekat ce zasigurno uciniti ljepsim okolinu za sve gradjane. Ovom anketom vasa kuca je izabrana da predstavlja zajednicu.

Molimo Vas da vas odgovor strihirate u () ukoliko nije drugacije navedeno

1. **IME ORGANIZACIJE (SPECIFICIRATI)**
()
2. **STATUS OSOBE KOJA SE INTERVJUIRA U KOMPANIJI ILI INSTITUCIJI (SPECIFICIRATI)**
()
3. **NAZNACITE TIPOVE POSLA U VASOJ KOMPANIJI ILI INSTITUCIJI (IZABRATI JEDAN ILI VIŠE)**
 - a. () Industrija(ex.metal)
 - b. () Industrija(ex. cipele)
 - c. () Industrija hrane(ex.duhan,mlijeko,psenica,pivo)
 - d. () Siroka potrosnja(ex.struja,gas telefon)
 - e. () Transport(ex.tramvaj,autobus,voz)
 - f. () Izgradnja(ex.cestezgrade,inzinjering)
 - g. () Bolnice
 - h. () Usluge(ex.hoteli,ciscenje cesta,opravke auta)
 - i. () Obrazovanje(ex.fakulteti)
 - j. () Ostalo (specificirati)_____
4. **BROJ ZAPOSLENIH U VASOJ KOMPANIJI ILI INSTITUCIJI**
()

5. NAVEDITE GLAVNE IZVORE VODE I GLAVNE KORISNIKE KOJI KORISTE VODU U KOMPANIJI ILI INSTITUCIJI (IZABERITE JEDAN ILI VISE)

Izvori

	A. Servis javnog snabdijevanja vodom	B. Privatno snabdijevanje vodom	C. Vrelo(izvori)	D. Bunari ili CISTERNA	E. Kisnica	F. Ostalo (specificirati)
a. Perace masine						
b. Hladjenje masinerije						
c. Proizvodnja proizvoda						
d. Kuhanje&pranje posudja(kuhinja)						
e. Proizvodnja hrane(fabrika)						
f. Postrojenje za vodu						
g. Ciscenje zgrada						
h. Ostalo (specificirati)						

6. NAZNACITE GODISNJU ILI MJESECNU POTROSNJU VODE U VASOJ KOMPANIJI ILI INSTITUCIJI (SPECIFICIRAJTE)

- a. () m3) Godisnje
b. () m3) Mjesecno

7. NAZNACITE METODE ODVODJENJA OTPADNIH VODA IZ VASE KOMPANIJE ILI INSTITUCIJE (IZABERITE JEDAN ILI VISE)

- a. () Ispraznjivanje u javne odvodne kanale nakon osnovnog tretmana
b. () Ispraznjivanje u javne odvodne kanale poslije filtriranja i izbijanja cestica na površinu
c. () Ispraznjivanje u javne odvodne kanale bez ikakvog tretmana
d. () Ispraznjivanje u rijeku nakon primarnog tretmana
e. () Ispraznjivanje u rijeku bez ikakvog tretmana
f. () Septicke jame
g. () Ostalo (specificirati) _____

8. NAVEDITE RAZLOGE ZASTO SMATRATE DA JE VAZNO IMATI WWTP ZA PRECISCAVANJE OTPADNIH VODA (NAVEDITE JEDAN OD RAZLOGA)

- a. () Da bi izbjegli ruzan miris
b. () Da bi izbjegli razmnozavanje komaraca, klica i ostalih zaraza
c. () Da bi izbjegli uznemiravanje Europljana koji zive nizvodno od nas , ispuštanjem otpadnih voda bez preciscavanja
d. () Da bi bili prepoznati u svijetu kao clanica odgovornih europskih zemalja uzivavajući medjunarodni standard izljevanja otpadnih voda odredenog kvaliteta.
e. () Da bi poboljsali poljoprivrednu proizvodnju
f. () Da bi ocuvali izvore pitke vode
g. () Da bi sacuvali dovoljnu kolicinu vode za industrijske potrebe (prerada otpadaka)
h. () Da bi ocuvali ekosistem zivotinja i biljaka
i. () Da bi se izbjegli buduci troskovi zastite okoline
j. () Bez nekih vaznijih razloga

- k. () Nije vazno
l. () Ostali (navedi) _____

9. NAZNACITE GODISNJE PRIHODE VASE KOMPANIJE ILI INSTITUCIJE (SPECIFICIRATI JEDAN)
a. () KM) Godisnje
b. () KM) Mjesecno
10. NAZNACITE GODISNJI ILI MJESECNi TROSAK VODE (SPECIFICIRATI JEDAN)
a. () KM) Godisnje
b. () KM) Mjesecno
11. NAZNACITE GODISNJI ILI MJESECNi TROSAK STRUJE(SPECIFICIRATI JEDAN)
a. () KM) Godisnje
b. () KM) Mjesecno
12. NAZNACITE GODISNJI ILI MJESECNi TROSAK GASA(SPECIFICIRATI)
a. () KM) Godisnje
b. () KM) Mjesecno
13. NAZNACITE GODISNJI ILI MJESECNiTROSAK TELEFONA(SPECIFICIRATI)
a. () KM) Godisnje
b. () KM) Mjesecno

14. PROCITAJTE SLIJEDECE RECENICE KOJE GOVORE O KORISTI UREDJAJA ZA PRECISCAVANJA OTPADNIH VODA I ODGOVORITE NA PITANJE

1. OCUVANJE MILJACKE U DOBROM STANJU I OCUVANJE NJENE OKOLINE TE JOS VECE POBOLJSANJE U NAREDNOM VREMENU

Misljenja smo da kvalitet tekuće vode rijeke Miljacke nije dobar, prouzrokuje ružan miris i loše higijensko stanje. Ali ako se popravi uređaj za preciscavanje otpadnih voda, to će poboljšati stanje i okolinu Miljacke, te najmanje dovesti ovo stanje na predratni nivo.

2. OCUVANJE DOBRIH ODNOSA SA ONIMA KOJI ZIVE NIZVODNO OD VAS UKLJUCUJUCI EUROPSKE ZEMLJE

Ljudi koji žive nizvodno od ovog grada koriste vodu koja je dio Vasih otpadnih voda, za zivljenje kao i za pice i pranje sudja. Mnogo više će kostati ove ljude da prerade tj. preciste tu vodu kada kvalitet Miljacke zaista skroz opadne.

3. DA BUDETE OZNACENI KAO ODGOVORNA EUROPSKA ZEMLJA

Imati uređaj za preciscavanje otpadnih voda prije izljevanja medjunarodne rijeke jedan je od najvaznijih kriterija da biste bili danas u svijetu prepoznati kao članica naprednijih europskih zemalja.

4. REDUKCIJA BUDUCIH TROSKOVA ZASTITE OKOLINE

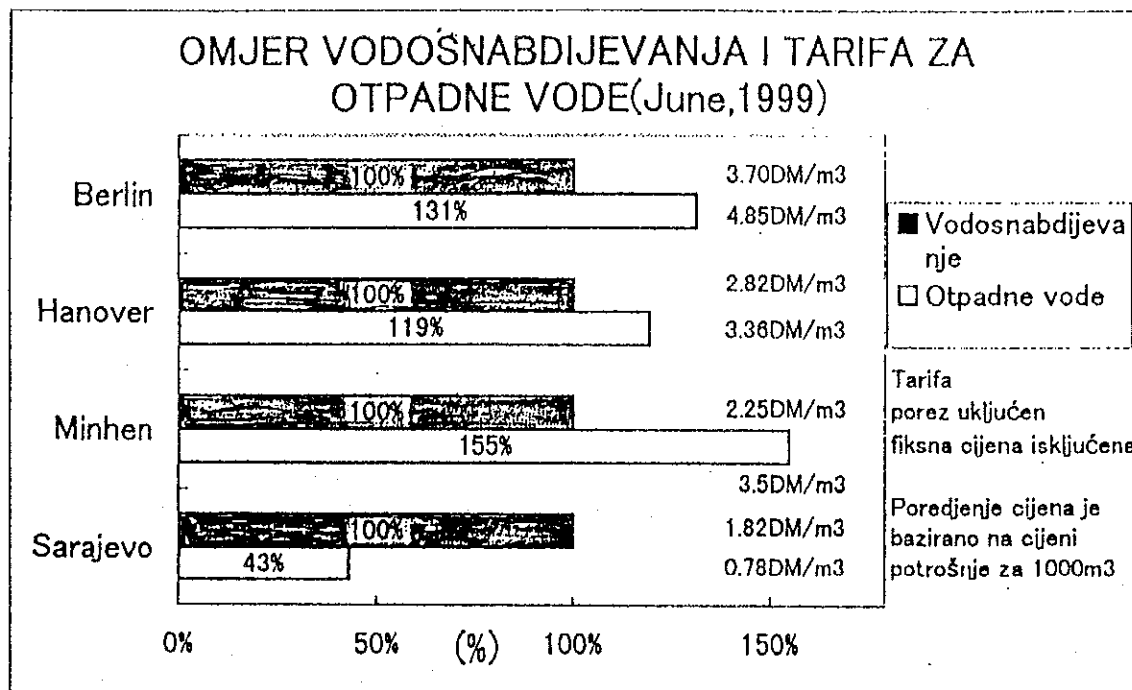
Očekuje se da će troškovi okoline, koji bi mogli biti pokriveni porezom okoline, će porasti u budućnosti ako otpadne vode budu ispuštane bez tretmana. Svakako je jeftinije za vas da imate WWTP i sacuvati okolis prije nego što bude gore.

U CILJU POPRAVKE UREDJAJA ZA PRECISCAVANJE OTPADNIH VODA I OSTVARENJA GORE NAVEDENIH POTREBA, DA LI BISTE BILI VOLJNI PLATITI NEKI ODREDJENI IZNOS? (IZABERITE JEDAN ODGOVOR)

- a. () DA
b. () NE

15. PROCITAJTE SLIJEDECE RECENICE I ODGOVORITE NA PITANJA

Poredjci sa kompanijama Vodovoda i Kanalizacije u drugim Evropskim zemljama, ViK tarifna rata otpadnih voda je relativno mala (pogledaj na donjoj tabeli). U sadasnjoj situaciji rata otpadnih voda i voda u ukupnoj tarifi je 43% naspram 100%.



U CILJU POPRAVLJANJA UREDJAJA ZA PRECISCAVANJE OTPADNIH VODA I IZVRSENJA GORE NAVEDENE SVRHE U PITANJU 14, NAZNACITE KOJI JE MAXZIMALNI DODATNI PROCENAT TARIFNE RATE OTPADNIH VODA (U SADASNJOJ SITUACIJI 43%) U GORNJOJ TABELI KOJI VASA KOMPANIJA ILI INSTITUCIJA MOZE PRIHVATITI MJESECNO? (SPECIFICIRAJ)

- a. () 10%
- b. () 20%
- c. () 30%
- d. () 40%
- e. () 50%
- f. () 60%
- g. () 70%
- h. () 80%
- i. () 90%
- j. () 100%
- k. () 110%
- l. () 120%

IZJAVA(OPAZAJ) ANKETIRANE OSOBE

Figure F.12 INDUSTRIAL USER SURVEY QUESTIONNAIRE (ENGLISH)

Questionnaire

REHABILITATION OF THE WASTEWATER TREATMENT PLANT OF SARAJEVO

WATER AND SEWERS SURVEY

The Japan International Cooperation Agency is carrying out this survey, in cooperation with Vodovod i Kanalizacija, Sarajevo in order to rehabilitate the wastewater treatment plant and improve the sanitary conditions of the city.

After the war, the Sarajevo WWTP has not yet been restored, thus, wastewater is discharged without treatment, into Miljacka River. Miljacka River not only runs through Sarajevo, but also flows into Bosna River and finally Danube River. If Sarajevo citizen pollute Miljacka river by discharge of sewage without treatment, it may affect the living condition of Sarajevo people and those who live along the downstream including European nations.

This project will surely result in the better environment for the habitants. Your company has been selected to represent community in this survey. There will be no policy implementation from questionnaire and we also guarantee the secrecy of the data collected.

Please CHECK your answer in () unless specified.

1. **NAME OF THE COMPANY OR INSTITUTION (SPECIFY)**
()
2. **INTERVIEWEE'S RESPONSIBILITY IN THE COMPANY OR INSTITUTION (SPECIFY)**
()
3. **INDICATE TYPES OF YOUR COMPANY'S OR INSTITUTION'S WORK (CHOOSE ONE OR MORE)**
 - a. () Industry (e.g. metal)
 - b. () Industry (e.g. shoes)
 - c. () Food Industry (e.g. tobacco, milk, corn, beer)
 - d. () Utility (e.g. electricity, gas, telephone)
 - e. () Transportation (e.g. tram, bus, train)
 - f. () Construction (e.g. road, building, engineering)
 - g. () Hospital
 - h. () Service (e.g. hotel, road cleaning, car repair)
 - i. () Education (e.g. university)
 - j. () Other (specify) _____
4. **INDICATE THE NUMBER OF EMPLOYEES IN YOUR COMPANY OR INSTITUTION**
()

5. INDICATE THE WATER SOURCES AND MAIN USAGE USED IN YOUR COMPANY OR INSTITUTION (CHOOSE ONE OR MORE)

Usage	Source					
	Public Water Supply Service (ViK)	Private Water System Service	Wells	Water Truck or Tank	Rain Water	Other (specify)
Washing machinery						
Cooling of machinery						
Producing goods						
Cooking & dish washing (kitchen)						
Producing food (factory)						
Watering plant						
Cleaning Buildings						
Other (specify)						

6. INDICATE ANNUAL OR MONTHLY CONSUMPTION OF WATER AT YOUR COMPANY OR INSTITUTION (SPECIFY)

- a. (m3) Annually
 b. (m3) Monthly

7. INDICATE DISPOSAL METHOD OF WASTEWATER FROM YOUR COMPANY OR INSTITUTION (CHOOSE ONE OR MORE)

- a. () Discharge into public sewers after primary treatment
 b. () Discharge into public sewers after screening and scum trap
 c. () Discharge into public sewers without any treatment
 d. () Discharge into river after treatment
 e. () Discharge into river without any treatment
 f. () Septic Tank
 g. () Other (specify) _____

8. INDICATE THE REASONS WHY YOU CONSIDER IT IS IMPORTANT TO HAVE WWTP TO PURIFY WASTEWATER (CHOOSE ONE OR MORE)

- a. () To avoid bad odors
 b. () To avoid the proliferation of mosquitoes, Germs and other plagues
 c. () To avoid disturbing downstream European nations by discharging wastewater without treatment
 d. () To be recognized as a member of responsible European nations by complying with the international standard of wastewater discharging quality
 e. () To improve agricultural production
 f. () To maintain drinkable water sources
 g. () To maintain sufficient water for the industrial use (recycle)
 h. () To conserve the ecosystem of animals and plants
 i. () To avoid future environmental cost
 j. () There is no reason of importance
 k. () Not important
 l. () Other (specify) _____

9. INDICATE ANNUAL REVENUE OF YOUR COMPANY OR INSTITUTION (SPECIFY ONE)

- a. (KM) Annually
b. (KM) Monthly
10. INDICATE ANNUAL OR MONTHLY COST OF WATER. (SPECIFY ONE)
a. (KM) Annually
b. (KM) Monthly
11. INDICATE ANNUAL OR MONTHLY COST OF ELECTRICITY(SPECIFY ONE)
a. (KM) Annually
b. (KM) Monthly
12. INDICATE ANNUAL OR MONTHLY COST OF GAS (SPECIFY)
a. (KM) Annually
b. (KM) Monthly
13. INDICATE ANNUAL OR MONTHLY COST OF TELEPHONE (SPECIFY)
a. (KM) Annually
b. (KM) Monthly
14. READ THE FOLLOWING SENTENCE THAT DESCRIBE THE BENEFITS OF WWTP AND ANSWER THE QUESTION

(1) PRESERVE THE ENVIRONMENTAL CONDITION OF MILJACKA AND FURTHER IMPROVEMENT

It is considered that the current water quality of Miljacka river is not favorable, generating odor and unsanitary condition. Also, If we continue to discharge the wastewater without treatment, we will have worse condition of Miljacka. The WWTP will help to improve the environment of Miljacka at least to the Pre-war level.

(2) MAINTENANCE OF GOOD RELATIONSHIP WITH THOSE WHO LIVING DOWNSTREAM INCLUDING EUROPEAN COUNTRIES.

People living downstream are using the water that is a part of your wastewater for their livings, such as drinking and washing dishes. It will cost more for the people in downstream to purify when the water quality of Miljacka deteriorate. WWTP will prevent the potential future conflicts with downstream.

(3) TO BE RECOGNIZED AS AN RESPONSIBLE EUROPEAN STANDARD COMPANY OR INSTITUTION

It is one of the important criteria to have WWTP before discharging to an international river in order to be recognized as a responsible organization in developed European countries.

(4) REDUCTION OF FUTURE ENVIRONMENTAL COST

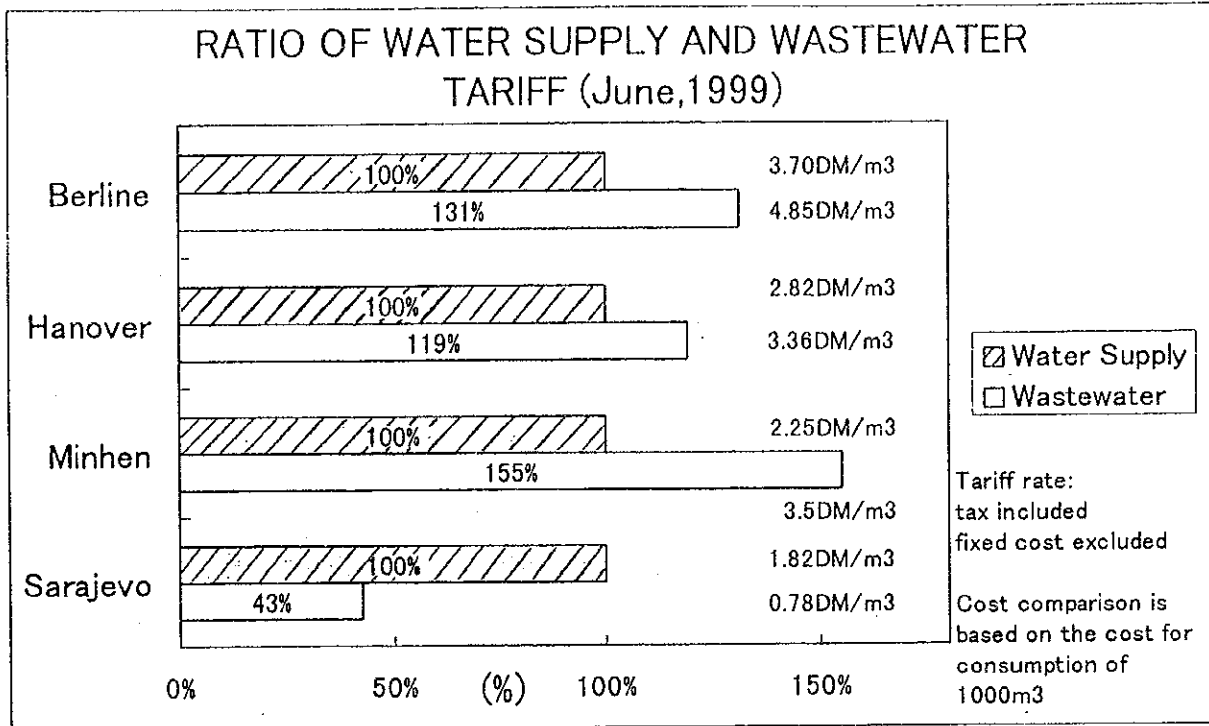
It is expected that the environmental cost, which might be covered by environmental tax, will increase in future if wastewater would be continuously discharged without treatment. It is certainly cheaper for you to have WWTP and preserve the environment in early stage before it gets worse.

IN ORDER TO FIX WWTP AND ACHIEVE THE ABOVE-MENTIONED PURPOSE, WILL IT BE POSSIBLE TO CONTRIBUTE SOME AMOUNT? (CHOOSE ONE)

- a. () YES
b. () NO

15. READ THE FOLLOWING SENTENCE AND ANSWER THE QUESTION

Comparing to the water supply and wastewater companies in other European cities, ViK's tariff rate of wastewater is relatively small (See the table below). Currently the ratio of sewerage and water against total tariff is 43 to 100.



IN ORDER TO FIX WWTP AND ACHIEVE THE ABOVE-MENTIONED PURPOSE IN QUESTION 14, WHAT IS THE MAXIMUM ADDITIONAL PERCENT OF WASTEWATER TARIFF RATE (CURRENTLY 43%) IN THE ABOVE TABLE YOUR COMPANY OR INSTITUTION CAN ACCEPT PER MONTH? (SPECIFY)

- a. () 10%
- b. () 20%
- c. () 30%
- d. () 40%
- e. () 50%
- f. () 60%
- g. () 70%
- h. () 80%
- i. () 90%
- j. () 100%
- k. () 110%
- l. () 120%

Average 42%

