F. USER SURVEYS



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APPENDIX F CHARACTERISTICS OF QUESTIONNAIRE SURVEYS

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

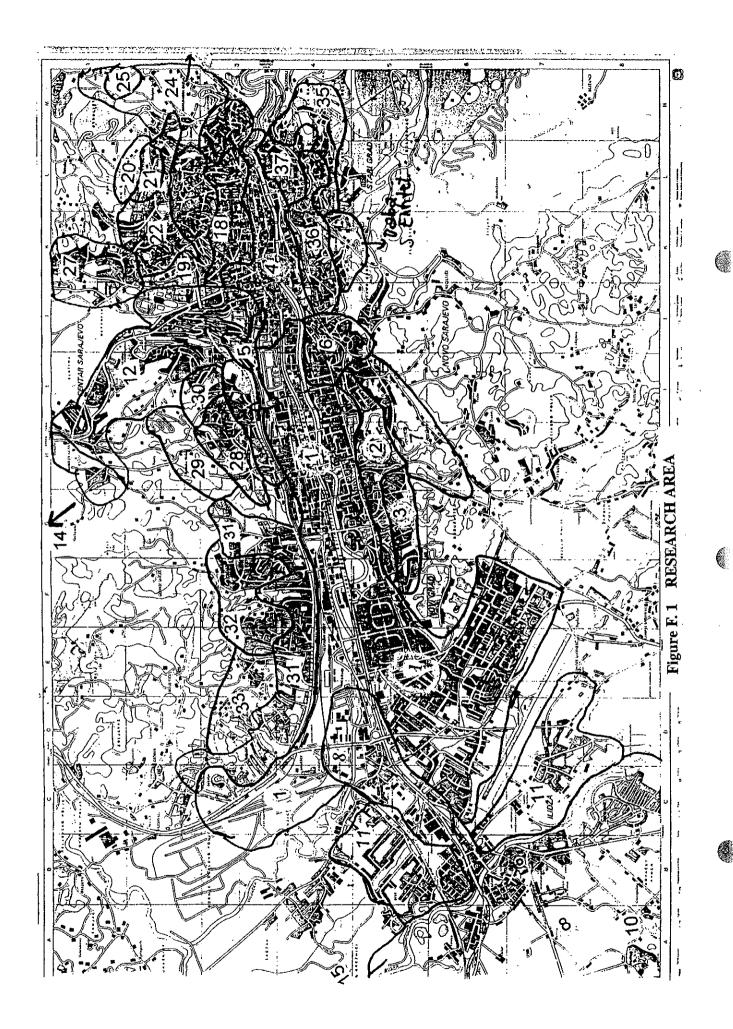
1. Door-to-Door Survey

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



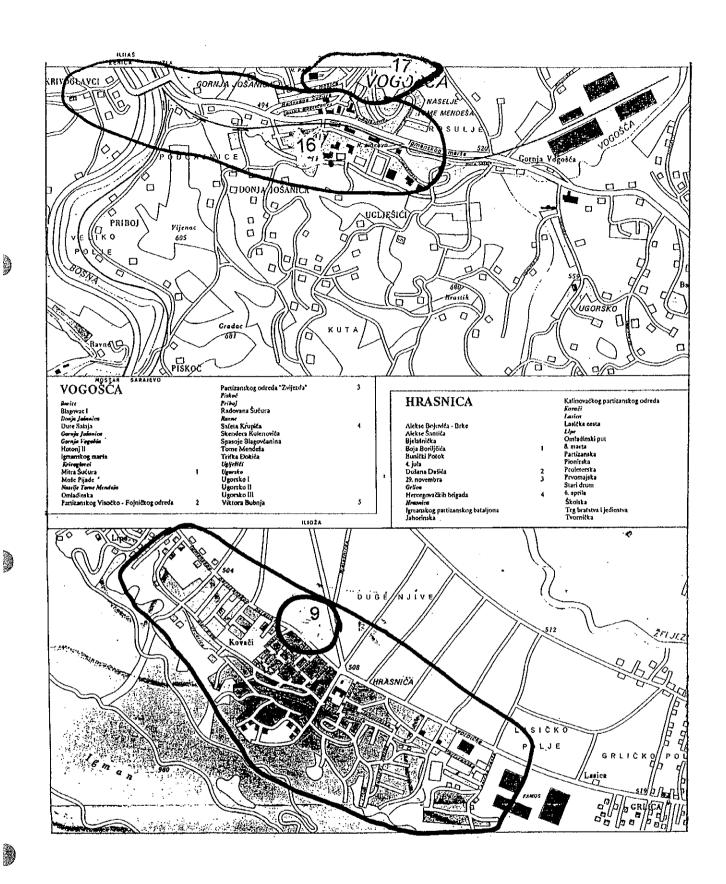


Figure F. 2 RESEARCH AREA

able F-1 Connection and Billing abela F-1 Prikljuci i izracunati p		(Data of Octo (Podatci od 0			
otal zones / Ukupne zone	Tienel	Number of	(%)	Billing	10/1
Sustomer Type	Tip potrosaca		170)		(%)
. 1		Connection		Volume (m3)	
"		Broj	1	Izracunata	
		prikljucaka		vrijednost(m3)	L
	KDS	1,856	5%	335,886	99
ompany charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	388	1%	152,518	49
	MALA PRIVREDA	2,090	6%	48,195	19
	KUCINI SAVJETI	4,859	14%	1,327,800	369
	INDIVUALNI POTROSACI - SA KNJIZICAMA	26,069	74%	1,861,318	
		86	0%	12,213	09
	KDS-KOMUNALNE POTREBE	00			
FOR	KATEGORIJA PLAĆA SAMO KANALIZACIJU	. 1	0%	1,580	07
olal	Ukupno	35,349	100%	3,739,510	1009
Cone 1					
Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
	V00	609	12%		
· · · · · · · · · · · · · · · · · · ·	KDS		_	119,153	
3	KDS SA CIJENOM DOMACINSTVA	109	2%	26,474	39
Small company	MALA PRIVREDA	677	14%	15,462	19
partment building	KUCINI SAVJETI	1,842	38%	741,110	719
ndividual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	1,619	33%	135,263	13
Communal company	KOS-KOMUNALNE POTREBE	42	1%	7,194	19
Total		4,898		1 044 656	
U(di		4,030	100,0	1,071,000	100
Protection Common Type	·	Number of	(%)	Bilting	(%)
Customer Type	·	Connection	(79)	Volume (m3)	(70)
Ordinary company	KDS	9	1%	162	09
	KDS SA CIJENOM DOMACINSTVA	3	0%	2,617	2
	MALA PRIVREDA	19	2%	1,644	29
			_		
Apartment building	KUCINI SAVJETI	60	5%	13,162	12
ndividual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	1,143	93%	88,484	83
Communal company	KOS-KOMUNALNE POTREBE		0%		O'
otal		1,234	100%	106,069	100
?aaa ?					
Zone 3 Customer Type		Number of	(%)	Billing	(%
i i		Connection	(19)	Volume (m3)	l '"
Ordinary company	KDS		0%		0
Juliary Company .					
			0%	<u> </u>	0
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA				
Company charged at domestic rate Small company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA		0%		0
Company charged at domestic rate Small company Apartment building	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	360	0% 0%	24 210	0
Company charged at domestic rate Small company Apartment building Individual house	KDS SA CIJENOM DOMAĆINSTVA MALA PRIVREDA KUĆINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	360	0% 0% 100%	24,319	0° 100°
Company charged at domestic rate Small company Apartment building Individual house Communal company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI		0% 0% 100% 0%		0° 0° 100°
Company charged at domestic rate Small company Apartment building Individual house	KDS SA CIJENOM DOMAĆINSTVA MALA PRIVREDA KUĆINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA		0% 0% 100%	24,319 24,319	0
Company charged at domestic rate Small company Apartment building individual house Communal company Total Zone 4	KDS SA CIJENOM DOMAĆINSTVA MALA PRIVREDA KUĆINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	360	0% 0% 100% 0% 100%	24,319	0 100 0 100
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Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 4 Customer Type Ordinary company	KDS SA CIJENDM DOMAČINSTVA MALA PRIVREDA KUČINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE	360 Number of	0% 0% 100% 100% (%)	24,319 Billing	0 100 0 100 (%
Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 4 Customer Type Ordinary company Company company	KDS SA CIJENDM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS KDS KDS KDS KDS KDS KDS KD	360 Number of	0% 0% 100% 100% (%)	24,319 Billing Volume (m3)	0 100 100 100
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Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 4 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building	KDS SA CIJENDM DOMACINSTVA MALA PRIVREDA KUĆINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS KDS KDS KDS KDS KDS KDS KD	360 Number of Connection	0% 0% 100% 100% (%) 0% 0%	24,319 Billing Volume (m3)	0 0 100 0 100 (%
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Company charged at domestic rate Small company Company Continent building Individual house Communal company Cone 4 Customer Type Company charged at domestic rate Small company Company charged at domestic rate Cone 6 Customer Type Company charged at domestic rate Small company Company charged at domestic rate Small company Company charged at domestic rate Communal company Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE	360 Number of Connection 2 2 2 Number of Connection 6223 63 509 647 486 18 2,368 Number of Connection 1 33 102 198 11 358	0% 0% 0% 100% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Billing Volume (m3) Billing Volume (m3) 87 87 87 887 89 Volume (m3) 11,378 40,682 1,551 241,393 Billing Volume (m3) 794 422 17,556 13,806 Billing Volume (m3) 794 422 17,556 13,806 Billing Volume (m3) 21,213	(9) (9) (9) (1) (1) (1) (1) (1) (1) (1) (1) (1) (1

Zana A					
Zone 9 Customer Type		Number of	(%)	Billing	(%)
2001011101 1364	, , ,	Connection	` '	Volume (m3)	`
Ordinary company	KDS	95	2%	32,072	8%
Company charged at domestic rate	KDS \$A 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	(%)	Dilling	(%)
		Connection		Volume (m3)	
Ordinary company	KOS	1		179	63%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	1	50%	103	37%
Small company	MÁLA PRIVREDA		0%		0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROŠACI - SA KNJIZICAMA		0%		0%
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total		2	100%	282	100%
710					
Zone 12	·	Number of	(%)	Billing	(%)
Customer Type			(70)	Votume (m3)	(70)
	1400	Connection	40007		1000/
Ordinary company	KOS	1	100%	291	100%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA		0%	L	0%
Apartment building	KUCINI SAVJETI		0%		0%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA		0%		0%
Communal company	KOS-KOMUNALNE POTREBE		0%		0%
Total		1	100%	291	100%
·					
Zone 13	¥	70	(0/)	Ditter	(9/)
Customer Type		Number of	(%)	Billing	(%)
		Connection		Volume (m3)	707
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 KNJIŽIČAMA	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%
	KATEGORIJA PŁACA SAMO KANALIZACIJU	1 2,965	0% 100%		
SFOR Total	KATEGORIJA PLACA SAMO KANALIZACIJU	2,965		1,580	
SFOR Total Zone 14	KATEGORIJA PŁACA SAMO KANALIZACIJU		100%	1,580 266,588	100%
SFOR Total	KATEGORIJA-PŁACA SAMO KANALIZACIJU	Number of		1,580 266,588 Billing	
SFOR Total Zone 14 Customer Type		Number of Connection	100%	1,580 266,588 Billing Volume (m3)	100%
SFOR Total Zone 14 Customer Type Ordinary company	KOS	Number of Connection 100	100% (%) 4%	1,580 266,588 Billing Volume (m3) 11,382	100% (%) 5%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate	KOS KOS SA CIJENOM DOMACINSTVA	Number of Connection 100 26	(%) 4% 1%	1,580 266,588 Billing Volume (m3) 11,382 4,071	(%) 5% 2%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA	Number of Connection 100 26 161	(%) 4% 1% 7%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839	(%) 5% 2%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	Number of Connection 100 26 161 388	(%) 4% 1% 7% 16%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380	(%) 5% 2% 1% 37%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACĪ - SA KNJIZICAMA	Number of Connection 100 26 161 388 1,685	(%) 4% 1% 7% 16% 71%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371	100% (%) 5% 2% 1% 37% 54%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	Number of Connection 100 26 161 388 1,685	100% (%) 4% 1% 7% 16% 71%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797	100% (%) 5% 2% 1% 37% 54% 1%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACĪ - SA KNJIZICAMA	Number of Connection 100 26 161 388 1,685	(%) 4% 1% 7% 16% 71%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371	100% (%) 5% 2% 1% 37% 54% 1%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACĪ - SA KNJIZICAMA	Number of Connection 100 26 161 388 1,685	100% (%) 4% 1% 7% 16% 71%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797	100% (%) 5% 2% 1% 37% 54% 1%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACĪ - SA KNJIZICAMA	Number of Connection 100 26 161 388 1,685	100% (%) 4% 1% 7% 16% 71% 0%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797	100% (%) 5% 2% 1% 37% 54% 1% 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACĪ - SA KNJIZICAMA	Number of Connection 100 26 161 388 1,685 5 2,365	100% (%) 4% 1% 7% 16% 71% 0% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840	100% (%) 5% 2% 1% 37% 54% 1%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACĪ - SA KNJIZICAMA	Number of Connection 100 26 161 388 1,885 5 2,365	100% (%) 4% 1% 7% 16% 71% 0% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840	100% (%) 5% 2% 1% 37% 54% 1% 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCHI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE	Number of Connection 100 26 161 388 1,885 5 2,365	100% (%) 4% 1% 7% 16% 71% 0% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3)	100% (%) 5% 2% 1% 37% 54% 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCHI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE	Number of Connection 100 26 161 388 1,885 5 2,365	100% (%) 4% 1% 7% 16% 7196 00% (%) 0% 0%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 86,380 129,371 1,797 237,840 Billing Volume (m3)	100% (%) 5% 2% 1% 37% 54% 100% (%) 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate	KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KŪCINI SĀVJĒTI	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection	100% (%) 4% 1% 7% 16% 7196 00% (%) 00%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3)	100% (%) 5% 2% 19% 37% 54% 100% (%) (%) 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KDS KDS KDS SA CIJENOM DOMACINSTVA	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection	100% (%) 4% 1% 7% 16% 7196 00% (%) 0% 0%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3)	100% (%) 5% 2% 19% 37% 54% 100% (%) 0% 0% 0% 0% 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building	KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KŪCINI SĀVJĒTI	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117	100% (%) 4% 1% 7% 16% 71% 0% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3)	100% (%) 5% 2% 11% 137% 54% 100% (%) 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Company charged at domestic rate Small company Apartment building Individual house	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KŪCINI SAVJĒTI INDIVUALNI POTROSACI - SA KNJIZICAMA	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117	100% (%) 4% 1% 7% 16% 71% 0% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3)	100% (%) 5% 2% 19% 37% 54% 100% (%) 0% 0% 0% 0% 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KŪCINI SAVJĒTI INDIVUALNI POTROSACI - SA KNJIZICAMA	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117	100% (%) 4% 1% 7% 16% 71% 0% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3)	100% (%) 5% 2% 11% 137% 54% 100% (%) 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KŪCINI SAVJĒTI INDIVUALNI POTROSACI - SA KNJIZICAMA	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117	100% (%) 4% 1% 7% 16% 71% 0% 0% 0% 0% 0% 100%	1,580 266,598 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3)	100% (%) 5% 2% 1% 37% 54% (%) 100% (%) 0% 0% 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KŪCINI SAVJĒTI INDIVUALNI POTROSACI - SA KNJIZICAMA	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117	100% 4% 4% 1% 7% 16% 719 100% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966	100% (%) 5% 2% 1% 37% 54% 100% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KŪCINI SĀVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KŪS-KOMUNALNĒ POTRĒBĒ	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117	100% (%) 4% 19% 7% 16% 71% 0% 100% (%) 0% 0% 0% 0% 0% (%)	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966	100% (%) 5% 2% 19% 37% 100% (%) 0% 0% 0% 100% (%) 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĖDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĖ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĖDA KŪCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBĖ	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117	100% 4% 1% 7% 16% 0% 100% (%) 100% (%) 100% (%) 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 8,966 Billing Volume (m3)	100% (%) 5% 2% 19% 37% 100% (%) 100% (%) 100% (%) 0% 0% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Ordinary company Company charged at domestic rate	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBĒ KOS KOS SA CJENOM DOMACINSTVA MALA PRIVRĒDA KŪCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KOS-KOMUNALNE POTRĒBĒ	Number of Connection 100 26 161 388 1,885 5 2,365 Number of Connection 117 117 117 117	100% (%) 49% 19% 79% 16% 09% 100% (%) 09% 09% 09% 100% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 Billing Volume (m3)	100% (%) 5% 2% 1% 1% 100% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Individual house Communal company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Communal company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KDS-KOMUNALNE POTREBE KDS-KOMUNALNE POTREBE	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117	100% (%) 4% 1% 7% 7% 0% 1100% (%) 100% (%) 0% 0% 0% 100% (%) 100%	1,580 266,598 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 Byling Volume (m3) 19	100% (%) 5% 2% 1% 1% 100% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Ordinary company Company charged at domestic rate	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNĒ POTRĒBĒ KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SĀVJĒTI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNĒ POTRĒBĒ KDS KDS SA CIJENOM DOMACINSTVA KUS KOMUNALNĒ POTRĒBĒ KDS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SĀVJĒTI	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117 117 117 2 1 1 1 1 1 1 1 1 1 1 1 1 1	100% (%) 4% 19% 19% 79% 169% 719% 09% 09% 09% 09% 09% 100% (%) 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 Billing Volume (m3)	100% (%) 5% 2% 1% 11% 100% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Individual house Communal company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Communal company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KDS-KOMUNALNE POTREBE KDS-KOMUNALNE POTREBE	Number of Connection 100 26 161 388 1,885 5 2,365 Number of Connection 117 117 117 117	100% (%) 4% 4% 1% 7% 16% 71% 0% 100% (%) 0% 0% 0% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 8,966 Bulling Volume (m3) 19 412,012	100% (%) 5% 2% 37% 10% 54% 100% (%) 0% 0% 100% (%) 100% (%) 0% 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNĒ POTRĒBĒ KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SĀVJĒTI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNĒ POTRĒBĒ KDS KDS SA CIJENOM DOMACINSTVA KUS KOMUNALNĒ POTRĒBĒ KDS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SĀVJĒTI	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117 117 117 2 2 197	100% (%) 4% 1% 7% 7% 7% 100% (%) 100% (%) 100% (%) 100% (%) 100% (%) 100% 100% 100% 100% 100% 100% 100% 10	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 8,966 Byling Volume (m3) 11,012	100% (%) 5% 2% 19% 100% (%) 0% 0% 0% 100% (%) 0% 100% (%) 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Zone 16 Customer Type Ordinary company Total Zone 16 Customer Type Ordinary company Total Zone 16 Customer Type Ordinary company Total Zone 16 Customer Type Ordinary company Apartment building Individual house	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTRĒBĒ	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117 117 117 2 2 197	100% (%) 4% 4% 1% 7% 16% 71% 0% 100% (%) 0% 0% 0% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 8,966 Byling Volume (m3) 11,012	100% (%) 5% 2% 19% 100% (%) 0% 0% 0% 100% (%) 0% 100% (%) 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Individual house Communal company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTRĒBĒ	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117 117 117 2 2 197	100% (%) 4% 1% 7% 7% 7% 100% (%) 100% (%) 100% (%) 100% (%) 100% (%) 100% 100% 100% 100% 100% 100% 100% 10	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 8,966 Byling Volume (m3) 11,012	100% (%) 5% 2% 19% 100% (%) 0% 0% 0% 100% (%) 0% 100% (%) 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Individual house Communal company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTRĒBĒ	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117 117 117 117 200 000 000 000 000 000 000 000 000 00	100% (%) 4% 19% 19% 79% 165% 71% 09% 100% (%) 100% (%) 100% 100% 100% 100% 100% 100% 100% 10	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 8,966 Billing Volume (m3) 19 11 12,095	100% (%) 5% 2% 1% 37% 15% 100% (%) 0% 0% 0% 100% (%) 0% 100% 100% 100% 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Zone 15 Customer Type Ordinary company Zone 16 Customer Type Ordinary company Communal company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Communal company Communal company Communal company Communal company Communal company	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTRĒBĒ	Number of Connection	100% (%) 4% 4% 1% 7% 16% 71% 0% 100% (%) 0% 0% 0% 0% 100% (%) 1% 0% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 8,966 B,966 B,966 12,012 12,015 12,015	100% (%) 5% 2% 1% 17% 19% 100% (%) 0% 0% 0% 100% (%) 100% (%) 0% 100% (%) 100% (%) 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Total Zone 16 Customer Type Ordinary company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Apartment building Individual house Communal company Total Zone 17	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTRĒBĒ	Number of Connection 100 26 161 388 1,685 5 2,365 Number of Connection 117 117 117 117 200 000 000 000 000 000 000 000 000 00	100% (%) 4% 1% 7% 79% 100% (%) 0% 0% 0% 0% 100% (%) 100% (%) (%) (%)	1,580 266,598 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 8,966 Bulling Volume (m3) 12,012 12,012 Billing Volume (m3)	100% (%) 5% 2% 19% 10% (%) 10% (%) 0% 0% 0% 100% (%) 0% 100% (%) 0% (%) (%) (%) (%)
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Total Zone 16 Customer Type Ordinary company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Apartment building Individual house Communal company Total Zone 17	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTRĒBĒ	Number of Connection	100% (%) 4% 1% 16% 79% 160% (%) 0% 0% 0% 0% 100% (%) 1100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 64 8,966 Billing Volume (m3) 19 12,012 12,095 Volume (m3) 1,155	100% (%) 5% 29% 19% 19% 100% (%) 0% 0% 0% 0% 0% 100% (%) 100% 11% 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Company charged at domestic rate Communal company Total Zone 17 Customer Type	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS KDS KDS KDS KDS KD	Number of Connection	100% (%) 4% 19% 19% 79% 71% 09% 100% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 19 12,012 12,095 Billing Volume (m3)	100% (%) 5% 2% 1% 37% 15% 100% (%) 0% 0% 0% 0% 100% (%) 100% (%) 1% 1% 100%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 17 Customer Type Ordinary company Communal company Total	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS KDS KDS KDS KDS KD	Number of Connection	100% (%) 4% 19% 19% 79% 105% 71% 0% 100% (%) 0% 0% 0% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100%	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 19 12,012 12,095 Billing Volume (m3)	(%) 5% 5% 2% 1% 37% 15% 100% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Individual house Communal company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Total Zone 16 Customer Type Ordinary company Apartment building Individual house Communal company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 17 Customer Type Ordinary company Company charged at domestic rate Type Ordinary company Total Zone 17 Customer Type Ordinary company Company charged at domestic rate	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA	Number of Connection 100 26 161 161 388 1,685 5, 2,365 Number of Connection 117 117 117 117 117 Number of Connection 2 2 197 200 Number of Connection 3	100% (%) 4% 1% 1% 10% 16% 71% 0% 100% (%) 0% 0% 0% 0% 100% (%) 100% (%) 100%	1,580 266,598 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 8,966 Bulling Volume (m3) 12,012 12,012 Billing Volume (m3) 11,095	100% (%) 5% 2% 1% 1% 100% (%) 100% (%) 0% 0% 100% (%) 100% (%) 100% (%) 14% (%) 144% 0% 51% 16% 16% 16% 16% 17% 17% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communat company Total Zone 15 Customer Type Ordinary company Apartment building Individual house Communat company Total Zone 15 Customer Type Ordinary company Apartment building Individual house Communat company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communat company Total Zone 17 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 17 Customer Type Ordinary company Company charged at domestic rate Small company Total	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJETI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBĒ KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KŪCINI SĀVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTRĒBĒ KDS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SĀVJĒTI INDIVUALNI POTROŠĀCI - SĀ KNJIZICAMA KOS-KOMUNALNĒ POTRĒBĒ KDS KOS SA CIJENOM DOMACINSTVA KOS KOMUNALNĒ POTRĒBĒ	Number of Connection	100% (%) 4% 1% 7% 7% 71% 0% 100% (%) 0% 0% 0% 100% (%) 100% (%) 100% (%) 100% (%) 100% (%) 100% 100% (%) 100% 100% 100% 100% 100% 100% 100% 10	1,580 266,588 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 64 12,012 12,095 Billing Volume (m3) 12,012 12,095	100% (%) 5% 2% 1% 1% 100% (%) 100% (%) 0% 0% 100% (%) 100% (%) 100% (%) 14% (%) 144% 0% 51% 16% 16% 16% 16% 17% 17% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18
SFOR Total Zone 14 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Zone 15 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 16 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 17 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 17 Customer Type Ordinary company Company charged at domestic rate Small company Total	KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KDS-KOMUNALNĒ POTRĒBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KŪCINI SAVJĒTI INDIVUALNI POTROŠACI - SA KNJIZICAMA KOS-KOMUNALNĒ POTRĒBĒ KDS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KUCINI SAVJĒTI INDIVŪJAL NI POTROŠĀCI - SA KNJIZICAMA KOS-KOMUNALNĒ POTRĒBĒ KOS KOS SA CIJENOM DOMACINSTVA MALA PRIVRĒDA KŪS SA CIJĒNOM DOMACINSTVA KOS SA CIJĒNOM DOMACINSTVA KOS SA CIJĒNOM DOMACINSTVA MALA PRIVRĒDĀ KŪS SA CIJĒNOM DOMACINSTVA MALA PRIVRĒDĀ KŪCINI SAVJĒTI	Number of Connection	100% (%) 4% 1% 7% 7% 71% 0% 100% (%) 0% 0% 0% 100% (%) 100% (%) 100% (%) 100% (%) 100% (%) 100% 100% (%) 100% 100% 100% 100% 100% 100% 100% 10	1,580 266,598 Billing Volume (m3) 11,382 4,071 2,839 88,380 129,371 1,797 237,840 Billing Volume (m3) 64 12,012 12,095 Billing Volume (m3) 11,363 11,533	100% (%) 5% 2% 1% 1% 100% (%) 100% (%) 0% 0% 100% (%) 100% (%) 100% (%) 14% (%) 144% 0% 51% 16% 16% 16% 16% 17% 17% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18

one 18 Luştomer Type		Number of	(%)	Billing	(%)
usioniei Type	•	Connection	(10)	Volume (m3)	1,01
Ordinary company	KDS	32	4%	7.520	9%
	KDS SA CIJENOM DOMACINSTVA	16	2%	1,495	2%
mail company	MALA PRIVREDA	74	10%	2,113	2%
	KUCINI SAVJETI	218	28%	45,426	52%
ndividual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	425	55%	29,908	35%
Communal company	KOS-KOMUNALNE POTREBE	3	0%	217	0%
otal	NUS-ROMUNALIYE POTREBE		100%	86,679	
0121		100	100701	00,0101	1007
one 19					
Customer Type		Number of Connection	(%)	Billing Volume (m3)	(%)
	KDS	117	7%	11.093	6%
Ordinary company Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	43	2%	4.885	3%
		142	8%	2,679	2%
imali company	MALA PRIVREDA KUCINI SAVJETI	507	29%	80.565	
7		957	54%		44%
ndividual house	INDIVUALNI POTROSACI - SA KNJIZICAMA		0%	78,988	0%
Communal company	KOS-KOMUNALNE POTREBE	4 770		109	
otal		1,770	100%	178,319	1007
Cone 20					
ustomer Type		Number of	(%)	Billing	(%)
		Connection		Volume (m3)	
Ordinary company	KOS	42	2%	43,778	16%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	34	2%	65,964	
small company	MALA PRIVREDA	63	4%	1,031	0%
partment building	KUCINI SAVJETI	346	19%	66,340	25%
ndividual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	1,304	73%	89,291	349
Communal company	KOS-KOMUNALNE POTREBE		0%		09
otal		1,789		266,404	
	<u> </u>				
Zone 21					
Customer Type		Number of	(%)	Billing	(%)
		Connection		Volume (m3)	
Ordinary company	KDS	1	0%	1	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	<u> </u>	0%		ి
Small company	MALA PRIVREDA	14	2%	234	0%
Apartment building	KUCINI SAVJETI	24	3%	3,828	6%
	INDIVUALNI POTROSACI - SA KNJIZICAMA	801	95%	57,361	
ndividual house Communal company	INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE		0%		0%
				57,361 61,424	93% 0% 100%
Communal company Total			0%		0%
Communal company Total Zone 22		840	0% 100%	61,424	100%
Communal company Total Zone 22		840 Number of	0% 100%	61,424 Billing	100%
Communal company Total Zone 22 Customer Type	KDS-KOMUNALNE POTREBE	840	0% 100%	61,424	0% 100%
Communal company Total Zone 22 Customer Type Ordinary company	KDS-KOMUNALNE POTREBE	840 Number of Connection	0% 100% (%)	61,424 Billing Volume (m3)	0% 100% (%)
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA	Number of Connection	0% 100% (%) 0%	61,424 Billing Volume (m3)	0% 100% (%) 0%
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAĆINSTVA MALA PRIVREDA	Number of Connection	0% 100% (%) 0% 1% 0%	61,424 Billing Volume (m3) 2 63	0% 100% (%) 0% 0%
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAĆINSTVA MALA PRIVREDA KUCINI SAVJETI	Number of Connection 2 1 1	0% 100% (%) 0% 1% 0%	61,424 Billing Volume (m3) 2 63 33	0% 100% (%) 0% 0% 0%
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KDS-KOMUNALNE POTREBE KDS KDS SA CUENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Number of Connection	0% 100% (%) 0% 1% 0% 99%	61,424 Billing Volume (m3) 2 63	0% 100% (%) 0% 0% 0% 0% 99%
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAĆINSTVA MALA PRIVREDA KUCINI SAVJETI	Number of Connection 2 1 1 308	0% 100% (%) 0% 1% 0% 0% 99% 0%	61,424 Billing Volume (m3) 2 63 33 16,896	0% 100% (%) 0% 0% 0% 0% 99%
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company	KDS-KOMUNALNE POTREBE KDS KDS SA CUENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Number of Connection 2 1 1 308	0% 100% (%) 0% 1% 0% 99%	61,424 Billing Volume (m3) 2 63 33	0% 100% (%) 0% 0% 0% 0% 99%
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 23	KDS-KOMUNALNE POTREBE KDS KDS SA CUENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	840 Number of Connection 2 1 1 308	0% 100% (%) 0% 1% 0% 99% 0% 100%	61,424 Billing Volume (m3) 2 63 33 18,896	0% 100% (%) 0% 0% 0% 0% 0% 100%
Communal company Total Zone 22 Customer Type Company company Company charged at domestic rate Small company Apartment building individual house Communal company Total	KDS-KOMUNALNE POTREBE KDS KDS SA CUENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Number of Connection 2 1 1 308 312	0% 100% (%) 0% 0% 0% 99% 0% 100%	61,424 Billing Volume (m3) 2 63 33 18,896 18,994	09/ 1009/ (%) 09/ 09/ 09/ 09/ 1009/ (%)
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 23 Customer Type	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMĀ KDS-KOMUNALNE POTREBE	840 Number of Connection 2 1 1 308	0% 100% (%) 0% 0% 0% 0% 100%	61,424 Billing Volume (m3) 2 63 33 18,896	09/ 1009/ 1009/ 09/ 09/ 09/ 09/ 1009/ (%)
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building individual house Communal company Total Zone 23 Customer Type Ordinary company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVIALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE	Number of Connection 2 1 1 308 312	0% 100% (%) 0% 1% 0% 0% 0% (%)	61,424 Billing Volume (m3) 2 63 33 18,896 18,994	0991009 0909 0909 091009 091009
Communal company Total Zone 22 Customer Type Company company Company charged at domestic rate Small company Apartment building individual house Communal company Total Zone 23 Customer Type Ordinary company Company charged at domestic rate	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA	Number of Connection 2 1 1 308 312 Number of Connection	0% 100% (%) 0% 11% 0% 0% 99% 100%	61,424 Billing Volume (m3) 2 63 33 16,896 18,994 Billing Volume (m3)	(%) (%) (%) (%) (%)
Communal company Total Zone 22 Customer Type Cordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 23 Customer Type Ordinary company Company charged at domestic rate Small company	KDS-KOMUNALNE POTREBE KDS KDS KDS SA CUENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA	Number of Connection 2 1 1 308 312	0% 100% (%) 0% 11% 0% 0% 99% 100%	61,424 Billing Volume (m3) 2 63 33 18,896 18,994 Billing Volume (m3)	(%) 1009 (%) 09 09 09 09 09 1009 (%)
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Zone 23 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	Number of Connection 2 1 308 312 Number of Connection	0% 100% (%) 0% 1% 0% 0% 99% 0% (%) 0%	61,424 Billing Volume (m3) 2 63 33 18,896 18,994 Billing Volume (m3)	(%) (%) (%) (%) (%) (%) (%) (%) (%) (%)
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building individual house Communal company Total Zone 23 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Number of Connection 2 1 308 312 Number of Connection	0% 100% (%) 0% 0% (%) 0% 0% 0% 100% 0% 100%	Billing Volume (m3) 2 63 33 16,896 18,994 Billing Volume (m3)	(%) (%) (%) (%) (%) (%) (%) (%) (%) (%)
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building individual house Communal company Total Zone 23 Customer Type Ordinary company Company charged at domestic rate Small company Company charged at domestic rate Small company Individual house Communal company Company charged at domestic rate Small company Individual house Communal company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	Number of Connection 2 1 1 308 312 Number of Connection 1 418	0% (%) 100% (%) 0% (%) 0% (%) 0% 0% 0% 0% 0% 0% 0%	Billing Volume (m3) 2 63 33 16,896 18,994 Billing Volume (m3)	(%) (%) (%) (%) (%) (%) (%) (%) (%) (%)
Communal company Total Zone 22 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building individual house Communal company Total Zone 23 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Communial company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Number of Connection 2 1 1 308 312 Number of Connection 1 418	0% 100% (%) 0% 0% (%) 0% 0% 0% 100% 0% 100%	Billing Volume (m3) 2 63 33 16,896 18,994 Billing Volume (m3)	(%) (%) (%) (%) (%) (%) (%) (%) (%) (%)
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Communal company Total Zone 22 Customer Type Cordinary company Company charged at domestic rate Small company Apartment building individual house Communal company Total Zone 23 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 24 Customer Type Ordinary company Total Zone 24 Customer Type Company charged at domestic rate Small company Total Zone 24 Customer Type Company charged at domestic rate Small company Total Zone 25 Customer Type Ordinary company Total Zone 25 Customer Type Ordinary company Total Zone 25 Customer Type Ordinary company Company charged at domestic rate Small company Company charged at domestic rate	KDS-KOMUNALNE POTREBE KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI RIDIVJALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVJALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVJALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE	Number of Connection 2 1 1 308 312 Number of Connection 416 417 Number of Connection 1 136 Number of Connection 1 136 Number of Connection 1 136 Number of Connection	0% 100% (%) 0% 0% 0% 0% 0% 0% 0%	Billing Volume (m3) 2 63 33 18,896 18,994 Billing Volume (m3) 26,884 26,887 Billing Volume (m3) 13 6,122 6,135 Billing Volume (m3)	(%) (%) (%) (%) (%) (%) (%) (%) (%) (%)
Communal company Total Zone 22 Customer Type Cordinary company Company charged at domestic rate Small company Apartment building individual house Communal company Total Zone 23 Customer Type Ordinary company Company charged at domestic rate Small company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 24 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 24 Customer Type Cordinary company Company charged at domestic rate Small company Total Zone 25 Customer Type Ordinary company Total Zone 25 Customer Type Ordinary company Company charged at domestic rate Small company Total	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KUS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	Number of Connection 2 1 1 308 312 Number of Connection 416 417 Number of Connection 1 136 Number of Connection 1 136 Number of Connection 1 136 Number of Connection	0% 100% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Billing Volume (m3) Billing Volume (m3) Billing Volume (m3) 3 26,884 26,887 Billing Volume (m3) 3 26,887 Billing Volume (m3)	(%) (%) (%) (%) (%) (%) (%) (%) (%) (%)

Customer Type Ordinary company Company charged at domestic rale Small company	T				
Company charged at domestic rale Small company		Number of	(%)	Billing	(%)
Company charged at domestic rale Small company		Connection		Volume (m3)	l ' <i>'</i>
Small company	KD\$	13	1%	1,723	1%
	KDS SA CIJENOM DOMACINSTVA	15	1%	1,299	1%
1 1 27	MALA PRIVREDA	14	1%	352	0%
Apartment building	KUCINI SAVJETI	37	2%	3,401	3%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	1,778	96%	108,567	94%
Communal company	KDS-KOMUNALNE POTREBE	1	0%	170	0%
Total	1	1.858	100%	115,512	
	<u> </u>	L	1-1-1-	1	1.00,0
Zone 27					
Customer Type		Number of	(%)	Billing	(%)
		Connection	,	Volume (m3)	١٠٠٠/
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	13	100%	1046	100%
Communal company	KOS-KOMUNALNE POTREBE	74	0%	1,540	0%
Total	NOO NOMBHACKE FO TREBE		100%	1000	100%
10(2)	L	42	10070	1,540	100%
Zone 28					
		A1			(01)
Customer Type		Number of	(%)	Billing	(%)
	Luna	Connection	<u> </u>	Volume (m3)	
Ordinary company	KDS		0%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%	ļ	0%
Small company	MALA PRIVREDA		0%		0%
Apartment building	KUCINI SAVJETI		0%	L	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	(%)	Billing	(%)
		Connection	١٠٠,	Volume (m3)	,,
Ordinary company	KDS		0%	, , , , , ,	0%
Company charged at domestic rate	KOS 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	1/4	0%	10,040	0%
Total	NOS-KOMONALNE FOTREBE	177	100%	18,843	
3 Chos	l	111	10076	10,043	10070
Zone 30					
Customer Type	r	Number of	(0/1	Billing	7075
Customer type		Connection	(%)	Volume (m3)	(%)
Ordinary company	KĎS	5	2%		0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	3		124	0%
Small company	MALA PRIVREDA		0% 4%	, ,	
Apartment building		11			
	KUĆINI SAVJETI	7.7		248	1%
	WIDER LEVAN DOTTOGRADI. AL LANDTIGUELLE	17	5%	4,057	1% 15%
Individual house	INDIVUALNI POTROSACI - SA KNJIZICAMA	17 280	5% 89%	4.14	1% 15% 83%
Individual house Communal company	INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE	280	5% 89% 0%	4,057 21,884	1% 15% 83% 0%
Individual house		280	5% 89%	4,057	1% 15% 83% 0%
Individual house Communal company Total		280	5% 89% 0%	4,057 21,884	1% 15% 83% 0%
Individual house Communal company Total Zone 31		280 313	5% 89% 0% 100%	4,057 21,884 26,313	1% 15% 83% 0% 100%
Individual house Communal company Total		280 313 Number of	5% 89% 0%	4,057 21,884 26,313 Billing	1% 15% 83% 0%
Individual house Communal company Total Zone 31 Customer Type	KDS-KOMUNALNE POTREBE	280 313 Number of Connection	5% 89% 0% 100% (%)	4,057 21,884 26,313 Billing Volume (m3)	1% 15% 83% 0% 100%
Individual house Communal company Total Zone 31 Customer Type Ordinary company	KDS-KOMUNALNE PÖTREBE	280 313 Number of Connection	5% 89% 0% 100% (%)	4,057 21,884 26,313 Billing Volume (m3) 607	1% 15% 83% 0% 100% (%)
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate	KDS-KOMUNALNE PÖTREBE KDS KDS SA CIJENOM DOMACINSTVA	280 313 Number of Connection 2	5% 89% 0% 100% (%) 0%	4,057 21,884 26,313 Billing Volume (m3) 607 32	1% 15% 83% 0% 100% (%) 1%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA	280 313 Number of Connection 2 2 10	5% 89% 0% 100% (%) 0% 0%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162	1% 15% 83% 0% 100% (%) 1% 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	280 313 Number of Connection 2 2 10 8	5% 89% 0% 100% (%) 0% 0% 1%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098	1% 15% 83% 0% 100% (%) 1% 0% 2%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAČINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 2 10	5% 89% 0% 100% (%) 0% 1% 1% 97%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162	1% 15% 83% 0% 100% (%) 1% 0% 2% 97%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	280 313 Number of Connection 2 10 8 840	5% 89% 0% 100% (%) 0% 1% 1% 97% 0%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,998 67,266	1% 15% 83% 0% 100% (%) 1% 0% 2% 97% 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAČINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 10 8 840	5% 89% 0% 100% (%) 0% 1% 1% 97%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098	1% 15% 83% 0% 100% (%) 1% 0% 2% 97% 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAČINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 10 8 840	5% 89% 0% 100% (%) 0% 1% 1% 97% 0%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,998 67,266	1% 15% 83% 0% 100% (%) 1% 0% 2% 97% 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAČINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 2 10 8 840	5% 89% 0% 100% (%) 0% 1% 1% 97% 0% 100%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266	1% 15% 83% 0% 100% (%) 1% 0% 2% 97% 0% 100%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAČINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 2 100 8 840 862	5% 89% 0% 100% (%) 0% 1% 1% 97% 0%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266	1% 15% 83% 0% 100% (%) 1% 0% 2% 97% 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAČINSTVA MALA PRIVREDA KUCHI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMÁ KDS-KOMUNALNE POTREBE	280 313 Number of Connection 2 2 10 8 840	5% 89% 0% 100% (%) 0% 1% 1% 97% 0% 100%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3)	1% 15% 83% 0% 100% (%) 1% 0% 0% 2% 97% 0% 100%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAČINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 2 10 8 840 862 Number of Connection	5% 89% 0% 100% (%) 0% 1% 1% 97% 0% 100%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266	1% 15% 83% 0% 100% (%) 1% 0% 2% 97% 0% 100%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAČINSTVA MALA PRIVREDA KUCHI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMÁ KDS-KOMUNALNE POTREBE	280 313 Number of Connection 2 2 10 8 840 862 Number of Connection	5% 89% 0% 100% (%) 0% 1% 1% 0% 100% (%) 0% (%)	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3)	1% 15% 83% 0% 100% (%) 1% 0% 0% 2% 97% 0% 100%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMÁ KDS-KOMUNALNE POTREBE	280 313 Number of Connection 2 2 10 8 840 862 Number of Connection	5% 89% 0% 100% (%) 0% 1% 1% 97% 0% (%)	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,998 67,266 69,165 Billing Volume (m3) 4,117	1% 15% 83% 0% 100% (%) 1% 0% 0% 2% 97% 0% 1100% (%)
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVIJALINI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS KDS	280 313 Number of Connection 2 2 10 8 840 862 Number of Connection 8 2	5% 89% 0% 100% (%) 0% 1% 1% 0% 100% (%) 0% (%)	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,998 67,266 69,165 Billing Volume (m3) 4,117 648	1% 15% 83% 0% 100% (%) 1% 0% 0% 2% 97% 0% 100% (%)
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVIJALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA	280 313 Number of Connection 2 10 8 840 862 Number of Connection 8 2 24	5% 89% 0% 100% (%) 0% 1% 17% 0% 100% (%) 0% 100%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,998 67,266 Billing Volume (m3) 4,117 648 353	1% 15% 83% 0% 15% 0% 100% 100% 100% 100% 100% 100
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAČINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMAČINSTVA MALA PRIVREDA KUCINI SAVJETI	280 313 Number of Connection 2. 10. 840 862 Number of Connection 8 2. 2. 4. 2. 2. 4. 2.	5% 89% 0% 100% (%) 0% 1% 1% 97% 0% (%) 0% (%) 0% 0%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353	1% 15% 83% 0% 100% (%) 11% 0% 0% (%) 100% (%) 100% (%) 100% (%) 100% (%) 0% 0% 0% 0% 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 2 10 8 840 862 Number of Connection 8 2 2 4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	5% 89% 0% 100% (%) 0% 0% (%) 0% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4,057 21,884 26,313 Biiling Volume (m3) 32 162 1,098 67,266 69,165 Biiling Volume (m3) 4,117 648 353 280 154,862	1% 15% 83% 0% 100% (%) 1,00% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Company charged at domestic rate Small company Company charged at domestic rate Small company Individual house Communal company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 2 10 8 840 862 Number of Connection 8 2 2 4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	5% 89% 0% 100% (%) 0% 1% 97% 0% (%) 0% (%) 0% 100%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353	1% 15% 83% 0% 100% (%) 1,00% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 2 10 8 840 862 Number of Connection 8 2 2 4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	5% 89% 0% 100% (%) 0% 0% (%) 0% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4,057 21,884 26,313 Biiling Volume (m3) 32 162 1,098 67,266 69,165 Biiling Volume (m3) 4,117 648 353 280 154,862	1% 15% 83% 0% 100% (%) 1,00% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2: 2: 10: 8: 840 862 Number of Connection 8: 2: 2: 4: 2: 2:020 2:056	5% 89% 0% 100% (%) 0% 17% 0% 0% 17% 0% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 17% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353 280 154,862	1% 15% 83% 100% (%) 15% 0% (%) 100% (%) 100% 100%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 2 10 8 840 862 Number of Connection 6 2 2 4 2 2,020 2,056	5% 89% 0% 100% (%) 0% 0% (%) 0% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353 280 154,862 160,260	1% 15% 83% 0% 100% (%) 1,00% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Company charged at domestic rate Small company Individual house Communal company Total Zone 33 Customer Type	KDS-KOMUNALNE POTREBE KDS SA CIJENOM DOMACINSTVA MATA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE	280 313 Number of Connection 2: 2: 10: 8: 840 862 Number of Connection 8: 2: 2: 4: 2: 2:020 2:056	5% 89% 6% 100% (%) 100% 100% (%) 100% (4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353 280 154,862	1% 15% 83% 100% (%) 1
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 33 Customer Type Ordinary company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE	280 313 Number of Connection 2 2 10 8 840 862 Number of Connection 6 2 2 4 2 2,020 2,056	5% 89% 0% (%) 0% 0% (%) 0% 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0% (%) 0%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353 280 154,862 160,260	1% 15% 83% 100% (%) 1
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 33 Customer Type Ordinary company Company charged at domestic rate	KDS KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVIJALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVIJALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA KDS KDS SA CIJENOM DOMACINSTVA	280 313 Number of Connection 2, 2, 10, 8, 840 862 Number of Connection 8, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2,	5% 89% 0% (%) 100% (%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353 280 154,862 160,260 Billing Volume (m3)	1% 15% 83% 100% (%) 1
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Total Zone 33 Customer Type Ordinary company Company Total Zone 33 Customer Type Ordinary company Company charged at domestic rate Small company	KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE	280 313 Number of Connection 2 2 10 8 840 862 Number of Connection 6 2 2 4 2 2,020 2,056	5% 89% 0% 100% (%) 10	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353 280 154,862 160,260	1% 15% 83% 6 100% (%) 15% 6 100% (%) 100% (%) 100% (%) 100% (%) 100% (%) 100% (%) 0% 6 0% 6 0% 6 0% 6 0% 6 0% 6 0% 6 0%
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 33 Customer Type Ordinary company Company Total Communal company Total Communal company Total Company Total Company Company Company charged at domestic rate Small company Company charged at domestic rate Small company Apartment building	KDS-KOMUNALNE POTREBE KDS SA CIJENOM DOMACINSTVA MATA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MATA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MATA PRIVREDA KUSINI SAVJETI	280 313 Number of Connection 2 2 10 8 8 440 862 Number of Connection 2 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5% 89% 0% 100% (%) 10	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353 280 154,862 160,260 Billing Volume (m3)	1% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Company charged at domestic rate Small company Total Zone 33 Customer Type Ordinary company Total Communal company Total Zone 33 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KDS-KOMUNALNE POTREBE KDS SA CIJENOM DOMACINSTVA MATA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	280 313 Number of Connection 2 2 10 8 8 440 862 Number of Connection 2 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5% 89% 0% (%) 0% (%) 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353 280 154,862 160,260 Billing Volume (m3)	1% 15% 83% 100% (%) 1
Individual house Communal company Total Zone 31 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 32 Customer Type Ordinary company Company charged at domestic rate Small company Total Zone 33 Customer Type Ordinary company Company Total Communal company Total Communal company Total Company Total Company Company Company charged at domestic rate Small company Company charged at domestic rate Small company Apartment building	KDS-KOMUNALNE POTREBE KDS SA CIJENOM DOMACINSTVA MATA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MATA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS-KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MATA PRIVREDA KUSINI SAVJETI	280 313 Number of Connection 2, 10, 840 862 Number of Connection 8, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2,	5% 89% 0% 100% (%) 10	4,057 21,884 26,313 Billing Volume (m3) 607 32 162 1,098 67,266 69,165 Billing Volume (m3) 4,117 648 353 280 154,862 160,260 Billing Volume (m3)	1% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1

Customer Type Ordinary company	r				
		Number of	(%)	Billing	(%)
		Connection	, ,	Volume (m3)	``
	KOS	1	0%	35	0%
Company charged at domestic rate	KOS SA CIJENOM DOMACINSTVA		0%	· · · · · · · · · · · · · · · · · · ·	0%
Small company	MALA PRIVREDA	1	0%	15	0%
Apartment building	KUCINI SAVJETI		0%	153	1%
Individual house		456			
	INDIVUALNI POTROSACI - SA KNJIZICAMA	450	99%	25,051	99%
Communal company	KDS-KOMUNALNE POTREBE	· · · · · · · · · · · ·	0%		0%
Total		459	100%	25,254	100%
	•				
Zone 38					
Customer Type		Number of	(%)	Billing	(%)
		Connection		Volume (m3)	'
Ordinary company	KOS	1	1%	4	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%		0%
Small company	MALA PRIVREDA	1	1%	15	0%
		<u>-</u>		10	
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%
	<u></u>				
Zone 39					
Customer Type	<u> </u>	Number of	(%)	Billing	(%)
Cooler Type		Connection	1,01	Volume (m3)	(")
Odinania	lkbc				ابيبا
Ordinary company	KDS	2	1%	34	0%
Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA		0%	L	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	
Total		0,2	10070	14,110	10070
Zone 40					
Customer Type		A)	10/3	DOM:	rect 1
Customer Type	•	Number of	(%)	Billing	(%)
		Connection		Volume (m3)	
Ordinary company	KOS	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	
Communal company	KDS-KOMUNALNE POTREBE		0%		0%
Total	TOO TOMOTREME FOILEDE	513		23,185	
I Otal	1	213	10076	23,165	10070
Zone 41					
Customer Type		Number of	(%)	Billing	(%)
		Number of Connection	(%)	Billing Volume (m3)	(%)
Customer Type	KDS		(%)		(%)
Customer Type Ordinary company	1	Connection 5	0%	Volume (m3) 87	0%
Customer Type Ordinary company Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA	Connection 5	0% 0%	Volume (m3) 87 362	0% 0%
Customer Type Ordinary company Company charged at domestic rate Small company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA	Connection 5	0% 0% 0%	Volume (m3) 87 362 150	0% 0% 0%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	5 7 6 13	0% 0% 0% 1%	Volume (m3) 87 362 150 819	0% 0% 0% 1%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5	0% 0% 0% 1% 98%	Volume (m3) 87 362 150 819 90,702	0% 0% 0% 1% 98%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	5 7 6 13 1,569	0% 0% 0% 1% 98%	Volume (m3) 87 362 150 819 90,702	0% 0% 0% 1% 98%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	5 7 6 13	0% 0% 0% 1% 98%	Volume (m3) 87 362 150 819 90,702	0% 0% 0% 1% 98%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	5 7 6 13 1,569	0% 0% 0% 1% 98%	Volume (m3) 87 362 150 819 90,702	0% 0% 0% 1% 98%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5 7 6 13 1,569 1,601	0% 0% 0% 1% 98% 0% 100%	Volume (m3) 87 362 150 819 90,702 43 92,163	0% 0% 0% 1% 98%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	5 7 6 13 1,569	0% 0% 0% 1% 98%	Volume (m3) 87 362 150 819 90,702	0% 0% 0% 1% 98%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5 7 6 13 1,569 1,601	0% 0% 0% 1% 98% 0% 100%	Volume (m3) 87 362 150 819 90,702 43 92,163	0% 0% 0% 1% 98% 0% 100%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5 7 6 13 1,569 1,601	0% 0% 0% 1% 98% 0% 100%	Volume (m3) 87 362 150 819 90,702 43 92,163	0% 0% 0% 1% 98% 0% 100%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIŽICAMA KDS KOMUNALNE POTREBE KDS	Connection 5 7 6 6 13 1,569 1 1,601 Number of Connection 14	0% 0% 0% 1% 98% 0% 100%	Volume (m3) 87 362 150 819 90,702 43 92,163 Biking Volume (m3)	0% 0% 0% 1% 98% 0% 100%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA	Connection 5 7 6 13 1,569 1 1,601 Number of Connection 14 10	0% 0% 0% 1% 98% 0% 100% (%)	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447	0% 0% 0% 1% 98% 0% 100%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KOS KOMUNALNE POTREBE KDS KDS KDS KDS A CIJENOM DOMACINSTVA MALA PRIVREDA	Connection 5 7 6 13 1,569 1 1,601 Number of Connection 14 1 21	0% 0% 0% 1% 98% 0% 100% (%) 2% 1%	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447 460 334	0% 0% 0% 1% 18 98% 0% 100% (%) 1%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS KOMUNALNE POTREBE KDS KDS KDS KDS KDS KDS KDS KDS KDS KD	Connection 5 7 7 6 133 1,569 1 1,601 Number of Connection 14 10 20 21 104	0% 0% 0% 1% 98% 0% 100% (%) 2% 1% 3%	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447 460 334 11,155	0% 0% 0% 1% 98% 0% 100% (%) 1% 1% 22%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Company charged at domestic rate Small company Apartment building Individual house	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5 7 6 13 1,569 1 1,601 Number of Connection 14 1 21	0% 0% 0% 1% 98% 0% 100% (%) 2% 1% 3% 14% 80%	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447 460 334	0% 0% 0% 1% 98% 100% 100% 1% 1% 1% 22% 76%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS KOMUNALNE POTREBE KDS KDS KDS KDS KDS KDS KDS KDS KDS KD	Connection 5 7 6 13 1,569 1 1,601 Number of Connection 14 10 21 104 615	0% 0% 0% 1% 98% 0% 100% (%) 2% 13% 3% 14% 80%	Volume (m3) 87 362 150 819 90,702 43 92,163 Volume (m3) 460 334 11,155 38,565	0% 0% 0% 1% 98% 0% 100% (%) 1% 1% 22% 76%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Company charged at domestic rate Small company Apartment building Individual house	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5 7 6 13 1,569 1 1,601 Number of Connection 14 10 21 104 615	0% 0% 0% 1% 98% 0% 100% (%) 2% 1% 3% 14% 80%	Volume (m3) 87 362 150 819 90,702 43 92,163 Volume (m3) 460 334 11,155 38,565	0% 0% 0% 1% 98% 100% 100% 1% 1% 1% 22% 76%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5 7 6 13 1,569 1 1,601 Number of Connection 14 10 21 104 615	0% 0% 0% 1% 98% 0% 100% (%) 2% 13% 3% 14% 80%	Volume (m3) 87 362 150 819 90,702 43 92,163 Volume (m3) 460 334 11,155 38,565	0% 0% 0% 1% 98% 0% 100% (%) 1% 1% 22% 76%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5 7 6 13 1,569 1 1,601 Number of Connection 14 10 21 104 615	0% 0% 0% 1% 98% 0% 100% (%) 2% 13% 3% 14% 80%	Volume (m3) 87 362 150 819 90,702 43 92,163 Volume (m3) 460 334 11,155 38,565	0% 0% 0% 1% 98% 0% 100% (%) 1% 1% 22% 76%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5 7 6 13 1,569 1 1,601 Number of Connection 14 10 21 104 615	0% 0% 0% 1% 98% 0% 100% (%) 2% 3% 14% 80% 100%	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447 460 334 11,155 38,565	0% 0% 0% 0% 1% 98% 0% 100% (%) 11% 12% 0% 0%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 43	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5 7 6 13 1,569 1 1,601 Number of Connection 14 10 21 104 615	0% 0% 0% 1% 98% 0% 100% (%) 2% 14% 80% 100%	Volume (m3) 87 362 150 819 90,702 43 92,163 Biking Volume (m3) 447 460 334 11,155 38,565	0% 0% 0% 0% 1% 98% 0% 100% (%) 11% 12% 12% 10% 10%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 43 Customer Type	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS KOMUNALNE POTREBE	Connection	0% 0% 0% 1% 96% 100% (%) 2% 14% 80% 0% 100%	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447 460 334 11,155 38,565 50,961	0% 0% 0% 1% 1% 198% 0% 100% (%) 196 196 196 196 196 196 196 196 196 196
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Apartment building Individual house Communal company Total Zone 43 Customer Type Ordinary company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE	Connection 5 7 6 6 13 1,569 1 1,601 Number of Connection 21 104 615 764 Number of Connection 44 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0% 0% 0% 1% 98% 100% (%) 2% 14% 80% 0% 100%	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447 460 334 11,155 38,565 50,961 Billing Volume (m3)	0% 0% 0% 1% 18% 98% 100% (%) 11% 12% 75% 0% 100%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Zone 43 Customer Type Ordinary company Company charged at domestic rate Communal company Company charged at domestic rate Communal company Company charged at domestic rate	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA	Connection 5 7 7 6 6 133 1,569 1 1,601 Number of Connection 21 104 615 764 Number of Connection 4 4 4 4	0% 0% 0% 11% 98% 100% 100% 14% 80% 00% 100%	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447 460 334 11,155 38,565 50,961 Billing Volume (m3) 25,664 19,813	0% 0% 0% 1% 1% 98% 0% 100% 19% 19% 19% 100% 100%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Individual house Communal company Company charged at domestic rate Small company Total Zone 43 Customer Type Ordinary company Company charged at domestic rate Small company Company charged at domestic rate Small company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS.KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS.KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA	Connection 5 7 7 6 6 13 1,569 1 1,601 1 1,601 1 1,601 1 1,601 1 1,001	0% 0% 0% 11% 98% 100% 100% 14% 80% 100% (%)	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447 460 334 11,155 38,565 50,961 Billing Volume (m) 25,664 19,813	0% 0% 0% 1% 98% 0% 100% (%) 11% 22% 75% 0% 1100%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 43 Customer Type Ordinary company Total Zone 43 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Company charged at domestic rate Small company Apartment building	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KOS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	Connection	0% 0% 0% 0% 1% 98% 0% 100% 2% 14% 30% 100% (%) 27% 27% 16% 33%	Volume (m3) 87 362 160 819 90,702 43 92,163 Biking Volume (m3) 447 460 334 11,155 38,565 50,961 Biking Votume (m3) 9,979	0% 0% 0% 1% 98% 0% 100% 11% 12% 12% 76% 0% 100%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Individual house Communal company Company charged at domestic rate Small company Total Zone 43 Customer Type Ordinary company Company charged at domestic rate Small company Company charged at domestic rate Small company	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS.KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS.KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA	Connection	0% 0% 0% 0% 1% 18% 98% 0% 100% 100% 14% 80% 100% (%) 27% 27% 27% 16% 33%	Volume (m3) 87 362 160 819 90,702 43 92,163 Biking Volume (m3) 447 460 334 11,155 38,565 50,961 Biking Votume (m3) 9,979	0% 0% 0% 1% 98% 0% 100% 19% 19% 19% 19% 100% 100%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 43 Customer Type Ordinary company Total Zone 43 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Company charged at domestic rate Small company Apartment building	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS-KOMUNALNE POTREBE KOS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI	Connection	0% 0% 0% 1% 1% 98% 0% 100% (%) 2% 14% 80% 100% (%) 27% 27% 27% 27% 23% 22%	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447 460 334 11,155 38,565 50,961 Billing Volume (m3) 25,664 19,813 803 9,979 3,288	0% 0% 0% 1% 98% 0% 100% 19% 19% 122% 100% (%) 100%
Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 42 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house Communal company Total Zone 43 Customer Type Ordinary company Total Zone 43 Customer Type Ordinary company Total Zone 53 Customer Type Ordinary company Company charged at domestic rate Small company Apartment building Individual house	KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA KDS. KOMUNALNE POTREBE KDS KDS SA CIJENOM DOMACINSTVA MALA PRIVREDA KUS SA CIJENOM DOMACINSTVA KUS SA CIJENOM DOMACINSTVA KUS SA CIJENOM DOMACINSTVA KUS SA CIJENOM DOMACINSTVA KUCINI SAVJETI INDIVUALNI POTROSACI - SA KNJIZICAMA	Connection 5 7 7 6 13 1,569 1 1,601 Number of Connection 144 4 4 26 5 55 6 1 1	0% 0% 0% 1% 1% 98% 0% 100% (%) 2% 14% 80% 100% (%) 27% 27% 27% 27% 23% 22%	Volume (m3) 87 362 150 819 90,702 43 92,163 Billing Volume (m3) 447 460 334 11,155 38,565 50,961 Billing Volume (m3) 25,664 19,813 803 9,979 3,288	0% 0% 0% 1% 198% 98% 0% 100% 110% 122% 100% 100% 100%

Table F-2 Street Survey Sample Distribution Conection

Zone	Apartment	Individual	Total
	Kucni savjeti	Individualci	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 1
7	0	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 4
16	3	1	
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	
28	0	1	1
29	0	2	2 2 11
30	0	2	2
31	0	11	11
32	0	2 2 0	2
33	0	2	2
34	0		0
35	0	7	2
36	0	7	7
37	1	2	2 2 0 2 7 3 220
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 mislienia i nece biti nikakva vrsta implementacije u vezi sa politikom. Mi takodje garantujemo za cuvanje (tajnovitost) prikupljenih podataka. Vasa ljubazna podrska za odgovor na navedenu anketu bila bi visoko cjenjena.

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

Ime osobe koja interviuira: 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

QUSTIONNAIRE 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 9 th – April 4 th
The name of Interviewer	•

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

Sincerely yours,

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 čilju renabilitacije uređaja za prečiščavanje otpadnih voda, te kako bi pobolišali higijenske uslove grada
Poslije rata, uredaj 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. Loka	cija stanov a.1 (vanja .) Zona
b. Tip	kuće	
	b.1 (b.2 (b.3 () Vlastita kuća) Stan u zajedničkoj zgradi) Ostalo
c. Vlasn	iik	
	c.1 (c.2 () Vlastite kuće/stana) Iznajmljene kuće/stana
2.	GODINE (DOMAĆINA KUĆE)
3. ILI VIŠE	KOJE JE:	ZANIMANJE ČLANA PORODICE KOJI UNOSI NAJVIŠE PRIHODA U VAŠU KUĆU(IZABERITE JEDAN IRA)
	a. (b. () Vlasnik registrovane privatne firme) Radnik registrovane privatne firme
	c. (d. () Kratkoročno zaposleni u registriranoj privatnoj firmi (ugovor na manje od 6 mjeseci)) Vlasnik neregistrovane male firme
	e. (f. /) Samostalno zaposlen (registrovan, pr.doktor,advokat)
	f. (g. () Radnik državne firme (uključujući i direktora)) Penzionisano lice,primalac socijalne pomoći
	ĥ. () Nezaposlen i ostalo (navedite)
4.	DA LI ST	E IZBJEGLO LICE ILI NE
	a. () b. ()	Da Ne
5.	BROJ UK	UĆANA (UPIŠITE BROJ)

PROSJEČNA MJESEČNA PRIMANJA VAŠE PORODICE (IZABERITE JEDAN ODGOVOR) 6. a. () O do 200 b. 201 do 400 KM c. 401 do 600 ΚM d. 601 do 800 ΚM 801 do 1000 ΚM 1001 do 1200 ΚM 1201 do 1400 ΚM 1401 do 1600 ΚM i. 1601 do 1800 ΚM J. 1801 do 2000 ΚM k. 2001 do 2500 ΚM ١. 2501 do 3000 KM m. 3001 do 3500 ΚM n. 3501 do 4000 ΚM 4001 do ٥. 4500 ΚM 4501 do p. 5000 KM q.)KM 5001 li 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
а	0 - 20		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		(5)000)	
b	21 - 40					
C	41 – 60					
d	61 - 80					
е	81 – 100					-
f	101 - 120					
g	121 - 140					
h	141 – 160					
i	161 – 180					
j	181 – 200					
k	201 – 220					<u>-</u>
I	221 - 240					
m	241 – 260					
n	261 – 280					
0	281 - 300	· · · · · · · · · · · · · · · · · · ·				<u> </u>
p	300 ili vise					
q	Niste priključeni					

a. ODVOD FEKA a.1 (a.2 (RNI UREDAJI VASE KUĆE ALIJA (IZABERITE JEDAN ILI VISE ODGOVORA)) WC je priključen na glavnu kanalizaciju) WC zahtijeva ponekad vakuum servis za odvod) Septički rezervoar) Ostalo (navedite)
b. ODVOD OTPAI b.1 (b.2 (b.3 (b.4 (DNIH VODA (IZABERITE JEDAN ILI VIŠE ODGOVORA)) Septički rezervoar) Javne kanalizacije (odlazi u uređaj za prečišćavanje otpadnih voda)) Kanalizacioni odvod vode na zemlji ili drugdje) Ostalo (navedite)

9.	NAVEDITE GLAVNE IZVORE VODE U KUĆI (IZABERITE JEDAN ILI VIŠE ODGOVORA)	
a. (b. () Javna slavina c. () Privatni vodovodni sistem d. () Izvorska voda ili česme e. () Bunari,izvan kuce f. () Cisterna ili rezorvoar 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 vise (navedite) o. () Nepoznato (pr. zivim u stanu)	
11.	PLAĆATE LI VODU	
12.	a. () Da (idite na pitanje br.12) b. () Ne (idite na pitanje br.13) NAVEDITE MJESEČNU CIJENU POTROŠENE VODE U KUĆI (IZABERITE JEDAN ODGOVOR)	É
	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 vise odgovora)	
	a. () Nemam para b. () Vodomjer 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 platit 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 UREDAJ 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. () Ďa bi bili prepoznati u svijetu kao članica odgovornih europskih zemalja čuvajući međunarodni standard izljevanja otpadnih voda određenog kvalliteta. e. () Ďa bi poboljšali poljoprivrednu proizvodnju f. () Ďa 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. VOĐA	PROČITAJTE SLIJEDEĆE REČENICE KOJE GOVORE O KORISTI UREDAJA ZA PREČIŠĆAVANJA OTPADNIH I ODGOVORITE NA PITANJE
	1. OČUVANJE MILJACKE U DOBROM STANJU I OČUVANJE NJENE OKOLINE TE JOŠ VEĆE POBOLIŠANJE U NAREDNOM VREMENU
	Mišljenja smo da kvalitet tekuće vode rijeke Miljacke nije dobar, prouzrokuje ružan miris i loše nehigljensko 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 vise će koštati ove ljude da prerade tj.prečiste tu vodu kada kvalitet Miljacke zaista skrozopadne.
	(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 CILIU 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 PLAČATI MJESEČNO? (IZABERITE JEDAN
ODGO	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.	ноп	ISING DAT	ΓA							
4	a. Housing	Location								
	a .1 () Zo								-
	a.2 (,	ea / Distr	ict						
į	b. Housing									
	b.1 (dependent							
	b.2 (•		ing comple	ex					
	b.3 () Ot	her							•
•	c. Owner									
	c.1 (vn Housii		•					
	c.2 () Re	ent Housir	ıg						
2.		OF THE	HEAD O	F THE H	OUSE (YEARS	S)			
•	()								•
3.	WHA	AT IS THE	OCCUP	ATION 1	нат с	ENER	ATES			
	MOS	ST INCOM					ONE OR	MORE)		
	a. (ivate busir						
	b. (a registere						
	c. (ivate comp	any (contra	ct is less th	an 6 month)
	d. (registered						
	e. (d (register						
	f. (blic wo	rker (inc	luding dire	ctor)		
	g. (ired, pens							
	h. () No	n or other	•						
4.	อสเต	UGE OR N	vor -							
٦.	a. (Ye:								
	b. () No								
	υ. (<i>)</i> 140								
5.	NUN	MBER OF	PERSON	S THAT	LIVE A	TTHE	HOUSE	(DESCR)	BE THE	NUMBER)
	()						4		
6.	мо	NTHLY ES	STIMAT	ED FAMI	LY INC	COME	(CHOOSE	E ONE)		
	a.	()		through	200	KM	(
	ъ.	()		through	400	KM				
	c.	(through		KM				
	d.	()	601	through		KM	100			
	e.	()	801	through		KM				
	f.	()	1001	through	1200	KM				
	L.	,	, 1001	un ongu	1400	TATAT				

g.	()	1201	through	1400	KM
ĥ.	()	1401	through	1600	KM
i.	()	1601	through	1800	KM
j.	()	1801	through	2000	KM
k.	()	2001	through	2500	KM
i.	()	2501	through	3000	KM
m.	()	3001	through	3500	KM
n,	Ċ)	3501	through	4000	KM
0.	()	4001	through	4500	KM
p.	()	4501	through	5000	KM
q.	(KM)	5001	or more (specify)	KM

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

	A	В	С	D	E
Monthly Cost	Electricity	Electricity	Gas	Gas	Telephone
	(Winter)	(Summer)	(Winter)	(Summer)	
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					
1 221 – 240 KM					
m 241 – 260 KM					
n 261 – 280 KM					
o 281 – 300 KM					
p 300 or more					
q Not connected					

3.	SANITA	RY FACILITIES OF THE HOUSE	•
a. I	Disposal of E	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. I	Disposal of v	vastewater (CHOOSE ONE OR MORE)	
	b.1 () Septic Tank	
	b.2 () Public Sewers (goes to WWTP)	
) Sewing Water on the ground or other	
	b.4 () Other (specify)	
9.	INDICA	TE THE <u>WATER SOURCES</u> USED IN THE HOUSE	(CHOOSE ONE OR MORE)
	a. () Domestic ViK service	
	Ъ. () Public tap	
) Private Water System Service	
) Spring Water or fountain	
	e. () Wells, outside of the house	

	1. (,	water rank							
	g.() Rain Wat								
	h.() Other (sp	ecity)							
	weedown # 1	PRICES NAVABI	27) TT X7 (27) NT	erisanda	TON OF	<u>water</u> at ti	HE HOUSE	(CHOOSE O	NE) (m3)	
10.	,			10	m3	WAILIA	ile HOUSE	(CHOOL O		
	a. ()]	_	20	m3					
	b. () 1	_	30	m3					
	c. () 2		40	m3				•	
	d. () 3	-	50	m3					
	e. () 4	•	60	m3					
	f. () 5	_	70	m3					
	g. () 6		80	m3					
	h. () 8		90	m3					
	i. () 9	_	100	m3					
	j. () 10	•	150	m3					
	k. (1. () 15		200	m3					
	m. () 20	_	250	m3			·		
	n. (m3) 25								
	0. (•	known (ex. L		Flat)					
	٥. (, 0.								
11.	DO YOU	J PAY FOR	WATER							
	a. (to question r	10.12)						
	b. (to question n							
	`	,	•	٠.						
12.	INDICA	TE MONTI				ISUMED AT E	HOME (CHO	DOSE ONE)		
	a. (,	I through		KM					
	b. (6 through		KM					
	c. () 1		15						
	d. (6 through	20						
	e. () 2			KM					
	f. (,	6 through	30						
	g. (h. (•	1 through 6 through	35 40	KM KM					
	i. (•	1 through	45						
	j. (•	6 through	50					•	
	k. (,	1 through	55				100		
	ī. · (,	6 through	60			•			
	m. (•	1 through	70					•	
	n. () 7	'1 through		KM			•		
	o. () 8	1 through	90	KM	•		•		
	р. (1 through	100	KM					
	q. (_	KM) 10		e(specify	y)	4				
	Go	to question	1 14.					•		
13,	THE DE	LONG VO	NI DO NOM						•	
13,	a (ASUNS IL	<u>JU DU NOT</u>	PAY F	OR WATI	ER (CHOOSE	ONE OR M	ORE)		
	a. (b. () No mone) Meter is								
	c. (action even n							
	đ. () No disco	nnection even n	or to pa	ıy					
	e. () Relieving	g that Govern	ment ab	pay					
	f. () No reaso	in 10 mai Ooyella	ment Sile	outa pay					
	g. (nected to ViK	earstina				= *		
	h. () Other (si	pecify)	SCI VICC						
	•					_				
14.	INDICA	TE THE RE	ASONS WH	Y YOT	CONSTR	ER IT TO BE	IMBANDA 1	NITTO TO THE		
	PURIFY	WASTEW	ATER (CHO	OSF O	NE OR M	ORF)	MUKIA	NI TO HAVE	WWTP TO	
	a. () To avoid	l bad odors		ORM	·OACE		4 - 4		
	b. () To avoid	the proliferati	ion of m	osquitoes	Germs and other	er places			
	c. () To avoid	disturbing do	wnstrea	m Europea	in nations by dis	chstoine mee	stawater with a	76 600 min v = 4	
					A			reverse William	u uczuneni	

	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 ENVIRONMENTATAL 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 MICH IS THE MAY DE VOID TO
10.	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
•	()
OBSE	ERVATIONS 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)

Javni odnos anketirnja za Uređaj za prečišćavanje otpadnih voda JAPANSKA INTERNACIONALNA KOPERACIONA AGENCIJA (JICA)

KORIST

(1) OCUVANJE PRIRODNE OKOLINE MILJACKE

(2) DOBRI ODNOSI SA ZEMLJAMA KOJE SU NIZVODNO

(3) DA BUDE PRIZNATA KAO JEDNA ODGOVORNA EVROPSKA ZEMLJA

	Prosjećni mjesećni važni trošak ukućana	ošak ukućana
	Struja	21-40 KM
	Gas (zimi)	81-100 KM
₹7	Voda &Kanalizacija	21-25 KM

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



KOLIKI JE MAXIMUM KOJI VAŠA FAMILIJA MOŽE DATI MJESEĆNO? 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, više ()KM

Figure F.8 STREET SURVEY QUESTIONNAIRE (ENGLISH)

JAPAN INTERNATIONAL COOPERATION AGENCY

Public Attitude Survey for WWTP

BENEFITS OF WWTP

PRESERVE THE ENVIRONMENTAL CONDITION OF MILJACKA

GOOD RELATIONSHIP WITH THE COUNTRIES IN DOWN STREEM

TO BE RECOGNIZED AS AN RESPONSIBLE EUROPEAN COUNTRIES

Gas (winter) 81-100 KM	 Electricity 21-40	21-40 KM
	Gas (winter)	81-100 KM

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

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

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	Name	Street	3 Month-
	Klasifikacija	lme	Ulica	Billing (m3)
		Manufactrory of socks"Kljuc"	Pruscakova	700
	Building	UPI service for obligingness	Zelenih Beretki	1,800
	Building	RBiH service for ZP Main courth 1	Senoina	3,500
			Branilaca Sarajeva	2,500
	Building	Sarajevo prison	Obala Kulina Bana	1,000
	Building	Republic councile of syndicate		500
	Building	Service for Parlament works	Vrbanja	
	Hotel	HOLIDAY INN	MARIJIN DVOR	4,500
	Hotel	HOLIDAY INN	MARIJIN DVOR	400
	Company	Automechanic DD Sarajevo	Hamdije Cemerlica	1,500
	Company	ENERGOINVEST - DIREKCIJA	HAMIDIJE CEMERLICA	2,300
	University	Veterinary university	Zmaj od Bosne	4,000
	Building	Electroprivreda BiH	Vilsonovo setaliste	1,000
	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
	Public Comp.	Aerodrome Sarajevo	Aleja Bosne Srebrene	3,300
L i	Building	Ministry of internal affairs-Sarajevo	Dobojska	3,100
	Building	Custom zone-Sarajevo	Aleja Bosne Srebrene	1,300
i 1	Building	Custom zone-Sarajevo	Aleja Bosne Srebrene	300
	Manufactory	SP UNIONINVEST DP UNIKLIMA	Dzemala Bijedica	1,000
_	Manufactory	DP"KLAS"-Big bakery	Paromlinska	2,700
-	Building	Army of RBiH- barracks"Jajce"	Bijela Dzamija	2,600
	Building	Army of RBiH- barracks"Nedzar"	Nedzarici	9,500
	Building	Barracks"Safet zajko" and L base	Brace Halilovica	5,200
L	Manufactory	DP SPRIND	Rajlovac	1,000
	Building	VP5677 barracks "Enver Sehovic"	STroad-Semizovac	4,750
	Building	VP5677 barracks "Enver Sehovic"	STroad-Semizovac	4,500
	Building	MUP Sarajevo Canton	Nahorevska	400
	Building	State Hospital Sarajevo	Kranjcevica	20,000
	Building	Army of RBiH-barracks"r.Salcin"	Safeta Hadzica	2,700
	Building	VJ 5670 Barracks Butila	Bijnik	2,000
	Building	ComandoBR:MULTINAC.SARAJ:	Kranjcevica	2,500
1	Manufactory	Bosnalijek (bosna medicament)-DD Sar.	Jukiceva	2,600
	Building	SFOR-Parlament	Bistrik	950
		UNIS-ENERGOTEHNIKA	Fra-Andzela Zvizdica	2,100
	Company		Cekalusa	180
	University	Medicine University		400
<u> </u>	University	Medicine University	Cekalusa	
	Clinic	UMC Ginecology Clinic	Bolnicka	4,000
	Clinic	UMC Clinic for skin illness	Bolnicka	400
	Building	"KCU" Sarajevo-Technical service	Bolnicka	20,000
47		UMC Kosevo-orthopedy clinic	Asima Ferhatovica	2,200
	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
	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
	Manufactory	ZICA DP	Dzemala Bijedica	800
69	Manufactory	ENERGOINVEST DD armatures	Dzemala Bijedica	200
	Manufactory	ENERGOINVEST armatures Livnica	Dzemala Bijedica	2,500
71	Company.	ENERGOINVEST OOUR IMRK	Dzemala Bijedica	200
72	Company	ENERGOINVES 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
	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
	Building	IFOR-France comande	Bulevar Mese Selimovica	250
	Building	VP 5021-Comande and corpus	Adema Buce	600
	Building	UMC MC Institute for transport of organs	Cekalusa	180
	Clinic	UMC Clinic for chest illness	Bardakcije	250
	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 PREDUZEJE

"VODOVOD I KANALIZACIJA" SARAJEVO

PREDUZEDE ZA PROIZVODNJU I DISTRIBUCIJU VODE, ODVOĐENJE I TRETMAN OTPADNIH VODA Sjedište: ul. Jaroslava Demija 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 intervjue 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 QUESTIONAIRE 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 međunarodna udruzena organizacija provodi ovu anketu, u suradnji sa Vodovodom i Kanalizacijom Sarajeva, u cilju rehabilitacije uredjaja za preciscavanje otpadnih voda, te kako bi poboljsali higijenske uslove grada.

Poslije rata, uredjaj 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 dole nizvodno uukljucujuci 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

2.	STA	rus os	OBE KOJA SE INTERVJUIRA U KOMPANIJI ILI INST	TITUCIJI (SPECIFICIRATI
	()	
3.	NAZ	NACIT:	E TIPOVE POSLA U VASOJ KOMPANIJI ILI INSTITU	CIJI(IZABRATI JEDAN IL
VISE)	a.	() Industrija(ex.metal)	
	b.	() Industrija(ex. cipele)	
	C.	() Industrija hrane(ex.duhan,mlijeko,psenica,pivo)	•
	d.	() Siroka potrosnja(ex.struja,gas telefon)	
	e.	Ć) Transport(ex.tramvaj,autobus,voz)	
	f.	() Izgradnja(ex.ceste,zgrade,inzinjering)	
	g.	() Bolnice	
	ħ.	() Usluge(ex.hoteli,ciscenje cesta,opravke auta)	
	i.	() Obrazovanje(ex.fakulteti)	•
	j.	() Ostalo (specificirati)	•

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

		Izvori				
	Α.	. B.	C.	D.	E.	F.
·	Servis javnog	Privatno	Vrclo(izvori)	Bunari	Kisnica	Ostalo
į	snabdijevanja	snabdijevanje		ili	1 1	(specificirati)
	vodom	vodom		CISTERNA		
a. Perace masine						
b. Hladjenje						
ınasinerije		·				
c. Proizvodnja						
proizvoda						
d.Kuhanje&pranje						•
posudja(kuhinja)			· · · · · · · · · · · · · · · · · · ·			
e. Proizvodnja						
hrane(fabrika)				<u> </u>		
f. Postrojenje za						
vodu						
g. Ciscenje				ļ		
zgrada					ļ	
h .Ostalo						
(specificirati)					1	
L	<u> </u>			J	<u> </u>	<u> </u>

		E GODISNJU ILI MJESECNU POTROSNJU VODE U VASOJ KOMPANIJI ILI
INST	TTUCIJ	I (SPECIFICIRAJTE)
a.	(m3) Godisnje
b.	(m3) Mjesecno
		E METODE ODVODJENJA OTPADNIH VODA IZ VASE KOMPANIJE ILI
TUCIJ	E (IZAE	BERITE JEDAN ILI VISE)
. a.	()Ispraznjivanje u javne odvodne kanale nakon osnovnog tretmana
b.	()Ispraznjivanje u javne odvodne kanale poslije filtriranja i izbijanja cestica na povrsinu
¢.	()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)
	INST a. b. NAZ ITUCIJ a. b. c. d. e. f.	INSTITUCIJ a. (b. (NAZNACITI ITUCIJE (IZAE a. (b. (c. (d. (e. (f. (

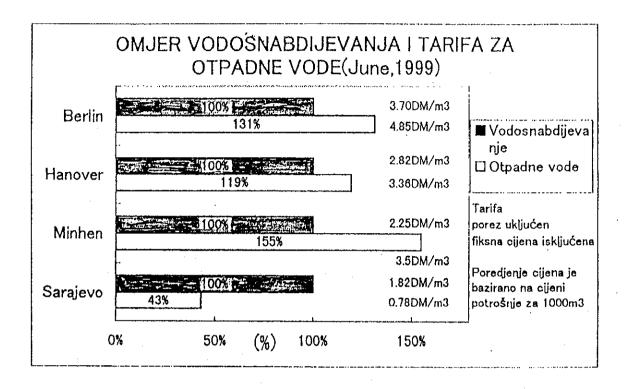
8. NAVEDITE RAZLOGE ZASTO SMATRATE DA JE VAZNO IMATT WWTP ZA PRECISCAVANJE OTPADNIH VODA (NAVEDITE JEDAN OD RAZLOGA)

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, ispustanjem otpadnih voda bez
	prociscavanja
d. () Da bi bili prepoznati u svijetu kao clanica odgovornih europskih zemalja uzivavajuci medjunarodni
•	standard izljevanja otpadnih voda odredjenog kvaliteta.
e. () Da bi poboljsali poljoprivrednu proizvodnju
f. () Da bi ocuvali izvore pitke vođe
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 yaznijih razloga

	k. (l. () Nije vazno) Ostali (navedi)
9.	NAZN JEDA	IACITE GODISNJE PRIHODE VASE KOMPANIJE ILI INSTITUCIJE (SPECIFICIRATI N)
	a. (KM) Godisnje
	b. (KM) Mjesecno
10.	NAZN	ACITE GODISNJI ILI MJESECNI TROSAK VODE (SPECIFICIRATI JEDAN)
	a. (KM) Godisnje
	b. (KM) Mjesecno
11	N/ A /7 N/	A CUTE CONISMI II I MATEGROUI MEGGAT COMPANYO CON CIRCUNATE AND AND
11.	a, (ACITE GODISNJI ILI MJESECNI TROSAK STRUJE(SPECIFICIRATI JEDAN) KM) Godisnje
	b. (KM) Mjesecno
12.		ACITE GODISNJI ILI MJESECNI TROSAK GASA(SPECIFICIRATI)
	a. (KM) Godisnje
+	b. (KM) Mjesecno
13.	NAZN	ACITE GODISNJI ILI MJESECNITROSAK TELEFONA(SPECIFICIRATI)
	a. (KM) Godisnje
	b. (KM) Mjesecno
POBC	LJSAN	E MILJACKE U DOBROM STANJU I OCUVANJE NJENE OKOLINE TE JOS VECE JE U NAREDNOM VREMENU
Ali ak	o se popr	la kvalitet tekuce vode rijeke Miljacke nije dobar,prouzrokuje ruzan miris i lose nchigijensko stanje. avi uredjaj za preciscavanje otpadnih voda,to ce poboljsati stanje i okolinu Miljacke,te najmanje nje na predratni nivo.
2.OCI EURO	JVANJE DPSKE 2	DOBRIH ODNOSA SA ONIMA KOJI ZIVE NIZVODNO OD VAS UKLJUCUJUCI ZEMLJE
Ljudi l sudja.	koji zive Mnogo v	nizvodno od ovog grada koriste vodu koja je dio Vasih otpadnih voda, za zivljenje kao i za pice i pranje ise ce kostati ove ljude da prerade tj preciste tu vodu kada kvalitet Miljacke zaista skroz opadne.
3.DA	BUDET	E OZNACENI KAO ODGOVORNA EUROPSKA ZEMLJA
		n preciscavanje otpadnih voda prije izljevanja medjunarodne rijeke jedan je od najvaznijih kriterija da u svijetu prepoznati kao clanica naprednijih europskih zemalja.
4. RE	DUKCJA	A BUDUCIH TROSKOVA ZASTITE OKOLINE
vode l		ce troskovi okoline, koji bi mogli biti pokriveni porezom okoline,ce porasti u buducnosti ako otpadne stane bez tretmana. Svakako je jestinije za vas da imate WWTP i sacuvati okolis prije nego sto bude
NAV		PRAVKE UREDJAJA ZA PRECISCAVANJE OTPADNIH VODA I OSTVARENJA GORE POTREBA, DA LI BISTE BILI VOLJNI PLATITI NEKI ODREDJENI IZNOS? (IZABERITE DVOR)) DA) NE

15. PROCITAJTE SLIJEDECE RECENICE I ODGOVORITE NA PITANJA

Poredjeci 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)

) 10% 20%) 30%) 40%) 50% e. f. 60%) 70% g. h.) 80%) 90% i. 100% 110% k. 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.

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 O 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)

INDICATE THE WATER SOURCES AND MAIN USAGE USED IN YOUR COMPANY OR 5. INSTITUTION (CHOOSE ONE OR MORE) Source Public Water Private Water Water Other Usage System Wells Truck or Rain Water Supply (specify) Service Service (ViK) Tank Washing machinery Cooling of machinery Producing goods Cooking & dish washing (kitchen) Producing food (factory) Watering plant Cleaning Buildings Other (specify) INDICATE ANNUAL OR MONTHLY CONSUMPTION OF WATER AT YOUR COMPANY OR 6. INSTITUTION (SPECIFY) m3) Annually a. (m3) Monthly INDICATE DISPOSAL METHOD OF WASTEWATER FROM YOUR COMPANY OR 7. INSTITUTION (CHOOSE ONE OR MORE)) Discharge into public sewers after primary treatment a. () Discharge into public sewers after screening and scum trap b. () Discharge into public sewers without any treatment c. () Discharge into river after treatment d. () Discharge into river without any treatment e. () Septic Tank f. () Other (specify) _____ g. (INDICATE THE REASONS WHY YOU CONSIDER IT IS IMPORTANT TO HAVE WWTP TO 8. PURIFY WASTEWATER (CHOOSE ONE OR MORE)) To avoid bad odors a. () To avoid the proliferation of mosquitoes, Germs and other plagues b. () To avoid disturbing downstream European nations by discharging wastewater c. (without treatment) To be recognized as a member of responsible European nations by complying with the d. (international standard of wastewater discharging quality) To improve agricultural production e. () To maintain drinkable water sources f. () To maintain sufficient water for the industrial use (recycle) g. (h. () To conserve the ecosystem of animals and plants) To avoid future environmental cost i. () There is no reason of importance j. (

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

) Not important

) Other (specify) _____

k. (

1. (

	a. (b. (KM) Annually KM) Monthly						
10.	INDICATE AN	INDICATE ANNUAL OR MONTHLY COST OF WATER, (SPECIFY ONE)						
	a. (KM) Annually						
	b. (KM) Monthly						
11.	INDICATE AN	NUAL OR MONTHLY COST OF ELECTRICITY(SPECIFY ONE)						
	a. (KM) Annually						
	b. (KM) Monthly						
12.	INDICATE AN	NUAL OR MONTHLY COST OF <u>GAS</u> (SPECIFY)						
	a. (KM) Annually						
	b. (KM) Monthly						
13.	INDICATE AN	NUAL OR MONTHLY COST OF TELEPHONE (SPECIFY)						
	a. (KM) Annually						
	b. (KM) Monthly						
14.	READ THE FO	OLLOWING SENTENCE THAT DESCRIBE THE BENEFITS OF WWTP AND QUESTION						
	(1) PRESERVE	THE ENVIRONMENTATAL CONDITION OF MILJACKA AND FURTHER						

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

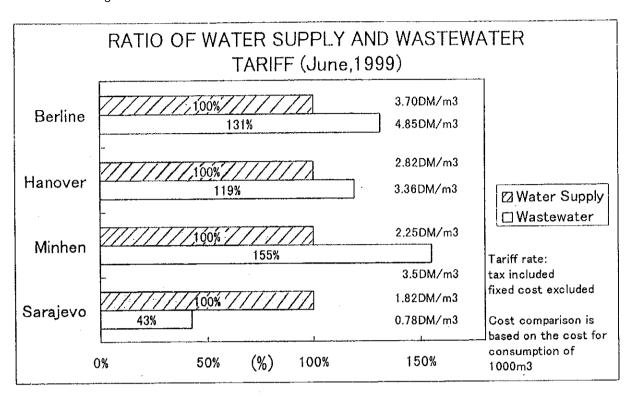
It is expected that the environmental cost, which might be covered by environmental tax, will increase in future if wastewater would be continuously discharged without treatment. It is certainly cheaper for you to have WWTP and preserve the environment in early stage before it gets worse.

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

IMPROVEMENT

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)

) 10% a. () 20% b. (c. () 30%) 40% d. () 50% Average 42%) 60% f. () 70% g.) 80% h.) 90% i.) 100% j.) 110% k. () 120%

