



WATER AND WASTE REGULATORY OFFICE
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REGULATORNI URED ZA VODU I OTPAD

SURVEY

**ON THE CUSTOMERS' VIEW ABOUT WATER AND WASTE
PUBLIC SERVICES IN KOSOVO**

Prishtina

December 2008

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1. Introduction

Ten years after the war, Kosovo continues to face major difficulties and challenges in all aspects of life. These challenges affect all sectors; especially those related to the provision of public services. Public companies deal with various problems and difficulties such as: lack of basic resources and capacities providing sustainable services, low collection efficiency, high investment needs due to the poor and old infrastructure, very limited investment capacities, limited professional and managerial capacities etc.

During the recent years, Kosovo has established several independent regulatory authorities aiming to ensure the quality of service, affordable prices and reasonable service standards. Water and Waste Regulatory Office (WWRO) is one of the regulators that has the responsibility to regulate the activities of public companies which provide water, wastewater and solid waste services in Kosovo. The primary role of WWRO is to protect customers' interests in terms of service that have a monopolistic character such as water and wastewater services and (currently) waste services.

In order to know more about the opinions and perceptions of the customers regarding water and waste services, WWRO has initiated a survey of customers' opinion. Results of the survey are summarized in this report, and the same will be valuable information for WWRO and service providers to focus their activities in improving the performance in the fields where customers may have complaints or express dissatisfaction.

2. Purpose

The purpose of this survey is to obtain better information for WWRO and other stakeholders about the customers' opinions regarding water and waste services, as well as about other public services, in order to get a clear picture on how these services compare with other public services with respect to customers' satisfaction. Furthermore, the intention of this survey is to assess the extent of customers' information about the existence and the role and responsibilities of WWRO and Customers' Consultative Committees (CCC). CCCs are established by WWRO in seven (7) regions of Kosovo whose primary role is to address the customers' complaints and concerns related to the water and waste services provided by public water and waste companies in Kosovo.

Findings from this survey will be used as a guideline for undertaking actions that will address the customers' concerns and will improve the level of service, and potentially the image of WWRO and of the public companies that provide these services.

3. Methodology

The survey is quantitative, and was carried out throughout Kosovo territory. Total number of the respondents interviewed was 1200. In the field was used non-random

sample. This type of sample was used to identify locations where the survey will take place. The survey was performed by a group of surveyors that have been monitored during all the time. An authorized person related to the survey was assigned to monitor each team on the field (this helped to obtain more accurate results from the field).

The survey was implemented during the period: November - December 2008.

Survey phases	November	December
Phase I – Work in field		
Phase II – Data analyses		

4. Demographic data about respondents

The maximal efforts were taken to involve the heads of families (households) in this survey, respectively those that are subscribed in services provided.

Table 1 shows the respondents' gender structure. As it is shown on the table, from 1200 respondents that participated in the survey, **60.2%** out of them (or **722**) were males, whereas **478** or **39.8%** were females.

Table 1: Respondents' gender structure

Gender	Number of respondents	Percentage
Male	722	60.2%
Female	478	39.8%

The following **Table 2** shows the structure of respondents with regards to the type of settlement.

Table 2: Type of settlement/community

Settlement	Number of respondents	Percentage
Village	398	33.2%
Town	78	6.5%
City	724	60.3%

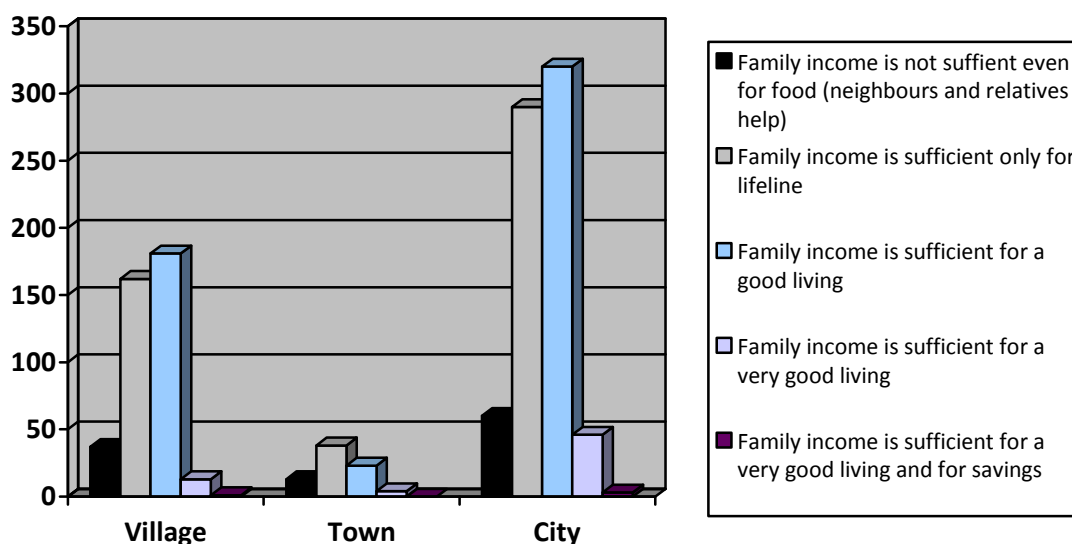


Chart 1:
Financial state of respondents according to the settlements

In the **Chart 1** it is shown the respondents' financial situation according to the type settlement. Apparently, 13.2% of the respondents have declared that their incomes are not sufficient to afford even for food. This indicator is very concerning and alarming. This chart also shows that in rural areas, respectively in the villages the financial situation is worse than in urban areas. On the other hand, it is significant the fact that only 4 out of 1200 respondents have declared that their family incomes enable a very good life standard and possibility to save.

In the beginning of this report it was mentioned that Kosovo continues to face with a variety of problems and challenges. In this aspect one of these problems is peoples' level of education, which is shown on the **Table 3**. The outcome of the survey shows a very low level of education, particularly of the female gender.

Table 3: *Respondents' level of education according to gender*

Gender	Education Level						
	Illiterate	Primary school incomplete	Primary School completed	Secondary School	High School (College) or University - Incomplete	University Degree	Master/PhD Sc./Specialist
Male	15	45	104	368	106	74	9
Female	25	61	188	145	30	29	0

5. Citizens' opinion regarding public services in Kosovo

The survey focused on the public services provided by public companies such as: (i) water and wastewater, (ii) waste collection, (iii) electrical energy, (iv) fixed telephony, and (v) central heating. Execution of proper regulatory functions is considered to have a positive impact on higher level of these services and minimization of the negative effects of the monopolistic position that have public companies in providing these services. However, the development and quality improvements of these services still remain a challenge that requires higher efforts and commitment of the public companies, as well as an effective regulatory regime associated with the institutional support by all stakeholders in Kosovo. In particular, extension of public services in rural areas aiming to increase the quality of life and people's wellbeing remains an area that requires a coordinated action of relevant institutions.

5.1. Access of population in respective public services?

Concerning the service coverage, the survey results show a major is difference between rural and urban areas. In this respect, the problem is more significant with the **central heating services (97.6%** of the respondents do not have access in this service) and **fix telephony services (63.2%** of the respondents do not have access in this service). At the same time, with regard to the services regulated by Water and Waste Regulatory Office, the main problem results to be a relatively high rate of non coverage with **waste collection services (22.3%** of the respondents do not have access), and for **wastewater and bulk water services (13.4%** of the respondents do not have access).

On the other hand, the interviewed customers have full coverage with the **electrical energy services (100%)**; whereas the **level of coverage with water services is also very high (99.7 %)**. This occurred due to the fact that the selection of the residences for the survey conduct attempted to include settlements where water services are provided.

Chart 2 illustrates the citizens' access in public services.

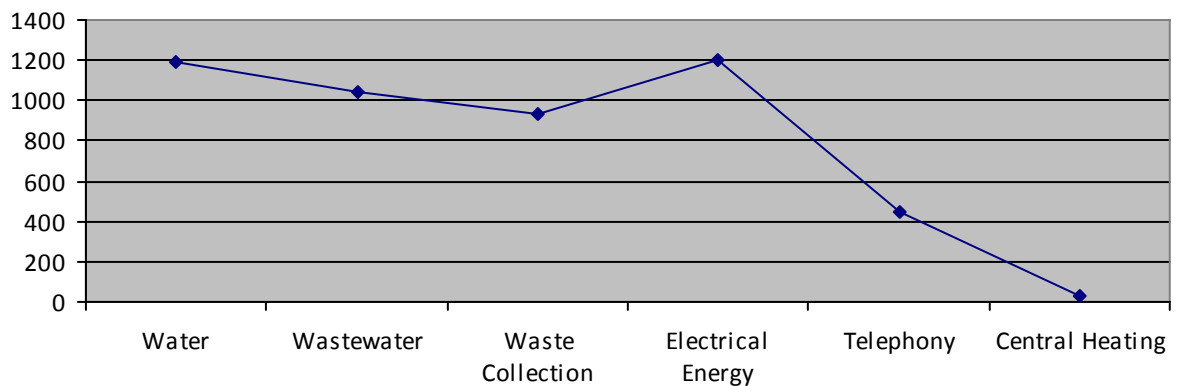


Chart 2: Access to the public service

Although the chart above shows a satisfactory level in several services in terms of accessibility, this indicator does not illustrate the quality of these services.

5.2. Customers` satisfaction with public services?

Out of 1200 respondents involved in this survey, a certain number do 'consume' some of the public services; therefore these respondents were not included in the analysis on the level of satisfaction with these services.

For each public service is given the accurate number of the customers that benefit these services:

a. Water and Wastewater – 1191 respondents involved

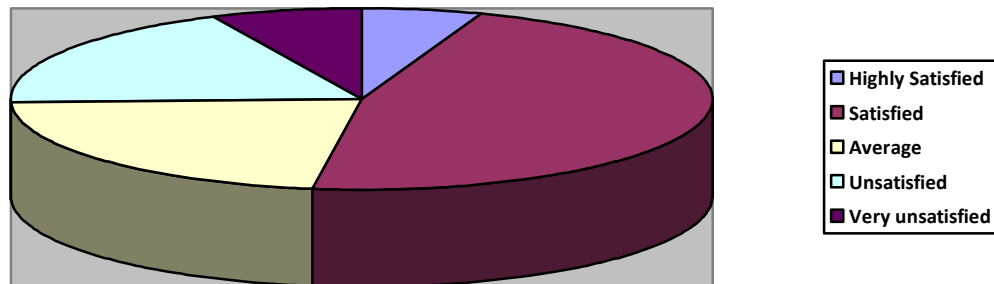


Chart 3.1:

Customers' satisfaction with water and wastewater services

Chart 3 shows that a large number of citizens are not satisfied with these services. Accordingly, **52.1%** of respondents have declared that they are *highly satisfied* or *satisfied* with water and wastewater services, whereas **25.4 %** declared to be *unsatisfied* or *very unsatisfied* with these services.

b. Waste collection – 946 respondents involved

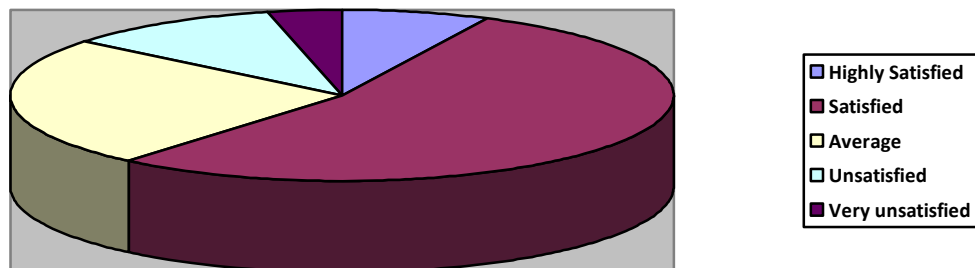


Chart 3.2:

Customers' satisfaction with waste collection services

Results of the survey demonstrate that **61.2%** of the respondents declared to be *highly satisfied* or *satisfied* with **waste collection services**, whereas **14.3%** result to be *unsatisfied* or *very unsatisfied* with these services.

c. Supply with Electrical Energy– 1196 respondents involved

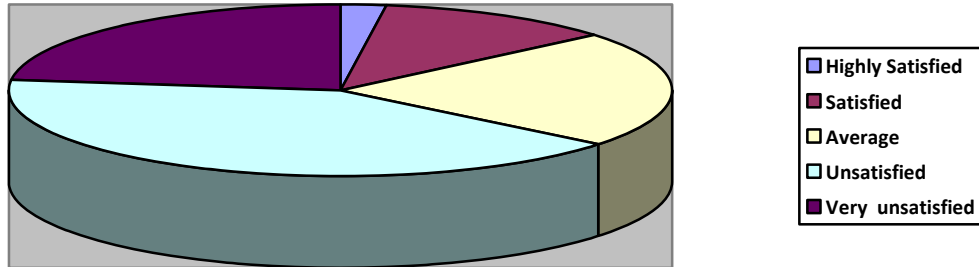


Chart 3.3:
Customers' satisfaction with electrical energy supply

Respondents' responses regarding the electrical energy supply services reflect a very high level of dissatisfaction with this service. Actually, only **13.96%** of the respondents are *highly satisfied* or *satisfied* with **electrical energy supply services**, whereas **64.07 %** appears to be *unsatisfied* or *very unsatisfied* with these services. Obviously, the overall situation with power supply, as well as frequent power interruptions impacted on dissatisfaction of citizens with this service.

d. Telephony service – 438 respondents involved

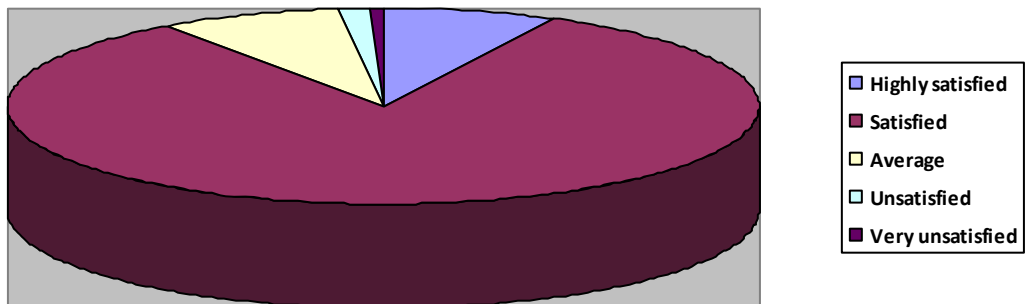


Chart 3.4: *How satisfied are the customers with telephony services*

Differently from other services, the citizens are rather satisfied with the telephony service – **90.17%** of the respondents are *very satisfied* or *satisfied* with **telephony service**, whereas only **2.07%** resulted to be *unsatisfied* or *very unsatisfied* with these services. It should be emphasized that the coverage of this service in rural areas is almost totally missing.

Lastly, as far as the **central heating** is concerned, **50 %** of the respondents are *highly satisfied* or *satisfied*, whereas only 34.17% appear to be *unsatisfied* or *unsatisfied* with this service.

Results from the survey show that the customers are mostly satisfied with the telephony services (above 90% of the customers are “highly satisfied” or “satisfied” with this service). Waste collection services are in the second place (61.2% of the respondents have declared to be “highly satisfied” or “satisfied” with this service), followed by water and wastewater services (above 52% of respondents are “highly satisfied” or “satisfied” with this service). The highest scale of dissatisfaction concerning the standard of services was ascertained for the electrical energy, where only 13% of the respondents are “highly satisfied” or “satisfied” with the standard of this service.

5.3. How do the customers consider tariffs of public services?

Although it was mentioned above, it is worth to underline, that the survey confirmed that the financial situation in Kosovo, is according to the citizens a strong reason for the low payment rate of the bills for the public services. **Table 1.4** illustrates in details what the respondents think about the tariffs for public services.

In above-mentioned charts indicate dissatisfactions with the quality of public services, although it was not expressed explicitly, as an outcome of those two questions, it can be inferred that one of the reasons of this dissatisfaction, is exactly high tariffs for some of these services. In particular it should be mentioned that the absolute majority of the respondents stated that the electrical energy tariffs are *very high* or *high* (92.2%). In fact, 44.3% declared that the electrical energy prices are very high, whereas 47.9 stated that tariffs are high. Whilst only 0.2% declared that the prices are *low* or *reasonable*.

Table 4: How do the customers consider tariffs of public services?

	Water and Wastewater (1191 respon.)	Waste Collection (930 respon.)	Electrical Energy (1200 respon.)	Telephony (439 respon.)
Very high	4.53%	1.72%	44.33%	5.69%
High	48.44%	28.49%	47.91%	32.57%
Affordable	44.84%	66.77%	6.91%	58.54%
Low	1.59%	2.04%	0.16%	3.18%
I don't know	0.59%	0.97%	0.66%	/

Out of Table 4, it appears that more than a half of the interviewed customers think that water and wastewater services (53%) and in particular the electrical energy services (above 92%) are “very high” or “high”. On the other side the majority of the customers consider that the waste collection (approx. 69%) and telephony (approx. 62%) services have “affordable” or “low” tariffs.

5.4. How much do the customers pay the invoices for public services?

Outputs of this survey to a great extent reflect the social situation in Kosovo, and in to lesser extent reflect the level of satisfaction with the quality of services (though in general the level of satisfaction corresponds with the rate of payment declared by respondents).

Analysis of responses for all public services that were part of this survey result in more than 50% of respondents pay their invoices regularly.

Table 5: Payment of Public Services

	Water and Wastewater	Waste Collection	Electrical Energy	Telephony	Central Heating
Regularly	62.8 %	64.6 %	50.9%	93.8 %	47.2 %
Meanwhile	29.8%	25.0 %	39.1 %	5.3 %	23.5%
Never	7.4 %	10.4 %	10.0 %	0.9 %	29.4 %
Number of respondents provided with service	1196	948	1200	437	34

Outcomes of the survey result that regular payments of invoices for services received to a large extent mirrors the satisfaction of customers with the level of services provided and a lesser extent they level reflect the affordability of tariffs for respective services. Therefore, the majority of the respondents have responded that they pay “regularly” invoices for telephony services (93.8%), whereas the lowest number of the respondents responded to pay “regularly” for central heating (47.2%) and electrical energy (50.9%). With regard to the services subject to WWRO regulation, waste collection services result to be paid “regularly” by 64.6% customers, while water and wastewater services 82.8%.

Results of the survey should be observed from the viewpoint of adequacy of the sample (which is most representative in the case of electrical energy and water services and is less representative in the case of other services). Also, interpreting the outcome resulting from the responses on this question should consider the sincerity of the answers (the details of the collection rate for water and waste services do not fully correspond with the survey results), and from the viewpoint of executing mechanisms which respective companies have for enforcing payment (PTK are in the best position in this respect, whereas companies that provide waste collection services are most disadvantaged).

As for the **reasons for non-payment** for water and waste services, the majority of the respondents (61.3%) have declared that the reason for non-payment is **lack of financial means**. The reason for non-payment due to the dissatisfaction with the quality of services is 28.5%, while the reason for non-payment due to irregular delivery of invoices was declared in 5.2% of the cases.

6. Customers’ knowledge about WWRO and CCC

6.1. Customers’ knowledge for Water and Waste Regulatory Office

The question regarding the customers’ knowledge about Water and Waste Regulatory Office (WWRO) raises another important issue for the WWRO and for other regulators that operate in Kosovo that is the citizens’ lack of knowledge about the existence and functions of these regulators.

Majority of the customers do not have knowledge about WWROs existence and in particular about its role and functionality. Only 19.8% of customers possess knowledge that WWRO exists, whereas regarding the role and function of WWRO only 7.2% of the respondents have declared that have a good knowledge.

6.2. Customers' knowledge about Customers' Consultative Committees

The Customers' Consultative Committees (CCC) are authorities established by WWRO in accordance with the law. CCCs are established in 7 regions of Kosovo, where water and waste companies operate and provide their services. Each CCC consists of two municipal representatives from each municipality within the service area of water and waste service providers. The main function of CCCs is to address the customers' problems regarding water and waste services and to resolve complaints that were not resolved properly from the regional water and waste companies.

According to the survey, the number of the customers that have knowledge about the existence of CCC is lower than for WWRO. Hence, the percentage of the customers that have heard about CCC is 7.5%, respectively **only 6.9% of the interviewed customers possess a good knowledge regarding the role and function of CCCs.**

Another matter linked to CCCs, which is dealt with in this survey, is addressing the customer's complaints to CCCs. The survey results show that **only 4.9% of the customers have submitted at least once a complaint to CCC.** Reasons for this low number of customers that have addressed their complaints to CCC may be: (i) low level of knowledge about the existence and the role of CCCs, and (ii) perhaps the lack of trust that their complaints will be treated and solved fairly by CCC.

In relation to the actual experiences of the customers in handling and solving their complaints by CCCs, 50% of the respondents think that their complaints were not solved properly by CCCs.

The survey results have confirmed the perception of WWRO for the low level of customers' knowledge about the existence and the role of CCC. This poses the need for WWRO to design and implement continuous and structured public information campaign for the existence and the role of CCCs. This would contribute on enhancing the profile of CCCs as well as for additional opportunities available to the customers in addressing their concerns concerning water and waste services.

In general, the survey results show a very low level of customers' knowledge regarding the existence of CCCs as well as on their role and the functions. Also, the survey has revealed a very low level of percentage (4.9%) of the customers who used the opportunity to complain to CCCs.

7. Conclusions and Recommendations

The outcomes of this survey should serve as a useful guideline for undertaking coordinated actions aiming to address the customers' dissatisfactions regarding water, wastewater and waste collection services. Furthermore, the survey results have demonstrated how water and waste services compare with other public services according to the customers' opinion.

Some of the conclusions that can be drawn from this survey are:

- **Service coverage:** the electrical energy supply (100% coverage) and water supply (97.6%) are services that have the largest coverage among the population. Whereas the central heating (only 2.4%) and fix telephony (36.8%) are services with the lowest coverage amongst the population.
- **Satisfaction with services:** From the public services that were handled in this survey, the customers were **mostly satisfied** with the **fix telephony** services (**above 90%**), whereas lesser satisfaction was shown with the electrical energy supply services (below 14%). Regarding water, wastewater and waste services, which are regulated by WWRO, more than 50% of customers have declared that they are satisfied with these services (waste above 61 % and water 52%).
- **Tariff Cost:** The customers' perception regarding the tariff cost for public services demonstrates that above **92%** consider that tariffs for electrical energy supply are **high** or **very high**. On the other hand, waste collection services are considered to have affordable tariffs, respectively, only 30% of the interviewed customers consider that these service tariffs are *high or very high*. Regarding water and wastewater services more than a half of the interviewed customers (above 52%) consider that these service tariffs are *high or very high*.
- **Payment of public services:** Responses of the customers regarding payment of public services to a large extent reflect their satisfaction with the level of service as well as with the affordability of the stated service tariffs. Therefore, the largest number of the respondents has declared that are paying regularly fix telephony services (approx. 94%). The other extreme case is with the electrical energy supply service; around 51% of the customers have declared that are paying regularly the KEK invoices. Water services (with 62.8%) and waste services (with 64.6%) stand in close positions according to the citizens' responses regarding the regularity of their payment.
- **Customers' knowledge about WWRO:** from the survey it results that a very small number of the customers (approx. 20%) have knowledge about WWRO's existence. On the other hand, the number of those that possess a clear knowledge regarding the role and function of WWRO is very low (approx 7%).
- **Customers' knowledge about Customer Consulting Committees:** As WWRO presumed, the knowledge of the customers regarding the existence of CCCs is

very low – only 7.0% of customers have declared that have knowledge about the role and function of CCCs.

Through the participation in this survey, the customers have shown their willingness to contribute in changing the situation in positive aspect. It remains a concern the fact that there is high level of the customers' dissatisfaction regarding the quality of public services that were subject to this survey. Further, a considerable part of citizens do not have access in certain public services, particularly in wastewater and waste services (put aside the telephony and central heating which are not under mandate of WWRO). Therefore, it poses the necessity for expanding these services for Kosovo citizens, having in mind their importance for public health and peoples` welfare. Certainly, extension of the coverage with these services should be accompanied with the increase of service quality, respectively with achieving and maintaining the required service standards.

Some of specific recommendations from this survey to be duly noted and properly addressed may be summarized as follows:

- **Increase public awareness for the existence of WWRO and Customer Consulting Committees (CCC).** Certainly, activities in the form of public awareness campaigns are necessary for enhancing the customers' awareness about WWRO and CCC, as well as for the customers' rights and obligations related to the water and waste services.
- **Increase the level of supervising water and waste public companies** with regard to their compliance with service standards, by ensuring that these companies are providing proper service standards in compliance with their legal obligations determined in the regulatory framework. This is due to several cases where the customers have declared that the delay in delivery of invoices or improper billing (old debt shown in the invoice) has had a negative impact in their payment of the bills.
- **Policies and strategies for the extension of the coverage with water and wastewater services should be developed and adopted.** This is particularly important in the case of wastewater and solid waste services. This would not only improve the quality of life but it would contribute to protection of public health and would have a fundamental importance for the protection of environment.

***Annex 1:
Survey Statistical Records***

Gender

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Male	722	60.2	60.2	60.2
	Female	478	39.8	39.8	100.0
	Total	1200	100.0	100.0	

Age

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid		2	.2	.2	.2
	18	4	.3	.3	.5
	19	15	1.3	1.3	1.8
	20	23	1.9	1.9	3.7
	21	8	.7	.7	4.3
	22	21	1.8	1.8	6.1
	23	11	.9	.9	7.0
	24	20	1.7	1.7	8.7
	25	14	1.2	1.2	9.8
	26	13	1.1	1.1	10.9
	27	18	1.5	1.5	12.4
	28	33	2.8	2.8	15.2
	29	22	1.8	1.8	17.0
	30	32	2.7	2.7	19.7
	31	21	1.8	1.8	21.4
	32	36	3.0	3.0	24.4
	33	26	2.2	2.2	26.6
	34	23	1.9	1.9	28.5
	35	27	2.3	2.3	30.8
	36	29	2.4	2.4	33.2
	37	32	2.7	2.7	35.8
	38	24	2.0	2.0	37.8
	39	24	2.0	2.0	39.8
	40	52	4.3	4.3	44.2
	41	29	2.4	2.4	46.6
	42	32	2.7	2.7	49.3
	43	32	2.7	2.7	51.9
	44	23	1.9	1.9	53.8
	45	37	3.1	3.1	56.9
	46	23	1.9	1.9	58.8
	47	26	2.2	2.2	61.0
48	19	1.6	1.6	62.6	
49	15	1.3	1.3	63.8	
50	39	3.3	3.3	67.1	
51	23	1.9	1.9	69.0	

52	27	2.3	2.3	71.3
53	27	2.3	2.3	73.5
54	18	1.5	1.5	75.0
55	18	1.5	1.5	76.5
56	21	1.8	1.8	78.3
57	17	1.4	1.4	79.7
58	18	1.5	1.5	81.2
59	15	1.3	1.3	82.4
60	26	2.2	2.2	84.6
61	11	.9	.9	85.5
62	13	1.1	1.1	86.6
63	22	1.8	1.8	88.4
64	10	.8	.8	89.3
65	24	2.0	2.0	91.3
66	7	.6	.6	91.8
67	8	.7	.7	92.5
68	7	.6	.6	93.1
69	11	.9	.9	94.0
70	14	1.2	1.2	95.2
71	4	.3	.3	95.5
72	14	1.2	1.2	96.7
73	10	.8	.8	97.5
74	4	.3	.3	97.8
75	11	.9	.9	98.8
76	2	.2	.2	98.9
77	1	.1	.1	99.0
78	5	.4	.4	99.4
79	2	.2	.2	99.6
80	2	.2	.2	99.8
81	1	.1	.1	99.8
82	1	.1	.1	99.9
84	1	.1	.1	100.0
Total	1200	100.0	100.0	

Type of residence

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Village	398	33.2	33.2	33.2
Town	78	6.5	6.5	39.7
City	724	60.3	60.3	100.0
Total	1200	100.0	100.0	

Level of education

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Illiterate	40	3.3	3.3	3.3
	Primary schools-incomplete	106	8.8	8.8	12.2
	Primary School-Completed	292	24.3	24.4	36.5
	Secondary School	513	42.8	42.8	79.3
	High School or University incomplete	136	11.3	11.3	90.7
	University	103	8.6	8.6	99.2
	Master/PHD/Specialist	9	.8	.8	100.0
	Total	1199	99.9	100.0	
Missing	System	1	.1		
Total		1200	100.0		

Social status

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Unemployed looking for job	254	21.2	21.2	21.2
	Unemployed not looking for job	96	8.0	8.0	29.2
	Employed in public sector	198	16.5	16.5	45.7
	Employed in private sector	118	9.8	9.8	55.5
	Self-employed/ Private business	60	5.0	5.0	60.5
	Temporary employment	9	.8	.8	61.3
	Farmer	3	.3	.3	61.5
	Retired	122	10.2	10.2	71.7
	Household	304	25.3	25.3	97.0
	Student	36	3.0	3.0	100.0
Total	1200	100.0	100.0		

Marital status

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Single	142	11.8	11.8	11.8
	Married	961	80.1	80.1	91.9
	Divorced	2	.2	.2	92.1
	Widow	95	7.9	7.9	100.0
	Total	1200	100.0	100.0	

How do you assess your family financial situation?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Family incomes are not sufficient even for the food (we are being helped by the relatives or other close persons)	110	9.2	9.2	9.2
Family incomes are sufficient for the survival	490	40.8	40.9	50.0
Family incomes are sufficient for a good life standard	524	43.7	43.7	93.7
Family incomes are sufficient for a very good life standard	63	5.3	5.3	99.0
Family incomes enable a very good life standard and savings.	4	.3	.3	99.3
Refuses / pp	8	.7	.7	100.0
Total	1199	99.9	100.0	
Missing System	1	.1		
Total	1200	100.0		

What services are being provided to you by public companies?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Water	1196	99.7	100.0	100.0
Missing System	4	.3		
Total	1200	100.0		

What services are being provided to you by public companies?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Waste	1039	86.6	100.0	100.0
Missing System	161	13.4		
Total	1200	100.0		

What services are being provided to you by public companies?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Waste Collection	932	77.7	100.0	100.0
Missing System	268	22.3		
Total	1200	100.0		

What services are being provided to you by public companies?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Electrical Energy Supply	1200	100.0	100.0	100.0

What services are being provided to you by public companies?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Telephony	442	36.8	100.0	100.0
Missing System	758	63.2		
Total	1200	100.0		

What services are being provided to you by public companies?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Cent	29	2.4	100.0	100.0
Missing System	1171	97.6		
Total	1200	100.0		

How satisfied are you with public services provided- water and wastewater?

a) Table where all respondents are included

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Very satisfied	66	5.5	5.5	5.5
Satisfied	555	46.3	46.3	51.8
Average	267	22.3	22.3	74.0
Unsatisfied	219	18.3	18.3	92.3
Very Unsatisfied	84	7.0	7.0	99.3
This service is not provided	6	.5	.5	99.8
I don't know	3	.3	.3	100.0
Total	1200	100.0	100.0	

b) Table where are included only respondents that benefit this service

	Frequency	Percentage
Valid Very satisfied	66	5.54
Satisfied	555	46.6
Average	267	22.42
Unsatisfied	219	18.38
Very Unsatisfied	84	7.05
Total	1191	100.0

How satisfied are you with public services provided – Waste Collection?

a) Table where all respondents are included

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Very satisfied	69	5.8	5.8	5.8
	Satisfied	510	42.5	42.5	48.3
	Average	232	19.3	19.3	67.6
	Unsatisfied	100	8.3	8.3	75.9
	Very Unsatisfied	35	2.9	2.9	78.8
	This service is not provided	253	21.1	21.1	99.9
	I don't know	1	.1	.1	100.0
	Total	1200	100.0	100.0	

b) Table where are included only respondents that benefit this service

		Frequency	Percentage
Valid	Very satisfied	69	7.29
	Satisfied	510	53.91
	Average	232	24.52
	Unsatisfied	100	10.57
	Very Unsatisfied	35	3.7
	Total	946	100.0

How satisfied are you with public services provided – Electrical Energy?

a) Table where all respondents are included

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Very satisfied	25	2.1	2.1	2.1
	Satisfied	142	11.8	11.8	13.9
	Average	262	21.8	21.8	35.8
	Unsatisfied	491	40.9	40.9	76.7
	Very Unsatisfied	276	23.0	23.0	99.7
	I don't know	4	.3	.3	100.0
	Total	1200	100.0	100.0	

b) Table where are included only respondents that benefit this service

		Frequency	Percentage
Valid	Very satisfied	25	2.09
	Satisfied	142	11.87
	Average	262	21.90
	Unsatisfied	491	41.05
	Very Unsatisfied	276	23.07
	Total	1196	100.0

How satisfied are you with public services provided by public companies- Telephony

a) Table where all respondents are included

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Very satisfied	33	2.8	2.8	2.8
Satisfied	362	30.2	30.2	32.9
Average	34	2.8	2.8	35.8
Unsatisfied	7	.6	.6	36.3
Very Unsatisfied	2	.2	.2	36.5
This service is not provided	761	63.4	63.4	99.9
Refuses/ pp	1	.1	.1	100.0
Total	1200	100.0	100.0	

b) Table where are included only respondents that benefit this service

	Frequency	Percentage
Valid Very satisfied	33	7.53
Satisfied	362	82.64
Average	34	7.76
Unsatisfied	7	1.60
Very Unsatisfied	2	0.45
Total	438	100.0

How satisfied are you with public services provided – Central Heating?

a) Table where all respondents are included

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Very satisfied	2	.2	.2	.2
Satisfied	14	1.2	1.2	1.3
Average	5	.4	.4	1.8
Unsatisfied	6	.5	.5	2.3
Very Unsatisfied	5	.4	.4	2.7
This service is not provided	1167	97.3	97.3	99.9
Refuses / pp	1	.1	.1	100.0
Total	1200	100.0	100.0	

b) Table where are included only respondents that benefit this service

	Frequency	Percentage
Valid Very satisfied	2	6.25
Satisfied	14	43.75
Average	5	15.62
Unsatisfied	6	18.75
Very Unsatisfied	5	15.62

Total	32	100.0
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What is the tariff level of public services provided- Water and Wastewater?

a) Table where all respondents are included

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Very high	54	4.5	4.5	4.5
High	577	48.1	48.1	52.6
Affordable	534	44.5	44.5	97.1
Low	19	1.6	1.6	98.7
This service is not provided	8	.7	.7	99.3
I don't know	8	.7	.7	100.0
Total	1200	100.0	100.0	

b) Table where are included only respondents that benefit this service

	Frequency	Percentage
Valid Very high	54	4.53
High	577	48.44
Affordable	534	44.84
Low	19	1.59
I don't know	7	0.59
Total	1191	100.0

What is the tariff level of public services provided - Waste Collection?

a) Table where all respondents are included

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Very high	16	1.3	1.3	1.3
High	265	22.1	22.1	23.4
Affordable	621	51.8	51.8	75.2
Low	19	1.6	1.6	76.8
This service is not provided	270	22.5	22.5	99.3
I don't know	9	.8	.8	100.0
Total	1200	100.0	100.0	

b) Table where are included only respondents that benefit this service

	Frequency	Percentage
Valid Very high	16	1.72
High	265	28.49
Affordable	621	66.77
Low	19	2.04
I don't know	9	0.97
Total	930	100.0

What is the tariff level of public services provided – Electrical Energy?

a) Table where all respondents are included

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Very high	532	44.3	44.3	44.3
High	575	47.9	47.9	92.3
Affordable	83	6.9	6.9	99.2
Low	2	.2	.2	99.3
I don't know	8	.7	.7	100.0
Total	1200	100.0	100.0	

b) Table where are included only respondents that benefit this service

	Frequency	Percentage
Valid Very high	532	44.33
High	575	47.91
Affordable	83	6.91
Low	2	0.16
I don't know	8	0.66
Total	1200	100.0

What is the tariff level of public services provided – Telephony?

a) Table where all respondents are included

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Very high	25	2.1	2.1	2.1
High	143	11.9	11.9	14.0
Affordable	257	21.4	21.4	35.4
Low	14	1.2	1.2	36.6
This service is not provided	761	63.4	63.4	100.0
Total	1200	100.0	100.0	

b) Table where are included only respondents that benefit this service

	Frequency	Percentage
Valid Very high	25	5.69
High	143	32.57
Affordable	257	58.54
Low	14	3.18
Total	439	100.0

What is the tariff level of public services provided – Central Heating?

a) Table where all respondents are included

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Very high	7	.6	.6	.6
	High	17	1.4	1.4	2.0
	Affordable	6	.5	.5	2.5
	Low	5	.4	.4	2.9
	This service is not provided	1162	96.8	96.8	99.8
	I don't know	2	.2	.2	99.9
	Refuses / pp	1	.1	.1	100.0
	Total	1200	100.0	100.0	

b) Table where are included only respondents that benefit this service

		Frequency	Percentage
Valid	Very high	7	18.92
	High	17	45.94
	Affordable	6	16.21
	Low	5	13.51
	I don't know	2	5.41
	Total	37	100.0

Do you pay for public services- Water and wastewater?

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Regularly	751	62.6	62.8	62.8
	Time after time	357	29.8	29.8	92.6
	Never	88	7.3	7.3	99.7
	This service is not provided	4	.3	.3	100.0
	Total	1200	100.0	100.0	

Do you pay for public services- - Waste collection?

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Regularly	612	51.0	64.6	51.0
	Time after time	237	19.8	25.0	89.6
	Never	99	8.3	10.4	90.0
	This service is not provided	252	21.0		
	Total	1200	100.0	100.0	100.0

Do you pay for public services- - Electrical energy?

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Regularly	611	50.9	50.9	50.9
	Time after time	469	39.1	39.1	90.0
	Never	120	10.0	10.0	100.0
	Total	1200	100.0	100.0	

Do you pay for public services- – Telephony?

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Regularly	410	34.2	93.8	93.8
	Time after time	23	1.9	5.3	99.1
	Never	4	.3	0.9	100.0
	This service is not provided	763	63.6	63.6	
	Total	1200	100.0	100.0	100.0

Do you pay for public services- - Central heating?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Regularly	16	1.3	47.06	47.06
Time after time	8	.7	23.53	70.59
Never	10	.8	29.41	100.0
This service is not provided	1166	97.2	97.2	
Total	1200	100.0	100.0	100.0

What are the reasons for nonpayment of water, wastewater, and waste services?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid I can chose not to pay without having any consequence	3	.3	.6	.6
I am not satisfied with service level	148	12.3	28.5	29.0
I don't have financial possibility to pay	319	26.6	61.3	90.4
I don't receive invoices regularly	27	2.3	5.2	95.6
Other reasons	21	1.8	4.0	99.6
Refuses /pp	2	.2	.4	100.0
Total	520	43.3	100.0	
Missing System	680	56.7		
Total	1200	100.0		

Do you know that Water and Waste Regulatory Office exists?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Yes	237	19.8	19.8	19.8
No	963	80.3	80.3	100.0
Total	1200	100.0	100.0	

Do you know about its role and responsibilities?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid A lot	17	1.4	7.2	7.2
So-so	91	7.6	38.4	45.6
A little	97	8.1	40.9	86.5
Nothing	17	1.4	7.2	93.7
I don't know	15	1.3	6.3	100.0
Total	237	19.8	100.0	

Missing System	963	80.3		
Total	1200	100.0		

Do you know about the existence of Customer Consulting Committees for water and waste services?

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Yes	90	7.5	7.5	7.5
	No	1096	91.3	91.4	98.9
	I don't know	5	.4	.4	99.3
	Refuses /na	8	.7	.7	100.0
	Total	1199	99.9	100.0	
Missing	System	1	.1		
Total		1200	100.0		

Do you know about its role and responsibilities?

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	A lot	6	.5	6.9	6.9
	So-so	43	3.6	49.4	56.3
	A little	27	2.3	31.0	87.4
	Nothing	6	.5	6.9	94.3
	I don't know	5	.4	5.7	100.0
	Total	87	7.3	100.0	
Missing	System	1113	92.8		
Total		1200	100.0		

Have you ever addressed a complaint to Customer Consulting Committees?

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Several times	30	2.5	2.5	2.5
	Once	17	1.4	1.4	3.9
	Never	1153	96.1	96.1	100.0
	Total	1200	100.0	100.0	

Do you think that your complaint was reviewed fairly?

		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	Yes	21	1.8	45.7	45.7
	No	23	1.9	50.0	95.7
	I don't know	2	.2	4.3	100.0
	Total	46	3.8	100.0	
Missing	System	1154	96.2		
Total		1200	100.0		

Why do you think that your complaint was not reviewed fairly?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid	1183	98.6	98.6	98.6
They don't want to work	1	.1	.1	98.7
Refuses to answer	1	.1	.1	98.8
Because we are still facing the same problem	1	.1	.1	98.8
Because situation did not change	1	.1	.1	98.9
Because situation did not change at all	8	.7	.7	99.6
Because they are corrupted	1	.1	.1	99.7
Because they ask for money in cash	1	.1	.1	99.8
Because they don't know me	1	.1	.1	99.8
Water of apartment residents is used for carwash	1	.1	.1	99.9
The value of invoice was higher than expenses	1	.1	.1	100.0
Total	1200	100.0	100.0	

Municipality

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Decan	30	2.5	2.5	2.5
Dragash	30	2.5	2.5	5.0
Drenas	30	2.5	2.5	7.5
Ferizaj	72	6.0	6.0	13.5
Fushe Kosove	30	2.5	2.5	16.0
Gjakove	72	6.0	6.0	22.0
Gjilan	72	6.0	6.0	28.0
Istog	36	3.0	3.0	31.0
Kacanik	36	3.0	3.0	34.0
Kamenice	36	3.0	3.0	37.0
Klinë e Begut	30	2.5	2.5	39.5
Lipjan	30	2.5	2.5	42.0
Malisheve	30	2.5	2.5	44.5
Mitrovice	60	5.0	5.0	49.5
Novoberd	24	2.0	2.0	51.5
Obilic	30	2.5	2.5	54.0
Peje	78	6.5	6.5	60.5
Podujeve	30	2.5	2.5	63.0
Prishtine	138	11.5	11.5	74.5
Prizren	78	6.5	6.5	81.0
Rahovec	36	3.0	3.0	84.0
Shtime	30	2.5	2.5	86.5
Skenderaj	36	3.0	3.0	89.5
Suhareke	36	3.0	3.0	92.5

Viti	36	3.0	3.0	95.5
Vushtrri	54	4.5	4.5	100.0
Total	1200	100.0	100.0	

Residence

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Babe	6	.5	.5	.5
Banje	6	.5	.5	1.0
Bardhosh	6	.5	.5	1.5
Barileve	6	.5	.5	2.0
Bec	6	.5	.5	2.5
Berivojce	6	.5	.5	3.0
Bregu i Diellit / Afrim Zhitia	6	.5	.5	3.5
Bregu i Diellit / Rifat Burqevic	6	.5	.5	4.0
Brezne	6	.5	.5	4.5
Buqe	6	.5	.5	5.0
Carabreg i eperm	6	.5	.5	5.5
Carraleve	6	.5	.5	6.0
Dardani	6	.5	.5	6.5
Davidofc	6	.5	.5	7.0
Doberlluge	6	.5	.5	7.5
Dresnik	6	.5	.5	8.0
Gadime e eperme	6	.5	.5	8.5
Gadime e ulet	6	.5	.5	9.0
Gjurakoc	6	.5	.5	9.5
Gjurxhevik	6	.5	.5	10.0
Globar	6	.5	.5	10.5
Hajvali	6	.5	.5	11.0
Hasan Remniku	6	.5	.5	11.5
Izniq	6	.5	.5	12.0
Katun i ri	6	.5	.5	12.5
Kcic i madh	6	.5	.5	13.0
Kline e eperme	6	.5	.5	13.5
Kline e ulet	6	.5	.5	14.0
Korishe	6	.5	.5	14.5
Lagja Iliria	6	.5	.5	15.0
Lakrishte	6	.5	.5	15.5
Lismir	6	.5	.5	16.0
Llashtice	6	.5	.5	16.5
Lluke e eperme	6	.5	.5	17.0
Lumishte	6	.5	.5	17.5
Mazgit i eper	6	.5	.5	18.0
Mirdite	6	.5	.5	18.5
Mirushe	6	.5	.5	19.0
Nakarade	6	.5	.5	19.5
Nikadin	6	.5	.5	20.0

Novoselle e begut	6	.5	.5	20.5
Obilic i vjeter	6	.5	.5	21.0
Orlovic	6	.5	.5	21.5
Osek Hile	6	.5	.5	22.0
Ozdrim	6	.5	.5	22.5
Perlepnice	6	.5	.5	23.0
Pestove	6	.5	.5	23.5
Petrove	6	.5	.5	24.0
Plave	6	.5	.5	24.5
Pleshine e ulet	6	.5	.5	25.0
Poglek	6	.5	.5	25.5
Prugovc	6	.5	.5	26.0
Qerim	6	.5	.5	26.5
Ramniste	6	.5	.5	27.0
Ratkoc	6	.5	.5	27.5
Rr. 11 Marsi	6	.5	.5	28.0
Rr. 12 Prilli	6	.5	.5	28.5
Rr. 2 Korriku	6	.5	.5	29.0
Rr. 28 Nentori	10	.8	.8	29.8
Rr. Abdurrahman Gerguri	6	.5	.5	30.3
Rr. Abdyl Rama	6	.5	.5	30.8
Rr. Adem Jashari	30	2.5	2.5	33.3
Rr. Agim Bajrami	6	.5	.5	33.8
Rr. Agim Hajrizi	6	.5	.5	34.3
Rr. Ahmet Delia	5	.4	.4	34.8
Rr. Ali Ajeti	4	.3	.3	35.1
Rr. Ali Ibra	6	.5	.5	35.6
Rr. Ali Kelmendi	6	.5	.5	36.1
Rr. Ali Sokoli	6	.5	.5	36.6
Rr. Anton Cetta	12	1.0	1.0	37.6
Rr. Avdulla Tahiri	6	.5	.5	38.1
Rr. Bajram Curri	12	1.0	1.0	39.1
Rr. Bajram Kelmendi	12	1.0	1.0	40.1
Rr. Bekim Osmani	6	.5	.5	40.6
Rr. Beqir Musliu	6	.5	.5	41.1
Rr. Besnik Lajci	6	.5	.5	41.6
Rr. Besnik Restelica	2	.2	.2	41.8
Rr. Beteja e Llapushnikut	6	.5	.5	42.3
Rr. Bill Klinton	6	.5	.5	42.8
Rr. Brigada 123	6	.5	.5	43.3
Rr. Dede Xho Luli	1	.1	.1	43.3
Rr. Deshmoret e kombit	18	1.5	1.5	44.8
Rr. Deshmoret e Kombit	12	1.0	1.0	45.8
Rr. Deshmoret e lirise	6	.5	.5	46.3
Rr. Drenica	6	.5	.5	46.8
Rr. Drini i Bardhe	2	.2	.2	47.0
Rr. Durresit	6	.5	.5	47.5

Rr. E Presheves	6	.5	.5	48.0
Rr. e Radeshes	6	.5	.5	48.5
Rr. Edit Durham	6	.5	.5	49.0
Rr. Elena Gjika	6	.5	.5	49.5
Rr. Elez Agushi	6	.5	.5	50.0
Rr. Enver Haradinaj	6	.5	.5	50.5
Rr. Ernest Koliqi	6	.5	.5	51.0
Rr. Faik Konica	6	.5	.5	51.5
Rr. Fatos Limani	6	.5	.5	52.0
Rr. Fehmi Lladrovci	6	.5	.5	52.5
Rr. Fehmi Preteni	6	.5	.5	53.0
Rr. Fitim Enver Duraku	6	.5	.5	53.5
Rr. Fitorja	6	.5	.5	54.0
Rr. Flaka e Janarit	6	.5	.5	54.5
Rr. Gj. K. Skenderbeu	12	1.0	1.0	55.5
Rr. Gjellal Hajda	12	1.0	1.0	56.5
Rr. Gjergj Fishta	6	.5	.5	57.0
Rr. Gjin Gazulli	6	.5	.5	57.5
Rr. Gjon Sereqi	6	.5	.5	58.0
Rr. Halil Halidemaj	6	.5	.5	58.5
Rr. Halim Ahmetaj	6	.5	.5	59.0
Rr. Halim Orana	5	.4	.4	59.4
Rr. Hasan Kabashi	6	.5	.5	59.9
Rr. Hasan Remniku	6	.5	.5	60.4
Rr. Hashim Hajdini	6	.5	.5	60.9
Rr. Hyzri Talla	1	.1	.1	61.0
Rr. Ilaz Kodra	6	.5	.5	61.5
Rr. Iliria	6	.5	.5	62.0
Rr. Isa Kastrati	6	.5	.5	62.5
Rr. Jusuf Gervalla	6	.5	.5	63.0
Rr. Kolonia e re	6	.5	.5	63.5
Rr. Kolonia e vjeter	12	1.0	1.0	64.5
Rr. Komandant Drini	6	.5	.5	65.0
Rr. Konferenca e Bujanit	6	.5	.5	65.5
Rr. Lidhja e Prizrenit	18	1.5	1.5	67.0
Rr. Madlin Olbright	6	.5	.5	67.5
Rr. Marin Barleti	6	.5	.5	68.0
Rr. Mentor Tolaj	6	.5	.5	68.5
Rr. Muhamet Gashi	6	.5	.5	69.0
Rr. Mulla Nura	6	.5	.5	69.5
Rr. Musli Ymeri	6	.5	.5	70.0
Rr. Myrvete Maksutaj	6	.5	.5	70.5
Rr. Nazim Gafurri	6	.5	.5	71.0
Rr. Nazim Kokollari	6	.5	.5	71.5
Rr. Nena Tereze	6	.5	.5	72.0
Rr. Nene Tereza	6	.5	.5	72.5
Rr. Njazi Bajraktari	6	.5	.5	73.0

Rr. Nysret Seharsaj	6	.5	.5	73.5
Rr. Pandeli Sotiri	6	.5	.5	74.0
Rr. Pashko Vasa	6	.5	.5	74.5
Rr. Qerqilli	6	.5	.5	75.0
Rr. Ramadan Peci	6	.5	.5	75.5
Rr. Remzi Durmishi	6	.5	.5	76.0
Rr. Rexhep Bislimi	6	.5	.5	76.5
Rr. Rexhep Krasniqi	6	.5	.5	77.0
Rr. Rinia	6	.5	.5	77.5
Rr. Sadik Rexhaj	6	.5	.5	78.0
Rr. Selim Berisha	6	.5	.5	78.5
Rr. Shaip Kamberi	6	.5	.5	79.0
Rr. Sheshi i deshmoreve	6	.5	.5	79.5
Rr. Sheshi Skenderbeu	6	.5	.5	80.0
Rr. Shpetim Robaj	6	.5	.5	80.5
Rr. Skender Beu	6	.5	.5	81.0
Rr. Skenderbeu	18	1.5	1.5	82.5
Rr. Smail Gorani	6	.5	.5	83.0
Rr. Uck	12	1.0	1.0	84.0
Rr. Vellezerit Caka	6	.5	.5	84.5
Rr. Vellezerit Draga	6	.5	.5	85.0
Rr. Wesley Clark	6	.5	.5	85.5
Rr. William Walker	12	1.0	1.0	86.5
Rr. Xheme Gostivari	6	.5	.5	87.0
Rr. Xhevat Ajvazi	6	.5	.5	87.5
Rr. Ymer Prizreni	6	.5	.5	88.0
Rr. Zahir Pajaziti	12	1.0	1.0	89.0
Runjeve	6	.5	.5	89.5
Savrove	6	.5	.5	90.0
Sfeqel	6	.5	.5	90.5
Shajkofc	6	.5	.5	91.0
Sheshi Adem Jashari	6	.5	.5	91.5
Shipol	6	.5	.5	92.0
Shiroke	6	.5	.5	92.5
Skivjan	6	.5	.5	93.0
Sopi	6	.5	.5	93.5
Trebovic	6	.5	.5	94.0
Tuneli i pare	6	.5	.5	94.5
Ulpiana12/10	6	.5	.5	95.0
Velekince e re	6	.5	.5	95.5
Vitimirice	6	.5	.5	96.0
Vlashnje	6	.5	.5	96.5
Vllasali	6	.5	.5	97.0
Vranidoll	6	.5	.5	97.5
Vrelle	6	.5	.5	98.0
Xerxe	6	.5	.5	98.5
Xërxë	6	.5	.5	99.0

Zaskok	6	.5	.5	99.5
Zhur	6	.5	.5	100.0
Total	1200	100.0	100.0	

Questioner

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid Blerta Ahmeti	254	21.2	21.2	21.2
Byrhan Bivolaku	225	18.8	18.8	39.9
Ibadete Ahmeti	360	30.0	30.0	69.9
Mevlude Musliu	46	3.8	3.8	73.8
Rexhep Musliu	315	26.3	26.3	100.0
Total	1200	100.0	100.0	

Date of questionnaire

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid 01.12.2008	36	3.0	3.0	3.0
02.12.2008	54	4.5	4.5	7.5
03.12.2008	36	3.0	3.0	10.5
04.12.2008	42	3.5	3.5	14.0
05.12.2008	60	5.0	5.0	19.0
06.12.2008	48	4.0	4.0	23.0
07.12.2008	36	3.0	3.0	26.0
10.12.2008	30	2.5	2.5	28.5
11.12.2008	48	4.0	4.0	32.5
12.12.2008	36	3.0	3.0	35.5
13.12.2008	54	4.5	4.5	40.0
14.12.2008	18	1.5	1.5	41.5
15.12.2008	30	2.5	2.5	44.0
16.12.2008	30	2.5	2.5	46.5
17.12.2008	30	2.5	2.5	49.0
18.12.2008	42	3.5	3.5	52.5
19.11.2008	36	3.0	3.0	55.5
19.12.2008	42	3.5	3.5	59.0
20.11.2008	54	4.5	4.5	63.5
20.12.2008	48	4.0	4.0	67.5
21.11.2008	42	3.5	3.5	71.0
21.12.2008	48	4.0	4.0	75.0
22.11.2008	30	2.5	2.5	77.5
22.12.2008	48	4.0	4.0	81.5
23.11.2008	48	4.0	4.0	85.5
25.11.2008	36	3.0	3.0	88.5
26.11.2008	30	2.5	2.5	91.0
27.11.2008	30	2.5	2.5	93.5
29.11.2008	48	4.0	4.0	97.5
30.11.2008	30	2.5	2.5	100.0
Total	1200	100.0	100.0	

***Annex 2:
Questionnaire Form***

Number of Questionnaire: _____

Water and Waste Regulatory Office
Prishtina

QUESTIONNAIRE

Survey
Customers' view about
water and waste public services
in Kosovo

November, 2008

0. DEMOGRAPHIC RECORDS

1. Gender:

1. Male
2. Female

2. Age: _____

3. Type of residence

1. Village
2. Town
3. City

4. Level of education

1. Illiterate
2. Primary school incomplete
3. Primary school completed
4. Secondary school
5. High school or university incomplete
6. University degree
7. Master / PHD / Specialist /

5. Social status

- | | |
|-------------------------------------|--------------|
| 1. Unemployed – looking for job | 7. Farmer |
| 2. Unemployed – not looking for job | 8. Retired |
| 3. Employed in Public Sector | 9. Household |
| 4. Employed in Private Sector | 10. Pupil |
| 5. Self-employed / Private business | 11. Student |
| 6. Temporary employment | |

6. Martial status

1. Single
2. Married
3. Separated/divorced
4. Widow

7. How do you assess your family financial situation?

1. Family incomes are not sufficient even for food (we are being helped by relatives or other close persons)
2. Family incomes are sufficient for survival
3. Family incomes are sufficient for good life standards
4. Family incomes are sufficient for very good life standards
5. Family incomes enable very good life standards and savings.
6. Refuses / na

I. QUESTIONS ABOUT PUBLIC SERVICES:

1. What services are being provided to you by public companies?

(Multiple answer)

1. Water
2. Wastewater
3. Waste collection
4. Electrical energy supply
5. Telephony
6. Central heating

2. How satisfied are you with public services provided?

	Very satisfied	Satisfied	Average	Unsatisfied	Very unsatisfied	I don't know	Ref na
Water and Wastewater	1	2	3	4	5	6	9
Waste collection	1	2	3	4	5	6	9
Electrical energy	1	2	3	4	5	6	9
Telephony	1	2	3	4	5	6	9
Central Heating	1	2	3	4	5	6	9

3. What is the tariff level of public services provided?

	Very High	High	Affordable	Low	I don't know	Ref Na
Water and Wastewater	1	2	3	4	5	9
Waste collection	1	2	3	4	5	9
Electrical energy	1	2	3	4	5	9
Telephony	1	2	3	4	5	9
Central Heating	1	2	3	4	5	9

4. Do you pay for public services?

	Regularly	Time after time	Never
Water and Wastewater	1	2	3
Waste collection	1	2	3
Electrical energy	1	2	3
Telephony	1	2	3
Central Heating	1	2	3

5. What are the reasons for nonpayment of water, wastewater, and waste services?

1. I can choose not to pay without having any consequence
2. I am not satisfied with service level
3. I don't have financial possibility to pay
4. I don't receive invoices regularly
5. Other reasons

6. Ref/ na

6. Do you know that Water and Waste Regulatory Office exists?

1. Yes (go to 6)
2. No (go to 6)

6a. Do you know about its role and responsibilities?

(Please choose only one answer)

1. A lot
2. So-so
3. A little
4. Nothing
(Don't read)
5. I don't know
6. Ref /na

7. Do you know about the existence of Customer Consulting Committees for water and waste services?

1. Yes (go to 7)
2. Jo (go to 8)
(don't read)
3. I don't know
4. Ref/ pp

7a. Do you know about its role and responsibilities?

1. A lot
2. So-so
3. A little
4. Nothing
(Don't read)
5. I don't know
6. Ref /na

8. Have you ever addressed a complaint to Customer Consulting Committees?

1. Several times (go to 8a)
2. Once (go to 8a)
3. Never (go to 9)

8a. Do you think that you complaint was reviewed fairly?

1. Yes
2. No (go to 8b)
3. I don't know

8b. Why do you think that your complaint was not reviewed fairly?

1. _____
2. I don't know
3. Ref /pp

THANK YOU FOR COOPERATION

Municipality _____

Residence _____

Name and Surname of Questioner _____

Questionnaire Date _____

Questionnaire Duration _____

QUESTIONER REMARKS FOR:

Honesty 1 2 3 4 5

Cooperation 1 2 3 4 5

QUESTIONNAIRE CONTROLLER

FIELD CONTROLLER
