

## Assessment of Water User Committee Management Practices and Borehole Operation and Maintenance

*Purpose:* to collect information on general operations and management practices of the water user committees. This information will be used to highlight areas of committee success, identify areas for improvement, and to compare with the intent to address challenges across multiple water user committees.

*Participants:* one-to-two-member sample of each water user committee affiliated with the Center for Sustainable Rural Livelihoods

*Collection Method:* face-to-face personal interview with Thomas Buyinza. Identifying information will not be included in the questionnaire allowing anonymous personal responses. Locational identifiers required to provide follow-up information for individual water user committees.

*Instructions:* provide a short answer to the questions with as much honest and complete information as available. Questions with yes or no responses will require one or multiple follow-up short answer questions. Ask clarifying questions if needed.

*Questions:* will be directly related to current water user committee bylaws, composition, management practices, and operation and maintenance of boreholes. Some questions ask for cost or frequency.

## Survey

### Section 1 – Personal and Introductory Questions

1. What is your current position as a WUC member?

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2. Why did you choose to join the water user committee?

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3. What motivates you to continue to work?

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### Section 2 – Water User Committee Composition

4. How many members are on this WUC? *Please provide a number*

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5. What committee positions are required for this WUC and which ones are filled (if not all)? *Please list positions*

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6. How many women are on the committee? How many men are on the committee? How many persons with disabilities are on the committee?

Women – .....

Men – .....

Persons with disabilities - .....

7. I) Is training offered for committee members?

a. Yes

b. No

7. II) If yes, please describe the type of training.

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8. How often does your committee meet? *Please indicate number of meetings per month or year.*

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9. I) Does your WUC keep a list of water users?

a. Yes

b. No

9. II) How many households does your borehole serve?

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### Section 3 – Financial Responsibilities

10. I) Do you have a banking method to store finances?

a. Yes

b. No

10. II) If yes, please describe what method...

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11. What are the estimated annual operational and maintenance costs for the WUC?

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12. How does the WUC pay for these operational and maintenance costs? *Please indicate the method and answer the questions associated with the chosen answer.*

a. Donations [*Continue to questions 12a*]

b. Fee Collection [*Continue to questions 12b*]

c. Combination of donations and fee collection [*Continue to questions 12c*]

12a/c) 1. Do you keep documentation of received donations?

Yes

No

12a/c) 2. Where do you receive donations from?

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12a/c) 3. How much in donations do you receive annually? Please indicate estimated financial amount.

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12a/c) 4. Do these funds adequately pay for necessary costs?

Yes                      No

12b/c) 1. How much is the water user fee per household? Please indicate the financial amount.

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12b/c) 2. How often are fees collected? (e.g. weekly, biweekly, monthly, etc.)

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12b/c) 3. What happens if a user is unwilling or unable to pay?

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12b/c) 4. Do you keep documentation of user and payments?

Yes                      No

12b/c) 5. Do these funds adequately pay for the necessary costs?

Yes                      No

#### Section 4 – Monitoring and Operation

13. Are you monitoring water use at the source? If yes, please indicate by what method(s)?

Yes                      No

- a. Fencing
- b. Guards
- c. Community observation
- d. Other

14. How frequently is the borehole monitored for operation and maintenance? (*e.g. weekly, biweekly, monthly, etc.*)

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15. How often is the borehole serviced? (*e.g. weekly, biweekly, monthly, etc.*)

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16. What are the most common repairs required? *Please list between two and five.*

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17. What was a significant borehole breakdown time since it was installed? *Please indicate year and estimated duration of breakdown.*

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18. What are the most common causes of repair needs to return borehole to functionality? *Please list between two and five.*

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19. How do you approach borehole repair?

- a. Experienced and trained water user
- b. Skilled hand pump mechanics
- c. Other

#### Section 5 – Additional Documentation

20. I) Do you keep documentation for borehole operation and maintenance?

- a. Yes
- b. No

20. II) If yes, please list the type of records...

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#### Section 6 – Concluding Questions

21. What are aspects of the WUC that are going well?

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22. What are some challenges that you continue to face as a WUC?

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23. Additional commentary

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