

HOUSEHOLD QUESTIONNAIRE

Questionnaire No. _____

Version A No 0.5 1 5 10 25

Version B No. 0 - [23 20 15] 1 - [200 500 700 1000]

Marz Name _____ # _____

Location Name. _____ # _____

Type City (0) Village (1)

Cluster No _____

Approximate distance of village to nearest paved road _____ km

Name of Enumerator _____ # _____

Date: _____

Introduction

[Enumerator read the following introductory statement]

My name is and I am working on a STUDY about utility services in Armenia. The information collected in this STUDY will help determine how best to provide people with utility services. The interview will be completely confidential and if at any time you wish to stop the interview or not answer specific questions, this is entirely up to you.

Is there any one at home responsible for making household expenditures? [If no – enumerator stop interview.]

A. Household Information

A1

Now I would like to ask you some questions about your priorities. Suppose that the Government of Armenia had enough money to help with one of the following problems:

Unemployment (1) Preventive Health care (2) Primary Education (3) Water supply (4) Electricity (5) Roads (6) Public Transportation (7) Telephone (8) New Housing (9) Housing Maintenance (10) solid waste collection (11) Sewerage and wastewater (12) Water level in Lake Sevan (13) Social protection programs (14) Other (15)

- | | |
|---|----------------------------|
| 1. Which of these problems is the most important to solve first? | No. _____ Don't know (-99) |
| 2. Which of these problems is the most important to solve second? | No. _____ Don't know (-99) |
| 3. Which of these problems is the most important to solve third? | No. _____ Don't know (-99) |

A2

How would you compare the welfare of your household with the welfare of other households in your neighborhood
much better (2) better (1) average (0) worse (-1) much worse (-2) don't know (-99)

A3

How many people live in your household? No. _____

A4

Household Roster [Enumerator: Start from the respondent (# 1)]

| | Sex 0. male 1. female | Age in years (if <1 then =1) [if <16 => next] | Marital Status 0.single 1.married 2.widow 3.divorced | Education (completed) 1. PHD 2. Higher 3. Special-Secondary* 4. Secondary 5. 8 years 6. Primary School 7. None | |
|----|--|---|---|---|------------|
| | 1 | 2 | 3 | 4 | |
| 1 | | | | | respondent |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |
| 12 | | | | | |
| 13 | | | | | |
| 14 | | | | | |

* Includes technical school

[Enumerator] Check the number of people in household against number of household members.

A5

How many people was absent during the last month? No. _____

A6

Does the household currently receive any allowances from the state?

No(0) [Go to A9] yes (1)

A7

What kind of allowances? [multiple answers]

Family benefit (1), Veteran(2) Disabled (3), Children without parent (4), Family of victims of Karabakh War (5), Unemployment (6), Other (7), Don't know (-99)

A8

Total amount of benefits received by household? Dram per month _____ Don't know (-99)

A9

Since January 1999, has your household receive the electricity allowance or have any privileges?

No(0) [Go to A12] Yes (1) Don't know (-99) [Go to A12]

A10

What kind of electricity allowance/ privileges?

1. Compensation _____ dram per month

2. Reduction _____ %

3. Voucher _____ KWH

A11

How many times did you receive the electricity allowance since January 1, 1999? No. of times _____ Not Sure (-99)

A12

Does any member of the household currently receive a pension or scholarship?

No(0) [Go to A14] Yes (1)

A13

Total amount of pensions received by household? Dram per month _____ Don't know (-99)

Total amount of scholarships received by household? Dram per month _____ Don't know (-99)

A14

Do you receive money or other assistance from relatives or friends (including those living overseas)?

No (0) [Go to A16] Yes (1)

A15

[yes] How much money (cash) do you receive per year? _____ Dram/Dollars/Ruble Don't know (-99)

A16

Does any member of the household currently have work for which he/she is paid a wage?

No (0) [Go to A18] Yes (1)

A17

Total amount of wages per month. Dram per month _____ Dollar per month _____ Don't know (-99)

A18

Does your household have any other income (agricultural sales, own business, rent out, seasonal income, sales of property, etc.) ?

Amount per year _____ Dram/Dollars/Ruble Don't know (-99)

A19

How much of the food consumed by your household do you pay for?

Almost all (2) More than half (1) About half (0) Less than half (-1) Almost none (-2)

A20

How much money do you spend on food per week? _____ Dram/Dollar Not sure (-99)

A21

How much do you typically spend on bread per day?_____Dram

A22

Now I'd like to ask you about food consumption in your household during the last week

| | Item | Kg / L / Piece | Amount | Grow (0) buy (1) received (2) | Total spent (Dram) |
|----|-------------------------------|----------------------|--------|-------------------------------------|-----------------------|
| | | | 1 | 2 | 3 |
| 1 | Flour | kg | | | |
| 2 | Cereal | kg | | | |
| 3 | Groats | kg | | | |
| 4 | Legumes | kg | | | |
| 5 | Macaroni | kg | | | |
| 6 | Potato | kg | | | |
| 7 | Beet ,Carrot | kg | | | |
| 8 | Cabbage | kg | | | |
| 9 | Onion | kg | | | |
| 10 | Other vegetables | kg | | | |
| 11 | Pickles | kg | | | |
| 12 | Vegetables preserves | kg | | | |
| 13 | Beef | kg | | | |
| 14 | Chicken | kg | | | |
| 15 | Fish | kg | | | |
| 16 | Smoked meat products | kg | | | |
| 17 | Sausages | kg | | | |
| 18 | Meat preserves | kg | | | |
| 19 | Eggs | Piece | | | |
| 20 | Milk, yogurt | Liter | | | |
| 21 | Sour Cream, Curds | kg | | | |
| 22 | Cheese | kg | | | |
| 23 | Butter | kg | | | |
| 24 | Melted butter | kg | | | |
| 25 | Vegetable oil | Liter | | | |
| 26 | Margarine | kg | | | |
| 27 | Sugar | kg | | | |
| 28 | Honey | kg | | | |
| 29 | Bonbons | kg | | | |
| 30 | Cakes, Other sweets | kg | | | |
| 31 | Grapes | kg | | | |
| 32 | Apples, Pears | kg | | | |
| 33 | | kg | | | |
| 34 | Other fruits | kg | | | |
| 35 | Citrus, subtropical fruits | kg | | | |
| 36 | Walnuts, hazelnuts | kg | | | |
| 37 | Dried Fruits | kg | | | |
| 38 | Compote, Juice | Liter | | | |
| 39 | Jam | kg | | | |
| 40 | Tea | kg | | | |
| 41 | Coffee | kg | | | |
| 42 | Bottled water (incl. mineral) | Liter | | | |
| 43 | Nonalcoholic drinks | Liter | | | |
| 44 | Alcoholic drinks | Liter | | | |
| 45 | Other food | kg | | | |

A23

How much do you typically spend on Tobacco per day?_____Dram

A24

Typically how much does your household spend per month? _____Dram/Dollar Don't know (-99)

A25

Could you tell me about the following items in your household and if they are new or not

| | Item | Do you own a? No (0) Yes (1) | Was it purchased in last 12 months No (0) Yes (1) | Price (dram) if purchased in last 12 months |
|----|------------------------------|------------------------------------|---|---|
| | | 1 | 2 | 3 |
| 1 | Other dwelling /summer house | | | |
| 2 | Shop/factory | | | |
| 3 | Car | | | |
| 4 | GSM (portable telephone) | | | |
| 5 | Personal Computer | | | |
| 6 | Television | | | |
| 7 | Parabolic antenna | | | |
| 8 | Video recorder | | | |
| 9 | Video camera | | | |
| 10 | Photo camera | | | |
| 11 | Tape deck | | | |
| 12 | Electric cooker (purchased) | | | |
| 13 | Gas cooker | | | |
| 14 | Microwave oven | | | |
| 15 | Electric oven | | | |
| 16 | Refrigerator | | | |
| 17 | Washing machine | | | |
| 18 | Air conditioner | | | |
| 19 | Fan | | | |
| 20 | Sewing machine | | | |
| 21 | Iron | | | |
| 22 | Vacuum cleaner | | | |
| 23 | Building material | | | |

A26

Do you have any livestock?

| | Animals | Number |
|----------|---------------------------|--------|
| 1 | Horses | |
| 2 | Cows | |
| 3 | Bulls | |
| 4 | Donkeys | |
| 5 | Sheep | |
| 6 | Goats | |
| 7 | Pigs | |
| 8 | Rabbits | |
| 9 | Chicken and other poultry | |

B. Housing.

Now I would like to ask you some questions about your housing.

B1

What type of housing is this?

single house (1) apartment (2) hostel (3) railcar/container or other temporary lodging (4) other (5)

B2

[Apartment only] What floor is this? Floor No. _____

B3

How many rooms does the household occupy (this excludes bathroom, toilet) No. rooms _____

B4

Does the household own this dwelling or rent it?

own (1) rent from state, municipality, or enterprise (2), rent from private person (3) other (4)

B5

[owners] If you sold your dwelling today, what price would you be able to sell it for in the current market situation?

_____ Dollar Don't know (-99)

B6

[rent] How much is your rent? Dram per month _____ Don't know (-99)

B7

How long have you lived here? No. of years _____

B8

Do you pay any of the following fees on a monthly basis?

| | | not working (0) [=>next] working (1) | If working, do you pay No (0) [=>4] Yes (1) | If Yes Dram per month Dont know (-99) | To whom do you pay? Zhek/Condominium Ass. (1) Local government (2) Post office/ Bank(3) Fee collector (4) Utility company (5) Other (6) | Amount of debt (in dram) Dont know (-99) |
|---|-------------------------|---|--|---|---|--|
| | | 1 | 2 | 3 | 4 | 5 |
| 1 | Garbage collection | | | | | |
| 2 | Housing maintenance | | | | | |
| 3 | Central heat (per year) | | | per year | | |
| 4 | Central gas | | | | | |
| 5 | Telephone | | | | | |
| 6 | Other | | | | | |

B9

Do you cultivate any land? No (0) Yes (1) Not sure (-99)

B10

[yes] How much land? No. square meters _____ Not sure (-99)

B11

Not including this dwelling, do you own any land? No (0) Yes (1) Not sure (-99)

B12

[yes] How much land? No. square meters _____ Not sure (-99)

C. Water Consumption

C1

What is the primary source of water for your household (not including irrigation) ?

public/central system – home or yard tap for household exclusive use (1)

public/central system – home or yard tap shared with other households (2)

public/central system – public tap or well in street/neighborhood (3)

own system – well connected to yard or home tap for household exclusive use (4)

own system – well connected to yard or home tap to share with other households (5)

own system – well not connected to taps, for household exclusive use (6)

Spring (7)

Rain (8)

River/lake (9)

Water vendor (10)

Other (11)

[IF 3-11, GO TO C10]

C2

[Home or yard tap] How many taps do you have inside your dwelling? No of taps _____ (0 means yard tap)

C3

On an average day, how many hours is the cold water service working? No of hours _____ Don't know (-99)

[If 0 GO TO C6]

C4

[if less than 16 hours] At what time(s) of the day is cold water usually available? [multiple response]

Morning (1) Afternoon (2) Evening (3) night (4) Unpredictable (5) Don't know (-99)

C5

Are you satisfied with your water pressure?

Very satisfied (2) Somewhat satisfied (1) Average (0) Somewhat unsatisfied (-1) Very unsatisfied (-2) Not sure (-99)

C6

Do you have a pump individually or in your building to help get pressure into your dwelling and what kind is it?

No (0) [GOTO C8], Individual(1), shared on the same floor(2), shared in the building(3), other (4)

C7

How much do you pay to operate this pump per month? No. dram _____ Not sure (-99)

C8

What is the longest time your household has been without running cold water this year?

No.Days_____ No.months_____ Never (0) [GOTO C13] Don't now (-99)

C9

What alternative sources of water do you use when your cold water service is not working and you do not have stored water? Give primary and secondary alternative sources, if applicable.

Water vendors (1) Neighbor (2) Well/spring/ river/lake (3) Street tap (4) Other (5)

Primary _____ Secondary _____

C10

If you pay for any of these alternative sources of water, how much do you typically pay per 10 Liter bucket?

_____ Dram per 10 L bucket

C11 If you carry water, who in the household is primarily responsible for collecting water?

Male adults (1)Male teenagers (2)Male children (3)Female adults (4)Female teenagers (5)Female children (6)

Pensioners (7) Other (8)

Primary_____ Secondary_____

C12

How many people in your household are typically involved in collecting water each day and about how much time does it take them to supply your household with water in one day (including roundtrip and time waiting)?

No. of persons_____ No.Minutes_____No.Hours_____ Not sure (-99)

C13

What type of toilet system does this household use?

flush toilet(1), pour latrine/toilet (2), dry latrine (3), other (4)

C14

Do you have a working shower for bathing?

No (0), Yes (1)

Now I would like to ask you to estimate the overall amount of water your household uses from sources other than bottled water. I want you to consider all uses including, drinking, cooking, bathing, washing clothes and dishes, toilet use etc. and not including irrigation.

C15

Can you estimate how many 10 Liter buckets of water your household consumes ...

each day? No 10 L buckets _____ Not sure (-99)

in additional each week (for less frequent uses)? No 10 L buckets _____ Not sure (-99)

C15A. [Enumerator: calculate and write the water consumption per day:]

No 10 L buckets per day _____ Not sure (-99)

C16

Does your household store water (not including irrigation)?

No (0) [GO TO C18] Yes (1)

C17

[yes] Approximately how many 10 Liter buckets of water do you store?

No.10 L buckets per day _____ Not sure (-99)

AND In addition No.10 L buckets _____ per _____ days in a week Not sure (-99)

C18

Within in the last two years, how much have you invested in your water supply storage system? This might include constructing cement tank, or buying metal or plastic tanks, extra buckets and associated pipes and pumps.

_____Dram/ Dollar Not sure (-99)

C19

Do you buy bottled water, and if yes, why?

I don't buy it (0) Drinking like other nonalcoholic drinks (1) Quality/tastes better (2) Health (3) Safety (4) Other (5)

Don't know (-99)

C20

Is your household responsible for paying for a cold water bill?

No (0), Yes (1) [GO TO C22] Not sure (-99) [GO TO C28]

C21

[No] Why not?

Don't have connection(0) [GO TO C29]

The other persons are responsible(1) [GO TO C28]

Other (2) [GO TO C28],

Not sure (-99) [GO TO C28]

C22

How much is your water bill supposed to be?
Dram per month_____ don't know (-99)

C23

How long has it been since you paid your last bill?
No months_____No years_____ (0 - pay always) Don't know (-99)

C24

What happens if you do not pay your bill?
Nothing (0) Cut off water service for our household (1) Cut off water for the building or group of buildings (2)
Fine (3) Threatened (4) Other (5) Don't know (-99)

C25

Do you know how is the amount of water you are supposed to pay for determined?
Meter in household (1) per capita in household (2) per household (3) Other (4) Don't know (-99)

C26

Where do you pay your bill?
Zhek/condominium (1) Fee collector (2) local government (3) Post office (4) Bank (5) Other (6) Don't know (-99)

C27

[fee collector] who does the fee collector work for?
Zhek/condominium (1) Water utility (2) Local government (3) Private company (4) Other (5) Don't know (-99)

C28

Who repairs the water lines/taps in the street when they are leaking or do not work properly?
Member of the household / friends/ neighbours (1),Individual from water utility (2)
Individual from municipality or enterprise (3),Private contractor (4),Don't know (-99)

C29

Do you think that water supply to low income households should be subsidized?
No (0) Yes (1) Not sure (-99)

C30

How would you rate the quality of the cold water that you obtain from your connection in terms of taste, Color, and odor?

Very good (2) Good (1) Average (0) Bad (-1) Very bad (-2) Not sure (-99)

C31

How frequently do you find that the water contains foreign objects such as sand, dirt, and other particles?

Never (2) Infrequently (1) Average (0) Frequently (-1) Very frequently (-2) Not sure (-99)

C32

How would you rate the safety of consuming water from your tap without boiling it, filtering it, or letting it stand?

Very safe (2) Safe (1) Average (0) Unsafe (-1) Very unsafe (-2) Not sure (-99)

C33

Do you treat your water before drinking?

No (0) [GO TO C35] Yes (1) Not sure (-99)

C34

[yes] What is the primary method you use to treat your water? [do not prompt]

Boiling (1) Filtering (2) Settling (3) Other (4)

C35

Overall, how satisfied are you with the current method of providing your household with water?

Very satisfied (2) Somewhat satisfied (1) Average (0) Somewhat unsatisfied (-1) Very unsatisfied (-2) Not sure (-99)

C36

If you could make one improvement in your cold water service, what would it be? [do not prompt]

Improve water quality (1), To reduce health risks (2), More hours of service (3), Reduce the price (4),
Install meters (5), Improve maintenance of pipes (6), Improve water pressure when available (7), Other (8),
Not sure (-99)

D. Public water supply scenario

Now I want to describe to you some of the characteristics of a properly functioning water utility.

Water is available from the tap with adequate pressure for 24 hours each day, 365 days a year; You can drink water directly from the taps without boiling or filtering it; The water utility is responsible for maintaining the water pipes until they enter the household. Each house or apartment has a water meter that is installed by the water utility free of charge and without damaging the building. Each household is charged based on the amount of water that it consumes. Therefore people pay only for the water they use. Each month the household receives a bill that says how much water the household used. This bill can be paid at anytime during the month at the Bank or the post office. If a household does not pay their bill, their water is cut off until their bill is paid.

Such as system does not exist in NAME OF TOWN yet. Today, every household in NAME OF TOWN is supposed to pay the same price per capita per month for the cold water supply services, regardless of the amount of water they use and the quality of the service they receive.

However, suppose that in the future your household would be able to have the services that I have described. Then cold clean water would be available 24 hours a day, 365 days per year and would be of high quality. Because you would pay for the quantity of water your household used, your water bill would vary each month. The price of water from this service would be approximately [0.5/1/5/10/25] dram per 10 Liter bucket.

Do you have any questions about the cold water service I have described? [record all questions asked]

[Enumerator: Show respondents the card.

If C15.A = -99 then GO TO D1. Else continue.]

You told me earlier that your household used about _____ 10 L buckets of water each day

[Enumerator: write from C15.A].

At this price [0.5/1/5/10/25] dram per 10 Liter bucket, if the amount of water you use stays the same, you would need to pay about _____ Dram per month *[Enumerator: write from the Card].*

D1

Would you prefer to keep the water supply system you are using now, or would you prefer to pay approximately [0.5/1/5/10/25] dram per 10 Liter bucket for you household to receive the improved cold water service each month?

Old system (0) New system (1) [GO TO D3] Not sure (-99)

D2

[Old System, Don't know] What is the main reason that you don't think you would prefer for the improved water service?

Too expensive (1)

Plan is not an improvement in service (2)

Happy with quality of my water (3)

Would not like to have a water meter (4)

Do not believe the money will go to improving water service (5)

Other (6)

[GO TO SECTION E]

D3

[New System] How many 10 Liter buckets of water would your household consume each day at [0.5/1/5/10/25] dram per bucket?

No of 10 Liter buckets, Not sure (-99)

E. Household Energy Use

Now I would like to ask you some questions about how much and what kind of energy your household uses

E1

What energy source do you use for each of these activities?

Nothing(0), Electricity(1), Central heating(2), Central gas(3), Lpg(4), Kerosine(5), Diesel(6), Wood(7), Coal(8), Dung(9), Other(10)

| | | Primary | Secondary |
|---|---------------------|---------|-----------|
| 1 | Heating of dwelling | | |
| 2 | Heating of water | | |
| 3 | Cooking | | |
| 4 | Lighting | | |

E2

How much of the following items does your household consume per year on average?

| | Fuel | Average units consumed per year Not sure (-99) | Price per unit (in dram) Not sure (-99) |
|----------|---------------------|---|--|
| 1 | LPG (kg) | | |
| 2 | Kerosene (liters) | | |
| 3 | Diesel (liters) | | |
| 4 | Coal (kg) | | |
| 5 | Dung (cubic meters) | | |
| 6 | Wood (cubic meters) | | |

E3

[Wood] Do you or members of your household cut this wood?

No (0) [=> E5] Yes (1)

E4

How much time do members of your family spend collecting wood each year?

No persons_____ No days_____ Not sure (-99)

E5

Do you currently have electricity?

No (0) Yes (1) [=> E7]

E6

Why not?

Not connected to network (1) [GO TO section G], Service cut off because did not pay bill (2),Other (3)

E7

What is the longest time your household has been without electricity service this year?

day/months, Never (0) Not sure (-99)

E8

How many months per year do you use a refrigerator?_____Months Never/Out of order (0) Not sure(-99)

Electricity System Service.

E9

Can you read your meter?

No (0), Yes (1) Don't know (-99)

E10

Who repairs the electricity lines in the street when they do not work properly?

Members of household / friends/ neighbours(1) Individual from electric utility(2),Individual from enterprise or municipality (3),Private contractor (4),Don't know (-99)

E11

How would you rate the quality of the maintenance that you receive?

Very good (2), Good (1), Average (0), Bad (-1), Very bad (-2), Not sure (-99)

E12

During the last two years, have you lost an appliance due to a surge in electricity?

No (0), Yes (1), Not sure (-99)

Now I would like to ask you about how you pay for electricity.

E13

What is the average amount you are billed for electricity?

No. of Dram in the summer _____ No. of Dram in the winter _____ Not sure (-99)

E14

How much was your most recent electricity bill? No. of Dram_____ Not sure (-99)

E15

How much of this bill do you pay to avoid service cut off?

No of dram_____ Must pay everything (1) Can pay nothing (0) Not sure (-99)

E16

If you do not pay **any part of** your electricity bill what happens?

Nothing (0),Electricity cut off (1),Fine (2),Threatened (3),Other (4) Don't know (-99)

E17

How much debt do you owe for electricity?

No of dram_____ Not sure (-99)

E18

Who reads your electricity meter?

Individual from electricity utility (1), individual from zhek/condominium (2), local government (3), Other (4), Don't know (-99) [=> E20]

E19

How often does this person read your meter?
Once a month (1), twice a month (2), Other (3)

E20

Where do you pay your bill?
Fee collector (1), Post office (2), Bank (3), Other (4)

E21

[fee collector] who does the fee collector work for?
Zhek/condominium (1) electricity utility (2) Local government (3) Private company (4) Other (5) Don't know (-99)

E22

Do you think that electricity to low income households should be subsidized?
No (0), Yes (1), Don't know (-99)

E23

May I see the electricity bill?
No (0) Yes (1), Don't have copy (2)

E24

[Enumerator write down electricity account number] _____

[If Version B = 1 , GO TO Section F1]

F0. Willingness to pay (for price decrease)

[If Version B = 0]

I understand that the cost of electricity is a great burden for many households. Suppose that the government was able to initiate a price decrease to go into effect. Right now the price of electricity is 25 Dram per KWH. Suppose the price would decrease to [23 / 20 / 15] dram per KWH, a [8 / 20 / 40] percent reduction.

F0.

How do you feel this price decrease would effect your households consumption of electricity: would you keep your electrical consumption unchanged and just pay less (or nothing) per month, or would your household like to increase your consumption—taking advantage of the cheaper price?

- (1) I would prefer to keep my consumption unchanged
- (2) We'll to keep our consumption unchanged, because we use as much electricity as we need
- (3) At this lower price, I would likely increase my consumption
- (-99) Don't Know /Not Sure

[GO TO Section G]

F1. Willingness to pay (for price increase)
[If Version B = 1]

[If E5=0 (Don't have electricity) and E6=1,2 GO TO Section G]

I am going to read you a list of different methods that your household may be presently using to reduce your consumption of electricity. For each method, please tell me whether you use it always, sometimes, or never.

F1

Being careful to turn off lights when not in a room.

Always (1) Sometimes (2) Never (3) Don't know/Not sure (-99)

F2

Wear more clothing in your house and reduce the amount of electrical heating.

Always (1) Sometimes (2) Never (3) Don't use electric heating (4) Don't know/Not sure (-99)

F3

Within the past two years, has your household begun substituting an alternative source of energy to help reduce your consumption of electricity? For example, using more wood or gas for heating or cooking.

No (0) [GOTO F6] Yes (1)

F4

What alternative fuel sources has your household primarily used to help reduce your reliance on electricity?

Wood(1), Gas(2), Kerosene(3), Dung(4), Other(5)

Primary ____ Secondary ____ (if applicable)

F5

For what activities have you used such alternative fuels?

Heating rooms(1), Heating water(2), Cooking(3), Other(4)

Primary ____ Secondary ____ (if applicable)

F6

How much effort does this household usually make in trying to conserve electricity and minimize its bill?

(0) Little or no effort, we use as much electricity as we need

(1) Some effort, most household members try to be careful about not wasting electricity

(2) Big effort, everyone in the household is conscious that electricity is expensive, so everyone conserves as much as possible

(-99) Don't know/not sure

F7

Have your efforts to conserve electricity increase over the past 12 months?

(0) No, they have stayed the same (1) Yes, they have increased (-99) Don't know

Preamble

I understand you may already be making a serious effort to conserve electricity, but suppose that the price will increase and it will cause your monthly electrical bill to increase by an average amount of [**200 / 500 / 700 / 1000**] Dram if you continue to use the same amount of electricity that you customarily use. There are two ways of coping with the situation. You can continue to use the same amount of electricity and pay the average increase of [**200 / 500 / 700 / 1000**] Dram every month, or you can reduce your consumption.

F8

Which option would you prefer?

- (1) I would prefer to keep my consumption unchanged and pay the entire increased cost of electricity [GO TO sect.G]
- (2) I'll have to keep my consumption unchanged, because I can't reduce it [GO TO section G]
- (3) I prefer to reduce my consumption so as to pay a smaller increase in my electrical bill
- (-99) Don't Know / Not Sure [GO TO section G]

F9

How much do you think that the methods of electricity conservation enumerated before or others could further reduce your electrical consumption in this case?

a lot(1) somewhat(2) a little(3) not at all(4) Don't know/not sure(-99)

G. Attitudes towards public utilities

G1

When I explained the improved water scenario to you did you believe that it was possible

No (0), Yes (1), Not sure (-99)

G2

[no] Why not? _____

G3

What do you think will happen to the water service if collection rates are increased?

Get better (1), Get worse (2), Stay the same (3), Not sure (-99)

G4

What do you think will happen to the water service if tariffs are increased?

Get better (1), Get worse (2), Stay the same (3), Not sure (-99)

G5

Did you know that the price of electricity was increased on January 1, 1999?

No (0), Yes (1), Not sure (-99)

G6

[yes] Where did you first learn about the price increase?

Electricity bill/Collection agent (1), Newspaper(2), Radio(3), Television (4), From friends (5) Other (6) Not sure (-99)

G7

What was the reason that the price of electricity was increased? [do not prompt]

Cost recovery (1), Corrupt officials (2), Political (3), To fill state budget (4), Other (5), Not sure (-99)

G8

Do you think that people that do not pay their electricity bill or water bill should have their service cut off?

No (0), Yes (1), Sometimes (2), Not sure (-99)

G9

Do you know where most of the electricity in Armenia comes from? [Do not prompt]

No (0), Nuclear Power plant (1), Hydropower station (2), Thermalpower station (3) Other (4)

G10

[Nuclear] Do you feel that nuclear plant is safe?

No (0), Yes (1), Don't know (-99)

G11

Did you know that the GOA has a plan to privatize the electricity and water companies?

No (0), Yes (1), Not sure (-99)

G12

[If yes] Where did you learn about this plan?

Collection agent (1), Newspaper (2), Radio (3), Television (4), From friends (5) Other (6) Not sure (-99)

G13

Why do you think that the GOA wants to privatize the electricity and water utilities? [Do not prompt]

Cost recovery (1), Corruption (2), Political (3), To fill state budget (4), Get rid of responsibility (5)

To improve service (6) Other (7), Not sure (-99)

G14

Do you think that you will have better electricity service after privatization?

No (0), Yes (1), Don't know (-99)

G15

Do you think that you will have better water service if the water utility is privatized?

No (0), Yes (1), Don't know (-99)

G16

If the price of electricity and water were both increased, would it be easier to reduce your consumption of water or electricity?

Electricity (0), Water (1), Same, could reduce both (2), Neither, difficult to reduce either (3), Don't know (-99)

Thank you very much for participating in this study. The information that you have provided us with is completely confidential. May I answer any questions about this survey for you?

G17

[Enumerator please estimate how this dwelling conditions compares to others in the community]

Much better than average(2)

Better than average (1)

Average (0)

Worse than average (-1)

Much worse than average (-2)

G18

[Enumerator please rate the quality of this interview]

Much better than average(2)

Better than average (1)

Average (0)

Worse than average (-1)

Much worse than average (-2)

G19

[Enumerator please note the number of people that were in the room at the time of the interview]

No. of people_____

G20

[Enumerator what is the gender of the respondent?]

Male (0)

Female (1)

Both Male and Female (spouses) (2)