

INLAND WATERS PROJECT

Customer Satisfaction Survey and Social Assessment within the scope of Inland Waters Project – before Project implementation



Final Report for Wastewater Collection System Otok – Cerna – Ivankovo

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Client:

Hrvatske vode

Research Agency:

Target Ltd. Market and Public Opinion Research Agency

Project:

Inland Waters Project

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- Final Report for Wastewater Collection System Otok – Cerna – Ivankovo -

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TABLE OF CONTENTS

Project Background	2
Summary	5
Customer Satisfaction Survey before Project implementation	7
Methodology	7
Questionnaire	7
Sample	7
Connection to public collection system.....	8
Accommodation characteristics in the area of the collection system.....	9
Septic tanks users	9
Satisfaction with local municipal company and the existing methods of wastewater collection	10
Trust in institutions connected to the execution of the Project.....	16
Environmental issues	19
Awareness of the plans for the construction and improvement of wastewater collection system	22
Informing about the execution of the Inland Waters Project	24
Level of support to the construction of planned system and readiness to connect to it	25
Septic tanks users	29
Financing of the wastewater treatment plant and collection services charging system	30
Summary	34
TABLE REPORT	39

PROJECT BACKGROUND

GENERAL INFORMATION ABOUT THE PROJECT

Inland Waters Project (further in text: the Project) is the concept which was introduced within the scope of cooperation between the World Bank and the Republic of Croatia in September, 2007. The Loan Agreement and Project Agreement were signed on June 12, 2007 in Davor between the Republic of Croatia and the International Bank for Reconstruction and Development.

Objectives of this Project are in accordance with Strategy of water management (NN 91/2008), and include improvement of water supply, wastewater sewerage and flood protection in the area of Sava, Drava and Danube rivers basins.

Inland Waters Project consists of two components: (A) Technical Assistance component that includes (1) European Union accession support; (2) Project implementation support; and (3) Institutional strengthening of municipal companies, and (B) Investments component that consists of (1) Utility Investments – investments in municipal companies and (2) flood protection.

The proposed investments will contribute to the improvement of the standards of service provision for a series of small municipalities, and will assist Croatia in meeting European Union water directives, as well as help strengthen the institutions responsible for water management. Additionally, the Project will bring environmental benefits through the supply of safe drinking water, wastewater collection and treatment, as well as through the measures of flood protection.

REGIONAL SCOPE

Regional scope of Inland Waters Project includes continental part of Croatia – water area of Sava, Drava and Danube rivers basins. On the basis of the size of the water supply and wastewater collection system, respectively, existing level of connection to public water supply and wastewater collection system, respectively, increase of level of connection, possibility of system construction in phases, size of investment according to the number of new connections and the total number of connections, availability of technical documentation, and protection of well fields and assuring the

water quality in case of water supply system, and sensibility of the recipient in the case of wastewater collection system, proposed projects were categorized in the priority order.

Regarding the level of completion of project documentation and readiness for construction, projects were divided in four sets. Table 1.1. shows 12 projects categorized in these four sets.

Table 1.1. Overview of projects and areas of investments divided in sets

Set	Sub-project	Area of improvement
1. set	1. Virovitica	improvement of wastewater collection system
	2. Northern Baranja	improvement of water supply
	3. Ogulin	improvement of wastewater collection system and wastewater treatment plant
2. set	4. Davor-Nova Gradiška	improvement of water supply
	5. Podravska Slatina	improvement of water supply
	6. Donji Miholjac	improvement of water supply
	7. Našice	improvement of wastewater collection system and wastewater treatment plant
	8. Southern Baranja	improvement of wastewater collection system
3. set	9. Vukovar	improvement of wastewater collection system
	10. Ilok	wastewater treatment plant
	11. Otok, Cerna and Ivankovo	improvement of wastewater collection system and wastewater treatment plant
4. set	12. Dugo Selo and Rugvica	improvement of wastewater collection system and wastewater treatment plant

COLLECTION SYSTEM FUNDING MODEL

The standard funding model is defined in a way that 95% of Project costs will be financed from World Bank's loan and 5% from direct revenue of Hrvatske vode (funds collected through the water use fee and water protection fee), while the final beneficiaries of the Loan bear the VAT.

Loan repayment will be realized after a 5 year grace period (after signing the Loan Agreement), and the repayment period is 10 years after grace period.

Loan repayment will be financed:

- State Budget funds, in the amount of 45-70% (in average, up to 50% of the total Loan amount),
- Direct revenue of Hrvatske vode in amount of 25%,
- Funds of final beneficiaries in the amount of 5-30%, depending on the financial capacities of units of local self-government participating in the Project.

SUMMARY

<p>GENERAL INFORMATION ABOUT THE PROJECT</p>	<ul style="list-style-type: none"> □ Objectives of this Project are in accordance with Strategy of water management (NN 91/2008), and include improvement of water supply, wastewater sewerage and flood protection in the area of Sava, Drava and Danube rivers basins. □ Inland Waters Project consists of two components: (A) Technical Assistance component that includes (1) EU accession support; (2) Project implementation support; and (3) Institutional strengthening of municipal companies, and (B) Investments component that consists of (1) Utility Investments – investments in municipal companies and (2) flood protection. □ The proposed investments will contribute to the improvement of standards in service provision for a series of small municipalities, assist Croatia in meeting European Union water directives, and strengthen the institutions responsible for water management, as well as bring environmental benefits through the supply of safe drinking water, wastewater collection and treatment, and through the measures of flood protection.
<p>REGIONAL SCOPE</p>	<ul style="list-style-type: none"> □ Regional scope of Inland Waters Project includes continental part of Croatia – water area of Sava, Drava and Dunav rivers basins. □ Regarding the level of completion of project documentation and readiness for construction, total of 12 projects were divided in four sets.

<p>COLLECTION SYSTEM FUNDING MODEL</p>	<ul style="list-style-type: none">□ The standard funding model is defined in a way that 95% of Project costs will be financed from World Bank's loan and 5% from direct revenue of Hrvatske vode (funds collected through the water use fee and water protection fee), while the final beneficiaries of the Loan bear the VAT.□ Loan repayment will be realized after a 5 year grace period after signing the Loan Agreement, and the repayment period is 10 years after grace period. Loan repayment will be financed with State Budget funds, in the amount of 45-70% (in average, up to 50% of the total Loan amount), direct revenue of Hrvatske vode in amount of 25%, and with funds of final beneficiaries in the amount of 5-30%, depending on the financial capacities of units of local self-government participating in the Project.
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CUSTOMER SATISFACTION SURVEY BEFORE PROJECT IMPLEMENTATION

METHODOLOGY

A face-to-face survey has been conducted in communities that gravitate toward collection systems included in Customer Satisfaction Survey within the scope of Inland Waters Project (Virovitica, Southern Baranja, Vukovar, Dugo Selo-Rugvica, Otok-Cerna-Ivankovo, Našice, Ogulin and Ilok).

This report brings the results of the Customer Satisfaction Survey before Project Implementation conducted by poll survey in the area of Otok – Cerna – Ivankovo collection system.

QUESTIONNAIRE

The questionnaire for the poll survey was composed in a way that it incorporates all of the topics defined by the goal and objectives of the research. The questionnaire consisted of 5 thematic units:

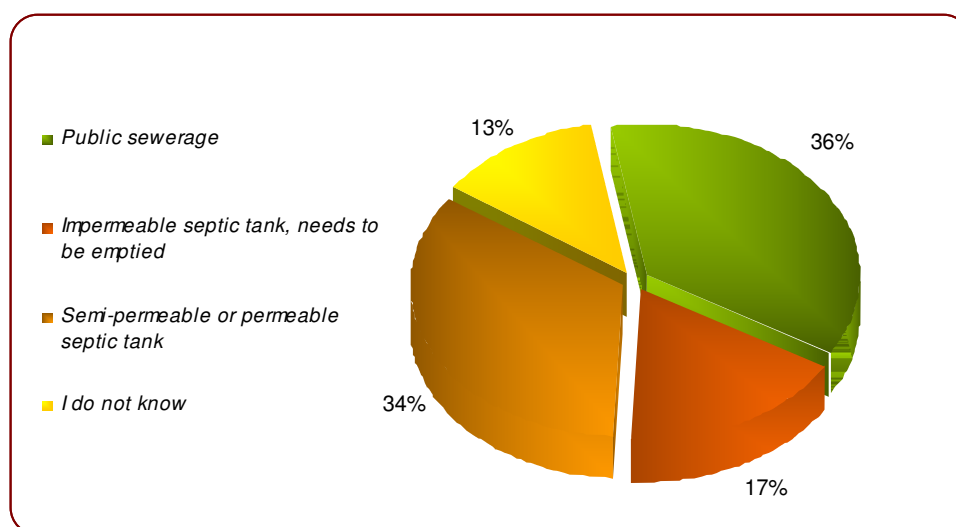
- characteristics of water supply in the households and farms/barns
- wastewater system characteristics
- level of awareness and attitudes towards wastewater treatment and the performance of relevant institutions
- level of satisfaction with available municipal services and with the performance of relevant institutions
- socio–demographic data about the respondent and the household.

SAMPLE

It was planned that, in each location, 200 respondents would be included in the survey. The share of inhabitants of each community within each collection system area is approximately equal to the share of inhabitants of that community in population of users of each type of wastewater collection. In this way it was

assured that users of septic tanks and users of sewerage system take part in the survey in the shares as they are represented in the population of users of each system area. For that reason, the sample was, with minor deviations, formed as a sample of households' representative for the used type of wastewater collection. The structure of the realized sample is shown on the Chart 1.1.

Chart 1.1. Types of wastewater collection in households in the area of collection system Otok – Cerna – Ivankovo



CONNECTION TO PUBLIC COLLECTION SYSTEM

As can be seen in Chart 1.1., a third (36%) of the surveyed households in the area of wastewater collection system Otok – Cerna – Ivankovo is connected to the public sewerage system. For their wastewater disposal needs, around half (51%) of the surveyed households uses septic tanks, where 34% of the households use permeable or semi-permeable septic tanks with an open bottom in the second chamber, while a smaller share (17%) use impermeable septic tanks that require emptying. A small share (13%) of the surveyed residents who report that they do not know what method they use for wastewater disposal are septic tank users, who could not specify which type of septic tank they own. It is important to note that all the surveyed residents from Komletinci and Cerna are septic tanks users, while this is the case with 70% of the residents from Otok and 27.4% of Ivankovo citizens.

ACCOMMODATION CHARACTERISTICS IN THE AREA OF THE COLLECTION SYSTEM

Wastewater collection system Otok – Cerna – Ivankovo is located in the Vukovar - Srijem County, and includes communities Otok, Cerna, Ivankovo and Komletinci. According to 2001 census published by the State bureau of statistics there are 3.138 inhabitants in Otok, 4.149 in Cerna, 6.695 in Ivankovo, and 1.897 in Komletinci.

Almost all surveyed residents (98.5%) in this area live in family houses, while only three surveyed citizens in the Ivankovo area report that they live in small buildings (up to 6 apartments).

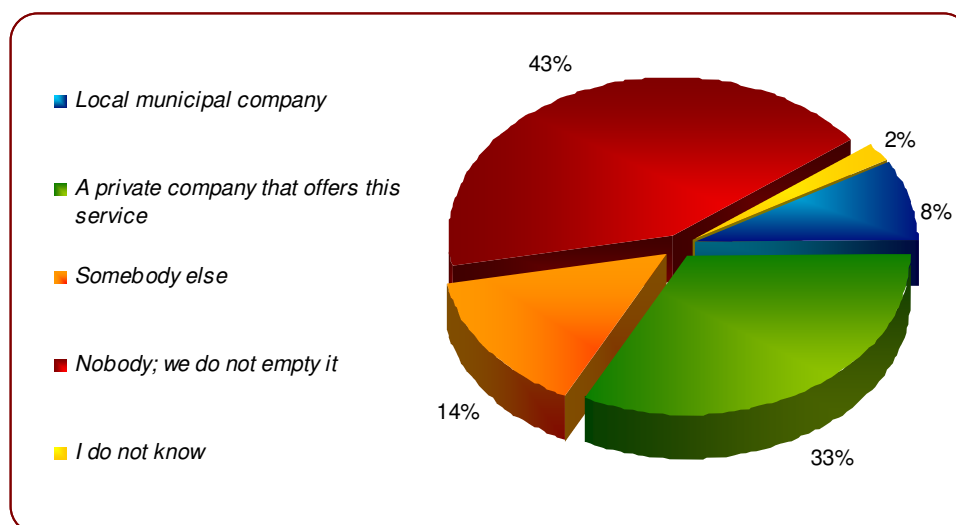
Most of the surveyed households are supplied with drinking water through public (70%) or local water supply system (22%), while 10.5% pump their drinking water from wells or springs. It should be noted that somewhat more owners of septic tanks (13.4%) use wells as sources of drinking water, than public sewerage users do (5.5%).

Slightly less than half of the surveyed residents (47.5%) own separate agricultural land or livestock facilities. Water supply for these is mainly procured through the public (55.7%) or local (25.3%) water supply system, while a smaller proportion of the residents (16.8%) supplies water from springs or wells.

SEPTIC TANKS USERS

As it was already noted, in the area of wastewater collection system Otok – Cerna - Ivankovo, around half of the surveyed households (51%) use septic tanks. Out of the total number of septic tank users, half (50.4%) use semi-permeable tanks, a quarter (26.7%) use impermeable septic tanks that require emptying, while only 3.1% of the households use permeable tanks, with one chamber or direct outfall. Also, as previously mentioned, a share of surveyed users could not specify what type of septic tank they own.

Since surveyed households most often report that they use semi-permeable septic tanks, around half of them (43%) has no need to empty their tanks. Users that do empty them mostly use services of private companies (33%), and to a lesser extent services of local municipal company (8%), or they personally empty their septic tanks (14%).

Chart 2.1. Who empties your septic tank?

Surveyed household that empty their septic tanks, and who provided an answer to the question about the amount they annually pay for this service, mainly report that they pay up to 500 HRK for septic tanks' emptying and maintenance services. A smaller share (14.5%) report that the amount in question is between 501 and 1000 HRK, 10% report an amount from 1001 and 2000 HRK, while 5% of households that own septic tanks annually pay more than 2000 HRK.

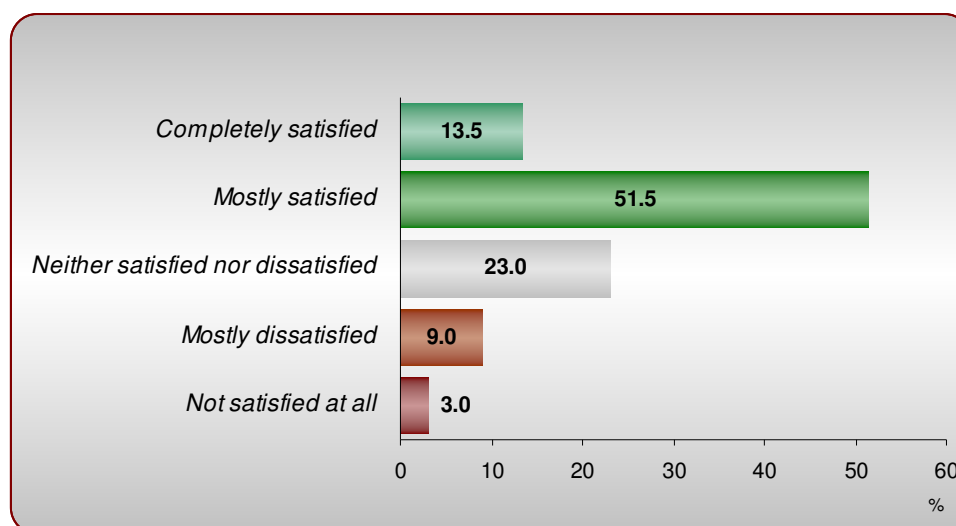
Households that empty their septic tanks generally express satisfaction with the emptying service: thus, two thirds (66.3%) state that they are completely or mostly satisfied. Around a fifth (21%) of the surveyed households report their satisfaction as medium ("neither satisfied nor dissatisfied"), while remaining 12.7% is mostly or completely dissatisfied with provided services.

SATISFACTION WITH LOCAL MUNICIPAL COMPANY AND THE EXISTING METHODS OF WASTEWATER COLLECTION

The degree of satisfaction with services of the local municipal company was examined for all households included in the survey. Most service users (a total of 65%) report that they are completely or mostly satisfied with services provided by

local municipal company, which can also be seen from Chart 3.1. Share of users that report complete or partial dissatisfaction is 12%, and there are no significant differences between septic tanks and public sewerage system users.

Chart 3.1. How satisfied are you with the quality of services of local municipal company?



When asked to state the reasons for their satisfaction or dissatisfaction with the municipal company, most often users cited the quality of service (21.2%), performing of tasks for which the municipal company is responsible for (14.1%), satisfactory execution of service (11.2%) and adequacy of services (11.2%). A smaller share of users explain their satisfaction with regularity of garbage collection (8.8%), while 8.8% of users believe that municipal company should engage more in service provision.

When asked whether it seems that local municipal company is working on improvement of their services, almost half (47.5%) of users who answered this question responded affirmatively ("mostly yes" or "in a large extent"), while around one third could not clearly assess whether the municipal company is working on improvement of their services and to what extent (answered "neither yes or no" or "I do not know"). Only a small share of users (14.3%) believes that municipal company is not working in order to improve their services.

The satisfaction with current wastewater collection system among inhabitants that are connected to it can, via informal communication channels between the

residents, greatly contribute to the motivation of septic tanks users to connect to public collection system. Therefore, the degree of satisfaction with functioning of the existent sewerage system was examined among users of public sewerage in Otok – Cerna – Ivankovo wastewater collection area.

As can be seen in Chart 3.2., around 40% of the users of the existing sewerage system are mostly satisfied, while a quarter (27.4%) is completely satisfied with its' functioning. A fifth of users express a neutral attitude, while only a small number (12.3%) reports moderate or complete dissatisfaction with the functioning of the existing collection system.

Chart 3.2. How satisfied are you with the functioning of existing sewerage system? (only connected users)

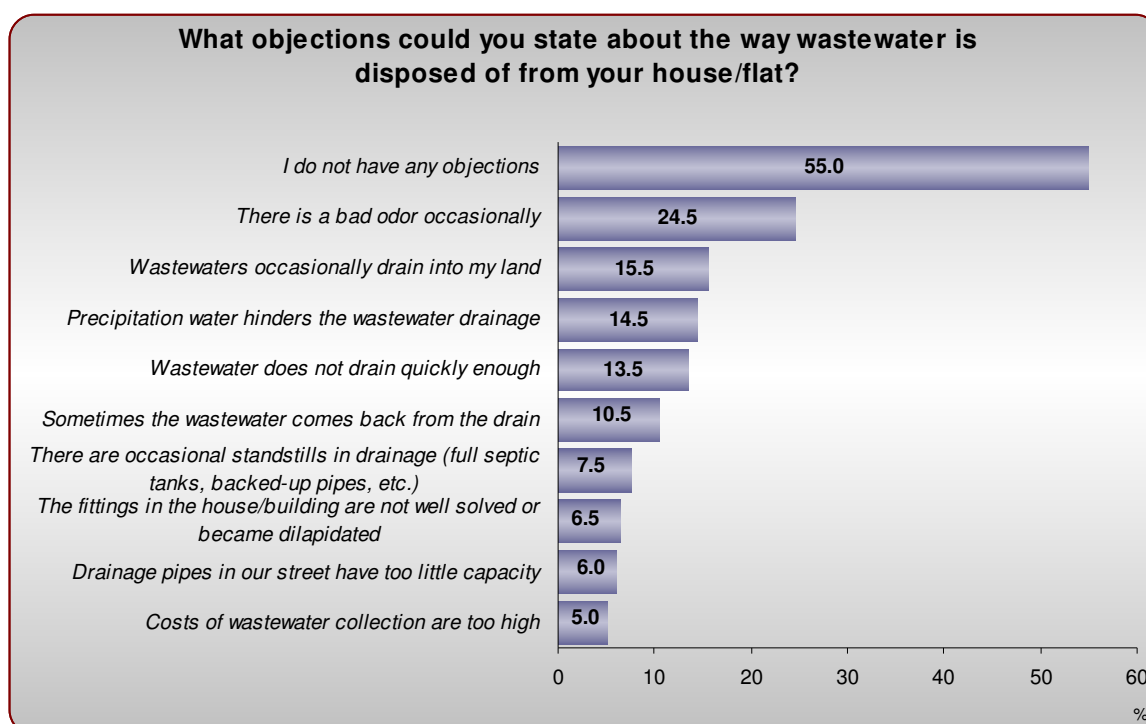


All households included in this survey were also asked about some specific complaints that usually arise regarding the method of wastewater disposal out of their households. As can be seen from Chart 3.3., more than half of all the surveyed residents have no complaints regarding the current method of wastewater disposal; however, this percentage is somewhat higher among septic tanks users (61.4%) than among public sewerage users (43.8%).

Regarding specific complaints about the existing method of household wastewater disposal, sewerage system users most commonly complain about occasional wastewater outpour onto their properties (20.5%), occasional odors (20.5%), wastewaters coming back from the drain (19.2%), dilapidation or inadequate

fittings in their households (17.8%), inadequate speed of wastewater drainage (13.7%) and inadequate pipe capacity (12.3%). Septic tanks users most often complain about occasional odors (26.8%), precipitation waters that hinder the wastewater drainage (13.7%), inadequate speed of wastewater drainage (19.7%), and outpour of wastewaters onto the property (12.6%).

Chart 3.3. The share of users who have specific remarks about the method of wastewater collection in their households



When asked whether they ever submitted a complaint to an institution or company regarding the functioning of wastewater disposal system used in their households, almost all surveyed residents (94.5%) responded that they never submitted such a complaint. A share of public sewerage users that made a complaint to an institution or a company, most frequently report that it was the municipal company, and to a lesser degree municipality or town. Septic tanks users mostly made their complaints to municipality or town and to a lesser extent to the municipal company. The preferred method of submitting complaints for both types of users was a personal visit to the offices of the company or the institution, while a part of them submitted the complaint via telephone, and one user submitted a written complaint.

Most users who submitted a complaint state that they were not satisfied with the response from the addressed company or institution (72% were completely or mostly dissatisfied), where septic tanks users expressed dissatisfaction to a greater extent.

In addition to the specific objections that are commonly reported regarding the wastewater disposal, users were asked about the degree of agreement with a series of statements concerning the use of public sewerage or septic tanks. Given the relatively high degree of agreement with statements (assessed on a scale from 1-*strongly disagree* to 5-*strongly agree*) it can be said that surveyed users mostly agree with statements that it is the duty of every inhabitant to regularly pay all the bills related to water supply and wastewater collection regardless of its' price (M=4.10), that construction of wastewater collection system has no harmful consequences for anyone (M=3.96), that the costs of constructing one's own sewerage system are too high for the households to choose this as an option (M=3.89), that the connection fees are too high (M=3.87) that regardless of the way that they are constructed, septic tanks still smell (M=3.84), and that septic tanks represent an obsolescent and unacceptable way of wastewater collection in modern times (M=3.72). It is important to point out that septic tanks users agree in a significantly higher degree with statements concerning the financial aspects (regarding the connection fees and connection costs), which can be seen from the average score of agreement shown in Table 2.1. Additionally, although all of the surveyed users least agree with statements regarding the comparability of septic tanks and public sewerage use ("It is all the same for the users whether they have a septic tank or they are connected to a public collection system" and "Septic tanks are as good a solution as is a centralized collection system"), septic tanks users express significantly lower agreement with these statements ($p < 0.05$).

Considering these results, it can be noted that septic tanks users are prone to regard connection costs as high, which could cause them be less willing to connect to the public system. On the other hand, septic tanks users are prone to consider septic tanks as a less desirable solution than public collection system, which could prove to be a good motivation for them to connect to the public system.

Table 2.1. Average estimates of the level of agreeing with individual statements (1-1 completely disagree; 5-1 completely agree)

Statement	Public sewerage users	Septic tanks users	Average grade
It is a duty of every inhabitant to regularly pay all the bills related to water supply and wastewater collection regardless of the price.	4.00	4.15	4.10
Wastewater system has no harmful consequences for anyone.	4.00	3.94	3.96
The costs of constructing one's own sewerage system are too high for the households to decide for them.	3.66	4.02	3.89
The connection fees are too high.	3.58	4.03	3.87
No matter how they are constructed, septic tanks smell badly.	3.70	3.91	3.84
Septic tanks represent an obsolescent and an unacceptable way of wastewater collection regulation in modern times.	3.84	3.65	3.72
Septic tanks release harmful substances into the ground that can contaminate rivers, drinking water sources and wells.	3.73	3.50	3.58
It pays off more to be connected to a public collection system than to have a septic tank.	3.74	3.44	3.55
Septic tanks reduce the quality of the land on which they were constructed.	3.68	3.38	3.49
It is all the same for the users whether they have a septic tank or they are connected to a public collection system.	2.66	2.33	2.45
Septic tanks are as good a solution as is a centralized collection system.	2.68	2.27	2.42

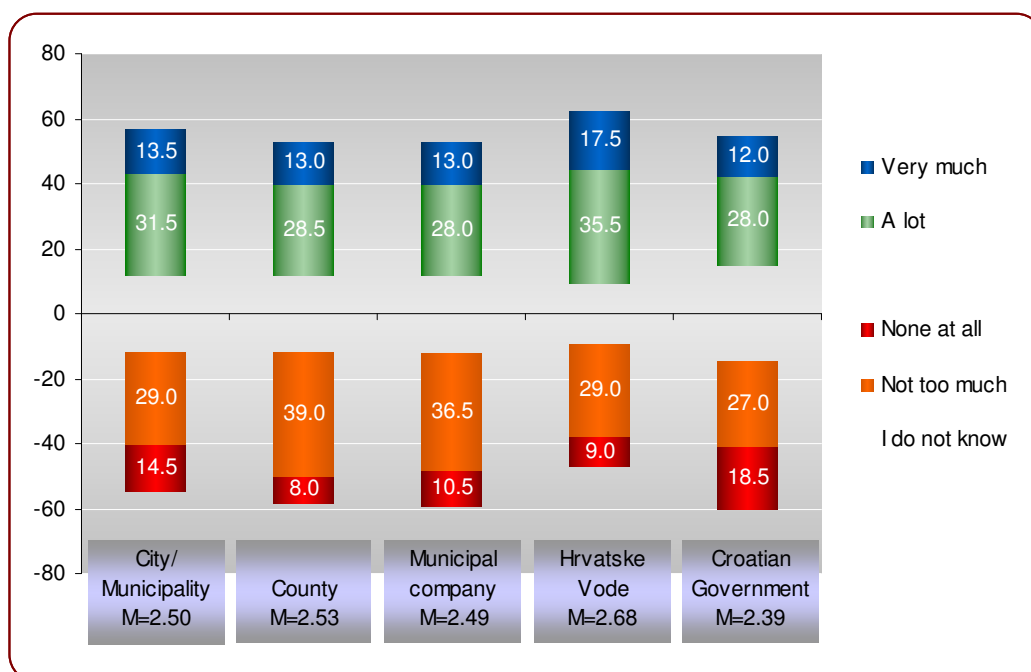
TRUST IN INSTITUTIONS CONNECTED TO THE EXECUTION OF THE PROJECT

Willingness to connect to the public collection system, and acceptance of implementation and realization of the planned project to improve wastewater collection system, partly depends on the perceptions that local residents have about the institutions associated with the Project, and the degree of trust they express towards these institutions.

Residents in the area of Otok – Cerna – Ivankovo wastewater collection system mostly have divided opinions about the degree of trust they have towards institutions involved in Project implementation. Surveyed residents express the highest degree of trust towards Hrvatske vode, where 53% of citizens has high or very high degree of trust, while only 38% of them report distrust. Somewhat lower degree of trust was expressed toward city/municipality (45% express trust, while 43.5% express distrust), Vukovar – Srijem County (41.5% versus 47%), municipal company (41% versus 47%), and the Croatian government (41% versus 46.5%). It is important to note that around 12-15% of the surveyed residents did not report their degree of trust or distrust towards the institutions connected with the Project.

Chart 4.1. shows average scores calculated from the degree of trust in institutions (measurement scale ranged from 1-*none at all* to 4-*very much*). Test of differences between average scores of trust towards the institution shows that residents express the highest degree of trust towards Hrvatske vode, where the average score is significantly higher than scores calculated for other institutions ($p < 0,05$). Additionally, surveyed residents have a significantly lower degree of trust towards Croatian government than they have towards the County, while the rest of the average scores of trust towards remaining institutions involved with Project implementation does not differ significantly.

Chart 4.1. The level of trust that citizens have in institutions connected to the execution of the Project



When it comes to making expert decisions regarding the implementation of Inland Waters Project, three quarters (75%) of interviewed citizens in the area of wastewater collection system Otok – Cerna – Ivankovo would primarily entrust such decisions to Hrvatske vode (which is consistent with the degree of trust expressed towards the institution in question). Less than half (45%) believe that these decision should be made by representatives of city/municipality, and a third (32%) believe that it should be the decision of municipal company. Around a quarter of surveyed citizens would entrust the decision making to Vukovar – Srijem County (26%), ecological associations (25%), and the Croatian government (22%). Only a small share of surveyed citizens would entrust expert decisions to urbanization institutes, which can be seen from Table 3.1.

Table 3.1. In your opinion, who should make expert decisions regarding the execution of the project such as this one? (multiple answers possible)

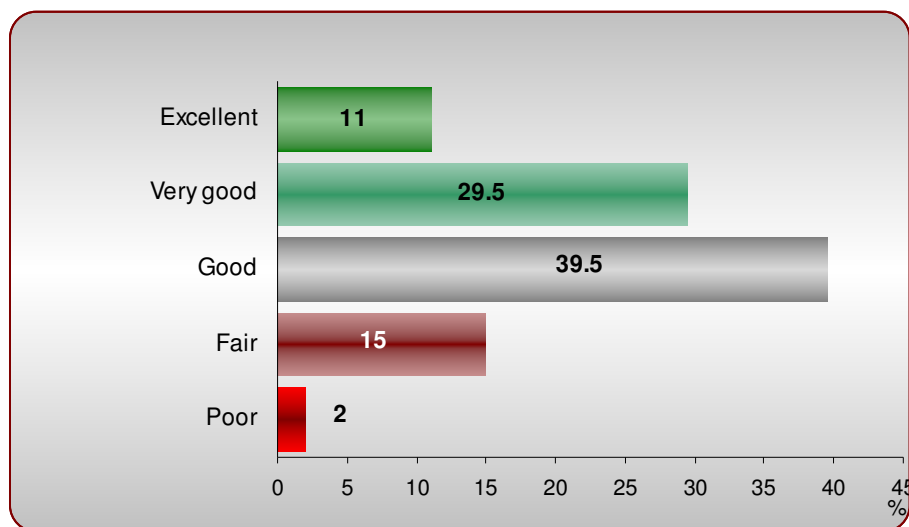
Subject	Percentage of answers
Hrvatske Vode	75
City/Municipality	45
Municipal company	32
County	26
Ecological associations	25
Croatian Government	22
Urbanization Institutes	11.5
Someone else	7

Apart from trust in the institutions associated with the Project implementation and expert decision making in regards to the Project implementation, citizens' perceptions about the role of Hrvatske vode (as one of the main institutions involved in this project) and what issues should they address - both at local and at national level, was examined. Surveyed citizens tend to believe that the role of Hrvatske vode at the local level is quality and purity of water (27.2%), flood protection (22.3%), canal cleaning (14.1%) and canal maintenance (12.5%).

On a national level, citizens believe that the role of Hrvatske vode is primarily flood protection (29.9%), as well as care about water quality and purity (22.8%).

When asked what school grade they would use to rate the work of Hrvatske vode, most surveyed residents rate it with the grade good (29.5%), while 11% rate it excellent, 15% fair, and 2% poor, which can be seen in the Chart 4.2. Average grade given to the work of Hrvatske vode is 3.34.

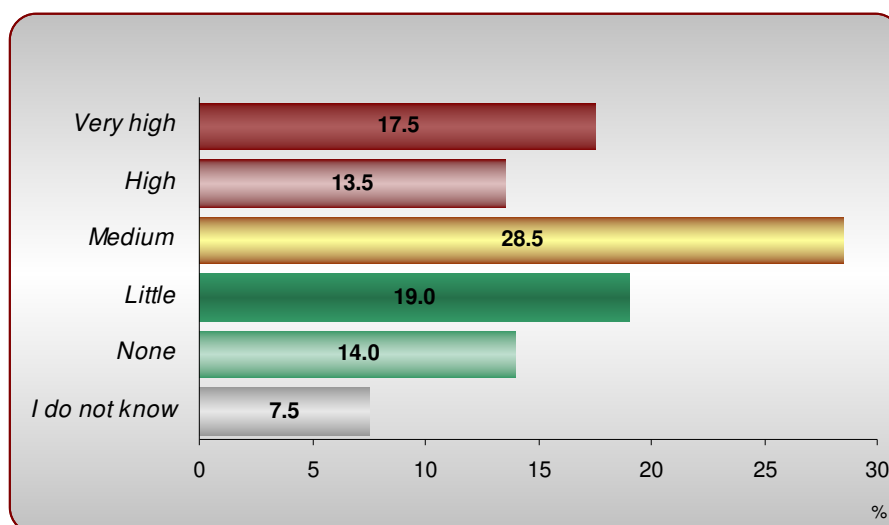
Chart 4.2. How would you rate the work of Hrvatske vode, with the school grades 1-5?



ENVIRONMENTAL ISSUES

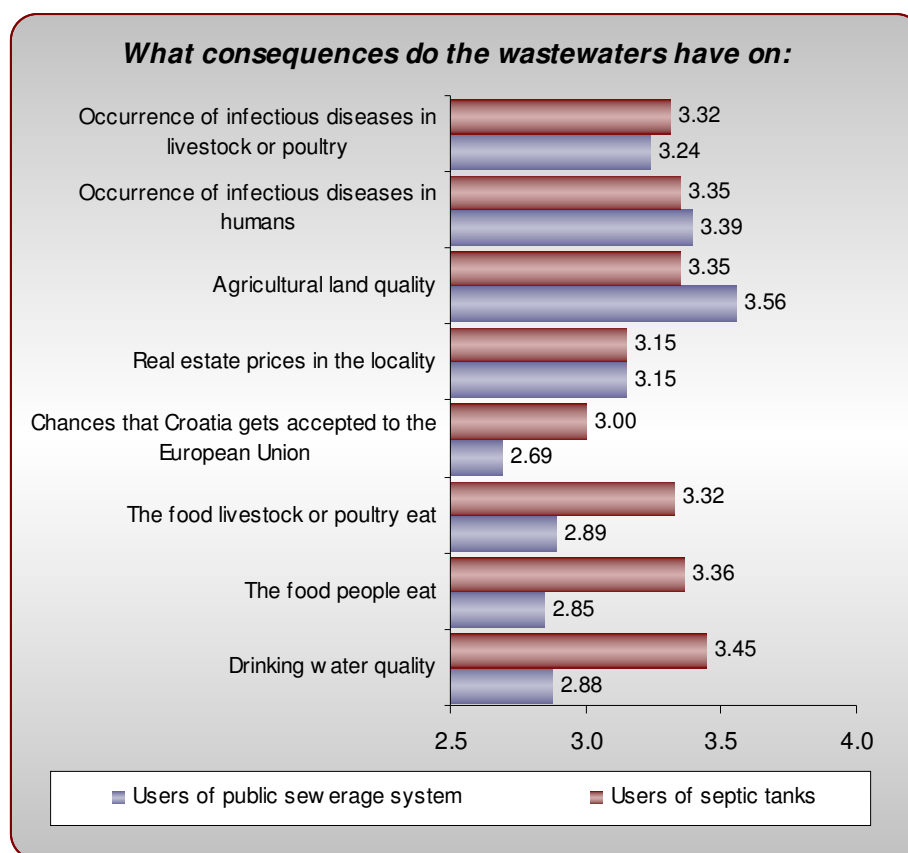
How residents evaluate the contamination caused by wastewaters at the location where they are released was also examined within the Customer satisfaction survey before the investment. It can be seen from Chart 5.1. that most citizens evaluate the contamination as moderate (28.5%), 33% assess the contamination as low or nonexistent, while 31% of residents believe that the contamination is high or very high.

Chart 5.1. Can you estimate the level of contamination caused by wastewaters in the proximity of the sewer releases?



Concern about environmental protection was also assessed through a question about the impact that wastewaters can have on different aspects, such as quality of drinking water or food, the quality of agricultural land, the occurrence of infectious diseases, the price of real estate, and the probability of joining the European Union. Participants were asked to assess the consequences that wastewaters have on each of these aspects (on a scale from 1-*none* to 5-*very large*). The average values were calculated for answers given by the surveyed citizens, and they are shown in Chart 5.2.

Chart 5.2. Average estimates of the consequences of wastewaters – comparison between public sewage users and users of septic tanks



Considering the given answers, generally it can be noted that residents from this area view wastewaters as a potential problem in various spheres of society's functioning (most average estimates are higher than 3), especially for the quality of agricultural land, occurrence of infectious diseases in people, livestock and poultry, quality of drinking water for people, the food that people eat, as well as livestock and poultry, and the real estate prices in the locality. In part of the cases, septic tanks users assess wastewater consequences significantly more harmful than public sewerage users, especially when assessing water and food quality, which could be explained by the fact that they are directly familiar with negative consequences of septic tanks.

Generally, it can be noted that the inhabitants in the area of wastewater collection system Otok – Cerna – Ivankovo recognize the connection between wastewaters on one side and a series of ecological, economical and political issues on the other.

AWARENESS OF THE PLANS FOR THE CONSTRUCTION AND IMPROVEMENT OF WASTEWATER COLLECTION SYSTEM

An important link in active implementation and successful realization of the Project, in each of the planned locations is residents' familiarity with the existing wastewater collection system, as well as with the construction plans and improvements to the system, is.

The majority of surveyed users (69%) in the area of wastewater collection system Otok – Cerna – Ivankovo state that they know where the wastewaters from their households are released, reporting that the wastewaters are released in the septic tanks (48.5%) and sewerage (16%), which is consistent with their reported method of wastewater disposal. On the other hand, when surveyed about the location where wastewaters are released from the collection system in their locality, surveyed residents mostly state that they are not familiar with this information (63%), while those who know most commonly cite the rivers (28.5%).

When asked whether they are familiar with the implementation of the project that should improve the sewerage system in their communities, half of the surveyed residents (52.5%) state that they are not familiar with it. It is important to note that septic tanks users are familiar with Project implementation to a greater degree than public sewerage users (61.4% of septic tanks users versus 23.3% of public sewerage users). Additionally, residents from different communities show different degrees of familiarity with Project implementation: as much as 98.5% of the surveyed residents of Komletinci are familiar with the Project implementation, while this is the same case with 63.5% of the surveyed residents from Cerna and 60% from Otok. On the other hand this is the case with only 17.9% of Ivankovo residents. Residents who are familiar with the implementation of the Project indicate that they learned about the implementation through public works (52.6%), and somewhat less through communication with other citizens (36.8%).

Although almost half of all the surveyed residents report that they are familiar with Inland Waters Project implementation, only 10% of them believe that know the details of the plans to construct the wastewater collection system Otok - Cerna – Ivankovo.

As much as 97% of all the surveyed users was not officially contacted, nor has personally received any official information about the project of construction of

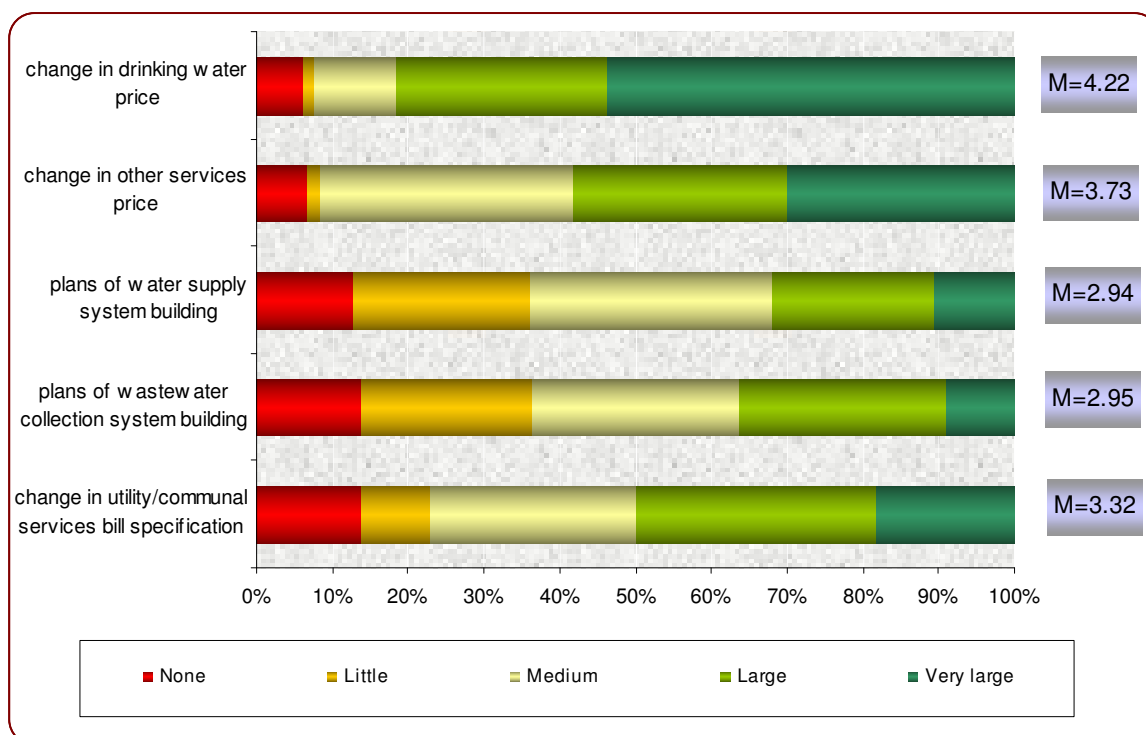
wastewater collection system. In a few cases where residents were contacted, they report it was done by representatives of local self-government.

The majority (87.5%) of the residents did not personally seek out information about the project of collection system construction, while those that did (12.5%) primarily report that they did it through informal communication with other residents (56%), through internet (20%), and through the local self-government (12%). It is important to point out that septic tanks users in twice as much cases sought out information about the sewerage construction project, than public sewerage users did.

The majority of surveyed citizens state that in the last five years they were not mailed (at their home address) any written notifications nor information, whether it was information about water price change (67.5% of them state that they have not received these notices), the change of the prices of other services (70%), the plans for the construction of water supply system (76.5%), the plans for the construction of wastewater collection system (78%), or about the changes in specifications of utility bills (78%). In this case, it is important to note that public sewerage users received aforementioned information in a greater degree, which is not the case with septic tanks users. Therefore, around half to three-quarters of public sewerage users report that they have received some sort of notice, where this is the case with only 8-15% of septic tanks users. These findings can be explained by the fact that public sewerage users receive such information enclosed with their bills, while septic tanks users do not receive bills for wastewater collection services.

Generally, participants who report that they have received any of the aforementioned information on their home address state that they received this information from Hrvatske vode (from 2.5% to 19% of residents), municipal company (from 2.5% to 10%) or local self-government (from 1.5% to 19.5%). On average, participants find information about the changes of water price very useful ($M=4.21$, on a scale from 1 – *no use* to 5 – *very useful*), while they find information about changes in prices of other services useful ($M=3.73$). Received notifications about changes in specification bills ($M=3.31$) and information about construction of collection ($M=3.31$) and water supply system ($M=2.93$), surveyed citizens found moderately useful (Chart 6.1.).

Chart 6.1. Estimates of usefulness of written information or announcements received at home address in last 5 years



INFORMING ABOUT THE EXECUTION OF THE INLAND WATERS PROJECT

Since citizens can be informed about projects of this type from several different sources, survey participants were asked about the ways in which they would like to know more about the project of construction and improvement of sewerage system.

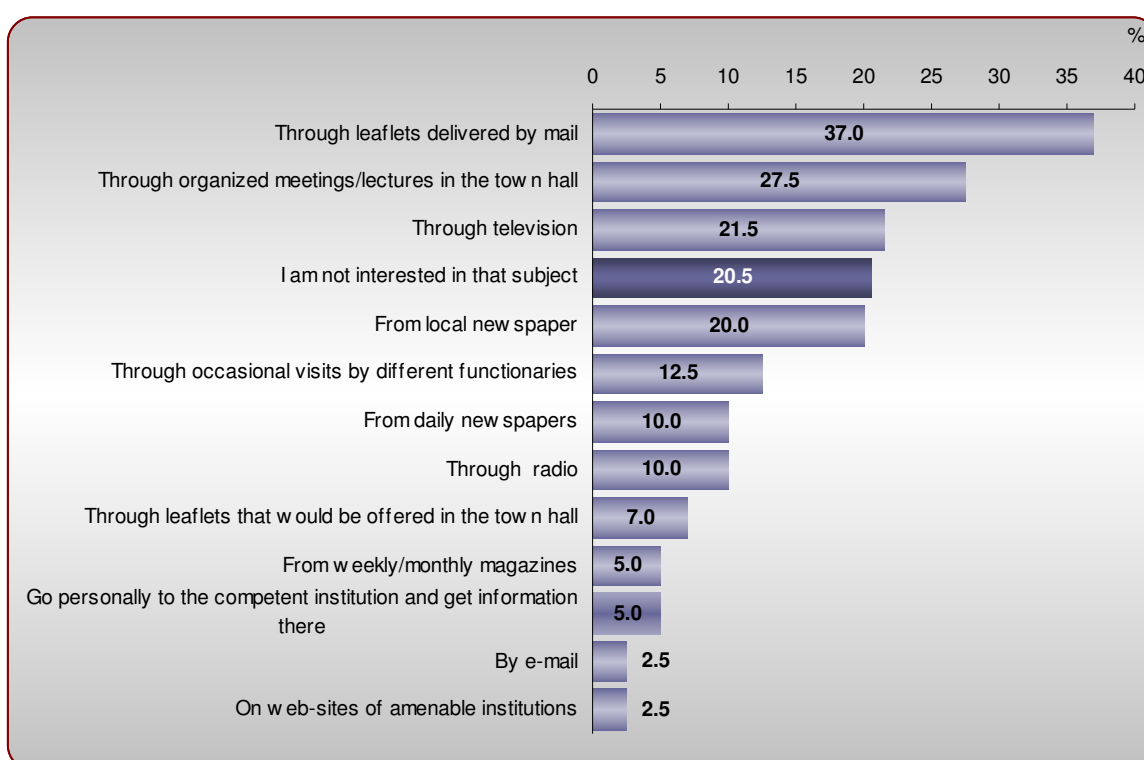
As it was already noted, around half of the surveyed citizens in the area of wastewater collection system Otok – Cerna – Ivankovo is not informed about the Project implementation, but most of them report interest in the subject (only 20.5% of the participants state that they are not interested in this topic). Since they can be informed through several different sources, preferred communication channels among inhabitants in this area was examined.

In general, most surveyed respondents would prefer to receive information about the plans for building and improving the sewerage system through leaflets that would be sent through regular mail (37%). A significant share of surveyed residents report that they would like to be informed through organized

meetings/lectures in the town hall (27.5%), and through media, especially television (21.5%), local newspapers (20%), daily newspapers (10%) and radio (10%), as well as through occasional visits from different functionaries (12.5%).

In general, other preferred forms of informing are less frequent among the inhabitants in the area of wastewater collection system Otok – Cerna – Ivankovo, which can also be seen in Chart 7.1.

Chart 7.1. In what way would you like to be informed about the plans for the construction or improvement of the sewerage system and construction of the wastewater treatment plant?



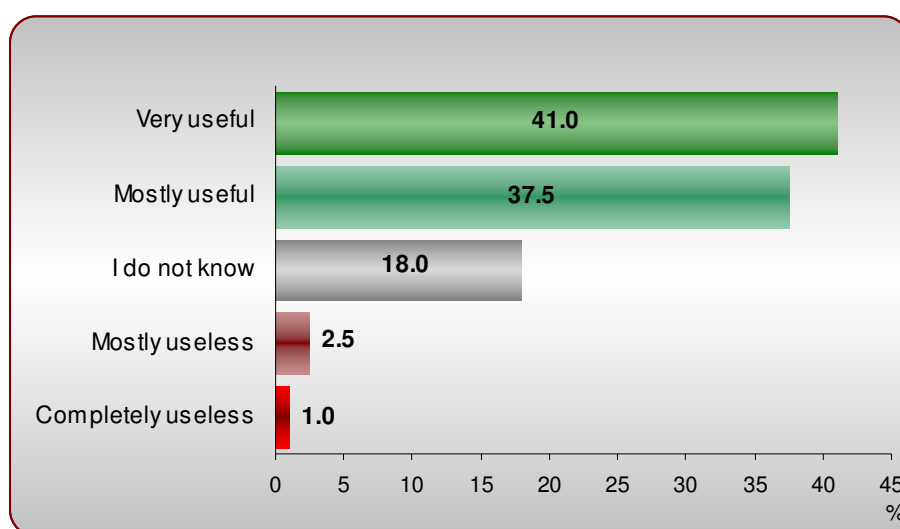
LEVEL OF SUPPORT TO THE CONSTRUCTION OF PLANNED SYSTEM AND READINESS TO CONNECT TO IT

In accordance with the already described very low level of awareness about the details of the implementation of Inland Waters Project, the majority of citizens in the area of wastewater collection system Otok – Cerna - Ivankovo is not familiar with the construction location of the wastewater treatment plant; thus, 98.6% of

public sewerage users and 85% of septic tanks users report that they do not know where the planned location is. Participants who report that they are familiar with the location of the planned plant in half of the cases cite Novaki as the location in question.

Although around half of the participants is uninformed about the plans to improve sewerage system, nearly all (93.5%) of the residents in the area of wastewater collection system Otok – Cerna – Ivankovo support the construction of a wastewater treatment plant in their community. Also, most of the surveyed residents (78.5%) in this area consider the wastewater treatment plant mostly or very useful. Only 3.5% of participants believe that such a plant is mostly useless or completely useless, as can be seen from Chart 8.1.

Chart 8.1. How would you evaluate the usefulness of wastewater treatment plant?



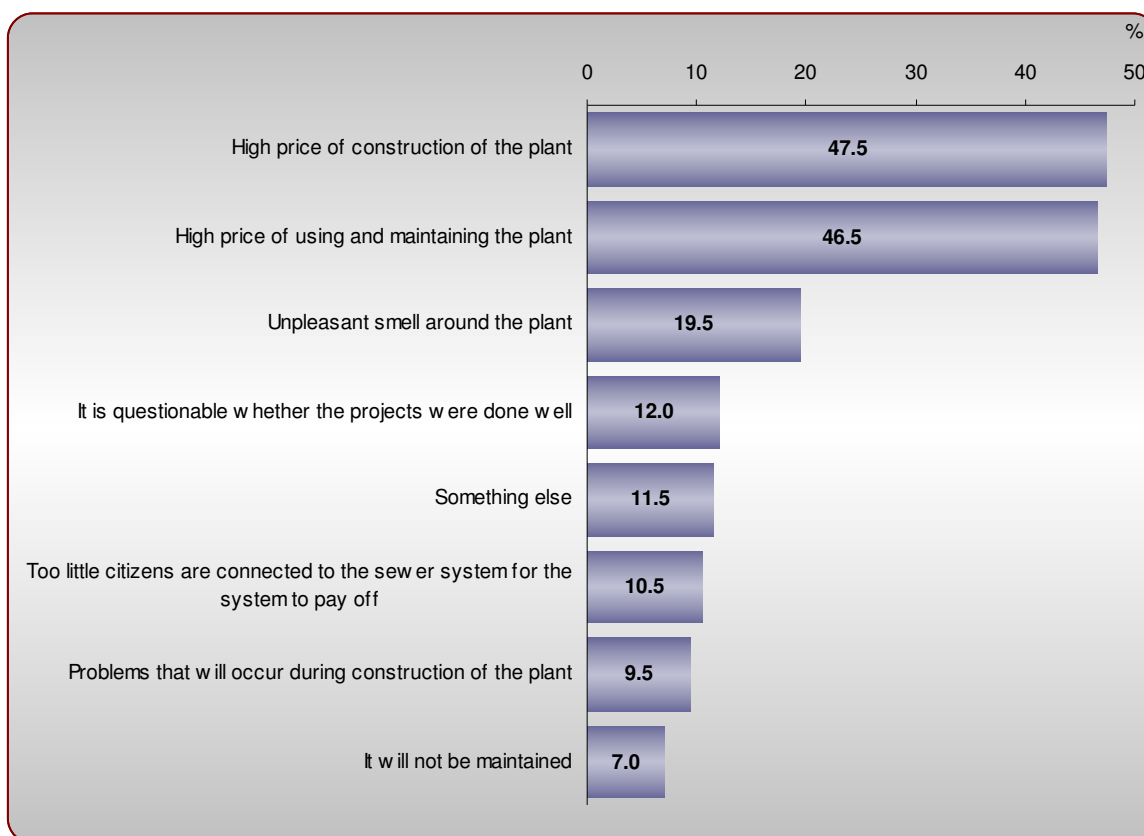
Residents from the area of wastewater collection system Otok – Cerna – Ivankovo generally estimate specific benefits of wastewater treatment for different groups of individuals and institutions as very high (estimates were given on a scale of 1-*none* to 5-*very high*). As can be seen from Table 4.1., surveyed residents in this area give very high estimates of usefulness (all estimates are higher than 3.5) for all groups of individuals and institutions.

Table 4.1. Average estimates of the benefits from wastewater treatment for different subjects

Subject	Average grade
Future generations	4.27
Factories	4.16
Municipal companies	4.08
Caterers	3.99
Agricultural workers	3.91
State as a whole	3.90
Fishermen	3.85
Local inhabitants	3.79
Local politicians	3.76
Owners of weekend houses	3.70

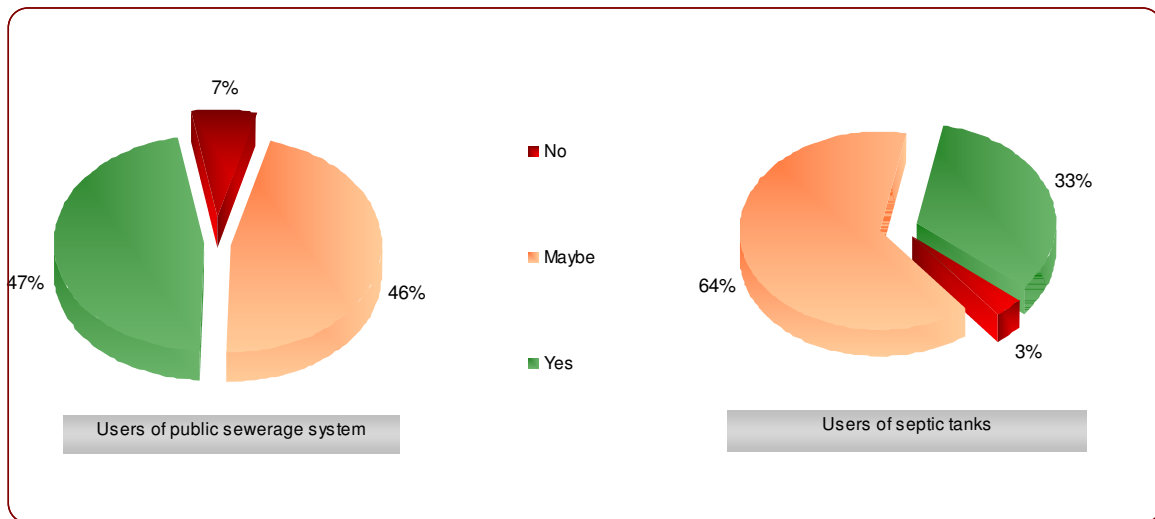
Construction of a wastewater treatment plant and its placement anywhere in the area of a locality may cause some negative reactions from citizens, which partly originate from their expectations about the negative aspects that are connected with the existence of such a plant. Surveyed residents in the area of wastewater collection system Otok – Cerna – Ivankovo regard the potential negative aspects of the plant primarily as those of a financial nature, namely high cost of construction (47,5%), and the high price of use and maintenance of the plant (46.5%) respectively. A smaller share of participants perceive unpleasant odors around the plant (22%) and doubts about whether the project was adequately drafted (12%) as a negative aspect of plant, as can be seen from Chart 8.2.

Chart 8.2. Which negative sides of the existence of a wastewater treatment plant would you expect? (multiple answers possible)



Around half (47%) of the public sewerage users believe that the construction of a wastewater treatment plant will certainly increase the likelihood that the unconnected households connect to the sewerage system, while the other half (46%) believes that that it is possible that it will increase the likelihood. Septic tanks users show more skepticism in their assessment of connection likelihood; thus, 64% believes that it is possible that the construction would influence unconnected households, while only a third is certain that this likelihood would increase. Only several public sewerage (7%) and septic tanks (3%) users think that the construction of a wastewater treatment plant would not increase the likelihood that unconnected household connect to public sewerage system, which can be seen from Chart 8.3.

Chart 8.3. In your opinion, would the construction of wastewater treatment plant increase the probability of still non-connected households connecting to the sewerage network?



SEPTIC TANKS USERS

Some of questions regarding the readiness to connect to public collection system in the Customer Satisfaction Survey within the scope of Inland Waters Project were posed only to those users who use septic tanks of any kind.

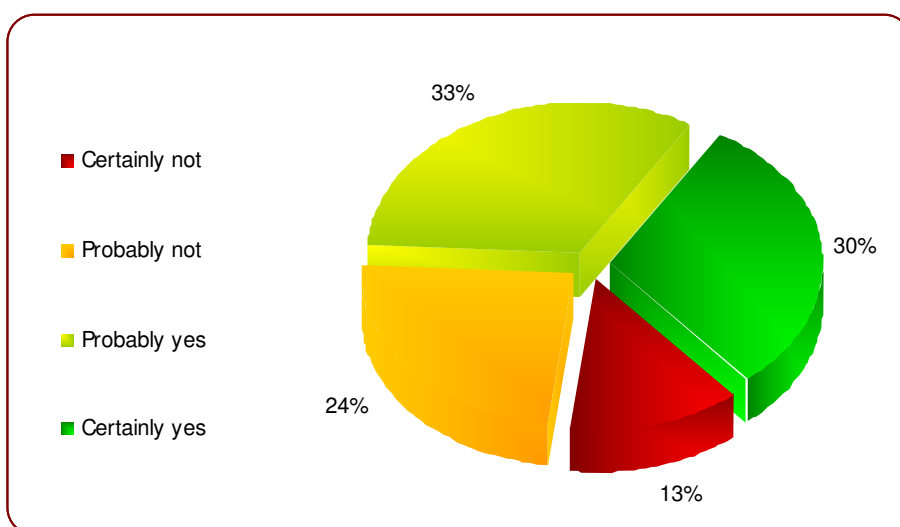
At the time of data collection¹, less than half surveyed septic tanks users (48%) said they believe they have the option of connecting to a public sewerage system, while 38.6% believe that they do not have this option. Only a small share of surveyed septic tanks users (13.4%) is not familiar whether they have the possibility of connecting. Out of the total number of participants who reported that they have the possibility to connect to a public sewerage system, 78.8% state that they intend to connect as soon as possible. Septic tanks users who have the option to connect to the public sewerage system, but do not intend to do so, mainly explain this decision with lack of finances, old age, or report that they have no need for connection.

When asked whether they would connect to the public (municipal) sewerage system if it was brought to their homes, most septic tanks users (a total of 63%) state that they would probably or certainly connect. Around a quarter (24%) of

¹ Data was collected in December, 2010 and January, 2011.

septic tanks users report that they probably would not accept the option to connect, while 13% is certain that they would not, which can be seen in Chart 9.1. These users explain their decision not to connect mainly with lack of finances, high cost of connection, as well as with the satisfaction with the current method of wastewater disposal, septic tanks respectively.

Chart 9.1. If public collection system would be brought to your house, would you stop using your septic tank and connect to it?



Around a third (31.5%) of current septic tanks users is familiar with the connection cost to public sewerage system, where almost all of them assess it as more than 4000 HRK.

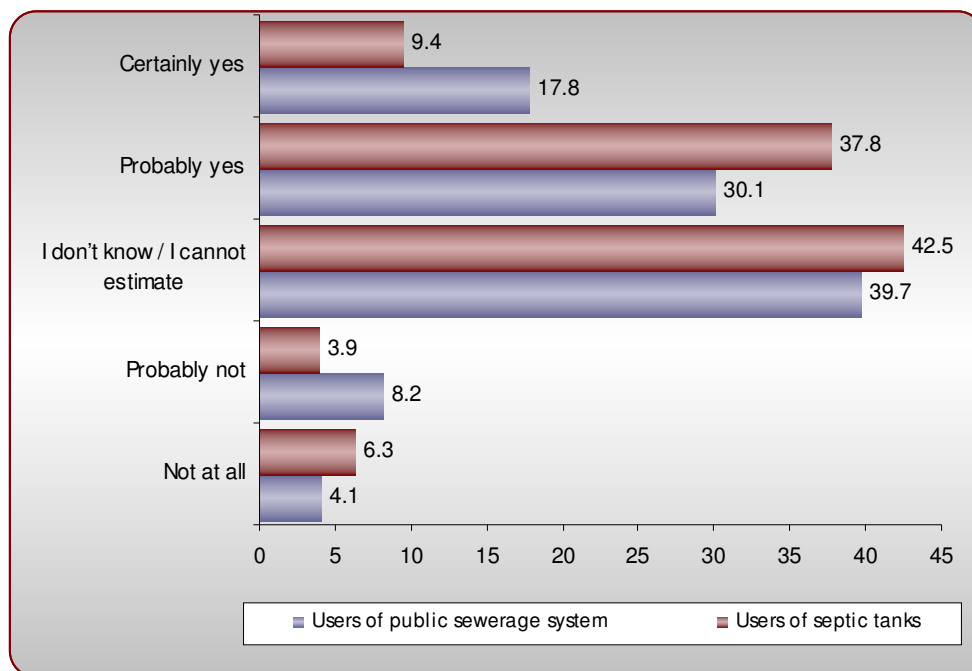
FINANCING OF THE WASTEWATER TREATMENT PLANT AND COLLECTION SERVICES CHARGING SYSTEM

All participants in this study, both septic tanks and public sewerage users, were asked for their opinion about who should bear the costs of construction of sewerage system from the house to the central sewerage pipe, as well as the costs of connecting the household sewerage system to the public collection system. Little less than half of the users (around 43%) believe that the cost of building the sewerage system from the household to the main pipe should be borne by municipal company or municipal budget, while to a lesser extent believe

that this cost should be borne by state budget (21%) or the users themselves (24%). When asked about who should bear the cost of connecting a home sewerage system to the public (municipal) system, more than one half (56%) agree that this should be the users' obligation, while a smaller but significant share believe that these costs should be borne by municipal budget (32.5%) or municipal company (22.5%).

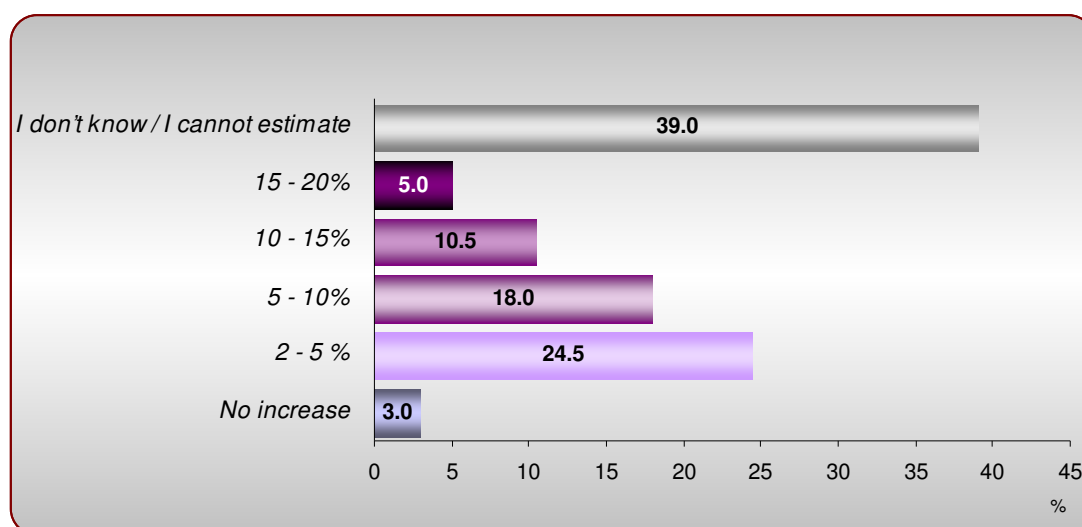
As can be seen from Chart 10.1., the largest share of surveyed residents (41.5%) cannot assess whether they are willing to bear the increased costs with the purpose of building the sewerage system. Nevertheless, a significant proportion of the surveyed residents, both septic tanks and public sewerage users, would probably or surely be willing to bear such increased costs (a total of 37.5%). Only a negligible share of all surveyed residents would probably or certainly be unwilling to bear the increased costs. Additionally, it can be noted that among septic tanks and public sewerage users, the degree of agreement when assessing the readiness to bear the increased costs is similar, except for greater restraint on behalf of septic tanks when stating absolute certainty to bear increased costs.

Chart 10.1. Would you be ready to bear increased expenses whose purpose would be the construction of the collection system?



When research participants are directly offered the percentages of possible increase in costs to the current price, only 3% of participants report that they are not ready to bear any increase in the cost. The rest of the participants in most cases would agree to a cost increase of 2-5 percent (a total 24.5%), 18% of participants would be willing to accept increased costs of 5-10 percent, while 15% of the participants would agree to bear costs up to 15 percent higher than those current. Only 5% of surveyed residents, almost all who are public sewerage users, would be ready to pay 15% more than what they are paying at the moment. Additionally, and in accordance with the answer to the question about the readiness to bear the increased costs for the construction of sewerage system, 39% of respondents did not know or could not estimate the maximum amount that they would be willing to pay, as can be seen from Chart 10.2.

Chart 10.2. What is the largest amount of this increase of present price which you would be willing to pay?



When asked about the sources that should primarily finance the construction and maintenance of the wastewater treatment plant, residents of the area of wastewater collection system Otok – Cerna – Ivankovo mainly suggest that it should be the municipal budget (68%). Around half of the surveyed citizens believe that the maintenance and construction costs should be borne by Croatian government (53%) and Hrvatske vode (50%), while less than half of them (43.5%) mention Vukovar - Srijem County. Around a third (34.5%) of the surveyed citizens

believes this plant should be financed by municipal company, while other financing sources are rarely mentioned, as can be seen from Table 5.1.

Table 5.1. Sources from which the wastewater treatment plant should be mostly financed (multiple answers possible)

Sources of financing	Percentage of answers
Town/Municipality	68
Croatian Government	53
Hrvatske Vode	50
County	43.5
Municipal company	34.5
European Union	7
Ministry of Regional Development, Forestry and Water Management	6
Ministry of tourism	5.5
Inhabitants	4.5
Large companies in the region	4
World Bank	0.5

Finally, when asked directly whether the residents who are not connected to the sewerage system should bear the costs of the construction and maintenance of wastewater collection system and wastewater treatment plant, less than half (44-5%) of participants state that these costs should exclusively be borne by connected users. Only a quarter (25.5%) of citizens believes that the unconnected residents should bear the costs too, while around a third (30%) of them could not assess who should bear the costs.

SUMMARY

TYPE OF WASTEWATER COLLECTION USED BY RESPONDENTS	<ul style="list-style-type: none"> □ In the area of wastewater collection system Otok – Cerna – Ivankovo, around a third (36%) of the households are connected to the public sewerage system, while a share of households (all households from the area of Komletinci and Cerna, most of them from the area of Otok, and a smaller share from Ivankovo) use permeable or semi-permeable septic tanks (34%) or closed septic tanks that require emptying (17%) for their wastewater disposal needs.
USAGE OF SEPTIC TANKS	<ul style="list-style-type: none"> □ Almost a half of the households (43%) that use septic tanks for their wastewater disposal needs report that they do not empty their septic tanks. In one third of the cases (33%) residents use private company's services or they empty the septic tanks personally (14%). □ Surveyed residents who empty their septic tanks, annually pay up to 500 HRK (71%) for emptying and maintenance services. A large share of residents (66.3%) is very or mostly satisfied with services in question.
PUBLIC SEWERAGE USERS	<ul style="list-style-type: none"> □ Most public sewerage users (a total of 67.1%) are satisfied with the functioning of existing system.
SATISFACTION WITH LOCAL MUNICIPAL COMPANY AND WASTEWATER COLLECTION USED IN HOUSEHOLDS	<ul style="list-style-type: none"> □ Two thirds (65%) of the surveyed citizens is satisfied with the local municipal company, while 47.5% believe that the municipal company is working on improvement of their services. □ More than half (55%) of all the surveyed households does not have any objections regarding the method of their current wastewater disposal system.

	<ul style="list-style-type: none"> □ Septic tanks users most often complain about occasional odors and precipitation waters that interfere with drainage, while public sewerage users mainly report outpour of wastewater onto the property, occasional odors, and dilapidation or inadequate fittings in their households.
<p style="text-align: center;">CITIZENS OPINIONS ABOUT INSTITUTIONS</p>	<ul style="list-style-type: none"> □ The residents in the area of wastewater collection Otok – Cerna – Ivankovo have a divided opinion regarding the trust towards the institutions associated with the implementation of Inland Waters Project. Surveyed residents express the highest degree of trust in Hrvatske vode. □ In accordance with somewhat high degree of trust towards Hrvatske vode, three thirds (75%) of the surveyed citizens would entrust Hrvatske vode with expert decision making. Residents would grade the work of Hrvatske vode with the grade “good”
<p style="text-align: center;">ENVIRONMENTAL ISSUES</p>	<ul style="list-style-type: none"> □ An equal share of residents (around 30%) considers the contamination caused by the wastewaters at the location where sewage is released as low, moderate and high. □ Although the majority of surveyed residents believes that wastewaters have a harmful impact on different aspects of functioning, septic tanks users assess that this impact is more harmful on the quality of food and water for people and animals, than public sewerage users do.

<p>CITIZENS' FAMILIARITY WITH COLLECTION SYSTEM AND WITH CONSTRUCTION PLANS</p>	<ul style="list-style-type: none"> □ The majority of the surveyed users (69%) in the area of wastewater collection system Otok – Cerna – Ivankovo state that they know where the wastewaters from their apartments or houses are released. However, only about a third of them knows where their locality's sewerage is released. □ More than half of septic tanks users (61.4%), and a quarter (23.3%) of public sewerage users is aware of the fact that a project that should improve the sewerage system is currently being implemented. Furthermore, surveyed residents from different settlements show different degrees of knowledge about the Project. Those familiar with the Project implementation in most cases found out about it through public works (52.6%), and through informal communication with other residents (36.8%) □ Only 10% of the surveyed residents report that they are familiar with the construction detailed plans for the system. □ Almost no one (97% of the surveyed residents) has received any official information about the Project so far. □ The vast majority of the surveyed residents (93.5%) supports the construction of the wastewater treatment plant, and estimate the plant as useful (78.5%).
<p>READINESS TO CONNECT</p>	<ul style="list-style-type: none"> □ If the public sewerage system was brought to their houses, two thirds (63%) of current septic tank users would connect to it. □ Those who report that they probably or definitely would not connect, explain their decision with the lack of financial resources, high connection cost and satisfaction with the existing method of wastewater

	disposal, septic tanks respectively.
FINANCIAL ASPECTS	<ul style="list-style-type: none"> <li data-bbox="576 259 1404 792">□ Survey participants believe that the cost of building the sewerage system from home to central sewerage pipe should primarily be borne by the municipal company or municipal budget (approximately 43%). On the other hand, more than half of the surveyed residents believe that the cost of connecting the household sewerage system to public system should be borne by the users themselves (56%), and to a lesser degree municipal budget (32.5%) or municipal company (22.5%). <li data-bbox="576 815 1404 1070">□ Surveyed citizens believe that the construction and maintenance of the wastewater treatment plant should be primarily financed by the local self-government (68%), as well as the Croatian Government and Vukovar - Srijem County. <li data-bbox="576 1093 1404 1518">□ Residents in the area of wastewater collection system Otok – Cerna - Ivankovo in 24.5% of the cases would agree to bear the increased costs with the purpose of construction of sewerage system, if the increase was 2-5% of the current price. Cost increase of 5-10% would be acceptable for 18% of residents, while 39% could not assess what increase in cost would be acceptable for them. <li data-bbox="576 1541 1404 1966">□ The largest share of the surveyed residents (44.5%) believes that the costs of construction and maintenance of sewerage system and wastewater treatment plant should be borne only by those residents who are connected to the sewerage system, while a quarter of them (25.5%) believes that unconnected residents should also bear these costs through payment of special fees.

**COMMUNICATION
STRATEGY**

- Although the familiarity with the details of Project implementation and plans for the construction of the new system is partial among the inhabitants of the area of wastewater collection system Otok – Cerna - Ivankovo, one fifth of them (20.5%) report that they are not interested in the topic.
- In most cases, residents would like to receive information through organized meetings and lectures in the town hall (27.5%), also through the media, especially television (27.5%), the local newspapers (20%), daily newspapers (10%) and radio (10%), as well as through visits from various functionaries (12.5%).
- A well planned, understandable and targeted communication strategy (primarily directed towards septic tanks users), as well as various forms of informing the residents through affordable and accessible channels, would help make residents more familiar with the ultimate benefits that will derive from current investments in the system, and influence their willingness to participate in financing the construction and extension of wastewater collection system in the area of Otok – Cerna – Ivankovo.

TABLE REPORT

INLAND WATERS PROJECT

Customer Satisfaction Survey and Social Assessment within the scope of Inland Waters Project – before Project implementation



Table Report for Wastewater Collection System Otok – Cerna - Ivankovo

Zagreb, May 2011

Client:

Hrvatske vode

Research Agency:

Target Ltd. Market and Public Opinion Research Agency

Project:

Inland Waters Project

Customer Satisfaction Survey and Social Assessment within the scope of
Inland Waters Project – before Project implementation

- Table Report for Wastewater Collection System Otok - Cena - Ivankovo -

Authors:

Ivan Rimac, Ph.D.

Anja Wertag, psychologist

Team Members:

Nenad Karajić, Ph.D.

Goran Milas, Ph.D.

Irma Brković, Ph.D.

1. In what way is drinking water supplied in your home?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
From the public water supply - public	53.4	79.5	70
From the public water supply - local	43.8	9.4	22
We bail water from a spring or a well	5.5	13.4	10.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

2. How do you pump the water?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Using buckets or hand pumps	1.4	6.3	4.5
Using electric pumps/hydrophor	4.1	7.1	6
No answer	94.5	86.6	89.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

3. How often do you find that your needs are not being met with this type of water supply or that the water completely runs out?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Once a year or less	60.3	59.8	60
Two to five times a year	37	26.8	30.5
Six to ten times a year	1.4	6.3	4.5
More than ten times a year		0.8	0.5
No answer	1.4	6.3	4.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

4. In what way is drinking water supplied in your farm/barn?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
From the public water supply - public	35.6	21.3	26.5
From the public water supply - local	23.3	5.5	12
From a precipitation water tank (cistern)	2.7		1
We bail water from a spring or a well	9.6	7.1	8
We do not have farm/barn	32.9	63.8	52.5
We do not have drinking water on these objects		3.1	2
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

5. How do you the pump the water?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Using buckets or hand pumps	6.8	3.9	5
Using electric pumps/hydrophor	2.7	3.1	3
No answer	90.4	92.9	92
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

6. How often do you find that your needs are not being met with this type of water supply or that the water completely runs out?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Once a year or less	27.4	19.7	22.5
Two to five times a year	35.6	9.4	19
Six to ten times a year	4.1	3.9	4
No answer	32.9	66.9	54.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

7. Are there different paying items listed on your bill?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	23.3	3.1	10.5
Yes	72.6	80.3	77.5
No answer	4.1	16.5	12
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

8. How much water do you spend per month?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 10 m3	60.3	33.1	43
between 11 and 20 m3	26	33.1	30.5
between 21 and 50 m3	8.2	15.7	13
between 51 and 100 m3		3.1	2
more than 100 m3	2.7	7.1	5.5
no answer	2.7	7.9	6
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

9. What are the total charges you pay for communal services?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 70 HRK	43.8	49.6	47.5
between 71 and 140 HRK	46.6	33.1	38
between 141 and 210 HRK	5.5	4.7	5
between 211 and 280 HRK	1.4		0.5
more than 280 HRK		1.6	1
no aswer	2.7	11	8
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

11. Since when is your household connected to the public sewer system? - time estimate?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 20 years	30.1		11
between 21 and 50 years	2.7		1
no answer / I don't know	67.1	100	88
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

12. To what extent are you satisfied with the functioning of the existing sewer system?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Not satisfied at all	5.5		2
Mostly dissatisfied	6.8		2.5
Neither satisfied nor dissatisfied	19.2		7
Mostly satisfied	39.7		14.5
Completely satisfied	27.4		10
No answer	1.4	100	64
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

13. What type of a septic tank do you use?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Impermeable (completely closed, needs to be emptied)		26.8	17
Semi-permeable (uncemented floor in the 1st or 2nd chamber)		50.4	32
Permeable (only one chamber or a direct release)		3.1	2
I do not know		19.7	12.5
No answer	100		36.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

14. Who empties your septic tank?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Local municipal company		13.4	8.5
A private company that offers this service; which one		40.2	25.5
Somebody else		8.7	5.5
Nobody; we do not empty it		31.5	20
I do not know		6.3	4
No answer	100		36.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

14.2. Who empties your septic tank; somebody else - who?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
personally		8.7	5.5
No answer	100	91.3	94.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

15. How much money do you spend on septic tank maintenance per year?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 500 HRK		42.5	27
between 501 and 1000 HRK		8.7	5.5
between 1001 and 2000 HRK		5.5	3.5
between 2001 and 4000 HRK		1.6	1
more than 4000 HRK		1.6	1
no answer	100	40.2	62
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

16. To what extent are you satisfied with the services of septic tank maintenance?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Not satisfied at all		2.4	1.5
Mostly dissatisfied		7.1	4.5
Neither satisfied nor dissatisfied		15.7	10
Mostly satisfied		40.9	26
Completely satisfied		8.7	5.5
No answer	100	25.2	52.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

17. Do you have the possibility to connect to a centralized collection system at the moment?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Yes		48	30.5
No		38.6	24.5
I do not know		13.4	8.5
No answer	100		36.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

18. If yes, do you plan to connect?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No		10.2	6.5
Yes		37.8	24
No answer	100	52	69.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

18.2. If you have the possibility to connect to a centralized collection system, do you plan to connect - no; why?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
lack of financial resources		2.4	1.5
high cost of connection		0.8	0.5
there is no need		2.4	1.5
old age		3.1	2
satisfaction with septic tank		0.8	0.5
requires additional construction works		0.8	0.5
No answer	100	89.8	93.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

18.2. If you have the possibility to connect to a centralized collection system, do you plan to connect - yes; when?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
soon as the connection to the system is possible		18.9	12
depends on financial resources		7.1	4.5
depends on the price of connection		0.8	0.5
soon		7.1	4.5
I do not know		3.9	2.5
No answer	100	62.2	76
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

19. If a public sewerage system came to your house, would you stop using the septic tank and connect to it?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Certainly not		7.9	5
Probably not		14.2	9
Probably yes		19.7	12.5
Certainly yes		18.1	11.5
No answer	100	40.2	62
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

19.1. If a public sewerage system came to your house, would you stop using the septic tank and connect to it - certainly not; why?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
lack of financial resources		2.4	1.5
high cost of connection		1.6	1
there is no need		0.8	0.5
satisfaction with septic tank		1.6	1
old age		1.6	1
No answer	100	92.1	95
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

19.2. If a public sewerage system came to your house, would you stop using the septic tank and connect to it - probably not; why?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
lack of financial resources		5.5	3.5
high cost of connection		1.6	1
there is no need		0.8	0.5
no documentation for a residential building		2.4	1.5
requires additional construction works		1.6	1
old age		0.8	0.5
I do not know		1.6	1
No answer	100	85.8	91
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

20. Do you know how much it currently costs to connect to the public sewerage?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No		68.5	43.5
Yes		31.5	20
No answer	100		36.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

20. Can you estimate the costs of connecting to the public sewer system?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
between 3001 and 4000 HRK		0.8	0.5
more than 4000 HRK		30.7	19.5
No answer	100	68.5	80
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

21. Who should, in your opinion, bear the costs of CONSTRUCTING the sewerage system from the house to the central sewerage pipe?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Users	37	16.5	24
Municipal company	35.6	44.1	41
City budget/municipal budget	43.8	46.5	45.5
Locality in which the sewerage system is being built	21.9	12.6	16
State budget	16.4	23.6	21
Someone else		2.4	1.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

21.6. Who should, in your opinion, bear the costs of constructing the sewerage system from the house to the central sewerage pipe - someone else; who?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
everyone		0.8	0.5
centre for social welfare		0.8	0.5
I do not know		0.8	0.5
No answer	100	97.6	98.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

22. Who should, in your opinion, bear the costs of CONNECTING a house sewer system to the public (city) system?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Users	42.5	63.8	56
Municipal company	38.4	13.4	22.5
City budget/municipal budget	41.1	27.6	32.5
Locality in which the sewerage system is being built	15.1	5.5	9
State budget	15.1	14.2	14.5
Someone else		2.4	1.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

22.6. Who should, in your opinion, bear the costs of connecting a house sewer system to the public (city) system - someone else; who?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
everyone		0.8	0.5
I do not know		1.6	1
No answer	100	97.6	98.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

23. Do you know where the wastewater from your flat/house ends up?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	45.2	22.8	31
Sewerage	43.8		16
In the septic tank	11	70.1	48.5
In the river	6.8	2.4	4
It drains down the canal near my house/flat	1.4	2.4	2
It goes into the ground		7.9	5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

24. Where does the sewerage system end in your city/locality?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
sewerage does not exist		1.6	1
river	15.1	22	19.5
canal		4.7	3
collector		0.8	0.5
fields	2.7	4.7	4
river Dunav		0.8	0.5
river Bosut	2.7	4.7	4
river Biđ		7.1	4.5
I do not know	79.5	53.5	63
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

25. What objections could you state about the way wastewater is disposed of from your house/flat?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Wastewaters occasionally drain into my land	20.5	12.6	15.5
Wastewater does not drain quickly enough	13.7	13.4	13.5
Sometimes the wastewater comes back from the drain	19.2	5.5	10.5
There is a bad odor occasionally	20.5	26.8	24.5
The fittings in the house/building are not well solved or became dilapidated	17.8		6.5
Drainage pipes in our street have too little capacity	12.3	2.4	6
Precipitation water hinders the wastewater drainage	5.5	19.7	14.5
Costs of wastewater collection are too high	9.6	2.4	5
There are occasional standstills in drainage (full septic tanks, backed-up pipes, etc.)	5.5	8.7	7.5
I do not have any objections	43.8	61.4	55
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

26. Can you estimate the level of contamination caused by wastewaters in the proximity of the sewer releases?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	16.4	2.4	7.5
Little	11	15.7	14
Medium	17.8	19.7	19
High	27.4	29.1	28.5
Very high	11	15	13.5
I do not know	16.4	18.1	17.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

What consequences do the wastewaters have on:

Drinking water quality

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	15.1	6.3	9.5
Little	31.5	14.2	20.5
Medium	16.4	20.5	19
Large	24.7	39.4	34
Very large	12.3	15	14
I don't know		4.7	3
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

What consequences do the wastewaters have on:

The food people eat

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	23.3	8.7	14
Little	16.4	14.2	15
Medium	21.9	21.3	21.5
Large	26	33.9	31
Very large	11	15.7	14
I don't know	1.4	6.3	4.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

What consequences do the wastewaters have on:

The food livestock or poultry eat

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	21.9	8.7	13.5
Little	17.8	14.2	15.5
Medium	21.9	22.8	22.5
Large	26	31.5	29.5
Very large	12.3	15	14
I don't know		7.9	5
Number of respondents	73	127	200

Maximum sampling error

+ - 11.7

+ - 8.8

+ - 7.0

What consequences do the wastewaters have on:

Chances that Croatia gets accepted to the European Union

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	28.8	10.2	17
Little	5.5	16.5	12.5
Medium	13.7	27.6	22.5
Large	24.7	16.5	19.5
Very large	6.8	10.2	9
I don't know	20.5	18.9	19.5
Number of respondents	73	127	200

Maximum sampling error

+ - 11.7

+ - 8.8

+ - 7.0

* the tables listed above show percentages

What consequences do the wastewaters have on:

Real estate prices in the locality

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	13.7	4.7	8
Little	8.2	17.3	14
Medium	24.7	29.9	28
Large	26	20.5	22.5
Very large	11	9.4	10
I don't know	16.4	18.1	17.5
Number of respondents	73	127	200

Maximum sampling error

+/- 11.7

+/- 8.8

+/- 7.0

What consequences do the wastewaters have on:

Agricultural land quality

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	9.6	2.4	5
Little	8.2	18.1	14.5
Medium	13.7	29.1	23.5
Large	34.2	29.9	31.5
Very large	20.5	12.6	15.5
I don't know	13.7	7.9	10
Number of respondents	73	127	200

Maximum sampling error

+/- 11.7

+/- 8.8

+/- 7.0

* the tables listed above show percentages

What consequences do the wastewaters have on:

Occurrence of infectious diseases in humans

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	23.3	8.7	14
Little	1.4	12.6	8.5
Medium	8.2	21.3	16.5
Large	31.5	34.6	33.5
Very large	26	13.4	18
I don't know	9.6	9.4	9.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

What consequences do the wastewaters have on:

Occurrence of infectious diseases in livestock or poultry

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	23.3	8.7	14
Little	1.4	12.6	8.5
Medium	8.2	21.3	16.5
Large	26	36.2	32.5
Very large	20.5	11	14.5
I don't know	20.5	10.2	14
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

To what extent do you agree with the following statement?

It pays off more to be connected to a public collection system than to have a septic tank.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree	4.1	6.3	5.5
Mostly disagree	19.2	17.3	18
Neither disagree nor agree	6.8	22.8	17
Mostly agree	38.4	33.1	35
Completely agree	31.5	20.5	24.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

To what extent do you agree with the following statement?

The costs of constructing one's own sewerage system are too high for the households to decide for them.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree	2.7		1
Mostly disagree	5.5	1.6	3
Neither disagree nor agree	30.1	26	27.5
Mostly agree	46.6	40.2	42.5
Completely agree	15.1	31.5	25.5
No answer		0.8	0.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

To what extent do you agree with the following statement?

The connection fees are too high.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree	2.7		1
Mostly disagree	6.8	0.8	3
Neither disagree nor agree	32.9	26.8	29
Mostly agree	45.2	40.9	42.5
Completely agree	12.3	31.5	24.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

To what extent do you agree with the following statement?

It is all the same for the users whether they have a septic tank or they are connected to a public collection system.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree	19.2	24.4	22.5
Mostly disagree	32.9	33.9	33.5
Neither disagree nor agree	21.9	26	24.5
Mostly agree	15.1	15.7	15.5
Completely agree	11		4
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

To what extent do you agree with the following statement?

It is a duty of every inhabitant to regularly pay all the bills related to water supply and wastewater collection regardless of the price.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree		0.8	0.5
Mostly disagree	12.3	1.6	5.5
Neither disagree nor agree	12.3	5.5	8
Mostly agree	38.4	66.1	56
Completely agree	37	26	30
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

To what extent do you agree with the following statement?

Septic tanks represent an obsolescent and an unacceptable way of wastewater collection regulation in modern times.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree	5.5	3.1	4
Mostly disagree	4.1	11	8.5
Neither disagree nor agree	19.2	20.5	20
Mostly agree	43.8	47.2	46
Completely agree	27.4	17.3	21
No answer		0.8	0.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

To what extent do you agree with the following statement?

Septic tanks reduce the quality of the land on which they were constructed.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree	2.7	3.9	3.5
Mostly disagree	8.2	14.2	12
Neither disagree nor agree	24.7	29.9	28
Mostly agree	46.6	40.9	43
Completely agree	17.8	9.4	12.5
No answer		1.6	1
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

To what extent do you agree with the following statement?

Septic tanks release harmful substances into the ground that can contaminate the sea, drinking water sources and wells.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree	1.4	1.6	1.5
Mostly disagree	9.6	13.4	12
Neither disagree nor agree	23.3	30.7	28
Mostly agree	46.6	42.5	44
Completely agree	19.2	11.8	14.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

To what extent do you agree with the following statement?

Wastewater system has no harmful consequences for anyone.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree	4.1	2.4	3
Mostly disagree	2.7	0.8	1.5
Neither disagree nor agree	17.8	19.7	19
Mostly agree	39.7	55.1	49.5
Completely agree	35.6	22	27
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

To what extent do you agree with the following statement?

Septic tanks are as good a solution as is a centralized collection system.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree	26	26	26
Mostly disagree	24.7	33.9	30.5
Neither disagree nor agree	19.2	28.3	25
Mostly agree	15.1	11	12.5
Completely agree	15.1	0.8	6
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

To what extent do you agree with the following statement?

No matter how they are constructed, septic tanks smell badly.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely disagree	13.7	3.9	7.5
Mostly disagree	6.8	3.1	4.5
Neither disagree nor agree	11	18.9	16
Mostly agree	32.9	45.7	41
Completely agree	35.6	28.3	31
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

29. Have you ever complained about the functioning of wastewater system at your home to any institution?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	93.2	95.3	94.5
Yes	6.8	4.7	5.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

30. Whom did you address?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Municipal company	80	16.7	45.5
City hall/local authorities offices	40	83.3	63.6
Number of respondents	5	6	11
<i>Maximum sampling error</i>	<i>± ∞</i>	<i>± ∞</i>	<i>+ - 33.6</i>

* the tables listed above show percentages

31. How did you contact them?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
By phone	40	16.7	27.3
In writing		16.7	9.1
Personally – in the office	60	83.3	72.7
Number of respondents	5	6	11
<i>Maximum sampling error</i>	$\pm \infty$	$\pm \infty$	± 33.6

32. How satisfied were you with their reaction?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Not satisfied at all	1.4	2.4	2
Mostly dissatisfied	2.7	1.6	2
Mostly satisfied	2.7	0.8	1.5
No answer	93.2	95.3	94.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	± 11.7	± 8.8	± 7.0

33. How would you rate the quality of services of local municipal company?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Not satisfied at all	4.1	2.4	3
Mostly dissatisfied	6.8	10.2	9
Neither satisfied nor dissatisfied	17.8	26	23
Mostly satisfied	49.3	52.8	51.5
Completely satisfied	21.9	8.7	13.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	± 11.7	± 8.8	± 7.0

* the tables listed above show percentages

34. What are the reasons for that?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
high service rates		1.6	1.2
regular execution of services	4.3	4.9	4.7
promptness in addressing problems		2.4	1.8
slow response in addressing problems	2.1	0.8	1.2
satisfactory execution of services	17	8.9	11.2
inadequate quality of services	2.1	1.6	1.8
inadequate cleaning services	2.1		0.6
dissatisfaction with garbage collection services	8.5		2.4
regularity of garbage collection services		12.2	8.8
no particular reason	4.3		1.2
satisfactory service rates		0.8	0.6
because of floods		0.8	0.6
performance of tasks for which they are responsible	21.3	11.4	14.1
good cooperation, kindness		1.6	1.2
adequate service	6.4	13	11.2
inadequate maintenance of canals		0.8	0.6
satisfactory services	25.5	19.5	21.2
no problems were encountered		1.6	1.2
adequate waste disposal services		0.8	0.6
should engage more	2.1	11.4	8.8
I do not use services		4.1	2.9
I do not know	6.4	7.3	7.1
No answer	35.6	3.1	15
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

35. Does it seem to you that the local municipal company is improving its services?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Not at all	4.1	1.6	2.5
Mostly not	8.2	9.4	9
Neither yes nor no	28.8	31.5	30.5
Mostly yes	35.6	32.3	33.5
Yes, to a large extent	5.5	3.9	4.5
I do not know	17.8	21.3	20
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

36. Do you know that there is a project currently in realization in your locality that should improve the sewer system?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	76.7	38.6	52.5
Yes	23.3	61.4	47.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

37. From what sources did you find this out?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
citizens	35.3	37.2	36.8
newspapers		2.6	2.1
town-municipality	17.6	7.7	9.5
public works	41.2	55.1	52.6
Internet	11.8		2.1
public informing		1.3	1.1
municipal company		1.3	1.1
Number of respondents	17	78	95
<i>Maximum sampling error</i>	<i>+ - 25.7</i>	<i>+ - 11.3</i>	<i>+ - 10.2</i>

* the tables listed above show percentages

38. Are you familiar with the plans of constructing that system?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	8.2	52.8	36.5
Yes	15.1	7.1	10
No answer	76.7	40.2	53.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

39. Has any official service ever contacted you with the information about the project of building or improvement of wastewater collection system?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	97.3	96.9	97
Yes	2.7	3.1	3
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

39.2. Has any official service ever contacted you with the information about the project of building or improvement of wastewater collection system - yes; who?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
town-municipality	2.7	3.1	3
No answer	97.3	96.9	97
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

40. How were you contacted?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
By phone	11.1		5.6
In writing		11.1	5.6
Personally – in your home	22.2	22.2	22.2
Other	11.1	11.1	11.1
No answer	55.6	66.7	61.1
Number of respondents	2	4	6
<i>Maximum sampling error</i>	$\pm \infty$	$\pm \infty$	$\pm \infty$

40.6. How were you contacted - other; how?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
visit to municipal company		0.8	0.5
citizens	1.4		0.5
No answer	98.6	99.2	99
Number of respondents	73	127	200
<i>Maximum sampling error</i>	± 11.7	± 8.8	± 7.0

41. Did you ever inform yourself about such a project?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	91.8	85	87.5
Yes	8.2	15	12.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	± 11.7	± 8.8	± 7.0

* the tables listed above show percentages

42. How?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
citizens	16.7	68.4	56
city-municipality	16.7	10.5	12
Internet	33.3	15.8	20
municipal company	16.7	5.3	8
television	16.7		4
local media		5.3	4
Number of respondents	6	19	25
<i>Maximum sampling error</i>	$\pm \infty$	± 24.1	± 20.6

43.1. From whom did you receive, in last 5 years, at your home address, written information or announcement about change in drinking water price?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
I did not receive any information	35.6	85.8	67.5
Municipal company	19.2	0.8	7.5
Local authorities	13.7	1.6	6
Hrvatske vode	31.5	11.8	19
Number of respondents	73	127	200
<i>Maximum sampling error</i>	± 11.7	± 8.8	± 7.0

43.1.1. How useful was this information about change in drinking water price?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	2.7	1.6	2
Little	1.4		0.5
Medium	9.6		3.5
Large	21.9	1.6	9
Very large	30.1	10.2	17.5
No answer	34.2	86.6	67.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	± 11.7	± 8.8	± 7.0

* the tables listed above show percentages

43.2. From whom did you receive, in last 5 years, at your home address, written information or announcement about change in other services price?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
I did not receive any information	41.1	86.6	70
Municipal company	12.3	2.4	6
Local authorities	35.6	10.2	19.5
Hrvatske vode	11	0.8	4.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

43. 2.2. How useful was this information about change in other services price change in other services price?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	2.7	1.6	2
Little	1.4		0.5
Medium	23.3	2.4	10
Large	17.8	3.1	8.5
Very large	15.1	5.5	9
No answer	39.7	87.4	70
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

43.3. From whom did you receive, in last 5 years, at your home address, written information or announcement about plans of water supply system building?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
I did not receive any information	49.3	92.1	76.5
Municipal company	17.8	0.8	7
Local authorities	26	5.5	13
Hrvatske vode	6.8	1.6	3.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

43. 3.3. How useful was this information about plans of water supply system building?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	4.1	2.4	3
Little	9.6	3.1	5.5
Medium	20.5		7.5
Large	12.3	0.8	5
Very large	5.5	0.8	2.5
No answer	47.9	92.9	76.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

43.4. From whom did you receive, in last 5 years, at your home address, written information or announcement about plans of wastewater collection system building?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
I did not receive any information	53.4	92.1	78
Municipal company	13.7	1.6	6
Local authorities	17.8	5.5	10
Hrvatske vode	15.1	0.8	6
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

43.4.4. How useful was this information about plans of wastewater collection system building?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	2.7	3.1	3
Little	11	1.6	5
Medium	16.4		6
Large	15.1	0.8	6
Very large	2.7	1.6	2
No answer	52.1	92.9	78
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

43.5. From whom did you receive, in last 5 years, at your home address, written information or announcement about change in utility/communal services bill specification?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
I did not receive any information	53.4	92.1	78
Municipal company	16.4	6.3	10
Local authorities	17.8	1.6	7.5
Hrvatske vode	12.3		4.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

43.5.5. How useful was this information about change in utility/communal services bill specification?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	2.7	3.1	3
Little	5.5		2
Medium	15.1	0.8	6
Large	15.1	2.4	7
Very large	9.6	0.8	4
No answer	52.1	92.9	78
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

43.6. Did you receive any other written information or announcement about something else?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	100	99.2	99.5
information about garbage collection		0.8	0.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

43.6. From whom did you receive, in last 5 years, at your home address, written information or announcement about something else?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Municipal company	5.5	0.8	2.5
Local authorities	4.1		1.5
Hrvatske vode	6.8		2.5
No answer	83.6	99.2	93.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

43.6.1. How useful was this information about something else?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Little	1.4		0.5
Medium	6.8		2.5
Large	8.2		3
Very large	2.7	0.8	1.5
No answer	80.8	99.2	92.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

44. The project of wastewaters collection system improvements requires increase in price. Will you be willing to pay an increase in price that will be caused by wastewater collection system improvement?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Not at all	4.1	6.3	5.5
Probably not	8.2	3.9	5.5
I don't know/ I cannot estimate	39.7	42.5	41.5
Probably yes	30.1	37.8	35
Certainly yes	17.8	9.4	12.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

45. What is the largest amount of this increase which you would be willing to pay?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No increase	1.4	3.9	3
2-5%	12.3	31.5	24.5
5-10%	13.7	20.5	18
10-15%	16.4	7.1	10.5
15-20%	11	1.6	5
I don't know/ I cannot estimate	45.2	35.4	39
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

What benefit could the following institutions and individuals have from wastewater treatment?

Local inhabitants			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	13.7	3.1	7
Little	12.3	2.4	6
Medium	9.6	7.1	8
Large	41.1	57.5	51.5
Very large	15.1	24.4	21
I do not know	8.2	5.5	6.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

What benefit could the following institutions and individuals have from wastewater treatment?

Owners of weekend houses			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	8.2	3.9	5.5
Little	11	3.9	6.5
Medium	15.1	8.7	11
Large	41.1	53.5	49
Very large	12.3	15.7	14.5
I do not know	12.3	14.2	13.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

What benefit could the following institutions and individuals have from wastewater treatment?

Caterers			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	2.7	1.6	2
Little	13.7	1.6	6
Medium	15.1	6.3	9.5
Large	46.6	48	47.5
Very large	17.8	32.3	27
I do not know	4.1	10.2	8
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

What benefit could the following institutions and individuals have from wastewater treatment?

Municipal companies			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	4.1	1.6	2.5
Little	4.1	1.6	2.5
Medium	15.1	8.7	11
Large	49.3	43.3	45.5
Very large	21.9	36.2	31
I do not know	5.5	8.7	7.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

What benefit could the following institutions and individuals have from wastewater treatment?

Fishermen			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	1.4	2.4	2
Little	6.8	8.7	8
Medium	15.1	11	12.5
Large	38.4	46.5	43.5
Very large	24.7	19.7	21.5
I do not know	13.7	11.8	12.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

What benefit could the following institutions and individuals have from wastewater treatment?

Agricultural workers			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	2.7	2.4	2.5
Little	2.7	7.9	6
Medium	13.7	13.4	13.5
Large	45.2	43.3	44
Very large	23.3	25.2	24.5
I do not know	12.3	7.9	9.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

What benefit could the following institutions and individuals have from wastewater treatment?

State as a whole			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	13.7	3.1	7
Little	5.5	4.7	5
Medium	11	8.7	9.5
Large	34.2	34.6	34.5
Very large	19.2	38.6	31.5
I do not know	16.4	10.2	12.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

What benefit could the following institutions and individuals have from wastewater treatment?

Future generations			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	6.8	1.6	3.5
Little	1.4	1.6	1.5
Medium	6.8	5.5	6
Large	37	33.1	34.5
Very large	30.1	51.2	43.5
I do not know	17.8	7.1	11
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

What benefit could the following institutions and individuals have from wastewater treatment?

Factories			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	4.1	1.6	2.5
Little	1.4	0.8	1
Medium	5.5	10.2	8.5
Large	35.6	39.4	38
Very large	30.1	30.7	30.5
I do not know	23.3	17.3	19.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

What benefit could the following institutions and individuals have from wastewater treatment?

Local politicians			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None	16.4	7.9	11
Little	4.1	3.9	4
Medium	6.8	8.7	8
Large	26	28.3	27.5
Very large	16.4	37	29.5
I do not know	30.1	14.2	20
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

47. In what way would you like to find out more about the plans for the construction or improvement of the public sewerage system and the construction of the wastewater treatment plant?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
I am not interested in that subject	34.2	12.6	20.5
Through organized meetings/lectures in the town hall	21.9	30.7	27.5
From daily newspapers	11	9.4	10
From weekly/monthly magazines	12.3	0.8	5
From local newspaper	23.3	18.1	20
Through radio	6.8	11.8	10
Through television	27.4	18.1	21.5
By e-mail	2.7	2.4	2.5
On web-sites of amenable institutions	2.7	2.4	2.5
Through occasional visits by different functionaries	6.8	15.7	12.5
Through leaflets delivered by mail	20.5	46.5	37
Through leaflets that would be offered in the town hall	8.2	6.3	7
Go personally to the competent institution and get information there	6.8	3.9	5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

48.a. Yes, where?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Novaki		9.4	6
outside the city-settlement		0.8	0.5
industry zone		0.8	0.5
between Otok and kompletinci		1.6	1
near Đakovo	1.4	0.8	1
by the train station		1.6	1
No answer	98.6	85	90
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

49. How useful do you think such plant is?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Completely useless	1.4	0.8	1
Mostly useless	6.8		2.5
I do not know	27.4	12.6	18
Mostly useful	32.9	40.2	37.5
Very useful	31.5	46.5	41
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

50. Do you in general support the construction of a wastewater treatment plant for your city?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
I do not support it	16.4	0.8	6.5
I support it	83.6	99.2	93.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

51. Would the construction of a wastewater treatment plant increase the probability of non-connected citizens to connect to a single sewerage system?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	6.8	3.1	4.5
Maybe	46.6	62.2	56.5
Yes	46.6	32.3	37.5
No answer		2.4	1.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

52. What negative aspects of wastewater treatment plant could you emphasize?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Unpleasant smell around the plant	21.9	18.1	19.5
High price of construction of the plant	52.1	44.9	47.5
High price of using and maintaining the plant	57.5	40.2	46.5
Too little citizens are connected to the sewer system for the system to pay off	13.7	8.7	10.5
Fall of land price around the plant	6.8	5.5	6
Problems that will occur during construction of the plant	12.3	7.9	9.5
It is questionable whether the projects were done well	6.8	15	12
It will not be maintained	2.7	9.4	7
Something else	6.8	14.2	11.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

52.9. What negative aspects of wastewater treatment plant could you emphasize - something else; what?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
no negative aspects	5.5	5.5	5.5
I do not know	1.4	11.8	8
No answer	93.2	82.7	86.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

53. Which wastewater treatment types have you heard of?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Mechanical	26	27.6	27
Chemical	34.2	48	43
Biological	16.4	25.2	22
Removal of nutrients	1.4	1.6	1.5
I have not heard of any	35.6	37.8	37
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

54. From what sources should the wastewater treatment plant construction be financed?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
City/Municipality	63	70.9	68
Municipal company	43.8	29.1	34.5
Hrvatske vode	46.6	52	50
County	46.6	41.7	43.5
Croatian Government	39.7	60.6	53
Ministry of tourism	9.6	3.1	5.5
Ministry of Regional Development, Forestry and Water Management	5.5	6.3	6
European Union	6.8	7.1	7
World Bank		0.8	0.5
Inhabitants	2.7	5.5	4.5
Large companies in the region	4.1	3.9	4
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

55. Do you think that inhabitants who are not connected to public wastewater collection system should also pay for costs of system improvement?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No, only those that are connected to the sewage system	41.1	46.5	44.5
Yes, through collection of special fees	20.5	28.3	25.5
I don't know	38.4	25.2	30
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

How much trust do you have in the institution related to the realization of the project of water supply system improvement?

City/Municipality			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None at all	19.2	11.8	14.5
Not too much	16.4	36.2	29
A lot	24.7	35.4	31.5
Very much	24.7	7.1	13.5
I do not know	15.1	9.4	11.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

How much trust do you have in the institution related to the realization of the project of water supply system improvement?

County			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None at all	2.7	11	8
Not too much	31.5	43.3	39
A lot	28.8	28.3	28.5
Very much	24.7	6.3	13
I do not know	12.3	11	11.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

How much trust do you have in the institution related to the realization of the project of water supply system improvement?

Municipal company			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None at all	11	10.2	10.5
Not too much	28.8	40.9	36.5
A lot	24.7	29.9	28
Very much	24.7	6.3	13
I do not know	11	12.6	12
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

How much trust do you have in the institution related to the realization of the project of water supply system improvement?

Hrvatske vode			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None at all	1.4	13.4	9
Not too much	20.5	33.9	29
A lot	42.5	31.5	35.5
Very much	30.1	10.2	17.5
I do not know	5.5	11	9
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

How much trust do you have in the institution related to the realization of the project of water supply system improvement?

Croatian Government			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
None at all	11	22.8	18.5
Not too much	13.7	34.6	27
A lot	30.1	26.8	28
Very much	23.3	5.5	12
I do not know	21.9	10.2	14.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

57. Who should, in your opinion, make expert decisions related to the realization of such a project?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
City/Municipality	39.7	48	45
County	30.1	23.6	26
Municipal company	41.1	26.8	32
Hrvatske Vode	68.5	78.7	75
Croatian Government	20.5	22.8	22
Urbanization Institutes	12.3	11	11.5
Ecological associations	15.1	30.7	25
Someone else	4.1	8.7	7
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

57.9. Who should, in your opinion, make expert decisions related to the realization of such a project -someone else; who?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
experts	1.4	8.7	6
No answer	98.6	91.3	94
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

58. Were you, in last 6 months, late with the payment of drinking water bills?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	82.2	91.3	88
Yes, but I paid for them in the end	11	7.9	9
Yes, and I still did not pay for all of them, but I plan to.	5.5		2
I don't know at the moment how I will pay for these bills.	1.4		0.5
No answer		0.8	0.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

59. How long were you late with the payment?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
1	2.7	4.7	4
2	11	2.4	5.5
3	2.7	0.8	1.5
No answer	83.6	92.1	89
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

60. In your opinion, what is the role of Hrvatske vode and which projects and issues should Hrvatske vode address in the area where you live?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
protection of waters	1.6	1.6	1.6
protection from floods	27.9	19.5	22.3
health safety of water	8.2	3.3	4.9
canal maintenance	9.8	16.3	14.1
canal cleaning	3.3	17.1	12.5
pollution control		1.6	1.1
quality and purity of water	27.9	26.8	27.2
wastewater collection	6.6	4.1	4.9
water supply		4.1	2.7
sewerage		2.4	1.6
maintenance of embankments	9.8	7.3	8.2
reduction of service costs	11.5		3.8
environmental protection		1.6	1.1
irrigation system		0.8	0.5
setting of European standards		0.8	0.5
maintenance of waters		6.5	4.3
watercourse regulation	1.6		0.5
water purification-wastewater treatment plants	6.6	2.4	3.8
maintenance of rivers and other watercourses		1.6	1.1
maintenance of water supply system	1.6	4.1	3.3
construction of sewerage	1.6		0.5
everything related to waters	1.6		0.5
financing and construction of wastewater treatment plant	13.1	4.1	7.1
cleaning rivers and streams	1.6		0.5
improvement in the quality of service	1.6	0.8	1.1
repair of channels		4.1	2.7
field protection from the harmful effects of water	3.3		1.1
political and legal matters		0.8	0.5
aid to the flooded areas	1.6	2.4	2.2
greater involvement toward users	1.6	2.4	2.2
I do not know	3.3	9.8	7.6
No answer	16.4	3.1	8
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

61. In your opinion, what is the role of Hrvatske vode and which projects and issues should Hrvatske vode address at the state level?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
protection of waters	3.3	12.2	9.2
protection from floods	39.3	25.2	29.9
health safety of water	3.3	0.8	1.6
canal maintenance	4.9	8.1	7.1
canal cleaning	3.3	6.5	5.4
pollution control	1.6	3.3	2.7
building canals		0.8	0.5
quality and purity of water	41	13.8	22.8
wastewater collection	1.6	4.9	3.8
water supply		2.4	1.6
sewerage	1.6	1.6	1.6
maintenance of embankments	8.2	5.7	6.5
reduction of service costs	11.5		3.8
environmental protection	1.6	2.4	2.2
embankment building	4.9	1.6	2.7
irrigation system		0.8	0.5
setting of European standards		0.8	0.5
maintenance of waters		6.5	4.3
watercourse regulation	4.9	8.1	7.1
water purification-wastewater treatment plants	6.6	2.4	3.8
maintenance of rivers and other watercourses		5.7	3.8
maintenance of water supply system	3.3	1.6	2.2
reclamation		0.8	0.5
everything related to waters	1.6	0.8	1.1
improvement in the quality of service	3.3	1.6	2.2
repair of channels		0.8	0.5
concern about the flooded areas	3.3	1.6	2.2
preparedness for natural disasters		0.8	0.5
I do not know	4.9	14.6	11.4
No answer	16.4	3.1	8
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

62. How would you rate the work of Hrvatske vode, with the school grades 1-5?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
1	1.4	2.4	2
2	16.4	14.2	15
3	31.5	44.1	39.5
4	32.9	27.6	29.5
5	16.4	7.9	11
No answer	1.4	3.9	3
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

63. How many children under the age of 18 are there in your household?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
there are no children under the age of 18	60.3	59.8	60
less than three	39.7	40.2	40
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

64. How many members in total does your household have including you and all children under the age of 18?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than three	41.1	48.8	46
between four and six	57.5	45.7	50
between seven and ten	1.4	5.5	4
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

65. Your residential status:

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
I live in my own (or partner's) flat or house	80.8	85	83.5
I live in a flat with my (or my partner s) parents	12.3	12.6	12.5
I live in a rented flat	6.8	2.4	4
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

66. What type of residence do you live in?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Family house	94.5	97.6	96.5
Flat in a smaller building (up to 6 flats)	4.1		1.5
No answer	1.4	2.4	2
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

67. Gender

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Male	52.1	41.7	45.5
Female	47.9	58.3	54.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

68. Age of the respondent			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
between 16 and 30 years	15.1	17.3	16.5
between 31 and 45 years	42.5	18.9	27.5
between 46 and 60 years	32.9	38.6	36.5
more than 60 years	5.5	25.2	18
no answer	4.1		1.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

69. Level of education			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No school		3.1	2
1-3 years of primary school		3.1	2
4-7 years of primary school	1.4	11	7.5
Primary school completed	11	23.6	19
Biennial or triennial vocational secondary school	24.7	17.3	20
Quadrennial secondary school	39.7	33.1	35.5
University of practical sciences (two years)	12.3	7.1	9
University	11	1.6	5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

70. Marital status			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Married	83.6	67.7	73.5
Cohabiting with the partner	2.7	0.8	1.5
Single	6.8	12.6	10.5
Divorced	2.7	3.9	3.5
Widowed	4.1	15	11
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

71. Work activity			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Employed	41.1	23.6	30
Entrepreneur	4.1		1.5
Craftsman	2.7	3.1	3
Agricultural worker	4.1	4.7	4.5
Student	2.7	3.9	3.5
Housewife	26	22	23.5
Retired	16.4	34.6	28
Unemployed	2.7	7.1	5.5
Something else		0.8	0.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

72. Does your family farm the fields?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	76.7	75.6	76
Yes	23.3	24.4	24
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

72.1. Yes, area - approximately			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 10000 m2	8.2	4.7	6
between 10000 and 39999 m2	9.6	7.9	8.5
between 40000 and 69999 m2	1.4	0.8	1
between 70000 and 100000 m2		1.6	1
more than 100000 m2	4.1	6.3	5.5
No answer	76.7	78.7	78
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

73. Does your family raise animals for commercial purposes?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
No	86.3	85	85.5
Yes	13.7	14.2	14
No answer		0.8	0.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

74. Household's monthly income. Include all salaries, pensions and all other types of income without income from agriculture or animals farming			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
Less than 500 HRK		5.5	3.5
From 501 HRK to 1500 HRK	1.4	6.3	4.5
From 1501 HRK to 2500 HRK	11	16.5	14.5
From 2501 HRK to 3500 HRK	9.6	9.4	9.5
From 3501 HRK to 4500 HRK	20.5	15	17
From 4501 HRK to 5500 HRK	12.3	7.1	9
From 5501 HRK to 6500 HRK	4.1	10.2	8
From 6501 HRK to 7500 HRK	2.7	6.3	5
From 7501 HRK to 8500 HRK	6.8	2.4	4
From 8501 HRK to 9500 HRK	5.5	5.5	5.5
From 9501 HRK to 10500 HRK	1.4	3.9	3
From 10501 HRK to 11500 HRK	4.1	1.6	2.5
No answer	17.8	9.4	12.5
No answer	2.7	0.8	1.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

75. What is the total income (HRK) you have realized from agriculture and farming animals?

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 5000 HRK	1.4	4.7	3.5
between 5001 and 10000 HRK	9.6	6.3	7.5
between 10001 and 15000 HRK		1.6	1
more than 15000 HRK	12.3	7.9	9.5
no answer	76.7	79.5	78.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

Can you approximately state your overhead expenses for the last month?

Heating.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 100 HRK	1.4	2.4	2
between 101 and 300 HRK	4.1	6.3	5.5
between 301 and 600 HRK	20.5	45.7	36.5
more than 600 HRK	30.1	38.6	35.5
no answer	43.8	7.1	20.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

Can you approximately state your overhead expenses for the last month?

Rent.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
between 101 and 300 HRK	4.1		1.5
more than 600 HRK	2.7	0.8	1.5
no answer	93.2	99.2	97
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

Can you approximately state your overhead expenses for the last month?

Water collection.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 100 HRK	84.9	37	54.5
between 101 and 300 HRK		7.1	4.5
between 301 and 600 HRK		0.8	0.5
no answer	15.1	55.1	40.5
Number of respondents	73	127	200

Maximum sampling error

+ - 11.7

+ - 8.8

+ - 7.0

Can you approximately state your overhead expenses for the last month?

Electricity.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 100 HRK	13.7	30.7	24.5
between 101 and 300 HRK	57.5	48.8	52
between 301 and 600 HRK	27.4	18.9	22
more than 600 HRK	1.4	0.8	1
no answer		0.8	0.5
Number of respondents	73	127	200

Maximum sampling error

+ - 11.7

+ - 8.8

+ - 7.0

Can you approximately state your overhead expenses for the last month?

Gas

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 100 HRK	8.2	18.1	14.5
between 101 and 300 HRK	17.8	22.8	21
between 301 and 600 HRK	12.3	4.7	7.5
more than 600 HRK	28.8	7.1	15
no answer	32.9	47.2	42
Number of respondents	73	127	200

Maximum sampling error

+ - 11.7

+ - 8.8

+ - 7.0

* the tables listed above show percentages

Can you approximately state your overhead expenses for the last month?

Telephone/cellular phone.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 100 HRK	23.3	26.8	25.5
between 101 and 300 HRK	61.6	52.8	56
between 301 and 600 HRK	13.7	14.2	14
more than 600 HRK	1.4	2.4	2
no answer		3.9	2.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

Can you approximately state your overhead expenses for the last month?

Garbage pickup

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 100 HRK	97.3	96.9	97
more than 600 HRK		0.8	0.5
no answer	2.7	2.4	2.5
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

Can you approximately state your overhead expenses for the last month?

TV, radio and cable TV.

	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 100 HRK	89	93.7	92
no answer	11	6.3	8
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages

Can you approximately state your overhead expenses for the last month?

Other expenses.			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 100 HRK	5.5	13.4	10.5
between 101 and 300 HRK	11	26	20.5
between 301 and 600 HRK	13.7	6.3	9
no answer	69.9	54.3	60
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

77. What percentage of your household s monthly income do you spend on overhead expenses?			
	WASTEWATER COLLECTION SYSTEM		Total
	Public sewerage	Septic tank	
less than 20 %	2.7	7.1	5.5
between 21 and 50 %	60.3	68.5	65.5
between 51 and 70 %	32.9	6.3	16
more than 70 %	4.1	18.1	13
Number of respondents	73	127	200
<i>Maximum sampling error</i>	<i>+ - 11.7</i>	<i>+ - 8.8</i>	<i>+ - 7.0</i>

* the tables listed above show percentages