

PROPERTY OWNER OUTREACH SURVEY

Field	No.	Question	Answer										
Module 1: Compound and Enumerator Identification													
date	1.1	Survey date											
cda	1.2	CDA name											
supervisor	1.3	Select your supervisor.	<i>[List of supervisors]</i>										
acc_no	1.4	Account number <i>[Enter account number as the unique compound ID]</i>											
acc_no2	1.5	Please re-enter the account number as confirmation.											
attempt_number	1.6	Is this the first, second, third, or fourth time we have tried to contact this person?	<table border="1"> <tr><td>1</td><td>First</td></tr> <tr><td>2</td><td>Second</td></tr> <tr><td>3</td><td>Third</td></tr> <tr><td>4</td><td>Fourth</td></tr> </table>	1	First	2	Second	3	Third	4	Fourth		
1	First												
2	Second												
3	Third												
4	Fourth												
phone_used_type	1.7	Are you using the phone numbers from the data, or a new phone number gathered from a previous call?	<table border="1"> <tr><td>1</td><td>Using the phone numbers provided from the data</td></tr> <tr><td>2</td><td>Using a new phone number gathered from a previous call</td></tr> </table>	1	Using the phone numbers provided from the data	2	Using a new phone number gathered from a previous call						
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2	Using a new phone number gathered from a previous call												
For each phone number available: <i>[For questions 1.8 to 1.9, enter the roster information for each phone number used.]</i> <i>(Questions relevant when 1.7="Phone numbers provided from the data")</i>													
call_status_[n]	1.8	What is the status of the call to the primary phone <i>[phone number]</i> ?	<table border="1"> <tr><td>1</td><td>Call answered</td></tr> <tr><td>2</td><td>Busy / not picking / hung up</td></tr> <tr><td>3</td><td>Phone off / Unavailable / Temporarily out of service</td></tr> <tr><td>4</td><td>Out of service / Number doesn't exist</td></tr> <tr><td>5</td><td>Other</td></tr> </table>	1	Call answered	2	Busy / not picking / hung up	3	Phone off / Unavailable / Temporarily out of service	4	Out of service / Number doesn't exist	5	Other
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call_status_[n]_other	1.9	If other, specify <i>(Question relevant when 1.8="Other")</i>											
phone_new	1.10	What phone number are you using to ring the respondent? <i>(Question relevant when 1.7="New phone number")</i>											
call_status_new	1.11	What is the status of the call to the new phone number <i>[phone number]</i> ? <i>(Question relevant when 1.7="New phone number")</i>	<table border="1"> <tr><td>1</td><td>Call answered</td></tr> <tr><td>2</td><td>Busy / not picking / hung up</td></tr> <tr><td>3</td><td>Phone off / Unavailable / Temporarily out of service</td></tr> <tr><td>4</td><td>Out of service / Number doesn't exist</td></tr> <tr><td>5</td><td>Other</td></tr> </table>	1	Call answered	2	Busy / not picking / hung up	3	Phone off / Unavailable / Temporarily out of service	4	Out of service / Number doesn't exist	5	Other
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SCRIPT: Hello, my name is <i>[interviewer name]</i> . I work for Nairobi City Water & Sewage Company. I am calling you today to verify and update your contact details and also to give you some information on your balance and how to pay. This will take 10 to 15 minutes of your time and we would appreciate your patience. This information is strictly confidential.													
consent	1.12	Are you willing to answer a few questions? <i>(If yes, continue with survey. If no, skip to question 10.6)</i>	<table border="1"> <tr><td>1</td><td>Yes</td></tr> <tr><td>0</td><td>No</td></tr> </table>	1	Yes	0	No						
1	Yes												
0	No												
name_correct	1.13	Can I confirm that I am speaking to <i>[preloaded landlord name]</i> ?	<table border="1"> <tr><td>1</td><td>Yes</td></tr> <tr><td>0</td><td>No</td></tr> </table>	1	Yes	0	No						
1	Yes												
0	No												
name_other	1.14	What is your full name? <i>(Question relevant when 1.11="No")</i>											
plot_owner	1.15	Are you the owner of a plot on <i>[preloaded street name]</i> in <i>[preloaded settlement name]</i> ?	<table border="1"> <tr><td>1</td><td>Yes, and the details are correct</td></tr> <tr><td>2</td><td>Yes, but the plot details are incorrect</td></tr> <tr><td>3</td><td>No, I do not own a plot</td></tr> </table>	1	Yes, and the details are correct	2	Yes, but the plot details are incorrect	3	No, I do not own a plot				
1	Yes, and the details are correct												
2	Yes, but the plot details are incorrect												
3	No, I do not own a plot												
settlement_new	1.16	What settlement is your plot in? <i>(Question relevant when 1.15="Yes, but details are incorrect")</i>	<i>[List of settlements]</i>										
street_new	1.17	What street is your plot on? <i>(Question relevant when 1.15="Yes, but details are incorrect")</i>											
plot_owner_represent	1.18	Are you able to represent the plot owner of the plot on <i>[street name]</i> in	<table border="1"> <tr><td>1</td><td>Yes</td></tr> </table>	1	Yes								
1	Yes												

		[<i>settlement</i>] in this conversation? (<i>Question relevant when 1.15="No"</i>)	0	No
plot_owner_relation	1.19	What relation do you have to the plot owner? (<i>Question relevant when 1.18="Yes"</i>)	1	Parent
			2	Child
			3	Brother / Sister
			4	Other family member
			5	Friend
			6	Caretaker
			7	Other
plot_owner_relation_other	1.20	If other, specify (<i>Question relevant when 1.19="Other"</i>)		
plot_owner_position	1.21	Do you support the plot owner in maintaining/managing/financing the plot? (<i>Question relevant when 1.18="Yes"</i>)	1	Yes
			0	No
plot_owner_baseline	1.22	Is [<i>preloaded owner name</i>] the owner of this plot?	1	Yes
			2	No, that's me
			3	No, that's someone else
plot_owner_name	1.23	What is the name of the plot owner? (<i>Question relevant when 1.22="No, that's someone else"</i>)		
plot_owner_phone	1.24	What is best phone number to contact the plot owner on?		
respondent_phone_yn	1.25	Is the current phone number the best phone number to contact you on?	1	Yes
			0	No
respondent_phone	1.26	What is the best phone number to contact you on? (<i>Question relevant when 1.25="No"</i>)		
respondent_phone2	1.27	Can you give us a secondary phone number that we can use to contact you, if the first is unavailable?		
baseline_known	1.28	Do you know [<i>owner name</i>]? (<i>Question relevant when 1.22="Yes"</i>)	1	Yes
			0	No
baseline_relation	1.29	What relation does [<i>owner name</i>] have to you? (<i>Question relevant when 1.28="Yes"</i>)	1	Parent
			2	Child
			3	Brother / Sister
			4	Spouse
			5	Other family member
			6	Friend
			7	Caretaker
			8	Former Plot Owner
			9	Other
baseline_relation_other	1.30	If other, specify (<i>Question relevant when 1.29="Other"</i>)		
baseline_position	1.31	Does [<i>owner name</i>] support you in maintaining/managing/financing the plot?	1	Yes
			0	No
other_plots_yn	1.32	Do you own any other plots that have a Nairobi Water meter and are paid using Jisomee Mita? [<i>Not including the plot we have already spoken about.</i>]	1	Yes
			0	No
n_other_plots	1.33	How many other plots do you own that have a Nairobi Water meter and are paid using Jisomee Mita? [<i>Not including the plot we have already spoken about.</i>] (<i>Questions relevant when 1.33="Yes"</i>)		
For other plots owned: [<i>For questions 1.35 to 1.36, enter the roster information for each other plot owned.</i>] (<i>Questions relevant when 1.33="Yes"</i>)				
other_plot_settlement_[n]	1.34	What settlement is this other plot [<i>plot number</i>] in?		[<i>List of settlements</i>]
other_plot_street_[n]	1.35	What street is this other plot [<i>plot number</i>] on? [<i>Specify the zone, a landmark, and a OBA project number if applicable</i>]		

Module 2: Compound Details (Main Compound)

SCRIPT:

Let's talk again about the first plot I asked about, the one in [*settlement name*], on [*street name*].

n_residents	2.1	How many people live in this plot? [<i>Please include both adults and children.</i>]		
no_residents_reason	2.2	Why does no one live in this plot?	1	Plot in construction / refurbishment

		(Question relevant when 2.1=0)	2	Plot converted to building (e.g. school, church)
			3	Other
no_residents_reason_other	2.3	If other, specify (Question relevant when 2.2="Other")		
n_tenants	2.4	How many households are there in this plot that pay rent?		
water_connection	2.5	Does the plot have a water connection from Nairobi Water?	1	Yes
			0	No
sewer_connection	2.6	Does the plot have a sewer connection from Nairobi Water?	1	Yes
			0	No
water_received	2.7	Did the plot receive water in the last week?	1	Yes
			0	No
water_received_whichday	2.80	Which days did you receive water last week?	1	Monday
			2	Tuesday
			3	Wednesday
			4	Thursday
			5	Friday
			6	Saturday
			7	Sunday
respondent_resident	2.9	Are you a resident in this plot?	1	Yes
			0	No
landlord_resident	2.10	Is the plot owner a resident in this plot?	1	Yes
			0	No

Module 3: Billing Details

bill_payer	3.1	Who is responsible for paying the water bills for this plot?	1	Myself
			2	Plot Owner
			3	Caretaker
			4	Family Member / Spouse
			5	Tenants
			6	Other
			7	Nobody
bill_payer_other	3.2	If other, specify (Question relevant when 3.1="Other")		
bill_payer_name	3.3	What is the full name of the person responsible for paying the water bills for this plot?		
bill_payer_phone	3.4	What is the phone number of the person responsible for paying the water bills for this plot?		
SCRIPT:				
Now I'd like to give you some information about the outstanding bill for this plot, and understand if there has been any trouble with making payments. From our records as of August 23rd, the outstanding balance on this plot was [balance amount]. This is your balance for water and sewer fees only, not the outstanding balance for your loan.				
SCRIPT (If balance is negative):				
Your balance is negative, which means that you have paid more than your outstanding bills.				
never_paid_reason	3.5	Our records as of August 23rd say that there has never been a payment for the water bills on this plot. Could you tell us why there has never been a payment made?	1	Don't have money
			2	Don't have time
			3	Don't know how to make payment
			4	Account is not set up yet
			5	Meter is broken
			6	Didn't receive water
			7	Payment system was not working
			8	Didn't know that I need to pay
			9	I'm not responsible for making the payments
			10	Other
never_paid_reason_other	3.6	If other, specify (Question relevant when 3.5="Other")		
bill_no_payment_reason	3.7	Our records as of August 23rd say that the bills for this plot haven't been paid for more than two months. (The last payment was \${days_since_last_payment} days ago.) Could you tell us why there hasn't been a payment made in this time?	1	Don't have money
			2	Don't have time
			3	Don't know how to make payment
			4	Account is not set up yet
			5	Meter is broken
			6	Didn't receive water

			7	Payment system was not working
			8	Didn't know that I need to pay
			9	I'm not responsible for making the payments
			10	Other
bill_no_payment_reason_other	3.8	If other, specify (Question relevant when 3.7="Other")		

Module 4: Account Details

SCRIPT:

Now I'd like to give you some information on your water meter, and answer any questions you might have about how to use it. As you may know, the Jisomee Mita is a self-reading water meter system. Nairobi Water customers can do 4 things mainly: 1. Read your meter; 2. Check your current balance; 3. Pay the bill; and 4. Clear your loans. But first of all, you need to use the phone number which is associated with your Nairobi Water account. You can check that the phone number you are using is linked to the right account.

jisomee_intro	4.1	Do you need help in how to verify your account information?	1	Yes
			0	No

SCRIPT:

To check the account name, you can send the word "name" to [shortcode] via SMS. To check the meter number, you can send the word "meter" to [shortcode]. To check the account number, you can send the word "account" to [shortcode].

read_meter_yn	4.2	Do you know how to read your meter?	1	Yes
			0	No

SCRIPT:

Ok, so here are the steps to read the Jisomee meter. Once you have verified that your phone is linked to the right account, you can go and read your water meter. The number you see in the box is the current reading. In order to get the invoice, you need to send the reading (that number) to [shortcode] via SMS. This SMS will be free to send. You will then receive a confirmation SMS which contains your bill from that reading. You will now be ready to pay your bill.

balance_yn	4.3	Now, do you know how to check your balance?	1	Yes
			0	No

SCRIPT:

Checking your balance is easy. To check your balance, all you need to do is send the word "balance" to [shortcode]. This SMS will be free to send. You will then receive a message which tells you your outstanding balance.

pay_bill_yn	4.4	Lastly, do you know how to pay your bill?	1	Yes
			0	No

SCRIPT:

Ok, so here are the steps to pay your bill. First, if you don't know your account number, then you can find this by sending an SMS with the word "account" to [shortcode]. You will see two letters and then 7 numbers. You need to write down the 7 numbers, as you will need it to pay your bill. Then, you can pay your bill using M-Pesa. Go to the M-pesa app on your phone and select "Lipa na M-pesa". Then select "Pay Bill". You will need to enter the Business Number, which is [business number]. Then you need to enter your personal account number. Then you enter the amount you would like to pay. After you have entered your M-pesa pin, you should receive a SMS to confirm that you have paid. It is free to transact through M-pesa, and your bill will count towards this month's loan and your water and sewer service charges.

I hope that information was helpful and informative. Just a reminder that there is a monthly standing charge of [amount] Ksh for only Water user and [amount] Ksh for Water and Sewer user regardless the usage. Final service charges depend on the actual usage, but all the customers are expected to make these payments.

Today we haven't spoken about your water or sewer loans. If you'd like to find out more about your loans, or if you have any other questions, you can contact your

Module 5: Interview Summary

survey_status	5.1	Status of the survey	1	Survey completed
			2	Respondent not the plot owner or representative
			3	Refused consent
			4	Rescheduled
			5	Survey terminated
			6	Busy / not picking / hung up
			7	Phone off / Unavailable / Temporarily out of service
			8	Out of service / Number doesn't exist
			9	Survey terminated and Refused
			10	Other
survey_status_other	5.2	If other, specify (Question relevant when 5.1="Other")		
refused_consent_reason	5.3	Would you kindly give a reason for not being able to answer a few	1	Do not want to participate

		questions? (<i>Question relevant when 1.10="No"</i>)	2	Don't have time to speak at all
			3	Don't have time to speak but can reschedule another time
			4	Wrong number, I don't know anything about the Nairobi Water account
			5	Other
refused_consent_reason_other	5.4	If other, specify (<i>Question relevant when 5.3="Other"</i>)		
reschedule	5.5	When would be a good time to speak instead? [<i>Which days, what time of day</i>] (<i>Question relevant when 1.10="No"</i>)		
comments	5.6	Enter any additional comments.		

SCRIPT:

Thank you very much for your cooperation. That's all the questions I have for you today. Have a nice day.