WATER & SANITATION ACCOUNTABILITY FORUM

Lempira, Honduras
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Organizational Evaluation of COCEPRADIL

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SUMMARY

The positive impacts of water and sanitation interventions cannot be realized if services don't continue over time. Unfortunately funding decisions are rarely made based on an organization's ability to support long-term solutions, as independent evaluations of service longevity are typically unavailable. The Water and Sanitation Accountability Forum hopes to close this gap by providing funding organizations with information from an independent source, while at the same time promoting cross-organizational learning by including participants from multiple organizations.

The first Accountability Forum focused on the evaluation of COCEPRADIL (Central Committee for Water and Comprehensive Development Projects in Lempira), a local NGO in Lempira, Honduras that has been implementing water and sanitation programs for over 20 years. Over one week in December 2011, we and peer organizations evaluated COCEPRADIL based on 22 criteria of program effectiveness. We also considered the likelihood of continuing long-term service provision. Though this first Forum served as a pilot for the criteria and the evaluation process (including survey instruments and study format), the evaluation of COCEPRADIL provided valuable information on their credibility as an organization as well as lessons that can be shared from both their successes and current challenges.

The evaluation included programmatic and organizational criteria. For the program evaluation, we visited four communities, selected randomly from the list[1] of 159 projects implemented by COCEPRADIL since their inception, in addition to pilot testing surveys in a community selected by COCEPRADIL as exemplary of their work. The overall organizational evaluation included review of their plans, financials, and reports, as well as face to face interviews with their leadership and partnering communities.

COCEPRADIL has shown exceptional work in an extremely challenging sector. As one Forum participant from another organization expressed, they are "*la joya en la corona*" (the jewel in the crown) and provide a positive example of program implementation. Based on the criteria used in the Accountability Forum, they met all basic expectations in 21 of 22 categories and met exceptional expectations in 11 of these. Extreme threats to sustainability were not identified in any category. Based on 66 possible points if all exceptional expectations are met in all categories and 44 points if basic expectations are met in all categories, COCEPRADIL received an impressive 53 (80%). This means that on average, they exceed the basic expectations.

Their successes include the fact that systems installed 20 years ago are still functioning and being used. Local water boards are in place and in all communities we visited, households were paying monthly tariffs and boards had positive bank accounts that had increased over the past two years. The communities' sense of system ownership is very high: we were told by one water board "we are all engineers and plumbers here", and they were very confident in their ability to find spare parts and fix breakdowns. COCEPRADIL staff attribute their success to extensive training with communities upfront, during and post-implementation.

Though there were many successes observed, there are some areas that need to be addressed. Access of water services for new households is scarce. The connection fee is

[1] The list COCEPRADIL provided at the December 2011 Forum showed 159 projects. However, further confirmation of the list shows that several newer projects (since 2006) and at least two older projects might not have been represented on the list.

prohibitively expensive for many families. The high cost encourages households to participate upfront, including extensive labor contributions (around 70-90 days per family), but leaves new families without an obtainable option. Additionally, in some communities, water continuity is a challenge and water cuts can last days or weeks while repairs are being made and during the dry season. A further challenge is that communities do not have financial capacities to replace aging systems.

COCEPRADIL seems to be addressing the challenges over time and have shown their ability to support long-term service provision. For example, COCEPRADIL is currently conducting a pilot project with meters since at this time most communities oppose them.

Bottom line: future funding for COCEPRADIL is highly recommended, particularly for “software” such as training, which is often challenging to secure funding for, yet is key to COCEPRADIL’s continuing success.

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INTRODUCTION

Why an Accountability Forum?

Access to water and sanitation is intimately linked to poverty reduction. Poverty is multidimensional, involving interrelated aspects that influence the welfare of people. Water and sanitation are included in this social agenda through the Millennium Development Goals and have been declared as a Human Right by the United Nations. .

The improvement of water and sanitation services, particularly in rural areas, is therefore necessary. While building infrastructure can help address the immediate need for access, building the capacity of communities, local governments, and the local private sector to provide water and sanitation services over the long-term is often overlooked. Thus, the accountability and responsibility of implementing organizations – both to the customers (aka beneficiaries) and to donors is of vital importance.

Numerous studies show that many water and sanitation projects fail within a few years of implementation, particularly in rural areas:

- In Loreto Region, Peru, it is estimated that 66% of water systems function and 42% provide potable water, while 15% of latrines are considered usable (Calderon 2004).
- In a study of eleven countries in Sub-Saharan Africa, a range of 35-80% (depending on the country) of rural water systems were identified as functional (Sutton 2004).
- In Tanzania, 54% of 65,000 water points nationwide are operational; 75% of points that are only two years old (WaterAid 2009).
- It is estimated that 60% of new latrines (0-2 years) are being used in rural Ghana (Rodgers, Ajono et al. 2007).

Common reasons for failed operation include:

- Technical problems during planning, design or construction. Common issues include inadequate projection of population growth, inadequate design parameters, the use of low quality materials, and poor construction procedures.
- Lack of community ownership. When systems are not planned or constructed with high levels of community participation, it is likely that services will not adequately respond to local needs, desires and cultural beliefs or will be seen as something foreign.
- Inappropriate implementation model. When organizations structure implementation into a particular model, apart from cultural practices, it may reduce the long-term capacity for community management. .

Based on the above, financial institutions and donors should ensure that funds are allocated effectively and efficiently and include consideration of long-term management. The Accountability Forum lays the groundwork for the identification and qualification of credible implementing organizations within the water and sanitation sector in order to support funding agencies' consideration of lasting service provision.

What is the Accountability Forum?

The Water and Sanitation Accountability Forum is a new initiative born from Water 1st International's belief that until long-term functionality of interventions affects organizations' ability to find future funding, monitoring and evaluation activities are unlikely to be a high priority for many organizations. The overarching aim of the Forum is not to "out" poor implementers, but to encourage strong implementation and provide an opportunity for organizations to demonstrate that they are delivering on promises. The Forum includes four objectives within this overarching aim:

1. Motivate and incentivize monitoring and evaluation of projects using a common framework
2. Provide independent evaluation to donors that focuses on programming, not simply finances
3. Provide a platform for cross-organizational learning and networking for field staff
4. Help organizations learn how to monitor and evaluate

This first Accountability Forum offered an opportunity to pilot evaluation tools and methodology, as well as gather feedback from participants on the process.

Why COCEPRADIL?

COCEPRADIL was selected as the organization to be evaluated in the first Accountability Forum because they were willing to offer themselves to be evaluated, they have a reputation as a strong implementing organization (it was hoped that the first Accountability Forum would be a positive one), and they have a creative model that was felt may be of interest to others.

Scope of the Evaluation

The main objective of the evaluation is to determine if the organization is credible and has used funding to support projects that are providing long-term services. Basically, we asked, "Based on their existing body of work, is funding this organization a good investment?" This is not an impact or sustainability study, though insights into these themes emerged during data collection.

In response to the goal to create a platform for cross-organizational exchange, a reasonable timeframe for field staff to attend was needed. For this pilot Accountability Forum, a week was given for preparation meetings, data collection and wrap-up. Though a week is not a substantial amount of time for a field-based study, independent evaluators and Forum participants felt that this was sufficient time to respond to the main objective of the study and to allow for full participation of field staff from other organizations.

Information on Honduras

Honduras has a population of about 7.8 million with 3.8 million in urban centers and 4 million living in rural towns. It is one of the most impoverished countries of Central America with nearly 60% of its population living below the national poverty line, 23% living below the international

poverty line (< $1.25/day) and a Human Development index of 0.625 compared to the Latin America average of 0.731 ((UNDP 2011).

According to the Joint Monitoring Program (JMP), water service coverage is 85% at the national level; 95% in urban areas and 77% in rural (WHO/UNICEF 2010). Sanitation coverage is 71% with 80% in urban areas and 62% in rural zones. These data mean that around one million Hondurans still lack access to water and almost two million people still lack access to improved sanitation. Furthermore, these data do not take functionality into account and based on the sustainability studies previously mentioned, there is likely a much smaller percentage of the population with access to *reliable* services for the long-term.

The Lempira Department is one of 18 departments in Honduras and is located in the western part of the country. This department has the highest proportion of rural inhabitants than any other. According to the last census, there is a population of about 300,000 of which 284,000 live in rural areas.

Background of the Organization

The *Comité Central de Proyectos de Agua y Desarrollo Integral de Lempira* (the Central Committee for Water and Comprehensive Development Projects in Lempira, or COCEPRADIL) is a local non-governmental organization (NGO) based in Candelaria, Department of Lempira, Honduras. COCEPRADIL has been implementing community gravity-fed water systems for over 20 years and to date have constructed more than 160 systems in 16 municipalities of the Lempira Department (Figure 1). This area serves approximately 10,000 beneficiary families and a population of 40,540.

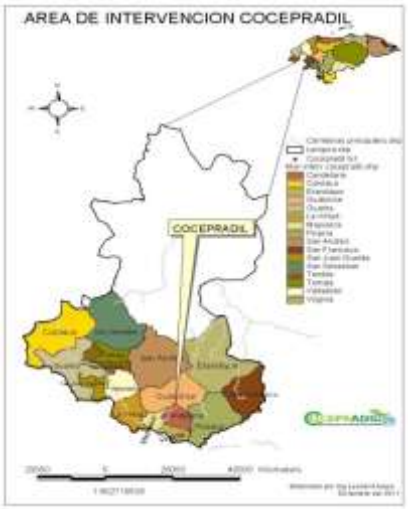


Figure 1. Geographic Area of COCEPRADIL

Organizational Model

COCEPRADIL is a grassroots social organization composed of various levels of water management boards, as shown in Figure 2. The highest governing body is the General Assembly of Delegates, whose functions include electing members of the Central Board. The General Assembly is made up of representatives (i.e., water system users) from the 160 water boards that were formed as a result of water project implementation. This keeps a link between the implementing organization and communities where projects were implemented, and puts the users in a position of power.

There are nine regional boards (COREPRADIL) governed by the Central Board and then finally there are the community-level water management boards, all of which are part of COCEPRADIL.

Management of the water systems is based on a *"junta de juntas"* ("board of boards") model where each community has a local water board that receives training and support from one of the regional water boards and then COCEPRADIL offers support and training to these regional water boards as well as directly to communities.

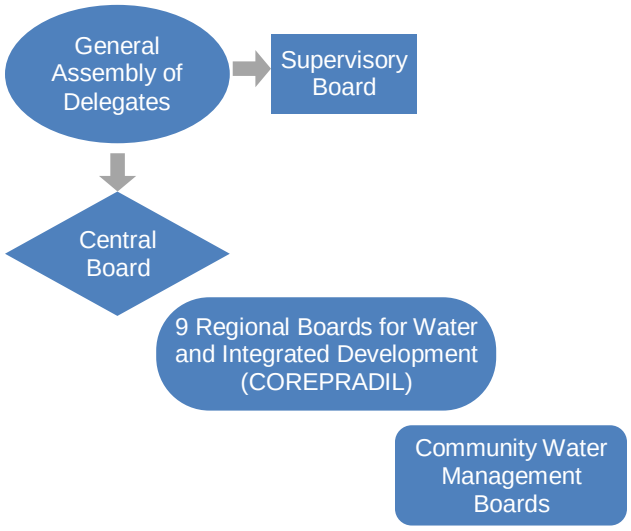


Figure 2. Organizational model of COCEPRADIL operations

Water System Design

Each community water system consists of a spring catchment, gravity-fed transmission line to a tank, and piped distribution to household taps. This type of system can be more expensive in terms of capital costs required to lay piping over long distances between the water source and community storage tank or treatment plant. However, because it is a gravity based system, the operation and maintenance costs are quite low and this type of design is common in rural areas of Honduras.

Sanitation Design

COCEPRADIL promotes on-site sanitation including requiring household toilets for water project participation, providing designs and subsidizing construction at the start of the water project. COCEPRADIL typically promotes on-site sanitation consisting of pour-flush toilets connected to deep covered seep pits. They are usually constructed outside of the home, but on the families' property. Figure 3 illustrates examples of the toilet installations promoted by COCEPRADIL in the area.

Figure 3. Toilets in Communities of Lempira

METHODS AND TOOLS

The evaluation included:

- Presentations by and detailed interviews with managers of the implementing organization (COCEPRADIL)
- Site visit to a community the organization selects as exemplary of their work
- Selection of four communities at random
- Interviews with the water boards in each community
- Two focus groups[2] with residents in each community[3]
- Inspection of the water service infrastructure (e.g., water catchment, storage tank, pipeline, etc.)
- Visits to several homes in each community to observe household infrastructure and discuss water and sanitation services.

Survey questions and evaluation criteria are based on Water1st International's evaluation tools and input from multiple implementing organizations in the water and sanitation sector. This first Accountability Forum served as an opportunity to pilot ideas for criteria. Those presented here are still undergoing modifications based on feedback from key actors in the sector and will likely be revised prior to the next Forum. Despite the possibility of criteria revision, the criteria used here do offer an opportunity to look at key areas of COCEPRADIL's work and highlight areas going well and areas in need of improvement. Criteria are grouped into eight main categories: organizational structure, water services, sanitation, hygiene education, design and construction, operations and maintenance, water source protection and community commitment and management. Evaluation tools were pilot tested during the site visit to the community selected by COCEPRADIL; the town of Candelaria. After pilot testing, the instruments were revised by the independent evaluators based on observations and Forum participant feedback. The instruments used were not considered all-inclusive and Forum participants were welcome to ask further questions after the focus group discussions or during household visits. When possible and with consent given, interviews and focus group discussions were audio recorded.

Organization Information

During the first day, COCEPRADIL staff and community water board representatives presented their program to Forum participants. Staff members were asked questions from participants during this time. Additionally, over the course of the week the evaluators conducted approximately 7 hours of interviews and document review with COCEPRADIL staff.

Community Selection

COCEPRADIL provided a list of the 159 community water systems they have implemented since inception. The list was confirmed with donor organizations. Eight community names were

[2] Focus groups were conducted by the independent evaluators or field staff from local NGOs who had experience conducting focus groups prior to the Forum. Each discussion was audio recorded and notes were taken by multiple people in each group in both Spanish and English (with the help of a translator).

[3] Due to time limitations, only one focus group was conducted in the community of San Francisco.

randomly selected from the list of projects[4]. Four communities that included long drives and 4-8 hours walking each way were removed because for this first evaluation only two days were allotted to visit projects.[5] The remaining four communities selected had water and sanitation projects built 17-20 years ago. Additionally, COCEPRADIL was asked to select one community that they thought best reflected their work. They selected the small town of Candelaria, where the COCEPRADIL headquarters are located. The town's water services are managed by two water boards: one for each of two water systems that were constructed at different times. The site visit in Candelaria allowed Forum participants to not only familiarize themselves with COCEPRADIL's model, but also provided an opportunity to pilot test the questionnaires and data collection methodology.

Interviews with Water Boards

Forum participants were organized into two groups each led by one of the independent evaluators. Each group consisted of approximately 10-15 people including field staff from various NGOs and local groups, representatives from funding organizations, a COCEPRADIL representative, and a translator. Because this was the first Accountability Forum, funders were present to provide their feedback on process improvements. It is valuable for funders to observe the evaluation process, but for reasons of objectivity and/or expertise we might need to limit their contributions to the final evaluation results.

The water board interviews were held with most or all members of the current (and sometimes past) water board. The discussion included questions regarding financial management, operation and maintenance, rules and regulations for use, future planning and water source protection. We also reviewed water board records including bank balances, maintenance expenditures and status of household fee payments, secretary meeting notes with meeting frequency, and legal documents related to the water system and source.

Interviews with Community Members

Focus groups were held with 8-25 community members. Though some groups were larger than ideal, participation was open to any community member not currently on the water board and no one was turned away. Questions discussed included satisfaction, reliability (including response to breakdowns), quality, quantity and payment of water service, hygiene education, and typical sanitation service in the community.

Inspections of Infrastructure

The evaluation process included visits to a water source, community tanks and distribution lines to investigate construction quality and evidence of long-term water source protection such as reforestation, fencing and evidence of maintenance. We visited the water source for two of the

[4] Ideally, the community list would include project completion dates to allow us to select a range of project ages in order to observe programming changes over time. We hope to include this in the next Forum.

[5] It is hoped that future Accountability Forums will be able to include all projects for possible evaluation, even the most remote.

four communities, which was the same source as one of the systems in Candelaria. Additionally, we assessed the community water tank in three of the four communities[6].

Household Observations

For household observations, groups of two to three people visited several homes that were representative of the local geographic area (i.e. community center, upper areas and lower areas). In total, 35 households were visited, ranging from two to sixteen homes in each community.[7] Only households that participated in the project were included in the study, though other homes were informally visited during the study.

After each day of data collection, group members met to present their findings and impressions from the day in order to check consistency and complement information gathered by each person/group. At the end of each meeting, the group came to a consensus about the successes and challenges of the project in the community visited that day.

All results in this report are backed up with evidence from multiple sources including community water board members, community members, organization staff and observation of documentation. Quantitative data from household observations were analyzed using SPSS 19 (IBM). Qualitative data from focus groups and in-depth organization interviews were analyzed in comparison tables to investigate differences between communities and between household, water board, community, and organization responses.

Rationale for the methods used

For a week-long study (and in most research) a decision needs to be made between gathering in-depth information versus the inclusion of a greater number of communities in order to complete the study within resource limitations. Based on the desire for in-depth information it would be challenging to include sample sizes that would offer statistical significance, and qualitative methods such as focus groups are considered a valid technique for this type of social research.

For this study, the ability to collect in-depth information from a large number of stakeholders in each community was prioritized over gathering a small amount of data from more communities. This decision meant that only four communities were included in the study, five including Candelaria (selected by COCEPRADIL where we piloted survey tools). This is a small number of cases and there are some limitations associated, but the selection of fewer cases and the use of more qualitative methods are considered advantageous over quick quantitative-based survey methods considering the study and Forum objectives for the following reasons:

- Qualitative, in-depth approaches allow for the inclusion of contextual and rich data. It is difficult to capture what is going on in each community through quick numeric surveys.

[6] It is hoped that in future Accountability Forums, more time will be allotted for assessment of all water sources and conduction lines.
[7] In the future, it is hoped that a representative homes will be visited in each community to conduct observations

The removal of contextual information from an evaluation that includes many variables which cannot be controlled can lead to misinterpretation of results.

- Information beyond the project status for the day of the visit is desired. In order to gather complete information from multiple stakeholders on project performance and satisfaction over the project lifetime, in-depth interviews are needed.

- The ability for each research group to spend an entire day in each community allows time for informal conversations to get to know community members outside of interview and focus group questions. This typically makes community members feel more comfortable and respected and provides time for community members to voice their opinions in their own time and to share information they feel is important.

- Case study approaches are acknowledged as a robust research method[8] where variables cannot be controlled and when trying to answer questions of how and why, such as how and why an organization's work is successful or not. Without this contextual information it may be easy to assume an organization's work is poor or exemplary without understanding the full picture which may reveal otherwise.

- In-depth case knowledge enhances participant learning on how and why a project is successful or not.

The number of cases needed for case-based research depends on the certainty desired for the results, much like deciding between a $p<0.5$ or a $p<0.001$ significance limit in statistical methods. Yin (2003) suggests 3-4 cases if you have a straightforward question to answer and do not demand an excessive degree of certainty and 6, 7 or more cases if your question is subtle or if you want a high degree of certainty. For this study, the independent evaluators and participants agreed they felt comfortable making a conclusion based on the five cases included (four selected at random plus one example case selected by COCEPRADIL). There was a high level of agreement between cases in this study, though additional cases may need to be added for studies where results vary substantially between cases.

The rigor of the research design is enhanced through the following tactics that address the four common tests of social science methods[9]:

Construct Validity is addressed by using multiple sources of evidence including community member, water board and organizational staff interviews, direct observation and document review. Furthermore, having multiple people on the research team investigate the same questions will identify conflicting information gathered on the same question by multiple people.

Internal Validity is addressed through pattern matching between data collected from each community and pre-defined characteristics of a credible implementing organization agreed upon by multiple organizations in the water and sanitation sector.

[8] See Yin, R. (2003). Case study research: design and methods (4th ed.). Thousand Oaks: Sage Publications.
[9] See Kidder, L. & Judd, C.M, (1986). Research Methods in Social Relations (5th ed.). New York: Holt, Rinehart & Winston. pp. 26-29.

External Validity is addressed through replication logic between cases (communities) included in the study. Conflicting data between cases are noted within the results.

Reliability of the research is addressed through the use of clear protocol that can be easily repeated. Because this study was a pilot, there will likely be changes to the protocol before the next Accountability Forum, but the methods used here are clearly noted and repeatable so that another group conducting the same study would identify the same results.

RESULTS

Candelaria (community selected by COCEPRADIL)

In Candelaria, there are two water systems (one from the Congolón source and the other from the Cholunquez source) which were constructed at different times. Each system is managed by its own water board, though the two water boards coordinate their activities and there is good communication between them (especially since there are some users connected to both systems). Water service coverage in Candelaria is virtually 100%. Sanitation coverage is likely just as high, though we have insufficient data to determine a reliable percentage.

Congolón System

Congolón was the first system and included 70 households. Construction began in 1990 and concluded October 1991. After a few years, a second construction phase included a water treatment plant including multi-stage filtration and expansion of the water catchment. There are currently 168 households and 10 public facilities, such as hospitals, connected to the system. The user fee was 3 Lempira per month initially and is now 60 Lempira per month to cover the cost of two hired plumbers and maintenance needs. There is a very low default rate, likely because there is a culture of social commitment and they have a regulation to cut service (with an additional fee to reconnect) if payment is not made. The water board consists of seven members, where at least three must be women. The connection fee for new users is 18,000 Lempira, while children of original "beneficiaries" pay half that (9,000 Lempira). A remarkable aspect of the project is that the town owns most of the Congolón watershed (60 *manzanas*, approximately 60 hectares) and they have reforested and fenced out grazing livestock to protect the source for the long-term. Visiting the Congolón source, we saw a stark difference between the protected watershed and the surrounding farmland; the focus on water source protection and long-term water provision was evident.

Figure 4. Congolón Water Treatment Plant

Cholunquez System

The Cholunquez system was constructed in response to demand from 30% of the population of Candelaria, who were not connected to the Congolón system. Currently, there are homes connected to both systems, with 105 households connected to the Cholunquez system. The capacity is 250 households. The system includes intake from the Cholunquez River and a spike in water turbidity is seen during the winter months. Due to the contamination inherent in most surface water sources and the spike in turbidity, the Cholunquez system uses a multi-stage filtration water treatment plant. Management of the system is similar to Congolón, including the same tariff of 60 Lempira per month and cost to new users and offspring of users.

Further water treatment, including Ultraviolet Disinfection, is conducted separately from the Cholunquez water treatment plant and 20 L bottles of high quality potable water is available for 6 Lempira to families connected to the Cholunquez system and 12 Lempira for families not connected to the system. Income generated from this service is 10,000 to 12,000 Lempira per month (USD 500 to 600).

Figure 5. Cholunquez Water Treatment Plant and Separate Water Disinfection System

Project characteristics in each community

Of the four communities randomly selected to visit during the evaluation, two are part of a regional aqueduct that services 16 communities. The communities visited are situated near the end of the conduction lines. The systems were 17-20 years old and all were gravity-fed. All communities have increased tariffs since project implementation and had a savings account for repairs and for a small portion of eventual system rehabilitation. Tables 1 through 4 show the details of the project in each community.

Table 1. Water System Characteristics

Community	Year Built	Service Type	System Components	Metered	Chlorinated
Celilac-Coyolar	1991	Gravity-fed	Shared water catchment, Conduction line, community water tank, distribution to homes, "pila" in each home	No	No
San Francisco	1991				
San Andrecito	1994				
Sosoal	1994				

Table 2. Financial

Community	Savings (Lempira) (Nov 2009)*	Savings (Lempira) (Nov 2011)	Initial Tariff (L/mth) (year)	Current Tariff (L/mth)
Celilac-Coyolar		178,970	5	25
San Francisco	163,866	257,380	2.5	15
San Andrecito		96,000	5	25
Sosoal		61,000 (short-term)	5	20

Table 3. Access to Water and Sanitation Services

Community	Connection fee for new residents (Lempira)	Connection fee for relatives (Lempira)	# HH Connected	# HH not Connected	% HH connected but no sanitation	% HH total with no sanitation
Celilac-Coyolar	16,000 – 28,000, depending on agreement	10,000	27	12	3-7%	
San Francisco	Not accepting new users		60	50 (wells)	0%	20%
San Andrecito	12,000 - 15,000	5,000	27	8	0-15%	23-34%
Sosoal	18,000	9,000	67	10	9% (observation)	

Table 4. Characteristics of Water Boards

Community	# Members	# Women	Rotation System	Member Compensation	Meeting Frequency
Celilac-Coyolar	5	2	Everyone takes a turn	No	Monthly
San Francisco	5	1			
San Andrecito	7	3			
Sosoal	7	1			

Summary of Household Observations

Results of household observations of sanitation and water services are listed in Figure 6. Most homes have well-functioning and very clean toilets. Provision of soap and toilet paper was not observed at about 20% of homes however. Water storage was very common, but almost 20% did not keep their water storage containers covered, a potential for contamination and a breeding ground for mosquitoes. Leaking taps were identified at 48% of homes and may have a substantial impact on water continuity and management in the communities.

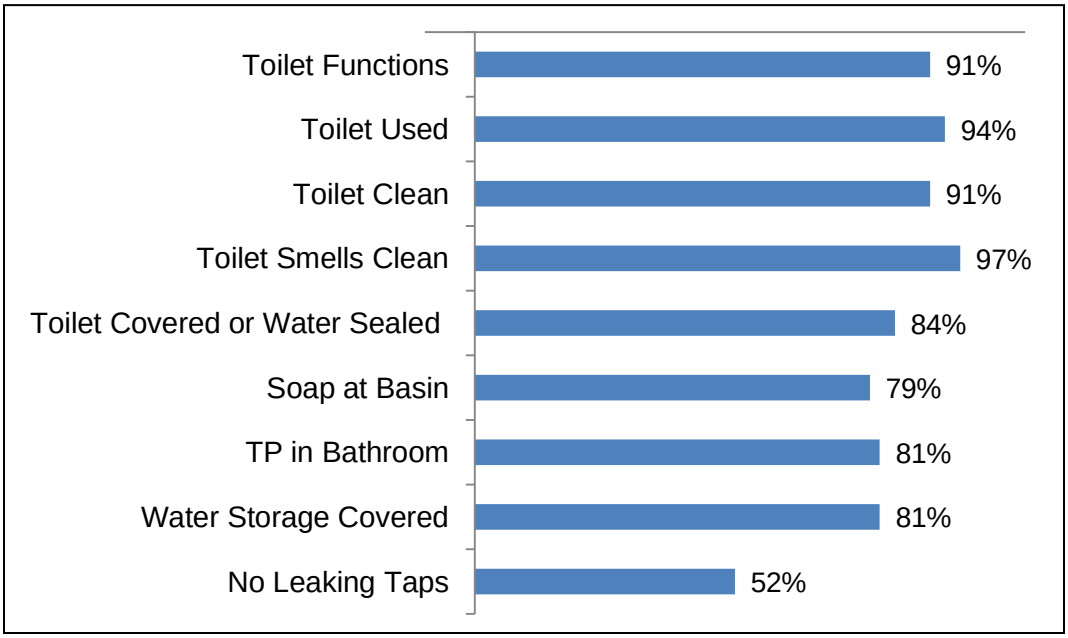


Figure 6. Results of Household Observation Surveys

Evaluation Results

In accordance with the methodology described, the evaluation does not solely depend on interview questions or information provided by COCEPRADIL, but includes a triangulation of information obtained from the community water boards, the state of infrastructure, focus groups with community members ("beneficiaries"), and random inspection of household facilities. The evaluation criteria used are presented below (Table 5):

Table 5. Criteria used for the evaluation

Key Domain	Criteria
A. Organizational structure	1. Collaboration or coordination with other water and sanitation organizations 2. Organization is concerned with improving water & sanitation program quality 3. Organization is sustainable and maintains solid business practices
B. Water Services	4. Water system post-construction 5. Water fee payment 6. Water board policies
C. Sanitation	7. Most people in the community have access to a sanitary toilet 8. Toilets are well-used in a sanitary manner & users are satisfied with the toilets 9. Users have replacement strategy for toilets not connected to sewage system
D. Hygiene Education	10. All households in community have convenient access to a safe water supply 11. Household water use is sufficient to meet all needs for consumption/hygiene 12. Households demonstrate increased health and hygiene awareness over time
E. Project design & construction	13. The community has legal authority for the water source and water system 14. Water quality is tested and treated appropriately 15. Water system is appropriately designed and well-constructed 16. Toilets/sanitation system is appropriately designed and well-constructed
F. Water system Long-term O&M	17. System is well-used and users are satisfied with the system 18. Repairs are addressed quickly and system undergoes routine maintenance 19. User fees are paid by beneficiaries & system is financially self-supporting
G. Water source protection	20. An active water source protection or environmental education component exists in the community
H. Community commitment & management	21. Community makes a financial contribution to the capital cost of the project 22. A competent local water board is created and functions effectively

Each of the criteria evaluated includes a series of questions and/or requests for documents to verify results. Each sub-criterion/question is used to determine the scoring of each variable using a qualitative color scoring according to the following:

Red	Extreme problems encountered – "do not fund"
Yellow	Organization does not meet all of the basic expectations listed for the metric – "caution"
Green	Organization meets all the basic expectations listed for the metric, but does not meet all the high/exceptional expectation criteria – "going well"
Blue	Organization meets or exceeds all criteria for high/exceptional expectations in the metric – "above and beyond"

The following provides a brief summary based on the criteria evaluated including evidence (based on questions asked during the study) of where COCEPRADIL met expectations in order to inform the qualitative color scoring method described.

A. Organizational Structure

It was clear that over the 22 years that COCEPRADIL has been working in the region, they have become familiar with or have collaborated with the principal public/private organizations in the region. They also have formal agreements with municipalities in the area which are required to contribute to each project.

Their 2006-2011 Strategic Plan lays out their mission and specific goals and they evaluate their projects biannually based on 16 parameters of sustainability including organizational, financial and technical. Additionally, COREPRADIL (the regional COCEPRADIL offices) monitor flow rates and functionality every three months. They had recently visited one community during the study and the local water board reported the flow rates they measured. Their work has been independently evaluated by Emory University's Center for Global Safe Water (Freeman 2006) and COCEPRADIL seems to have addressed (or working toward) the major concerns laid out in the report which included poor land management in the area above the water source, that the watershed land is not owned by most communities and a lack of connection between communities and COCEPRADIL. During our evaluation we noted a large focus on watershed management. Ideally, the community list would include dates to allow a selection of projects of varying ages to facilitate observation of project changes over time. There are still issues to be addressed, particularly the connection between communities and COCEPRADIL (some community members mentioned that they didn't understand COCEPRADIL's role and hadn't received a response when they sent them a request for help), but they are aware of the challenges and there was evidence that they took the recommendations seriously and are working toward improving.

Review of their 2010 annual bank statement showed a positive balance of income over expenditures and standard banking practices were observed, though the last independent audit they were able to show us was from 1995. They receive funding from various donors, but we do not consider their annual funding to be "stable".

Metric: Coordination with other water & sanitation organizations (public or private)

	Expectation	Result	Evidence
Basic	Organization knows principal public/private organizations in the region involved in water and sanitation projects.	✓	COCEPRADIL listed various organizations in their presentation and mentioned them during the interview.
Basic	Organization is aware of national water laws and their application to the types of projects implemented	✓	COCEPRADIL provided the National Law and mentioned some concerns on water rights as part of former debates and clarifications after the new Law was approved. They also explained government design requirements.
Basic	Organization has an informal relationship with other public/private organizations involved in water and sanitation projects in the region.	✓	Reports showing other organizations listed as partners (e.g. "*plan de manejo de la microcuenca 'Cerro Congolón'*", 2010), meeting minutes with other organizations.
High	Organization has a formal relationship with other public/private organizations involved in water and sanitation projects in region or is a member of water/sanitation network	✓	Example: Contract with the Municipality of La Virtud (400,000 Lempira) for the construction of water projects in the town of Trinidad.
Score: blue			

Metric: Organization is concerned with improving water and sanitation program quality

	Expectation	Result	Evidence
Basic	Organization has internal standards to define a "successful" and "sustainable" project.	✓	They have 16 parameters of sustainability including organizational, financial and technical.
Basic	Organization has had the opportunity to learn from observing another organization's work.	✓	COCEPRADIL received training from several organizations multiple times over their lifetime: CRS, Water for People, WaterPartners International, Water1st
Basic	Organization conducts evaluations of its own projects at least 2 years after completion.	✓	Projects are evaluated biannually based on 16 parameters
High	Organization has an ongoing structure to improve program quality and has made specific changes in project implementation or internal operations in the last two years.	✓	Their Strategic Plan for 2006-2011 shows a clear plan for improving program quality. Their pilot project to introduce meters is another example of how they are focused on program improvement.
High	Organization has had an evaluation of its water and sanitation projects conducted by another organization.	✓	See (Freeman 2006) for example
High	Organization is involved with the communities upon project completion for 2 years	✓	1 Lempira from each household's monthly water tariff goes to COCEPRADIL. The community then has access to spare parts, tools and on-going training. Meetings with COCEPRADIL are held once per year.
Score: blue			

Metric: Organization is sustainable and maintains solid business practices

	Expectation	Result	Evidence
Basic	Organization has an annual budget	✓	They have an annual budget that is approved by the General Assembly at the end of January each year.
	Organization tracks income and expenditures and has a bank balance that exceeds liabilities	✓	2010 bank statement
	Organization is legally registered in the country where it is operating.	✓	They have Statutes that show they are registered as an official NGO
	Organization has a mission statement and by-laws or equivalent	✓	2006-2011 Strategic Plan includes mission statement. By-laws are found in "*Estatutos del comité central pro agua y desarrollo integral de lempira."*
High	Organization tracks income and expenditures according to standard accounting practices and has a bank balance that exceeds liabilities	✓	2010 bank statement
	Organization undergoes an annual audit of its finances	✗	1995 was the last audit observed
	Organization produces an annual financial statement/report	✓	They use software (FUNDEMUN) to create financial statements each year including income and balances.
	Organization has stable annual funding	✗	COCEPRADIL mentioned challenges of unstable funding
	Organization has an elected governing body	✓	COCEPRADIL management is elected by the general assembly every 4 years
	Organization has specialists in relevant fields (finance, engineering, community development, education)	✓	They have minimum staff to administer COCEPRADIL. They have a roster of specialists to work with, depending on the project and its needs/complexity.
Score: green			

B. Water Service

Water services are well managed at the local level including well functioning community water boards consisting of five to seven community members that rotate every year to include all households in the community. Almost all households are regularly paying the water tariff and all water boards visited have positive and increasing bank accounts. However, the amount collected is insufficient to cover a major breakdown. Households that originally participated in the program, including financial and extensive labor contributions (70-90 days per household), have access to well-managed water services. For new homes, however, the connection fee it is prohibitively expensive for most families and many are left without service access. This is challenging because COCEPRADIL wants to encourage participation upfront and if future connection is simple/inexpensive, there is no incentive for families to contribute and participate at the start of the project; a step that may be key to the high levels of community sense of ownership we observed. Some creative programming may be needed to overcome this double bind so that initial participation in the project is encouraged without neglecting new families or families that decide they would like to participate down the road.

Two of the four communities reported water scarcity issues, including the prohibition of new connections due to insufficient water. Based on water flow calculations at the community tank, water scarcity issues may be more a problem of improper water use and leaks in the system, though further monitoring of flow rates would be needed to confirm this. This is likely not a system design issue as leaky taps were found in 52% of households and misuse by households such as watering gardens or the dirt road in front of their home to keep dust down were observed during site visits.

Metric: Water system post-construction

	Expectation	Result	Evidence
Basic	Is there a water board made up of community members to govern the water project?	✓	Each community has a board of 5-7 members. The CEP (*comite ejecutor de proyectos*) conducts yearly trainings with the boards regarding how to determine tariff structures and establishing rules.
	Are the water board members chosen regularly and with community participation?	✓	Elections are held yearly on a volunteer basis in rotation so that households take turns participating in the board. Every household must participate. There is no rule regarding women participating on the board, but it is promoted and typically boards include 1-2 women. COREPRADIL elections are held every 2 years COCEPRADIL elections are held every 4 years
	Does the organization train the water board members?	✓	There are yearly trainings held by COREPRADIL for 5 days with board members.
High	N/A		
Score: blue			

Metric: Water fee payment

	Expectation	Result	Evidence
Basic	Are households charged a user fee for using the system?	✓	Yes. The tariff is usually 20-30 Lempira per month per household.
Basic	Does the organization provide guidance regarding enforcing the payment of water fees?	✓	It is a cultural norm to pay off all debts from the year in December, though most households pay monthly and each water board has a service suspension rule to enforce regular payment
High	Does the organization provide sufficient guidance for setting water fees?	X	There is some information regarding expected costs to consider but we did not observe a detailed spreadsheet to help communities determine costs. They say they help communities plan for operations and maintenance expenses and to have 50% of the total original cost saved in 20 years, but we didn't see evidence of these calculations. 20-30 Lempira per household per month is insufficient to save this amount.
Score: green			

Metric: Water Board policies

	Expectation	Result	Evidence
Basic	The organization promotes community self-reliance for future upgrades. (recommend building a surplus in a savings account)	✓	Yes, this is discusses in their training material used for yearly community water board trainings. Training material was observed.
High	The water board ensures regular participation of members of the community in the Board	✓	It is common for water boards to promote rotation and general participation of the community in the board. Focus groups participants (in all communities visited) mentioned a democratic rotation.
High	The water board has a policy to increase water coverage in accordance with growth and demand of the population	X	Costs of connection for new-users are prohibitively expensive for many households. Further, in 2 of the 4 communities, new users were not being accepted due to reported water scarcity issues.
Score: green			

C. Sanitation

COCEPRADIL promotes on-site sanitation including requiring household toilets for water project participation, providing designs and subsidizing construction at the start of the water project. Though we observed that most people (at least 80%) have access to clean, well-functioning toilets, coverage was not 100%. New water system users are required to construct a latrine as part of the requirements to gain access to the water system. In these cases, they are seeking funds from the municipality to support construction. In each community, most residents are satisfied with their sanitation service.

Households that did not participate in the project were less likely to have a sanitary toilet. As in the water access to new households mentioned above, creative programming may be needed to support and encourage sanitation access at all households in the community without compromising the incentive of families to participate upfront. This is of particular concern with regard to sanitation which affects everyone in the community when a portion of homes do not have access. The communities visited were quite rural however and complaints of neighbors' lack of toilet access were not mentioned. There was a clear demand for toilets however, particularly for indoor sanitation so that families don't have to go outside at night for reasons of safety and comfort.

Metric: Most people in communities have access to a sanitary toilet

	Expectation	Result	Evidence
Basic	Organization encourages 100% of community members to build and use sanitary toilets	✓	Educational manuals and advocacy documents observed
	Organization has a design standard for toilets	✓	Observed in Technical Manual for Plumbers
	More than 60% of households have access to a sanitary toilet	✓	Household observations
High	More than 80% of project households have access to a sanitary toilet	✓	Based on families that have a water connection, at least 80% have access – see Table 3.
	More than 80% of total households in the community have access to a sanitary toilet	✗	When all families living in the community are considered, some are below 80% - see Table 3.
Score: green			

Metric: Toilets are well-used in a sanitary manner and users are satisfied with the toilets

	Expectation	Result	Evidence
Basic	75% of the toilets constructed are clean, functioning properly, being used as toilets, and covered (water seal or other physical seal)	✓	91% of household toilets observed were clean, 91% were functioning properly, 94% were being used, 84% were covered.
	More than 70% of households report being satisfied with the toilets	✓	There were mixed responses during focus groups, though most reported satisfaction, likely well over 70%.
High	90% of the toilets constructed are clean, functioning properly, being used as toilets, and covered (water seal or other physical seal)	✗	91% of household toilets observed were clean, 91% were functioning properly, 94% were being used, but 84% (less than 90%) were covered.
	More than 90% of households report being satisfied with the toilets	✗	There were mixed results in the focus groups and some families mentioned they would prefer indoor toilets for safety during the night and when it's raining.
Score: green			

Metric: Users have a replacement strategy for toilets not connected to public sewage

	Expectation	Result	Evidence
Basic	More than 75% of households can describe what they will do when the toilet needs to be replaced (e.g. when the pit on a VIP fills up)	✓	It was clear from all focus group discussions that everyone had a clear idea of what they would do when their pit filled up. Some had plans to install a septic tank. In one community, 8 focus group participants had already dug another pit to replace one that was full.
High	More than 80% of households can describe what they will do (or have done) when the toilets needs to be replaced (e.g. pit fills up)	✓	
Score: blue			

D. Hygiene Education

The majority of homes in each community have household water taps which typically provide water 24 hours per day allowing for hygiene practices to be realized. In some communities there were down times lasting up to 15 days; most homes had sufficient water storage, but this likely had a negative impact on water use for hygiene purposes as households were cautious of water uses. The water systems were designed to provide 35 gallons/capita/day and when the water systems are functioning properly they usually provide sufficient water flow for all homes, other than a few that have been built since the project installation that were constructed in higher areas. Soap was observed at the wash basin in 79% of the homes visited. 81% of homes have covered drinking water storage. There were mixed responses regarding water treatment practices: stored boiled water was observed covered on the stove in a number of homes, but focus group participants reported that some people drink directly from the tap. They did note that they didn't notice any health issues among children because of their water. Particulate matter and in one home, a worm, was observed from the tap however and household treatment should be considered particularly since there is no chlorination at the community water tank. Unfortunately, water quality was not tested as part of this evaluation.

Metric: All households in the community have convenient access to a safe water supply

	Expectation	Result	Evidence
Basic	75% of households in the community have access to water every day, within a 15 minute round trip walk (including queuing and container filling time)	✓	Observation of random samples of homes in each community show that most (over 75%) have household water taps
High	All households in the community have access to water 24 hours each day for house taps, or during reasonable operating hours for public taps located within a 15 minute round trip walk (including queuing and container filling time)	X	There were frequent water cuts in some of the communities due to insufficient continuity of water (likely due to unauthorized uses at the household level) and/or system breakdowns, typically due to broken pipeline where pipes cross under the road.
High	When the water system is undergoing maintenance, households boil/chlorinate/treat their water supply to make it safe while waiting for maintenance activities to conclude.	X	If system maintenance lasts longer than household stored water provisions, water sources include shallow wells and river water and homes report treating at least the water collected from the river. In daily practice, water from the system is not always treated and some people in the focus groups mentioned they are not accustomed to chlorinating/boiling. The water from the system appears clear, but particulate matter and in one home, a worm, were observed from the water tap; evidence of contamination in the system. Particularly since communities do not chlorinate water at the community tank, household treatment should be conducted.
Score: green			

Metric: Household water use is sufficient to meet all needs for consumption and hygiene

	Expectation	Result	Evidence
Basic	Water system is designed to provide at least 50 liters per capita per day (l/c/d)	✓	Designs show calculations based on 35 g/c/d (132 l/c/d) for old systems and 25- 30 g/c/d (95-114 l/c/d) based on national standards.
Basic	There is evidence that more than 60% of users have increased water use for hygiene purposes	✓	Many people mentioned several uses of water for hygiene purposes and stated this was a difference from pre-project. Water uses included: drinking, hygiene, cooking, cleaning the house, and washing clothes.
High	Water system is designed to provide at least 100 l/c/d	✓	Design for 35 g/c/d (132 l/c/d) for old systems and 30 g/c/d (114 l/c/d) based on national standards
High	There is evidence that more than 80% of users have increased water use for hygiene purposes	✓	See minimum standard above. Many community members mentioned (unsolicited) an increase in water use for hygiene purposes as a benefit of the project.
Score: blue			

Metric: Households demonstrate increased health and hygiene awareness over time

	Expectation	Result	Evidence
Basic	More than 60% of households have soap present	✓	Soap was observed at the wash basin in 79% of the households visited
Basic	More than 60% of households have a covered drinking water storage container	✓	At households visited, 81% of homes have covered water storage
Basic	More than 60% of households report either boiling or chlorinating their drinking water	✓	Community members gave mixed responses during focus groups. It was agreed that most households either boil or chlorinate their drinking water, but not all. Stored boiled water was observed in some households cooling in a covered pot on the stove.
High	More than 80% of households have soap present	X	
High	More than 80% of households have a covered drinking water storage container	✓	81% of homes visited have covered water storage
High	More than 80% of households report either boiling or chlorinating their drinking water	X	Community members gave mixed responses during focus groups. It is likely less than 80%.
High	Animal access to the house is prevented in more than 80% of households	X	61% of homes observed had a fence or other way of preventing animal access to the house
Score: green			

E. Project Design and Construction

In many cases, the community (or group of communities) owns the land surrounding the water source which allows them to maintain water quality and secures the source water for the future. During selection of the source water site, COCEPRADIL tested water quality; however water quality has not been tested regularly (if at all) since then. Water systems were designed to last more than 20 years including a projected population growth rate of 3.5%.

The designs used are all high quality and meet engineering design standards. The systems were built with locally available and high-quality materials such as PVC (SDR 13.5) and steel pipe which is used in high pressure or rocky areas. A full-time COCEPRADIL contractor oversees all construction. The fact that the 20-year-old systems we visited were still functioning well is testament to the high quality design and construction as well as training and expertise of local plumbers and availability of local supplies.

Metric: The community has legal authority for the water source and water system

	Expectation	Result	Evidence
Basic	Community has documentation of the legal process it went through to obtain permission for the water source and system	✓	Some communities (or groups of communities) have purchased the micro-watershed for their water source and in other cases they have agreements with land owners for long-term use and environmental protection. Unfortunately we did not have sufficient time to observe documentation, but triangulated responses from the water board interview, community focus group, and COCEPRADIL were in agreement that communities had either ownership or agreements with land owners.
High	Community is the owner or has a long-term concession for the use of the water source	✓	See previous
Score: blue			

Metric: Water quality is tested and treated appropriately

	Expectation	Result	Evidence
Basic	Initial water quality of source water (bacteriological and chemical) is tested and meets country water quality standards	✓	Design protocol includes testing of source water quality. An example of testing results from a project was observed.
High	Water quality (bacteriological and chemical) is tested **annually** against country water quality standards	✗	They do some water quality monitoring but there is no specific timeline/frequency
	If standards are not met, community takes appropriate steps to remedy the situation and bring water quality back to acceptable standards	✗	None of the communities visited chlorinate their water before distribution. Some households chlorinate, some boil, others drink directly from the tap. They did mention that they do not have issues with illness however.
Score: green			

Metric: Water system is appropriately designed and well-constructed

	Expectation	Result	Evidence
Basic	Water system is sufficient to meet the needs of the community for at least 20 years	✓	Systems are designed for 20 years including an assumed population growth of 3.5% if there is no specific growth data. Water flow measurements at the community tank indicated sufficient water quantity, though further monitoring data is needed.
Basic	Water system is designed and constructed to last at least 20 years	✓	Systems observed have lasted longer than 20 years. Systems have a design lifetime of 20 years and there is good quality construction.
Basic	Water system is a closed system (through water seals on well-heads, capped springs, or other methods, doesn't allow contamination inside)	✓	Interviews with COCEPRADIL and direct observation, including screens on tank openings.
Basic	Water system components can be found in-country and community members are aware of where replacement parts can be found and their approximate costs	✓	Community water board members identified a hardware store in Candelaria and COCEPRADIL's spare part storage as each having everything they need. If both places do not have something at the moment of need, they know they can find everything in San Pedro Sula or Tegucigalpa. They were able to give costs of various parts. Parts observed were all common and easily found in Honduras.
Basic	System is designed (considering pressure & number of taps) so that once users arrive at a tap they do not have to spend more than 5 minutes waiting in line & filling their container	✓	All users have household taps
High	Appropriate/good quality materials are used for water system infrastructure	✓	Systems have lasted over 20 years. PVC (SDR 13.5) is used except in high pressure or rocky areas where steel or iron pipe is used.
High	Organization uses a set of water system design standards	✓	These are included in their Plumbers Manual
High	Construction management and oversight are vigorously implemented	✓	A full-time COCEPRADIL contractor works with a part-time engineer and part-time education specialist throughout construction. The COCEPRADIL contractor is responsible for ensuring system is built per design.
Score: blue			

Metric: Toilet/sanitation system is appropriately designed and well-constructed

	Expectation	Result	Evidence
Basic	Sanitation system is isolated from the water source	✓	Households visited showed the latrines far away from water taps
Basic	Sanitation system is designed for 100% of community members to use	✓	On-site sanitation was built by each participating family as a requirement of the water system installation.
Basic	Toilet is designed and constructed to last at least 2 years before needing replacement	✓	Household observation/interviews: all toilets have lasted longer than 2 years.
High	Toilet is designed and constructed to last at least 5 years before needing replacement	✓	Household observation/interviews: all toilets have lasted longer than 5 years.
High	Organization uses a set of toilet design standards	✓	These are found in their Plumbers Manual
Score: blue			

F. Water System Long-term Operations and Maintenance

All original participants in the water system installation are still using the system. Most report being satisfied, though in two of the four communities there were complaints of frequent cuts and insufficient quantity of water. Water board members or hired plumbers conduct routine maintenance monthly, including cleaning the community tank. System breakdowns, usually caused by broken pipes (especially those that lie under the road), often last much longer than 48 hours. Typically the water board calls a meeting to discuss a repair plan, then travels to Candelaria to collect materials, and then they work together to fix the problem. This process can often takes days or weeks and having a small supply of replacement pipes and PVC glue could facilitate faster repairs.

Though a common complaint in two of the communities was insufficient water quantity, most people were averse to installing meters. Several community members voiced concern about malfunctioning meters reading air (this seems to be a misconception) resulting in unfairly high water charges. The reluctance to install meters may also be from households that use large quantities of water for non-human uses (e.g., coffee farming, livestock) even though this is not allowed. COCEPRADIL is currently undertaking a pilot project with meters in one community; results of that work could help to dispel the misconceptions behind meters among some households and improve water usage in other communities.

In all communities we visited all or almost all users were regularly paying their water tariff based on visual inspection of the treasurer's records and observing receipts in households. In some cases, households would pay for several months in advance and in other cases a couple months behind based on growing seasons or waiting for remittance from family members abroad. In all cases, communities reported that all money owed was paid by December each year as is the custom in this area. Everyone was aware of what would happen if water bills were not paid, but this had not happened in any of the communities as all payments were always submitted by December at the latest and almost always monthly.

Metric: Water system is well-used and users are satisfied with the system

	Expectation	Result	Evidence
Basic	More than 75% of community members use the water system	✓	Based on the sample of communities visited
	More than 75% of users report being satisfied with the water system	✓	Most community members (all in two communities and most in the other two) mentioned their satisfaction
High	More than 90% of community members use the water system	✓	Although it was observed that some homes do not have water access, they make up less than10%
	More than 90% of users report being satisfied with the water system	✗	Despite the majority being satisfied, at least 10% mentioned discontinuity affecting regular supply and concern about the increasing frequency of interruptions.
Score: green			

Metric: Water system repair issues are addressed quickly and water system undergoes routine maintenance

	Expectation	Result	Evidence
Basic	Water system components are inspected and maintained on a regular basis	✓	Water board and COCEPRADIL staff interviews: the community water boards monitor systems monthly including cleaning tanks. This was confirmed by observation of tanks, where were exceptionally clean and well-maintained, especially considering their age.
	Water system is repaired within 48 hours of breakage	X	
High	Piped water systems are metered to help identify leaks	X	One community mentioned a leak inspection program but without meters, this was limited to visual inspection of the community tank. Additionally, many of the homes visited had leaking taps making it challenging to identify leaks in the distribution line. Most households don't want to install meters. They report mistrust in the readings with a fear that they will measure air through the system as well. COCEPRADIL is trying a pilot project with meters in a new community.
Score: yellow			

Metric: User fees are paid by beneficiaries & system is financially self-supporting

	Expectation	Result	Evidence
Basic	More than 75% of households regularly pay a water bill/user fee	✓	Observation of the water board treasurers' account books showing almost all families paying on a regular basis, with a very few paying their total every few months depending on growing seasons. Water bills were also observed during household visits
	More than 75% of households are aware of specific consequences when the water bill is not paid	✓	Community focus groups and water board interviews. Everyone was able to describe the process of notification and finally the water line being cut.
High	More than 95% of households regularly pay a water bill/user fee	✓	See basic expectation above.
	More than 90% of households are aware of specific consequences when the water bill is not paid	✓	See basic expectation above
Score: blue			

G. Water Source Protection

One of COCEPRADIL's greatest strengths is their focus on watershed management. Many communities own the land above and containing the water source and reforestation is evident as well as protection from livestock with the use of fences and watchmen.

At the taps, water uses are restricted to human-use (consumption, bathing, basic cleaning), but this was not effectively enforced by local water boards and in many communities water was observed being used for non-permitted uses.

Metric: An active water source protection or environmental education component exists in the community

	Expectation	Result	Evidence
Basic	Water board members demonstrate a knowledge of the water cycle and how human activities affect the availability and purity of water supplies	✓	Water board interviews: described reforesting, fencing off the land to protect from livestock and agreements with farmers above the source regarding their use of pesticides and other chemicals demonstrating their knowledge of the influence of human activities on their water supply.
Basic	The quality and quantity of the source water has been maintained for 5 years or more	✓	Water board members all say they have not seen a change in water quality since construction 17-20 years ago. The water does get more turbid during the rainy season, but this has not changed over the years.
High	The quality and quantity of the source water has been maintained for 20 years or more	✓	Quality of water source is similar or better than the beginning due to watershed protection measures (reforestation, limiting households and farming above the source, and restricting livestock). Water quantity changes are difficult to measure, especially with possible effects of climate change. However, watershed protection seems to be a central focus of COCEPRADIL (All water boards are aware of the importance and include protection measures in their regular agenda)
High	The water board has determined allowable uses of water from the project and effectively monitors and enforces these issues	✗	Water board members were all able to list allowable water uses including bathing, drinking, cooking, and household washing, while watering gardens and using the water for livestock was not permitted. The efficacy of monitoring and enforcement was questioned however as residents were observed watering the dirt road in front of their home and gardens with water from the water system.
Score: green			

H. Community Commitment and Local Project Management

Communities contributed a substantial portion of the total project costs including cash, 70-90 days of labor for each family, and local materials. All water boards we visited had clear financial records and positive bank accounts, though they do not have independent financial audits. In every community, having at least one woman on the board is mandatory and boards were complying. Every community reported satisfaction with their board and almost everyone in the community had served on the board at some point. All communities have monthly meetings with the board and other community members to discuss policy decisions and meeting minutes were observed in all cases.

Metric: Communities makes a financial contribution to the capital cost of the project either up-front or over time (i.e. a loan), through cash and/or in-kind contributions

	Expectation	Result	Evidence
Basic	Community contributes 10% of the project capital cost through cash (up front or over time via a loan) and/or in-kind contributions	✓	Typically, communities pay around 40-55% of total project costs including cash for the topography study and design (and sometimes material transport), labor (usually 70-90 days per family), and local materials, For projects in the past 8-10 years, final expenses and who provided them are read aloud at system inauguration. Cash contributions were confirmed through observation of project budgets and water board interviews.
High	Community contributes 25% of the project capital cost through cash (up front or over time via a loan) and/or in-kind contributions	✓	See previous
	Loans to communities have a default rate of less than 10%	**NA**	Direct subsidy from donors and a counterpart contribution from the community (in cash and kind) are the main sources of financing. We did not hear of households taking out loans to pay their contribution.
Score: blue			

Metric: A competent local water management board is created and functions effectively

	Expectation	Result	Evidence
Basic	Board members have received training to prepare them for their roles (e.g. accounting, leadership)	✓	The CEP (*comite ejecutor de proyectos*) conducts yearly trainings with the boards regarding how to determine tariff structures and establish rules.
	Board meets regularly and has minutes of past meetings	✓	Minutes of monthly meetings were observed in each community
	Users are satisfied with the board	✓	In all communities, every household takes turns participating on the board and many found this question humorous
	Board tracks income and expenditures and has a bank balance that exceeds liabilities	✓	In all cases, accounting books were observed and there was a positive bank balance in each case including increased savings over the past 2 years.
	Women have held positions on the Board	✓	Each board interviewed included at least one woman.
High	At least 25% of board positions are held by women	✓	There was 1 woman on each board interviewed with 5 members, and 2 in the board interviewed with 7 members, indicating 20-28%. Community members said at times there are 2 women on board with 5 members and 3 on boards with 7 (as we saw in Candelaria), increasing the percentage to 40% and the average is likely over 25%.
	Board is increasing savings towards a savings goal for future upgrades/expansions.	✓	Every water board visited had savings and some were saving it in a Cooperative to gain interest, demonstrating basic financial schemes to increase revenue
	Board is representative of the community and users are satisfied with the board	✓	Water board interviews and community focus groups: Every household is required to serve on the board in rotating fashion. Everyone reported satisfaction.
	Board enforces collection of fees by water system users	✓	Water board interviews, community focus groups, and informal household visits: the treasurer of each board collects fees during monthly assemblies and conducts house visits if payments are not made at the meeting.
	Evaluations of Board accounts are conducted, either by the community or other body.	✓	A local assembly is conducted every month where the water board informs the community about savings, default payments (if any) and operations and maintenance activities for the month.
	Water management board makes policy decisions (e.g. increases in water use fees, connection fees for new users of the water system)	✓	Water board interviews and community focus groups: decisions are made at monthly assemblies by a community vote.
Score: blue			

Summary

Key Domain	Variable	Score
A. Organizational structure	1. Collaboration or coordination with other water and sanitation organizations	blue
	2. Organization is concerned with improving water and sanitation program quality	blue
	3. Organization is sustainable and maintains solid business practices	green
B. Water Services	4. Water system after construction	blue
	5. Water fee payment	green
	6. Water board policy	green
C. Sanitation	7. Most people in the community have access to a sanitary toilet	green
	8. Toilets are well-used in a sanitary manner and users are satisfied with the toilets	green
	9. Users have replacement strategy for toilets not connected to sewage system	blue
D. Hygiene Education	10. All households in community have convenient access to a safe water supply	green
	11. Household water use is sufficient to meet all needs for consumption/hygiene	blue
	12. Households demonstrate increased health and hygiene awareness over time	green
E. Project design & construction	13. The community has legal authority for the water source and water system	blue
	14. Water quality is tested and treated appropriately	green
	15. Water system is appropriately designed and well-constructed	blue
	16. Toilets/sanitation system is appropriately designed and well-constructed	blue
F. Water system Long-term O&M	17. System is well-used and users are satisfied with the system	green
	18. Repairs are addressed quickly and system undergoes routine maintenance	yellow
	19. User fees are paid by beneficiaries & system is financially self-supporting	blue
G. Water source protection	20. An active water source protection or environmental education component exists in the community	green
H. Community commitment & management	21. Community makes a financial contribution to the capital cost of the project	blue
	22. A competent local water board is created and functions effectively	blue

COCEPRADIL meets or exceeds basic standards for 21 of the 22 criteria.There are 11 variables where COCEPRADIL meets high expectations (blue), 10 variables where they met the basic expectations (green) and only one (1) where they do not meet basic expectations (yellow).

Based on numeric scores associated with “meets high expectations”/blue (3), “meets basic expectations”/green (2) and yellow and red (0), COCEPRADIL scores 53 points out of a possible 66.

Qualitative Score	Quantitative Score
Meets high expectations / Blue	3 points
Meets basic expectations / Green	2 points
Does not meet basic expectations / Yellow	0 points
Extreme problems encountered / Red	0 points
Maximum score possible if all high expectations are met	66 points
Maximum score possible if all basic expectations are met	44 points
COCEPRADIL Score	**53 points (80%)**

CONCLUSIONS

The first Water and Sanitation Accountability Forum focused on the evaluation of COCEPRADIL, a local NGO in Lempira, Honduras that has been implementing water and sanitation programs for over 20 years. Over one week in December 2011, COCEPRADIL was evaluated based on 22 criteria.

Evidence shows systems installed approximately 20 years ago are still functioning and being used. From a sustainability perspective, probability of economic sustainability seems high based on extremely high rates of regular fee payment that cover operating costs and generate savings for future repairs, renovations and upgrades. In the social dimension, community knowledge and involvement with the water system is high as shown by one community and echoed by others in the statement “we are all engineers and plumbers here, including men and women alike”. There is high community participation in monthly meetings and well as participation on the water board as members between households and this water management structure has been working for decades. Further evidence of satisfaction lies in the very high rate of timely tariff payment. From an environmental perspective, COCEPRADIL and communities’ concern for watershed management is impressive and commendable. There are a number of communities that own the land that contains their micro-watershed and others are currently in the process of purchasing land or have agreements with land owners. The reforestation, fencing and other land management efforts reflect the importance placed on water resource quantity and quality.

Though there were many successes observed, there are some areas that need to be addressed. The connection fee for new households is prohibitively expensive for most families and many are left without water and/or sanitation services. This is challenging because COCEPRADIL wants to encourage participation upfront and if future connection is inexpensive, there is no incentive for families to contribute and participate at the start of the project; a step that may be key to the high levels of community sense of ownership we observed. Some creative programming may be needed to overcome this double bind so that all families in the community have access to services without compromising initial project participation. Additionally, in some communities, water quantity is insufficient and water cuts can last days or weeks. A further challenge is a lack of financial planning for the end of design period (extensions) or for the system lifetime. Communities do not have enough saved to fund a new system and planning for loan strategies and/or government subsidy programs may be needed.

In summary, key successes and challenges are presented below:

Successes:

- Up to 20 years later the water systems are functioning
- Organization: Still have functioning water boards and people are still paying
- Ownership: water boards say: “we can make repairs”, “we don’t need outside help”
- Participation: All community members participate in the local water board

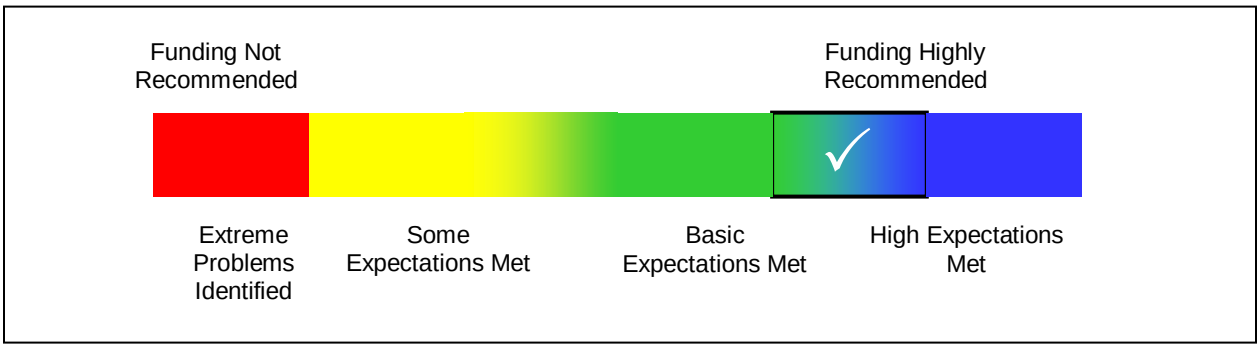
- Maintenance: water boards have made the repairs necessary to date. Community members and/or the local plumber have skills and knowledge to make repairs and know where to go for parts.
- Design: clearly sufficient to support 20+ years
- Financial: Very nearly 100% of community members pay the water tariff and communities have growing savings accounts.
- Education: Training has been effective. Many community members remember the 5 training sessions from 17-20 years ago.

Challenges:

- Coverage: the water system does not reach some homes. Usually the families that did not participate upfront, either by choice or because they are new to the community, have to pay double (or more) the cost for beneficiary relatives, independent of their economic status. It is understandable to encourage families that did not want to be part of the initiative to pay the equivalent of the monetized labor families contributed during project construction, but it should be not higher than that. Also, a policy is needed when new families arrive to the community.
- Water reliability: Insufficient continuity and very frequent water cuts in 2 of the 4 communities
- Water conservation: Communities are interested in quantity-based tariffs, but don't trust meters. Meter introduction may take time.
- Monitoring and evaluation: Seems limited – COCEPRADIL's capture of lessons learned from old projects is not systematized.
- Political: There are potential water conflicts with other communities and limited government involvement/support for some projects, especially for regional water systems. Further integration with the municipalities is needed.
- Coordination with COCEPRADIL: There were some complaints of community requests to COCEPRADIL and COCEPRADIL going unanswered.
- Long-term service provision: There is not a clear plan for post-20 years. Things are functioning now, but increasing population and resource scarcity may challenge these services.
- System replacement: Some communities expect external non reimbursable funds to renew water systems for the next 20 years – no plan for reconstruction at community or government-level. There is also confusion between design period and infrastructure lifetime. Projects are usually designed for 20 years but that does not mean water systems have to be renewed after that period of time.
- Education: Training programs could provide more emphasis on building women's leadership qualities since they are the main caretakers and most directly affected by household water and sanitation services.
- Funding: COCEPRADIL's funding has dropped recently and this presents challenges to on-going services/intervention.

COCEPRADIL has shown exceptional work in an extremely challenging sector and, according to the criteria established, they receive an impressive 80%, or a status of "green approaching

blue". This means that on average, they exceed basic standards and fulfill criteria to be recommended to international organizations for future funding.



Finally, donors should consider the financial support of "soft" needs, such as training and monitoring, as these were seen as important factors to COCEPRADIL's success and an area that they report can be challenging to secure funding for. Additionally, interaction with local municipalities and regional/national authorities as well as clear documentation of lessons-learned (not just successes) should be encouraged by funding organizations. COCEPRADIL has supported almost 160 projects in 20 years and organizational improvements should be encouraged and supported beyond the addition of funding for new infrastructure.

Kampala and Lima, January 2012

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APPENDIX A: Photographs

APPENDIX A: Photographs

APPENDIX A: Photographs

Community of San Francisco

APPENDIX A: Photographs

APPENDIX A: Photographs

Community of Sosoal

APPENDIX A: Photographs

APPENDIX A: Photographs

Community of San Andrecito

APPENDIX A: Photographs

APPENDIX A: Photographs

Community of Celilac/Coyolar

APPENDIX A: Photographs

APPENDIX B: Raw Data

COCEPRADIL Management Interview

Question / Observation	Response
Organizational Structure	
Organization knows the principal public/private organizations in the region involved in water and sanitation projects. (min)	Some meetings with CARE, CARITAS, etc. No formal agreements
Organization is aware of the national water laws and their application to the types of projects implemented by the organization.(min)	Yes, they are aware. They feel new national laws present them with opportunities. They have also adopted some internal by-laws.
Organization has an informal relationship with other public/private organizations involved in water and sanitation projects in the region (min) Organization has a formal relationship with other public/private organizations involved in water and sanitation projects in the region or is a member of water and sanitation network (high)	We observed meeting minutes kept by the secretary.
Organization has internal standards to define a "successful" and "sustainable" project. (min) Organization has an ongoing structure to improve program quality and has made specific changes in project implementation or internal operations in the last two years. (high)	Organizational, technical and financial sustainability. Projects are evaluated based on 16 parameters every 2 years. Community water boards monitor systems monthly including cleaning tanks. COREPRADIL (Regional) monitors flow rates and functionality every 3 months.
Organization has had the opportunity to learn from observing another organization's work. (min) Organization has had an evaluation of its water and sanitation projects conducted by another organization. (high)	Yes. Emory study in 2006.
Organization conducts evaluations of its own projects at least 2 years after completion. (min) Organization conducts evaluations of its own projects at least 5 years after completion (high)	On-going informal evaluation. Mostly through *juntas* and COREPRADIL, but COCEPRADIL oversees.
Organization is involved with the communities upon project completion for 2 years (min) Organization is involved with the communities upon project completion for at least 5 years (high)	Feedback from community members.
Organization conducts a thorough baseline study of community conditions (min) Organization conducts a thorough baseline study of community conditions, records data, and uses data for assessment of outcomes (high)	We saw WaterPartners study example. Technical Folder with designs. There is a qualified contractor for construction
Organization has an annual budget	Observed.
Organization tracks income and expenditures (min) Organization tracks income and expenditures according to standard accounting practices (high)	Monthly bank reports. There is an administrative person who organizes. They have an account for each project.
Organization is legally registered in the country where it is operating.	Legally registered as an NGO and property is registered under COCEPRADIL.

APPENDIX B: Raw Data

Question / Observation	Response
Organization has a bank balance that exceeds liabilities. (min) AND Organization has stable annual funding. (high)	They report that it is positive every year. We saw 2010 and it was positive (see document on CD)
Organization has a mission statement and by-laws or equivalent organizational management documentation. (min) Organization has a 3-plus year strategic plan (high)	They have a strategic plan for 2006 - 2011. The *juntas* participated in the planning (1 rep from each) and the plan includes
Organization produces an audited annual financial statement/report. (min) Organization undergoes annual audit of its finances as well as overall managerial performance by independent external auditing firm selected through transparent and participatory way. (high)	No. Plans to do in Jan/Feb 2012. The last one was in 2009. The last one we observed was 1996(?)
Organization has specialists in relevant fields (finance, engineering, community development, hygiene education) (high)	No. They contract different specialists depending on the project and try and hire local people when possible. Their staff includes a director, an administrator, a secretary and a watchman. The labor is all done by beneficiaries and the junta
Organization has a design standard for toilets. (min) Organization's design standard for toilets meets national standards and internationally accepted criteria (high)	They have a pour-flush toilet design based on SANAA design including a seep pit not directly underneath the latrine. < 1 m3
Organization uses a set of water system design standards. (min) Organization's design standard for water systems meets national standards and internationally accepted criteria (high)	PVC in all places except high pressure zones where it is steel. 1/2" wall. ?? networks Franz looked over designs
Water	
Is there a water board made up of community members to govern the water project?	Yes, each community has a board of 5-7 members to manage the system. The CEP (*comite ejecutor de proyectos*) conducts yearly trainings with the boards regarding how to determine tariff structures and establishing rules.
How are the water board members chosen?	Elections are held yearly on a volunteer basis in rotation so that households take turns participating in the board. Every household must participate. There is no rule regarding women participating on the board, but it is promoted and typically boards include 1-2 women. COREPRADIL elections are held every 2 years COCEPRADIL elections are held every 4 years
Does the organization train the water board members?	Yes, there are yearly trainings held by COREPRADIL for 5 days with board members.
Are households charged a user fee for using the system?	Yes. The tariff is usually 20-30 Lempira per month per household.
What guidance does the organization provide for setting water fees?	There is some information regarding expected costs to consider but we did not observe a detailed spreadsheet to help communities determine costs. They say they plan for O&M expenses and to have 50% of the total original cost saved in 20 years, but we didn't see evidence of these calculations and 20-30 Lempira is insufficient to save this amount
What guidance does the organization provide regarding enforcing the payment of water fees?	Only a little. It is a cultural norm to pay off all debts from the year in December.
Does the organization promote community self-reliance for future upgrades? (recommend building a surplus in a savings account)	Yes, this is discusses in their training material used for yearly community water board trainings. Training material was observed.
Sanitation	
What is the toilet design promoted by your organization? Why did you decide on that design?	Pour-flush toilets to a seep pit. They started with pit latrines in 1988, but communities preferred water based services. They have considered EcoSan in locations with limited water supply but most communities prefer to use water. The project includes the toilet fixture.
How many toilets were in the community at baseline?	Baseline?? Now all homes included in projects must have a *pila* and a latrine/toilet.
What is the plan for when the toilets need to be replaced?	Homes dig a new hole when the seep pits fill up.

APPENDIX B: Raw Data

Question / Observation	Response
What is the organization's goal for sanitation coverage?	100% is the goal. Currently, very few families in the communities they work do not have access.
Hygiene Education	
Did you integrate health education training?	Yes. 5 themes are discussed in 5 meetings with the communities: 1 before construction, 3 during, and 1 after. Each training is 3-5 days each. They are not mandatory, but everyone in the community is welcome. Training materials were observed.
How many houses had animal access at baseline?	Basically 100% - it was a rare idea before to separate animals from homes. Now almost everyone does though there are always a few who don't.
What are your project goals for hygiene education?	For 100% of homes to have a latrine/toilet, *pila*, good hygiene practices. Says health posts also report fewer illnesses now.
Project Design	
What quantity of water are water systems designed to provide (per capita per day)?	They were designing for 35 gallons/person/day. They now design for 30. The government regulation is 25 as a minimum. All systems are design for 20 years assuming a 3.5% annual population growth rate.
Water system is a closed system.	Yes, including screens on tank openings. (Franz notes?)
Appropriate/good quality materials are used for water system infrastructure.	Evidence: systems have lasted over 20 years. PVC (SDR 13.5) is used except in high pressure or rocky areas where steel pipe is used. (Franz notes - Spark?)
Where are system parts and materials purchased from?	All materials are purchased in bulk in Tegucigalpa or San Pedro Sula and kept in locked storage containers at the COCEPRADIL training center. The same parts are available at local hardware stores in Candelaria.
Construction management and oversight is vigorously implemented (high)	A full time COCEPRADIL contractor works with a part-time engineer and a part-time education specialist throughout the construction. The COCEPRADIL contractor is responsible for ensuring that the system is constructed per design.
Water source is sufficient to meet the needs of the community for at least 10 years. (min) Water source is sufficient to meet the needs of the community for at least 20 years. (high)	Designs are for 30-35 gall/c/d for 20 years based on 3.5% population growth.
Long-term O&M	
Do you still communicate with the communities?	COREPRADIL technicians visit communities every 2-3 months to measure water flow. Community water boards meet together in their region with COREPRADIL every month. A representative from each water board attends a general meeting with COCEPRADIL and representatives from all other boards 1-2 times per year. COCEPRADIL also offers support to communities and regional boards when needed.
What other resources are established for the communities to assist them in the long-term management of their project?	*asesoria*. Every year community water board treasurers receive financial training from COCEPRADIL. The COREPRADIL financial staff reviews community water board budgets. They are looking into the idea of having a fund for lending to communities. Technical advice and spare parts are also available to communities as part of the 3 Lempira paid per family each month - 2 L for COREPRADIL and 1 L for COCEPRADIL.
What is the long-term vision for access to water, toilets and improved hygiene practices for the beneficiary communities?	To guarantee that all families have access to safe water, and sanitation. They are hoping to improve water quality. They have a design for chlorination in the distribution tanks, but communities do not want to use them. Reasons include difficulties regulating amount of chlorine in the water, aversion to chlorine for health reasons (fear of cancer, stomach problems) and water is often used for agriculture and other uses where they do not want chlorine in the water. They are searching for solutions to this, but currently do not have microbiological water quality results. They currently promote and teach household water treatment including chlorination and boiling.
Water Source Protection	
Is there a water source protection or environmental education component of your water project?	Yes, it is part of the 5 training modules, including constructing fences around watersheds and reforestation.

APPENDIX B: Raw Data

Question / Observation		Response
Have you monitored to determine whether your program has been effective in preventing change in the quantity of water since the project was constructed?		Yes, water flow is measured 3-4 times per year from all watersheds. The community water boards also measure the flow once per month and note the flow in their records.
Have you monitored to determine whether your program has been effective in preventing change in the quality of water since the project was constructed?		They only measure basic things. There is a lab, but it is not being used. Water testing is very expensive out there. Fecal coliforms are not tested. A health promoter monitors health in the communities.
External Factors		
Do any of your donors require community contribution?		Yes, all of them. Typically, communities pay around 40-55% of total project costs including cash for the topography study and design (and sometimes material transport), labor (usually 70-90 days per family), local materials, For projects in the past 8-10 years, final costs are who provided them are read aloud at system inauguration. Project budgets were observed to confirm contribution of XX (see documents on CD).
Do any of your donors require local / national government contributions?		Yes, most of them require cash from local government. COCEPRADIL aims for a government contribution of 20% in cash. Typically, mayors are given a list of materials and they purchase them directly. Local government signatures are included in project expense documents. Project budgets were observed to confirm government contributions
What proportion of your funds can you use flexibly?		Idea of flexible funding not clear to org, but they report 5-8% of project funds are usually allotted for administrative work which is fairly flexible. They can also usually solicit for changes in funding allotments. They will not implement a project if they can't secure funds for software - they see the software as key to their success. They say a lump sum would be better, but currently funds are earmarked.
Is there a difference in the sustainability of projects funded by different donors?		No, but they plan and discuss with donors before each project to ensure that implementation runs as they feel is needed.
Community Commitment		
Does the organization require a community financial contribution to the project?	Check all that apply: Labor Cash Meals for organization staff Lodging for organization staff, Spring/water source purchase Local materials Other contributions - describe	All. For SANAA projects, cash contributions are not required, but SANAA projects are rare. There is a requirement for land owners to sell or donate land to the community - requirement to be community owned.
Does the organization require the community to have legal right to use the water source?		Yes, the community must own the water source. They need authority of the local government. COCEPRADIL is in process of obtaining legal documentation.
Do the communities own the water system?		Donor documents say community is owner and responsible for system. This is also read aloud at system inauguration.

APPENDIX B: Raw Data

Community Water Board Interviews

#	Question/ Observation	SAN ANDRECITO 15 Dec 2011 Interviewer: Franz Notes: Franz	COYOLAR/CELILAC 14 Dec 2011 Interviewer: Franz Notes: Franz	SAN FRANCISCO 14 Dec 2011 Interviewer: Christie Notes: Susan, Christie	SOSOAL 15 Dec 2011 Interviewer: Luis Notes: Susan, Christie	Summary
Economic contribution of community						
WCC1	What types of contributions did communities make to the projects?	Check all that apply: ✓ Labor unqualified (97 tasks) ✓ Cash. ✓ Meals for employees of the organization. ✓ Accommodations for employees of the organization. ✓ ocal materials, sand, stone, wood. ✓ Activities for income.	Check all that apply: ✓ work non-qualified ✓ cash ✓ Meals for employees of the organization. ✓ Accommodations for employees of the organization. ✓ Local materials, sand, stone, wood. ✓ Activities for income.	Everyone works on the construction. 8% of the project cost was in cash. We contributed local materials, labor, transportation by mules /horses for cement as well. The cement was paid for by other sources.	President – it started with CRS. He was young then, heard the community provided labor, attended workshops, food and beverage for meetings. Maria – beneficiary for second project, which started 2000. New project here in municipality. Giving labor for new project, training courses. Community contributed sand, stone, gravel. Those families with husbands worked. President – we became part of an organized community. 2003-2004 the second project came on line. Contributions towards COCEPRADIL, unqualified labor, local materials, stone. This area doesn't produce much sand. Basic contribution was in work. Q. Do you remember the value of your work? No Q. do you remember total cost of the first project? Second project? We have information, but not in my memory. 17 beneficiaries in first project. New project 800,000 Lempiras. All beneficiaries are from community. "I've been here four years, came here from another area. Assembly decided on new water board."	Lots of community contribution including cash (paying for transport of materials, etc.), 2.5 -3 months of labor for each family, and local materials. High levels of involvement upfront.
	What was the most frequent contribution? If there was cash contribution, how much? Did anyone borrow money? From whom?	Labor; 10% of the cost in cash put the community in support of municipal government. Did not use loans because they supported the mayor's office with the contribution of cash	Labor; For the main conduction line there was a contribution of 70 tasks and 90 tasks for the storage tank and distribution line; in total 160 tasks per family.	Labor, united community to lay pipe, dig trenches. 77 days of labor from each family for the main line.		Labor, but cash contribution is not insignificant.
WCC1d	What was the total input from the community in the total project cost? (percentage or amount of money)	15 thousand to 16 thousand Lempira contribution for each beneficiary family. They do not remember the value of the work and it is therefore difficult to calculte the percent contribution by the community.	They don't remember the total value of the work and can't tell the value of the total contribution.	They recall 24 million lempiras total cost from donors with 8% additional cost contributed from community		Varies and difficult to get actual numbers or percentages since projects are so old, but values mentioned include: 8% of project, 15,000-16,000 L per family, 24 million L from community.

APPENDIX B: Raw Data

#	Question/ Observation	SAN ANDRECITO 15 Dec 2011 Interviewer: Franz Notes: Franz	COYOLAR/CELILAC 14 Dec 2011 Interviewer: Franz Notes: Franz	SAN FRANCISCO 14 Dec 2011 Interviewer: Christie Notes: Susan, Christie	SOSOAL 15 Dec 2011 Interviewer: Luis Notes: Susan, Christie	Summary
Water system management						
WC1	Is there a Water Board made up of community members to manage the water project?	Yes	Yes	Yes	Yes	Yes
WC2	How are the Water Board members selected? How often are elections held? Are they volunteer or paid positions? Is there a possibility of reelection?	They are selected by voting in elections for the assembly. They are volunteer positions, including plumbers, we all do plumbing activities. The choices are made every 2 years, and restructure the boards. People can be re-elected, but that has not happened before. Everyone has had to serve in the JAA. Elections are “cargo por cargo”, the Assembly the one you select. If the Assembly doesn’t come to agreement, then the outgoing directors appoint the new members by direct appointment. This is an internal rule of the community.	Are selected by voting in elections for the Assembly.There are 5 members in total, 3 remain a longer period and 2 are renewed, to ensure continuity. They are chosen in two ways: alphabetically, and by whether any members offered to volunteer.	Before used to recruit people. Now we take turns. Election for certain positions. follow up Q. How often does board change? Each year. Voluntary, not paid. Depends on age, even if only one person in household. "Not always the case; I'm a senior citizen and I have to be here." (one guys says chuckling)	Take turns. Every household must participate in rotation. If someone doesn’t want to be on the board, they have to make a deal with someone to take their turn.	All communities use a rotating model with some elections for certain positions.
	How many people currently make up the board? How many women?	3 women and 4 men. There is enough rotation of managers; have had no problems in transfers.	5 in total, one woman on the Committee. No woman has yet been President	5 1-2 women always (currently 1, past board 1)	7 There always needs to be at least one woman. They say some communities have more women than men. Needs to be an odd number. They [CRS?] told us there always need to be an odd number. [says secretary]	5-7 members with 1-3 women on average.

APPENDIX B: Raw Data

#	Question/ Observation	SAN ANDRECITO 15 Dec 2011 Interviewer: Franz Notes: Franz	COYOLAR/CELILAC 14 Dec 2011 Interviewer: Franz Notes: Franz	SAN FRANCISCO 14 Dec 2011 Interviewer: Christie Notes: Susan, Christie	SOSOAL 15 Dec 2011 Interviewer: Luis Notes: Susan, Christie	Summary
	Do you have statutes? What kind records do you keep?	Do they have internal regulations? Do not know. Do you use as the base COCEPRADIL ERSAPS which was distributed by COCEPRADIL? They have a Minute Book, Cash Book (income & expenses), Control Book, Workbook Coordinator (not shown). There is a draft of the Minutes book.	They have statutes and internal regulations based on COCEPRADIL model, which has been published by ERSAPS (regulator).They also have (we observed) a Book of Minutes, Treasurer's Book (inputs and outputs), Book of Job Roles (forms), Book of attendance at meetings of the Assembly.	Yes. Balanced books, register of payments	Yes Agreed upon by everyone. Control of payments received, expenses, purchases we make, pipe, valve, control of income monthly. Building a house where we will meet. Have receipts from COCEPRADIL here.	All have rules and regulations and meeting minutes and are very organized. COCEPRADIL also provided a book of statutes.
WC5	A fee is charged to the home user to use the water system?	Yes.	Yes	Yes	Yes	Yes in all
WC6	How much is the fee?	25.00 Lempiras per month	25.00 Lempiras per month	15 L/mth	20 L/mth 3L/mth goes to COCEPRADIL (1L) and COREPRADIL (2L)	15-25 L/mth
WC7	Who collects this fee? How often?	The treasurer collects every second Sunday of the Month taking advantage of the monthly users assembly	The Treasurer collects the fees accompanied by the "Fiscal" every two months, in meetings of the Assembly of users.	Board Treasurer we all pay every one or two months	The treasurer. There is a list of beneficiaries (67), Last Sunday of every month we collect. Everyone needs to be paid up by December this year. Can pay for whole year in January. Some pay monthly, some pay at beginning upfront and others at end of every year.	The treasurer in all communities. Monthly.
WC8	What types of paymernts are accepted?	We only pay in cash	We only pay in cash	Cash	Cash. Have to justify if you really cannot. Haven't had any cases where that's the case. Even if a poor person couldn't pay, we all contribute to that person.	Cash.
WC9	Do you keep a register of payments?	Yes. There is a Book of income & expenses. In the same book but apart we keep track of the 27 users and payments.	Yes there is a book of accounts	Yes. Kept by the treasurer	keep monthly registry of who pays and who doesn't. Showed us the book – cash book – income & expenses.	Yes.
WC10	What percentage or how many families are current on payments?	All currently up to date. The most that someone is behind is a month and in rare cases two months.	All are current.	All – 60 families	Two people are behind in payment waiting for remittance from their family members living outside the country. They pay at the end of the year.	Very nearly all. There is high confidence that those behind will pay by end of the year at the latest as is the cultural norm to pay off all debts by December each year.

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WC11	What happens when a household fails to pay a fee? And has that happened in the past?	There has not been the case that someone does not want to pay, if someone is late for lack of money, they are allowed to pay the next month. If it did happen, they would apply the regulation which states they have to cut water.	There has not been the case, but is up to the Treasurer to notify the public prosecutor who is not paying, and that creates pressure. If still not paid, the Regulation provides for the water to be cut.	if people don't pay, first we send them a note. If they can't pay there are different activities they can do to contribute. There is an annual work plan that includes basic sanitation inspections and 2-3 fundraising activities each year. There is one person who doesn't pay. He doesn't live here, and is renting his house out. There are several factors – he doesn't live here and no-one is in charge of his house. He doesn't come back to talk to us. He owes his time for the board. We lost touch with him entirely.	We send two notes. By the third note we would cut water supply. Haven't had to cut anyone's water off. For example, if I have to pay in January and I don't pay until December, no fine for late payment. After three months if we still owe money, the treasurer sends a note. 10 days to pay; if don't pay, cut off. There are two families who are in the US. Someone looking after their houses. Made an agreement with them to pay at the end of the year. But at the end of the year, everything is paid for.	Warnings and then water cut.
	What are the expenses that are paid from the proceeds of the fee?	Materials: Cement for veneers and repairs, plumbing for changes in areas where damaged, locks to protect structures, floats of CRC, transport of materials by animals. We are saving for the expansion or replacement of the project. One part is sent to CORREPRADIL and COCEPRADIL.Travel expenses of leaders to negotiations or meetings. When we started the project they traveled to the capital, but now traveling within the Department.	Purchase of materials such as pipes, hacksaws, PVC glue, and travel to training members. In addition, from the fee, 2% goes to COREPRADIL and 1% to COCEPRADIL.	Repairs	Materials for repairs, plumber's salary to repair and clean tank.	Materials and labor (if have a hired plumber) for repairs.

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WC13	Are the fees sufficient to cover the costs? Is there a reserve fund for repairs, replacements and extensions of the system?	The President thinks that it is not enough.They have a savings fund (the Fund). Thinking about a new project, have L. 61,419.00 in the Cooperative. The rest or 96,000 difference to have it here as backup for repairs and operation of water system expenses.That fund is maintained in the community, make loans accessible for beneficiaries with rate of 2% monthly (24% annual). The maximum amount that they have is L 4000.	They believe that yes, they are.They have a savings fund L. 178,000.	Fees not sufficient; we have not been able to increase them though. [follow up Q: why not?] different levels of income, we are all very poor. Can't increase the tariff. There is a savings account though with a positive and increasing balance	Up to now, yes, but as population grows more demand for water. Now not enough. We have enough for maintenance but have to have some fixed savings to replace every structure ever built. Only enough for maintenance. Don't have 50% to save replacement. We do have a reserve. Some goes to petty cash. Some fixed savings; have some operating expenses, some for future. Q. how much in reserve? 60,000 Lempiras.	Mixed. Some say no, but all bank accounts are positive.
WCC2	Is there a fee for connection when there are new users who want to be part of the system? Do you charge? Who decided this cost?	They have an agreement; for a child of a beneficiary the cost of connection is L.5.000. If the new connection is not the child of a beneficiary, then the cost is approximately L.12,000, but will vary depending on the cost of living. The cost per beneficiary was 16 000 L, then intended to charge twice that amount for a new connection, but have not applied this principle because of the cost of living. In practice this amount is negotiable between the JAA and the new user.By paying this amount for the connection, which usually only includes the right to water, materials and installation are also paid by the purchaser of the connection	Yes, the new point (connection) can cost 18,000 L or more for an outsider, and should pay the cost of materials to make a household connection that will be on their network. (contrasts with the opinion of the community charged to L 25,000). They have an agreement for a child of a beneficiary, the cost of connection is less, by about half.	Always has been a connection fee. We can't give water to everyone who needs it. Fee is 1000 Lempira to COCEPRADIL, 1000 Lempira to water board. No new connections allowed; because not enough water. Rivers dry up in the dry season, no other sources available. Other towns like Gualcinse oppose us getting more water from Congolon. We contributed money to a water survey but lost the money. "The person who took it must have eaten it" says Maria.	No room for new beneficiaries. If you want to it could be. Secretary – we have to make an analysis of tank / water supply. If enough, could do so if assembly is in agreement. Would be 18,000 Lempira for new person. 8000 Lempira per connection for existing beneficiaries. What we charge for is nonqualified manpower.	Yes, 2000 – 18,000 Lempira. Some communities say they would need to run some calculations on the water availability before allowing new users.

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WCC4	Does the community own the water system?	Yes. They are owners, because they feel they are responsible to take care of it. They say there is a Certificate of Delivery from COCEPRADIL, but the JAA does not have it. A beneficiary could not review that document. The first secretary of the JAA by saved it in a special drawer.They have problems with a coffee plantation on private property near the water source which is causing contamination. They do not have the funds to compare the earth and the forest, as they now affect the cutting of timber in the recharge zone of the source. These damages are by the same owners (they have "dominio util").	Yes they own. They feel that the pipeline, tank storage and networks are in the community. They have a record of delivery from COCEPRADIL	Don't have formal title on hand, but have copies of the bill of sale. Have to use a lawyer to get a copy of original. The land might not have been fully owned by those who sold it to us. (??) Yes we own the source but we don't administer	Yes, have sales title in files in office. 250 km2 sold to the water board.	Yes in all cases. They feel complete responsibility for the systems and have maintained them on their own for nearly 20 years in some cases.

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Planning						
WCP1	Who decides on the rules for water use?	The first regulations were provided by COCEPRADIL, but it is now the Assembly who decided on permitted uses for water uses.	The first regulations were provided by COCEPRADIL, but it is the Assembly which decides on the changes.	The assembly decides the bylaws. [Follow up Q With what frequency do the bylaws change?] These are the same bylaws from CRS [showed a book]. Depending on needs for water. Still expecting a new project, we have paid for it (2 years ago). Signed an agreement with mayors to find a new source of water. Still pending. Leonel (from COCEPRADIL) told us we'll start a new project with SANAA February 15. 1600 Lempiras per family were paid for a topography study to the CORREPRADIL (regional arm of COCEPRADIL). It was "lost" we hope that there won't be further lies. [further information on this: the CORREPRADIL hired a consultant who wasn't approved by SANAA.] "We have lost confidence in the process." This project is 20 years old and needs to be repaired.	The bylaws / regulations are a product of the consensus of 180 water boards; to modify them would require other 180 reps to agree.	COCEPRADIL or the General Assembly for some things and the community agrees together for others.
WCP2	What are the permitted uses of water from the project?	The only permitted use is to benefit the household: bathing, washing clothes, dishes, house cleaning, personal hygiene, to take it, washing dishes. Can be used to irrigate home gardens sticks and some plants, but not for an orchard/crops.	The permitted use is for the benefit at home: for drinking, bathing, washing clothes, dishes, housework, and personal hygiene.	Only human uses. Not for animals, unless very poor, then you can use for one cow, one horse.	Water is for human consumption only. Can't use for vegetable garden, other uses. Project in future to filter gray water for reuse.	Human uses only: drinking, cooking, bathing, cleaning

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WCP3	Are there uses of water that are not permitted?	Irrigation of orchards or agricultural crops is not allowed. Vehicle washing is allowed but only when there is sufficient water (no hose). To water the street to kill dust is not permitted unless there is a courtyard in front of the house. It is very common for people to flood the street with the water system. The least is allowed to be used for watering gardens.	Yes, not allowed to water livestock with water from the system, nor for family housing construction other than a relative of a beneficiary.	Haven't had any unpermitted uses. Supervisor committees go out and check on the valves.	Water only for human use. If we hear about someone using for other consumption we send them a note?	Yes, for any non-human uses. Not for plants, animals, etc.
WCP4	What happens if people don't comply?	Watering the street would be allowed if it were to protect the health of children.If a person does not comply with the prohibition of watering a garden, (which has not happened), what they would do first is a warning and then, in an extreme case, cut the water.	Si es beneficiario, se le comunica que se le cortará el servicio. Si no es beneficiario, se le corta el servicio al que lo está ayudando. If it's a beneficiary, he would be informed that we will cut the service. If not a beneficiary we would cut the service of the household that is helping him.	They would cut the water, but this has never happened.	The secretary or president takes the note to the house. During monthly assembly meetings, neighbors talk about what people are doing, and we try to fix it then.	They would receive a warning and it would be discussed at the monthly meeting. [this does not seem to be regulated very closely]

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WCP5	How many users can be served by the water source?	Currently it supplies 27 families and in March they control valves so that water can reach the high areas of the community (they turn off the water at night).They think that they could not give water to more families, with the amount of water they have now. They could give connections to 8 who are offline, but they should begin to measure the water.Some households are not connected to the system, because when we built the system, they were not in the community.	There are 41 families in both locations. Now water is given to less people (27 and another member said a couple of families increased)	60 families. 5-8 people per family (some 10-12; some have 1 or 2 people). Because of water scarcity, assembly adopted a policy to make water available to 30 houses one day, and 30 houses the other day. They close the valve to the distribution tank at night so we can fill up the tank. 105 gallons per minute at the water source at the beginning of the project. The same water source is covering 560 beneficiaries. Q. how many houses without connections? 11 hamlets in San Francisco. Cerro Colorado has 30 homes, but only 5 connected homes. Buena Vista has 27 families, only 3 are beneficiaries (connected to water system). Other families use wells,but not springs.	Now? Just 67 using it [84 families shown on COCEPRADIL's list of communities.] 45 families in original project increased 5%. Many families moved in to high areas. Restriction on water flow not because of water source flow but because no piping.	27-67 families
WCP6	When will you need to increase the capacity of the system? In what year?	Now at this point want to start making arrangements to renew or extend the capacity of its water system (attach other source to supply the missing 8 families, and improvements in the current system).	Now want to take steps to renew or extend the capacity of its water system	When the project started, we had enough, not as much now. Must collect water 1 day to use for the next day. Some houses have big families. Pipes break in the transmission system, leaks on main conduction line. They can fix here today and tomorrow it breaks in another place. That's why they are getting less water. Pressure / load break values – can't close them down because pipes will break.	Now. Q. is there a plan for that? We have an idea but no date. Studies of the new source have been done but can't execute the project.	They all feel they could use an expansion now. [without metering there is no incentive to save water however and there may be plenty]

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WCP7	What resources will be available to increase capacity?	Firstly the community has a savings fund. They think that this fund could be used to make the expansion and to improve the current water system.	They have a community savings fund, as a counterpart.	Major repairs – if they are easy to do, we fix rapidly. For example, the road fixing equipment went by recently, and we had to fix the pipe. One week ago, had another problem. It has been difficult. Not from lack of maintenance, but because it was broken by the bulldozer. Pipes do break because they've finished a useful life. Follow-up Q How many days a year do you have water. "Half the year we have water." Q how many years has it been like this? Since about 10 years ago. Used to have water in every house, all day long. Now only three hours per day. Q. is it a system or a source problem? There are more beneficiaries now. 15 years ago, 54 homes were connected. We added one or two more per year until there were 6 new ones [total of 60 homes connected?] About every other year there was a new connection. Then we decided no new connections. The bylaws say one house can't connect another neighbor. It affects the flow of water into the area. What other types of resources are available for adding capacity? There is no other source available. Congolon is the only place. What about resources like money or outside resources? COCEPRADIL is a way to get to SANAA.	We have 61,431 Lempiras in reserve; of that 47,000 is savings and 14,691 is petty cash. Q. how much would the new project be? No cost estimate yet. 7 km [of pipe?] – more than 1 million Lempiras. Water would come from Congolon.	Board bank account, COCEPRADIL, can also ask SANAA for help.

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Water Source Protection						
WCSP2	Who is responsible for the protection of the watershed?	The whole community is responsible for the protection of the source: Every 15 days is a trip to the mountain by a crew (a couple of people go to the sources and LC and another couple goes to the TD and RD). They have no forester but every 15 days they travel to the source.	All 16 communities are supplied from the same source. Now being coordinated with Project Mi Cuenca, where each community designates a coordinator.	The community. There is a watchman that all 16 communities pay to watch over the source/land. They used to pay 4 L/mth to him, but stopped paying in February because they say he doesn't do anything.	We take care of it. Avoid fires; fence it in – no animals. All we've done is make sure no fire, fence. 2800 square meters fenced in. We need to purchase more land. If we can buy more high lands where the water is produced, should be able to do it.	The communities.
WCSP1	Is there any plan or program of watershed protection? Please explain.	Do not have a written plan, only the road and maintenance roles.	Yes, they have a Business Plan that has helped COCEPRADIL, there's a copy.	Yes, reforestation plans that includes all 16 communities that own the land.	No. through the Mi Cuenca [my watershed] program, we can partially work on intervention	Somewhat. There are reforestation programs, but a clear plan doesn't seem to be in place.
WCSP4	What measures are planned usually to prevent potential contamination (such as bacteria and chemicals) of the water source?	No livestock problems upstream, but there is a coffee farm. There is a risk of contamination by human waste from people passing through the area.Are seeking ways to find a solution to the coffee farm.	Workshops are given to those living in the upper basin.	Keep animals out, don't use chemicals above the source, everyone living above source has to have a latrine	It's fenced, no animals allowed, no dwellings. [someone else contradicts] Yes there are dwellings. All have latrines. Through CRS / COCEPRADIL there was program for that [latrines?]. Real problem, they are above catchment.	Keep animals out, plant trees, make agreements with home owners above source about sanitation and chemical use.
WCSP5	Are pesticides / herbicides used upstream of the source?	In the coffee farm, yes. There is a nearby pasture too.	Before being used, now feel it has reduced enough	No	Q. are crops grown near the source? Yes. Coffee. At the beginning, was more pesticide use. But talked to owner of that land and told him he was contributing to pollution of our source. This man is not using as much in that area now.	Some. They have agreements with some people and trying with others.
WCSP7	What is your community doing to ensure that your water will continue to provide adequate water to meet the needs of the community?	The main idea is to buy land in the recharge zone.	Awareness; assist with the planting of trees.	Yes. No animals in the area above the spring, no chemical products used on the land. No [new?] human inhabitants; the ones who are there already have latrines. Will also supply them with water so they can take any extra water they have and put it into the system.	Reforestation and protection of the source	Purchasing the land and reforestation

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WCSP9	Does the Water Board own the land in the recharge area of thewater source? If not, are there agreements with the owners?	They do not own the land. However, they have a written agreement with the owner of the land where the source for use is. This is kept by a former Board member of the JAA.	Yes, consider that 16 villages are the owners.	Yes and have agreements with nearby land owners	Yes and have agreements with other landowners	Some. Where they are not owners, they are trying to purchase the land.
WCSP10	Has the amount of water changed since the completion of the project?	Not, it keeps the amount of water with normal variations between summer and winter.	We receive less water now	No. In rainy season, more sources of water (but dirty). We collect rainwater, use small wells (pozos) at home.	During the last 20 years, water has changed. Other rainy seasons not as copious. Most critical months are March and April – the worst. Water levels go down. [seems like a climate change issue[	Only changes seem climate change related.
WCSP11	Has the quality of water changed since the project completion? Please explain.	They say that water quality has not changed, neither better nor worse.	Believe that it has improved, once there was a "90% fecal matter, must now be 40%".	No change over time. it is dirty in the winter. The road above the water source causes turbidity. No filtration.	The quality has been the same for 20 years. Some years the water flow is not as much, depends on rainy season.	No changes in any community
WCC3	Do you have legal rights to use the water source? If yes, how did you get this right?	Claim to have a document or agreement signed with the owner but could not be observed.	They are working on it. They believe there is a conflict with the Forest Act and the Water Act, as one says that all natural resources (including water) are the owner of the property, but water law says that water is in the public domain (the State).	Don't have formal title. We have copies of the bill of sale. Have to use a lawyer to get a copy of original. The land might not have been fully owned by those who sold it to us.	Yes, have sales title in files in office. 250 km2 sold to the water board.	They all say they have a document of ownership or agreement with land owners, but these were not observed in any case.
Operations & Maintenance						
WCOM1	What is the procedure for making repairs?	There are crews responsible for making repairs. Each month organized crews, two pairs for every 15 days (8 people in the month). They review, analyze and report on the damage done and what to do and the JAA invites all to work together (Assembly). We have a plan and to all work is done.A call for the whole assembly is done when there is major damage to the system.	For the regional transmission line, 4 Communities agree to maintain them. For the tank to the network, the beneficiaries have organized crews These review and make report of what needs to be done and the Board invites all to work together (Assembly).	We all agreed to do it and figured out who will do it. For example, at one house the man puts a stick with a flag outside his house to show the road machines where the pipes are so they won't break them when they fix the road.	If a problem inside the house, we fix it. Shut off the valve; our responsibility. The rest of the system, the procedure is to call for the fontanero (plumber). Anybody can tell the plumber that there are repairs needed. He gets paid 500 Lempiras/month. Available 7 days/week but only works when needed. He also cleans the tank once per month. In the rainy season, he cleans it every 12 days. Cleans growth around it.	If it is in the house, it is the homes responsibility. For the system, they all meet and decide what to do or call the plumber responsible for the system.

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WCOM2	Do you have the tools and parts needed for repairs of water systems?	They have tools and materials for repairs: Pipes and valves that we do not have can be bought in Tomalá (1 hour by car or 3 hours walking).	They have basic tools and materials for repairs: (pickaxe, shovels, bars) Some valves or pipes they don't have can buy it in Mapulaca (nearby town)	No inventory of spare parts. If we need adhesive, would buy it myself and get reimbursed at the next meeting.	All the accessories plumber needs, he has. The tools he uses are owned by the water board.	They have all the tools needed and know where to go for more.
WCOM3	Where do you purchase spare parts?	Generally in Tomalá Lempira	Generally in Mapulaca	Get from the hardware store. COCEPRADIL has pipes they give for free (because they pay fee to COCEPRADIL). Last time they gave me more than I needed. We pay 3 Lempiras of the 15 Lempira we collect from households to COCPRADIL. 2 L of the 3L goes to the CORREPRADIL (regional) and 1 L to COCEPRADIL	Buy in the hardware store. [types of things we buy] Adhesive, pipes, problems with valves.	In hardware stores of department capitals or COCEPRADIL.
WCOM4	How far do you need to go to buy spare parts?	1 hour by car and walking 3 hours (+ / - 16 km)	6 km, is close	Can buy in Candelaria anything that COCEPRADIL doesn't have.	Always can get spare parts; sometimes go to Gracias [town – 3-4 hours away], wherever cheaper	1-4 hours by car. This could be much higher for the communities that we were unable to visit due to long distances walking and driving to get there.
WCOM5	How much do they cost (examples of parts you need to buy)?	Pegamento PVC: 2 panas de pegamento son L. Tubería: 3 - 4 lances de tubos de 1", 1 ½", de 2", etc Depends on the type of damage that occurred.	The tubes cost according to the following: ½ "and 6 m is L 45, ¾" and 6 m is L 85 and 1 "and 6 m is L 100. The gate valves 360 are L of 1 1/2 ".	40 Lempira for 21 feet of 1/2 inch pipe. 120 Lempiras for 1-inch pipe	20,000 Lempira per valves; 180,000 Lempira for 2-inch pipe 21 feet.	All were able to give examples of costs and were very knowledgeable about system needs.
WCOM6	Have you made repairs to the system in the past year?	Yes there were. In a breaker box, valve boxes, two floater valves in CRC in RD	Yes, frequently	Yes	Always	Yes, in all.
WCOM7	If repairs have been made during the course of the year, how long was the water system down while doing the repair?	3 days it was dry	One serious issue was a landslide in Congolón, it took 30 days to repair. In other cases water did not come to an area of the town. When we looked for the problem, found that there was a stone on the network that covered it, it took one week .	Days without water – up to 5-8 days when water pipes break. HG (iron) tubing, we can't repair. We can fix PVC but COCEPRADIL doesn't have in stock. We have to buy someplace else, more expensive.	6 hours last break while restoring. 1 day when road machine broke pipe.	6 hours - 8 days reported

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WCOM8	If repairs were made during the year, describing the type(s) of repairs, when and how the parts were paid for.	In the CRC, change float valve, bad control valve. The funds came out of money managed by the community.	Use our savings fund for major repairs.	Burst pipes. Distribution lines have been worn through in 20 years of use.	A lot of pipe repairs. Water leaks – not every day. 6 times per year minimum we do repairs	Burst pipes are most common as well as changing valves and other parts as they go bad. Repairs are usually quite frequent – 6 times or more per year. The funding for repairs comes from the bank account or families will contribute to the repair separately in some cases.
WCOM9	Can the community / plumber do all the repairs?	Yes, the community has done the repairs.All are trained as plumbers, currently being taught to young people and some who have forgotten.	Yes, all are trained as plumbers.	Don't need anyone from outside, we can solve our own problems.	He needs some tools. Need two large spanners (wrenches) to change the nuts on the big valves. Haven't needed to do that yet. Need a pipe wrench.	Yes, he is very capable. Community members felt very confident about their ability to repair their system on their own.
WCOM10	If the community / the plumber could not do all repairs, why not? Did you get outside help to repair the system?	No. The repairs were made by the community, and support they have requested is for certain materials from COCEPRADIL	No. The repairs if made by the community and organized crews of 7 if necessary.	NA	Have not had to ask for outside help	They have made all repairs themselves.
WCOM11	Do you still maintain communication with the implementing organization?	Are linked through CORREPRADIL to COCEPRADIL, united as families.	Yes, with COCEPRADIL once a month.	Each month we meet with COCEPRADIL. They maintain a relationship with COCEPRADIL. 60 beneficiaries meet each month.	Yes, with COCEPRADIL and COREPRADIL	Yes – they all say they are connected to COCEPRADIL through COREPRADIL.

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WCOM12	Do you ever ask the implementing organization to help repair their water systems or to expand the water system?	There was one occasion when they had little money to start, they turned to COCEPRADIL for repairs. Yet last year received help from COCEPRADIL with cement to make a pipe crossing the river.	Yes, we requested that COCEPRADIL order pipes, and some materials. And measuring the water source	Not yet	No, we do ourselves, not a large cost. We pay a membership fee, so have the right to ask for some small assistance. We haven't asked for a valve, but we could ask them when we need big repairs with no means to pay for. Petition to CORREPRADIL. If they don't have capacity, CORREPRADIL asks COCEPRADIL. If they have materials, they will donate. Small problems we have to fix ourselves. For example, problems two months ago, torrential rains COCEPRADIL fixed that problem (a donation). We pay 2 Lempira to CORREPRADIL, 1 Lempira to COCEPRADIL [per family, per month]. They use to strengthen our organization. But no workshops since ? had five workshops – basic sanitation, administration, watershed management.	Most have not had to ask for help. One community did request help last year and was given cement and some piping from COCEPRADIL.
OBSERVATIONS						
WCO1	Check the existence of the books of record revenues, expenses, the list of beneficiaries, etc.	Yes, they exist. There is one treasurer and one comptroller that match the data.	Yes, they exist. We reviewed the Minutes Book, entries and exits, work input, among others (see photo)	Yes. The treasurer showed them to us.	Yes. The treasurer showed them to us.	All have
WCO2	If yes, are households paying dues?	Most are paying, in December 2011, only 3 people have not paid, to November only one person had not paid.	Yes, most are paying	Yes, there was evidence in the books that almost all families were paying on time and those that were late were eventually paid.	Yes, there was evidence in the books that almost all families were paying on time and those that were late were eventually paid.	Almost all families are current on payments.

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#	Question/ Observation	SAN ANDRECITO 15 Dec 2011 Interviewer: Franz Notes: Franz	COYOLAR/CELILAC 14 Dec 2011 Interviewer: Franz Notes: Franz	SAN FRANCISCO 14 Dec 2011 Interviewer: Christie Notes: Susan, Christie	SOSOAL 15 Dec 2011 Interviewer: Luis Notes: Susan, Christie	Summary
WCO3	Do revenues from the fees exceed the costs? (in other words,is there a surplus in a savings account or cash stored somewhere?)	Observed expenditures for the past few months: revenues exceed expenditures and there is a savings fund. The surplus savings stated is in the Rio Grande Cooperative Limited Tomalá, Lempira.	There is a total savings of 178,000 L	Yes. For the past 2 years, they have been able to save based on the tariff collected and expenses.	Yes. For the past 2 years, they have been able to save based on the tariff collected and expenses. They have a short-term and long-term account.	Yes, all have an increasing savings.
WCO5	What happened to the amount saved over the past two years?	They keep in the cooperative with a view to extending the water system	It is used for major repairs.	Increasing Nov 2011: 257,380 L Nov 2009: 163,866 L	Increasing	Increasing
WCO8	Check if the Board has a title or legal papers showing ownership of the project / water source / etc.	They say that they have the Record of Delivery but someone has on file, we could not observe the record	They say they have the Act of Delivery, we could not verify.	Not able to observe. They say COCEPRADIL has and they would need to arrange with a lawyer to get the document since it's owned by 16 communities	Not observed	All say they have, but not observed
WCO9	Check for minutes of the meetings	Yes, there is a Book of Acts, the first records are from 1996 and 97.	Yes, there are meeting minutes	Yes, huge books of rules, regulations and meeting minutes.	Yes, huge books of rules, regulations and detailed meeting minutes.	All have
WCO4	In case of existing public standpipes, how long must users wait in line to fill their containers?	Not applicable. But in cases where we visited home, the water had goo pressure.	Not applicable	NA	NA	NA
WCO7	Check for places open to possible contamination in the water system	Not enough time to make the tour. In visits, leaks were observed in some houses. Did not observe leakage in the system in the streets	No. But it was not possible to make a long journey through the distribution network.	community water tank was observed to by very clean, well-maintained and covered properly.	community water tank was observed to by very clean, well-maintained and covered properly.	The community tanks are very well-maintained and clean, but there are some leaks in the systems.
WCO6	Is the watershed protected from agriculture / animal use / deforestation?	Could not be observed	Could not be observed	Yes, the water source is protected, fenced and there are substantially more trees growing in the source area compared to surrounding.	Unable to visit source	For source that was visited, it was very well-managed with reforestation, fencing and a guard.

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Community Focus Groups

#	Question	**COYOLAR/CELILAC** 14 Dec 2011 Facilitator: Jorge Notes: Mara	**COYOLAR/CELILAC** 14 Dec 2011 Facilitator: Franz Notes: Franz (recorded)	**SAN ANDRECITO** 15 Dec 2011 Facilitator: Franz Notes: Marlon, Gloria, Kirk, Wendy (recorded)	**SAN ANDRESITO** 15 Dec 2011 Facilitator: Jorge Notes: Leonel	**SAN FRANCISCO** 14 Dec 2011 Facilitator: Luis P Notes: Susan, Christie (recorded)	**SOSOAL** 15 Dec 2011 Facilitator: Luis P Notes: Susan, Christie (recorded)	**SOSOAL** 15 Dec 2011 Facilitator: Luis Notes: Mara	**Summary**
Water System									
HH1	Are you satisfied with the water system?	Yes but:There are many flaws in pipes and pipelines, from people's vandalism.We sometimes go 2 or 3 weeks without wáter. We are not allowed acccess to new water sources in Campolón even though demand has grown	Yes but: -There are leaks in networks -In winter there is little water.	Yes, all are satisfied	Yes, generally, should be expanded for new connections. We have drought in summer; don't own the wátershed, no protection of the watershed. (There is environmental awareness, associated with lack of water), the pipeline does not have capacity	Mixed. It's not regular. Last time it was down for 15 days.	Yes. Only problem is the high parts of the community where the water doesn't reach.	Yes = unanimously. Water helps us all, is an important liquid. Before we had to go to the river, now I have water in the house. Now we have water to wash clothes. Improved hygiene, health, environment, standard of living.	Mixed, but mostly satisfied. Some water shortage issues during repairs.
HH2	Water is available whenever you need it? Throughout the year? And all day?	Not always, we have many problems, we have had to work as a plumber in the high part of town in the last 6 years, The storage tank is opened once or twice a day	Not every day; in March and April we have from 8-9. But we fortunately have pilas for storage	They have water all year round, only when there is any damage it fails, But if not they have water 24 hours. In the months of February to April of each year the quantity is low, and that affects the upper part of the community. At the lower part reaches them throughout the year.The water source is 2 and a half hours walking	Decline in February, March, April, during these months only have wáter in the morning. The rest of the time there is water 24 hours. In winter there is disruption by landslides.	Different amounts at different times. In winter there is more.	No. In the high part, the water comes and goes.	Yes. All the time (24 hours), and decreases in summer (especially in April), 90% (10% of people in the high part get water).	No. Downtimes when water is not available. Most homes have substantial water storage.

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HH3	Do you get enough water now?	No, there are people who fill large pilas	We have pilas in which water is stored during the day	They have 27 families connected, started with 290[?] families in the original system.As the population grows, there are families that are not connected. They need to connect to another water source. There is demand from the un-connected families who want to buy a connection. We spoke of at least 8 families who were not connected at the beginning. They use small water springs from the Gualpil river.There are many children of beneficiaries (7) who have been annexed over time.	A pila of 20 gallons is filled in 15 min flow is 1.33gpm	Yes, but we can't have any more households on the system	Yes We get enough water with adequate pressure. There was a lot of water before [at beginning of project]. The population keeps growing.	It is not enough. There is no water source within reach. The pipe is small and it is necessary to rebuild the system .	Mixed but mostly Yes. the flow is good and people can fill up their storage quickly.
HH4	Have you ever used another source of water? In what cases? And from where?	Yes, we use rainwater we collect in some tanks in the community or from the creek	Yes, we use rain water and in some cases we go to the creek.	Do not use water from another source, except when there are problems. Use Gualpil river water when there is damage to the water system. It has not happened very often, usually when the machinery of the road damaged pipes and when too much rain that some pipelines were damaged. There are also cases when some people damaged air valves or control valves were left open.	Gualpil river, some springs.	In the summer, people sometimes wash clothes in the river. Usually there is enough stored at homes to get through downtimes, otherwise there are shallow springs/Wells but far for some people (having trouble understanding my notes here)	Yes A few. If we don't get water from the system, we are dry. Takes 1 hour to get water somewhere. We have fallen apart, we don't have organization. We had scoop holes before. The water was very dirty. We got our water from the river. Q. Do you use rainwater? No. What people do is have a little private system to process water.	Yes, springs, Wells 2 km away	Sometimes from rainwater or river or shallow wells. Usually stored water is enough

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New	What do you think about the water quality? Is it sometimes cloudy? Does it smell good or bad? How does it taste?	It feels heavier, in the Winter it is dirty, muddy and at times we smell pesticides used by some people up there (at source)	In Summer comes clear, but in winter is dirty, with some dirt. But it smells, and tastes good.	The water is clear, smells good, tastes fresh. It comes directly from the spring and at the water intake there is a filter.	Mostly is not cloudy, no odor, no taste	Sometimes it does have a smell, but normally it is fine. In the winter it gets turbid.	Yes, in the rainy season the rainwater picks up dirt. [notes on this sentence were garbled] The intake box has another problem – more contaminated. Problems with washing clothes. Not as effective to chlorinate turbid water. Yes but we clean tank so water in house is cleaner. Each month we clean the tank. In the past 2 members cleaned the tank and looked for broken tubes. Q Does it taste good? Yes, we like it. "Don't know if it's good or bad. Someone from Mexico might have a problem." Our source is in a forest. In the city of Gracias, the water looks yellow. In the lower parts of the village the water tastes more salty. Q. is the water clear, doesn't smell bad? Yes, hopefully we'd know if there was a dead animal in it.	We have problems in the recharge zone. Rain washes in sediment, varies during the rainy season.	Usually great. Rainy season presents some turbidity
HH5	Do you pay a fee to use the water system?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	All yes

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HH6	If you pay a fee, how much and how often do you pay it?	Pay 25 Lempiras each month	Pay 25 Lempiras each month or 50 Lempiras every two months	L.25.00 (Lempiras), is paid on a monthly basis. Of 25 L, 3 L goes to CORREPRADIL and L. 1 to COCEPRADIL, leaving L. 21.00 in the community.	Amount 25 (lempiras), 4 to COREPRADIL, 2 to COCEPRADIL	15 L/month even if service is down for part of the month	20 L/month Holding a connection for the future costs 10 Lempira per month. Q. how does that work? There is a branch to the house with a cap, reserving a connection. Some families have done this. Not everyone in the focus group.	20 Lempira	15-25 L/mth
HH7	Who collects the fee? How is it collected?	The money is received by the treasurer during the Assembly (meeting of all beneficiaries), which is held the first Sunday of each month	The money is received by the Treasurer during the meeting with all the beneficiaries, which is held every month.	The Treasurer collects the rate supported by the Comptroller. In the past men have been treasurers also. The fee is collected on the second Sunday of each month Monthly Assembly, which brings users. The treasurer keeps a logbook of payment	Payment at our monthly community meeting; a record book of payments is completed by the Treasurer	The board treasurer collects the fee at the monthly meetings.	The board treasurer. There is a meeting at the end of each month, and everyone pays there. There is a receipt book.	Water board. In monthly assemblies. The treasurer gives a receipt. Usually pays year-end (all fees)	The board treasurer in all cases
HH8	Everyone pays the fee? How many beneficiaries pay monthly? Do some pay a different period?	Yes, everyone pays the fee, but if someone does not in the session then have to go to the treasurer's home to pay	Yes all pay the fee every two months. If someone does not pay at the meeting, then it must go to the house of the Treasurer to pay.	Everyone pays the monthly fee and if any of the 27 falls behind, then must catch up in the next month	Everyone	Yes. If people get behind, they will usually pay the next month.	Yes. If people don't pay one month, they pay the next. We do let people do that but must pay end of year.	There are special cases. We have regulations. 67 beneficiaries (20 Lempiras) 38 future points (5 Lempira)	Basically everyone pays. Usually on time depending on growing season and remittance payment schedules. All pay by end of year.

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HH9	Do you take action if someone doesn't pay the fee?	We haven't needed to crack down on someone, yet, if someone does not pay his share we would remind him of the rules. If they do not go to meetings without justification, there is a 50 Lempira fine.	First there is a wake-up call which puts pressure on those who do not pay	The most that people delay is one month and they pay by the next Assembly. A few paid in advance for the year. Up to three months delay is allowed. If after three months a family has not paid, then cut off water service. Before the cut we send notes, make home visits, then proceed to close the control valve. There have been no cases of cutting wáter.	Fine of 25 Lempiras	There is a family where they cut the service at the entry point (before the house).	If someone misses, they send a note. If they don't pay on time, they have to pay a fine of 10 Lempiras. Q. if they don't pay, would you cut off the connection at the house? Yes. Q Would they have to pay to reconnect? Yes. Pay fees to date, pay the plumber. Q. Who cuts? The plumber. It has never come to that. Not common. Normally if they can't pay this month, they pay the next. [or we ask them to?] clean the tank. If there is a problem with the line we hire a plumber, paid for by the treasurer. Plumber would do water cuts. Inside the house problems, we have to take care of on our own. The plumber would deal with water problems at the school or clinic.	Everyone pays. There are rules that apply to users.	Most have never had this happen, but the general actions are to give warnings and then cut the water line.

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HH10	What fee did they pay when the project began? And what do they pay now? Explain the reasons for each increase?	Paid 5 L at beginning and now pay 25:00 L., the explanations they have received is that there has been currency devaluation, which increased costs and they have to satisfy the contribution to COCEPRADIL	In the 1990s paid 5.0 lempiras, now pay 25.0 lempiras, the increases are explained in the Assembly and then the new rate is approved.	L. 5.00 / Month in 1996. Little by little there have been increases in the rate. When the rate increases, it was explained that it's required to have money to maintain the water system and because they are aware that in the future need to rebuild the project. We have heard now that institutions only help with half of the aid, so we need to have savings.	3 L payment, now 25 L, there is awareness of the need to increase because the life of the project is being shortened	2.5 Lempira / month 15 Lempira / month Fee increased because of repairs and cost of materials. Q. Is the fee okay, not okay? Consensus is yes it's okay. Some discussion of household repairs.	5 L/month 20 L/month Decision of every board; depends on each community.	5 Lempira / month; now 20 Lempira / month. Rose as increased costs of materials, payment of a plumber, COCEPRADIL quota.	2.5-5 L/mth at beginning. These projects are 15-20 years old. Every community changes fees based on community decision.
HH14	Were repairs done this year? How long was the wáter cut? How many times in the year was wáter cut for repairs?	Yes, in the pipeline are made almost weekly. Water service has been suspended for up to 8 days, but on average for each repair is 4 or 5 days without water	Yes, in the conduction line several times. They think they have had about 5 long cuts during the year.	This year yes, only where a road machine caused a breach, repaired the break pressure tank as well.	Yes, repairs have been continuous (in pipes and pumps), a major disruption is 4 to 5 days. In this year have been about 6 to 7 times.	Yes Cut for about 5-8 days Frequency is about monthly but varies. Water does not flow when they are making repairs.	Yes. Pipes under the road. The problem is the road grading machine. Q. are pipes uncovered? In the rainy season, the soil washes away and uncovers the pipes. Q. monthly fee covers repairs but you chip in extra? Yes, when needed.	Yes, 10 repairs a year, especially in winter. Partial cuts (7 times in a year)	Yes, all communities have made repairs in the past year and have had the capacities to do this on their own.

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HH15	If there were water outages during the year, where did you get water?	For water have turned to some private wells or the creek if it had water. For drinking we buy bottled wáter	At a "jaguey" (spring) about ½ hour away, and use it for bathing, but the neighbors of the "jaguey" leave less each time they go and bathe.	When the road machine damaged the pipe, then went 5 days without water, and drew water from the river, near the sources of some streams. They waited for the machine to finish the repair befroe they could fix the pipes. In the meantime hauled water from nearby small springs.	During disruptions we go to the river.	They use stored water collected while the system is running. There are some shallow wells and the river also, but most are able to store enough to get through downtime.	Water was stopped for repairs. One woman – right away I lose water; if any problems in the line, because I am right near the highest part. I store water in the house, I don't go somewhere else. Q. has water been available 24 hours a day since it started? Yes. [this seems contradictory – they may be referring to stored water]	The cuts are announced and people are provisioned with water.	Usually stored water. Sometimes private wells or purchase bottled water.
Hygiene Education									
HHE1	Did you receive training on hygiene and sanitation? How often? From whom?	At the beginning of the Project we received plenty of training from COCEPRADIL. Monthly workshops.	Yes, when we started the project, from COCPRADIL	Received 7 training workshops, working during the day (from 3 am to 3 pm), at 4pm started the training process and sometimes wen until 9 PM. This training was for the construction of the project, after construction of the water system. Have not received more formal training, but they have received visits from COEPRADIL.	Yes, from COCEPRADIL. Haven't received any training this year.	Yes, by CRS. But if people sold property without the water rights, the package of education that came with the project didn't happen again [no refresher training] Younger people have not had training.	Yes. At the beginning of the program 1991.	Si. Very infrequently. In 2004 they received the last (for the water board).	Yes, all. For most it has been a long time though. There is a lack of on-going training. CRS and COCEPRADIL have done most the training.

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HHE2	On what issues? (for evaluator: hygiene habits, water conservation, use of soap, using latrines, maintenance, etc.).	Basic sanitation: boil water for drinking, on personal hygiene, the cleanliness of the house, using the toilet, separate animals from people at home	Keeping the house neat, in not wasting water, to boil water before drinking, to put chlorine: 1 drop per liter, etc.	Sanitation, such as operating and maintaining the water system, water efficiency, hygiene practices at home and in the community, household chlorination of water, waste management in the home and community. They organized a monitoring group of community members to monitor compliance with hygiene practices in the home. Plastering of houses and keep them clean, control bed bugs and other insects. About a daily bath, wash your hands. They learned to use a drop of bleach per liter of water, but they do not do that; prefer boiling	Food preparation, cleaning, basic sanitation: water treatment (purification)	Home cleanliness, personal cleanliness, water treatment. Everyone taught proper use of latrines. A few people were taught a little financial planning.	One woman said there was specific training for women. Basic sanitation, including cleaning the house, cleaning tanks, clean home, separate animals, keep it clean, use chlorine, trash cans, use toilets, how to clean bathroom, how to clean bowl. Clean every 2-3 days, always have a trashcan in the bathroom, burn toilet paper. Not all the focus group participants were there for the training.	Maintain the health of my family. Basic sanitation, administration.Micro watershed,organizatio n, system maintenance.	Training has covered a wide variety or hygiene issues with some financial training to a few people.
HHE4	What do you use the wáter from the system for?	For drinking, cooking, personal hygiene and household	To wash things, clothes, bathing,	Laundry, bathing, cooking food, to water trees or plants in the house, for drinking	Personal hygiene, drinking, food preparation, drinking for animals, for irrigation (Little), is OBS: there is awareness that irrigation can affect water availability in drought	Water inside house, washing clothes, drinking, not using for garden, not for crops or animals.	One man: Drinking water is kept separate. We store and chlorinate. Another woman: we drink from the faucet. We have lots of family members; hard to store. Another person: chlorine tastes bad, affects my stomach, I don't like it. Another person: better to chlorinate – of course depends how much you put in it.	Laundry, bathing, preparing food. Home gardens, drinking, grooming	For human uses. [we observed use on gardens and dirt road as well]

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HHE5	Do you drink wáter straight from the *pila*?	No,	Yes. Some of them boil.	Yes / No: Fill jugs with water, some families it before putting it into the pitcher. When taken from the tap directly, people do not get sick. Most report that they boil, but some say they drink it straight from tap (or raw).	No, generally only occasionally	No	Yes. All year. (I think they were confused on this question and not sure this means they are drinking untreated water…??)	No. Some families chlorinate, use SODIS or boiling (15 minutes boiling). Chlorine: a dropper or 5 drops per gallon or 1 drop per liter.	Mixed. Some always treat, others drink from tap and don't report illnesses.
HHE6	If you treat your drinking water, what type of treatment? Do you always treat your drinking water?	*Type of treatment:* boil it or put it in the sun *Frequency:* Daily *Boil: for how long?* 15 minutes on average (min) *Use chlorine:* no	*Type of treatment:* boil it or put it in the sun (SODIS) *Frequency:* *Boil: for how long?* 20 minutes *Use chlorine: What type of chlorine used for?* Yes. liquid chlorine	*Type of treatment:* Most say they boil. *Frequency:*Most of the time taken raw from the tap. Some say they boil and only one person always refers to the chlorination, using liquid chlorine. *Boil:* for how long? 60 (minutes) to boil well. *Use chlorine:* What type of chlorine used for? Commercial liquid (one person). They use wood stoves	*Type of treatment:* Boil the water, sun water, *Frequency:* Almost always *Boil: for how long?* 10 to 15 (minutes) *Use chlorine:* No	Some people chlorinate, some boíl. (note: unclear if this is always done or if done by all)	Yes. We chlorinate. Q. Where do you get chlorine? The water board buys chlorine from treasurer. Use water to wash clothes, bathe; not for animals, except chickens. Not cows. Some families do have livestock but they are in pastures.	Boil for 15 minutes. Use liquid chlorine	If treat, usually with chlorine, SODIS or boil.

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Sanitation Services									
HHT1	Why type(s) of sanitation system do you have?	Latrine with septic tank	Latrines with "taza campesina" ("peasant cup") and septic tank	The system most used is latrines, although some new households that entered the system by purchasing a wáter connection, but have yet to build toilets. There are at least 4 houses in the lower zone with no latrine but are in the process of construction. They have been making efforts to provide latrines for all without (The PF and not connected to the system). For them it is useless because it always becomes contaminated. Of the 27 there are 4 that do no yet have toilets, 3 new who have. Plus 8 not connected to the water system.	Flush latrines; in home	Some have septic tanks, others have pit latrines.	Latrines and pour flush toilets. "Tasa Campesina". Q. Last longer? Yes. Can be made of concrete too, but easier just to buy them. Q. are all outside? Yes. Q. some inside? Yes [contradictory] Inside we call private not latrines. Q. Why? Depends on the resources that people have. The indoor toilets are more secure. Q. Are there problems here? Yes, for example, one man went out at night and was killed. We don't open the door at night. Q. What time do you go to sleep? 9 pm. We used to go to bed earlier before electricity was available.	"Tasa campesina": flush with sump pit. pila with sump pit .	Mix of flush or pour-flush to septic tanks and pit latrines.

APPENDIX B: Raw Data

#	Question	COYOLAR/CELILAC 14 Dec 2011 Facilitator: Jorge Notes: Mara	COYOLAR/CELILAC 14 Dec 2011 Facilitator: Franz Notes: Franz (recorded)	SAN ANDRECITO 15 Dec 2011 Facilitator: Franz Notes: Marlon, Gloria, Kirk, Wendy (recorded)	SAN ANDRESITO 15 Dec 2011 Facilitator: Jorge Notes: Leonel	SAN FRANCISCO 14 Dec 2011 Facilitator: Luis P Notes: Susan, Christie (recorded)	SOSOAL 15 Dec 2011 Facilitator: Luis P Notes: Susan, Christie (recorded)	SOSOAL 15 Dec 2011 Facilitator: Luis Notes: Mara	Summary
HHT5	What will you do when the latrine pit fills?	Nunca se ha llenado alguna, si se llenara construirían otra y la conectarían a la letrina Never have filled one. If a pit filled would build another pit and connect the latrine.	Make another hole	Septic tanks are not filled yet or at least we have not noticed. They believe that the permeable soil helps the water be consumed rapidly and therefore have not been filled. No one has had to change their pit, but when it happens, are aware that they have to make another pit, and have room to do so.	Report that to date no one has filled latrine pits. Will make another hole.	8 families have dug a new pit in the past 10 years because the old pit was full.	Everyone has the same pit they started with. Water soaks in quickly and sediment stays. No one has changed pit. The pits are 3 meters deep. Very deep. Q. what would you do if the pit filled? Would make septic pits. They explained how to add a septic tank….that you redirect pipe, etc	Se limpia y recite enlozarla (generalmente). We would seal and make a new one.	All communities report what they would do – dig a new pit or install a septic tank. There is evidence that these actions have been done in some communities
HHT6	Are you satisfied with your sanitation system? Why?	Yes, avoid the flies, is private for people	Yes, it does not smell. Those who participated in the project received *tazas,* new have had to buy the *taza* for 300 Lempiras	Everybody is satisfied with the latrine, do not report odor problems.	Yes, less pollution	Mixed. Problem when there are heavy rains. Q. Everyone happy with toilet outside? There are negatives for toilets outside. At night we don't feel secure in this area. If you have an indoor toilet, no one's going to hit you over the head with a stone." Also a nuisance to go to an outdoor toilet in heavy rains.	Mixed.	Yes. Previously it was done outdoors. There is a place and sitting is more comfortable. There is less pollution. It's more hygienic.	Mixed. Issues during rain and security issues at night for latrines. Most like their facilities and say they are private, clean and keep flies away.

APPENDIX B: Raw Data

#	Question	COYOLAR/CELILAC 14 Dec 2011 Facilitator: Jorge Notes: Mara	COYOLAR/CELILAC 14 Dec 2011 Facilitator: Franz Notes: Franz (recorded)	SAN ANDRECITO 15 Dec 2011 Facilitator: Franz Notes: Marlon, Gloria, Kirk, Wendy (recorded)	SAN ANDRESITO 15 Dec 2011 Facilitator: Jorge Notes: Leonel	SAN FRANCISCO 14 Dec 2011 Facilitator: Luis P Notes: Susan, Christie (recorded)	SOSOAL 15 Dec 2011 Facilitator: Luis P Notes: Susan, Christie (recorded)	SOSOAL 15 Dec 2011 Facilitator: Luis Notes: Mara	Summary
HHT7	Do all homes have toilets? Do some home have water but not toilets?	Almost all, there are 2 or 3 people without	Yes, the project included water and sanitation	There are 4 families that are connected to the water system but have no latrine and there are 8 families not connected to the system that they do not have latrines.	All those with piped water have latrine, those who have no water do not have latrine. Those without latrines defecate in the open. In Andresito an estimated 8 households do not have latrine.	No. Not everybody has a toilet. Those with less water in the house do not have. 20% of the families do not have (312 families in the community).	No Some people here don't. Q. Is the custom with a new house to make a latrine? Yes, immediately.	67 families. It's a requirement.	Most have, but some not yet. There is still some open defecation in some parts. Not common and in rural areas.
Management of the water system									
HH11	Are you satisfied with the water board?	Yes, we understand each other well and we like that the offices are rotating	Yes, is elected every year, and to represent the COREPRADIL every two years.	Yes, we are satisfied with the Water Board. The 5 officers work well, hasn't been as well organized as they are now.	Yes, we believe the Water Board works well.	Yes. Most have been part of the water board at some point. If we weren't happy we would tell COCEPRADIL Q. who here was on the water board? The majority raised their hands. Anyone that doesn't have time to be on the board has to find someone to replace them and work out a deal with them.	Yes. It's good. Q. Everyone participates? No. One in the focus group has not participated but her husband has. Another guy was on the board. Q. what would you change about the board if you were in charge? [no answer] Q. would you have meetings more often, pay more? Are they fulfilling their responsibility? Do you have to prod them to do their jobs? Answer: all these people on board who don't do the job but basically satisfied. Q. Have you seen another board who is better or worse? We think good work is being done here.	Yes. At monthly meetings can replace members of the board of water. All users must participate in the Water Board. Every 2 years you change the Water Board.	Yes. All are satisfied.

APPENDIX B: Raw Data

#	Question	COYOLAR/CELILAC 14 Dec 2011 Facilitator: Jorge Notes: Mara	COYOLAR/CELILAC 14 Dec 2011 Facilitator: Franz Notes: Franz (recorded)	SAN ANDRECITO 15 Dec 2011 Facilitator: Franz Notes: Marlon, Gloria, Kirk, Wendy (recorded)	SAN ANDRESITO 15 Dec 2011 Facilitator: Jorge Notes: Leonel	SAN FRANCISCO 14 Dec 2011 Facilitator: Luis P Notes: Susan, Christie (recorded)	SOSOAL 15 Dec 2011 Facilitator: Luis P Notes: Susan, Christie (recorded)	SOSOAL 15 Dec 2011 Facilitator: Luis Notes: Mara	Summary
	Are you satisfied with the water fee?	Yes, because we discussed and we agreed to have that fee	Yes, it's good	Yes they are satisfied, even when it has risen, some have objected, but explained the money is needed to assure a fund to repair the system. Then the opponents accept the new rate. The last increase they did two years ago; in the end everyone agreed. They are satisfied with the system and latrines, Then there is not much opposition to this fee even though they know that other communities pay less.	Are satisfied, but agree they are low.	Yes. This is low for some and high for others, but it was decided upon as a consensus at community meetings.	Yes. Q. is the fee fair? Yes, it's "little, not much." There are some rich people who could pay a lot more. One guy said, 50 Lempiras is fair. For example, 50 Lempiras for water for a month; when a bottle of water is 12 Lempira. [different opinions] Currently 20 people who can't pay. Some are poor. There are people for whom 50 Lempira is a lot. Q should people who use a lot of water pay more? Yes, fair. Q. would you agree with a system where people who use more pay more? If you charge by volume, will be hard to pay. We live near a dirty stream with no clean water. [lots of discussion] the older man said "It's a lie that people would bring water by hand." Q. If you had a high fee, you would probably use less water, you would probably use less water. Wouldn't necessarily pay more than you do now. I know a community here with little water. Our advantage here is we have water 24 hours probably from the beginning. Not a problem with people not having water.	Yes. We are aware that we have to pay the fee. Other contributions to keep the system clean.	Yes. They all agree upon tariffs at community meetings

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Other notes									
			They were also asked about the costs of connecting wáter; their answers: New users must pay between 25,000 to 30,000 lempiras, but if it is the child of a beneficiary, is much less (including 5,000 lemipras mentioned).	- What happens when someone new wants to connect? You must meet the requirements set out in regulations, including the right to pay for a connection, maintaing the system, latrine building, pay the fee, etc. -If children of beneficiaries, could pay before the beginning L. 3000 / point, but now costs L. 5000 to them. To an outsider costs L. 15,000, the latter paid L. 12,000, had to make a lump sum, but can be made in installments. The rate is the same as others and therefore are entitled to service by purchasing the water point.		They have interest in use-based tariffs, but they are skeptical about meters and also ask “who would install and manage the meters?” They are looking for funds for a new system, but there may be some misconception that we are donors and the exact need is unclear.	6 people from community, including 1 woman in the focus group.	7 focus group participants (3 women, 4 men) - beneficiaries of the water project. There were two projects.	

APPENDIX B: Raw Data

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				-These amounts are determined not by the Board, but discussed in Assembly. -So far are happy with the service, including the new user who bought his Connections for about 5 months that has migrated from the Department of Copan. -What worries them is that they are 4 years have gone by since a new study to renovate the water system					

APPENDIX B: Raw Data

Household Observations

Household interview by
Entrevista Hogareña realizada por:

Community:
Comunidad:

Family name:
Nombre del Hogar:

Related Standards ***Normas Vinculadas***	**Question Number** ***Pregunta Numero***	**Question / Observation** ***Pregunta / Observación***	**Possible Responses (note observations)** ***Posibles Respuestas (anote sus observaciones)***
C4	HHO1	Check if sanitation system works *Verificar si funciona el sistema de saneamiento*	
C4	HHO2	Are there signs the toilet is not used? *¿Hay señales de que no se usa el inodoro?*	
C4	HHO2a	Is it being used? *¿Está siendo utilizado?*	
C4	HHO3	Is the sanitation system clean? *¿Está limpio el sistema de saneamiento?*	Yes/No *Si/No*
C4	HHO4	Is there a bad odor from the sanitation system? *¿Tiene mal olor el sistema de saneamiento?*	Yes/No *Si/No*
C4	HHO5	Is the bowl covered or a working water seal? *¿Está cubierta la taza o tienen un sello de agua que funciona?*	Yes/No *Si/No*
G6	HHO6	If there is a well or spring near the sewerage system, verify if the distance is greater than 30 meters. *Si hay un pozo o manantial de agua cercano al sistema de saneamiento, verificar si la distancia es mayor de 30 metros.*	Yes/No *Si/No*
D1	HHO7	If you raise animals (chickens, pigs, cows), is there a fence to keep these animals in the house? *¿Si se crían animales (gallinas, cerdos, vacas), existe un cerco para evitar estos animales en la casa?*	Yes/No *Si/No*
D7	HHO8	Is there soap at the sink? And toilet paper in the bathrooms? *¿Hay jabón en los lavamanos? Y papel higiénico en los baños?*	Yes/No *Si/No*

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Related Standards ***Normas Vinculadas***	**Question Number** ***Pregunta Numero***	**Question / Observation** ***Pregunta / Observación***	**Possible Responses (note observations)** ***Posibles Respuestas (anote sus observaciones)***
D8	HHO9	If there is a water storage container in the home, is it covered? *¿Si hay un recipiente de almacenamiento de agua en el hogar, está cubierto?*	Yes/No *Si/No*
F2	HHO11	Do the taps drip when closed? *¿Algunas de las llaves gotean cuando están cerradas?*	Yes/No *Si/No*
E6	HHO12	Is there sufficient drainage for gray water? *¿Hay drenaje suficiente para las aguas grises?*	Yes/No *Si/No*
E6	HHO13	Are plastic pipes exposed anywhere around the household? *¿Esta expuesta la tubería plástica en alguna parte del hogar?*	Yes/No *Si/No*
B13	HH5a	May I see your last water bill? *¿Podría ver su último recibo de agua?*	□ saw the receipt / □ did not see the receipt □ *vieron el recibo* / □ *no vieron el recibo*

APPENDIX B: Raw Data

Household Observations Raw Data

ID	Interviewer	Date	Comm	ToilFunc	ToilUsed	ToilClean	ToilSmell	BowlCovWatSeal	Toil>30mWatSource	FencePrevAnim	SoapAtBasin	ToilPaperinBR	WatStorageCov	WatStorageContainer	TapLeaks	SuffDrainagePila	PlasticPipingExposedCompound	WatBillObserved	Notes
1	Franz, Johnny, Ostillo, leonel, Wendy, Gloria	15-Dec-	San Andresito	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	.	Yes	Cooking pot	Yes	Yes	No	.	
2	Franz, Johnny, Ostillo, Wendy, Gloria	15-Dec-	San Andresito	Yes	Yes	Yes	No	Yes	Yes	.	Yes	Yes	.		No	No	No	.	
3	Group 2	14-Dec-	Celilac	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes		No	No	Yes	.	Fence: chickens yes; pigs no; water boiled /the lid is a little dirty; taps - no water now; exposed pipe "sil en la pila"
4	Group 2	14-Dec-	Celilac	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Clay jugs	No	Yes	No	Yes	Fence: no fence, though house is raised up 3 steps, so not as easy for animals to come in. Chicken ran through house.; No handwashing station near toilet. Two clay jugs for storing water, one covered with dirty plate.
5	Group 2	15-Dec-	San Andresito	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	.	No drink. water container	No	Yes	No	.	No fence; animals (dogs) in house, ducks/chickens nearby
6	Group 2	15-Dec-	San Andresito	Yes	Yes	Yes	No	Yes	Yes	No	.	.	.		.	Yes	No	.	
7	Franz, Johnny, Ostillo, leonel, Wendy, Gloria	15-Dec-	San Andresito	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Covered plastic bucket	No	Yes	No	.	

APPENDIX B: Raw Data

ID	Interviewer	Date	Comm	ToilFunc	ToilUsed	ToilClean	ToilSmell	BowlCovWatSeal	Toil>30mWatSource	FencePrevAnim	SoapAtBasin	ToilPaperinBR	WatStorageCov	WatStorageContainer	TapLeaks	SuffDrainagePila	PlasticPipingExposedCompound	WatBillObserved	Notes
8	Sara & Michael	15-Dec-	Sosoal	Yes	Yes	Yes	No	Yes	.	Yes	No	Yes	.	NA	No	No	.	.	25 yrs in community; 11 yrs on water system. Water always available, less quantity in dry season. Previous to system used spring. Source 2km distant. Now used only for processing coffee. Quota 20L/month; everyone pays. Never served on junta de agua in 11 years; has an indoor servicio, clean, no odor, everything in good order; boils water for drinking, cooking, puts into container in reefer - did not observe covering; no animals inside; pila good
9	Sara & Michael	15-Dec-	Sosoal	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	.	NA	Yes	.	No	.	35 yrs in community; quota same story; pila tap drips; latrine outside but no inspection; diffident attitude so did not press for info
10	Sara & Michael	15-Dec-	Sosoal	No	.	.	.	.	.	Yes	Yes	Yes	No	NULL	.	No	Yes	.	No latrine at all. 1 1/2 year on system; located at top of hill; no water for 3 days now, but expect tomorrow IF houses below didn't use too much; can access only at night; pays standard quota; no standard pila; supply pipe 1/2" plastic tubing into 10 gal plastic bucket; soap, everything clean; house wooden shack; also well kept; bathing at bucket pila; no grey water drain; chickens wander at will. Occupants mother and young daughter formerly lived below - for some reason had to leave; no doubt involved social backstory; clearly no receiving benefits for which paying; 3 other houses in immediate area also with same intermittent, low volume service

APPENDIX B: Raw Data

ID	Interviewer	Date	Comm	ToilFunc	ToilUsed	ToilClean	ToilSmell	BowlCovWatSeal	Toil>30mWatSource	FencePrevAnim	SoapAtBasin	ToilPaperinBR	WatStorageCov	WatStorageContainer	TapLeaks	SuffDrainagePila	PlasticPipingExposedCompound	WatBillObserved	Notes
11	Sara & Michael	15-Dec-	Sosoal	.	.	.	.	.	.	.	Yes	Yes	.	NULL	No	No	No	.	17 yrs in community; all water outside house; quota same story; no chemical treatment of water, uses boiling and SODIS, stores in sealed plastic container; always water available; latrine, pila good, good grey water drainage; chickens in and out
12	Sara & Michael	15-Dec-	Sosoal	Yes	Yes	Yes	No	Yes	.	No	Yes	Yes	Yes	NULL	Yes	Yes	No	Yes	15 yrs on system; always water, less volume in dry season; no other source; quota paid annually in Dec; pila clean, ok drain, tap leaks, soap available; treat water with SODIS; chicken outside only
13	Sara & Michael	15-Dec-	Sosoal	Yes	Yes	No	No	Yes	.	No	No	No	.	NULL	Yes	No	Yes	.	3 yrs in house (pulperia on square); previously live in hills, always problem with water supply, now not; generally slovenly dwelling, only clean area is store front porch; no views inside; outdoor pila dirty, tap drips, no soap, bad drain to ditch behind house with dirty standing water; no TP in latrine, is used; numerous hoses in use; making roof tiles and adobe bricks; treat water with chlorine drops and boiling; children not so clean; trashy house and grounds
14	Jennifer Kessler	15-Dec-	Sosoal	Yes	Yes	Yes	.	Yes	.	Yes	Yes	Yes	.	NULL	Yes	Yes	No	.	For "toilet clean": "Estaban banando se" ; flush toilet and pretty pila on ceramic. Old concrete pila is used to wash coffee. "Madre: no darán la factura en el momento de cancelar porque se terminaron"
15	Jennifer Kessler	15-Dec-	Sosoal	Yes	Yes	Yes	No	Yes	.	No	Yes	Yes	Yes	bucket	Yes	Yes	Yes	.	"balde con llave 8 gotas chloro / 5 gal" clean with 5 drops chlorine per 5 gallons; population is growing in the high area. Water for one day. Big house with a huge drying patio. "Riego por mariposa de café en bolsa"; two flush toilets
16	Jennifer Kessler	15-Dec-	Sosoal	Yes	Yes	Yes	No	Yes	.	Yes	Yes	Yes	Yes	bucket	No	Yes	No	.	1 drop chloro per liter; does not need water; I was with the project when it started

APPENDIX B: Raw Data

ID	Interviewer	Date	Comm	ToilFunc	ToilUsed	ToilClean	ToilSmell	BowlCovWatSeal	Toil>30mWatSource	FencePrevAnim	SoapAtBasin	ToilPaperinBR	WatStorageCov	WatStorageContainer	TapLeaks	SuffDrainagePila	PlasticPipingExposedCompound	WatBillObserved	Notes
17	Jennifer Kessler	15-Dec-	Sosoal	Yes	Yes	Yes	No	Yes	.	No	Yes	Yes	Yes	NULL	Yes	Yes	No	.	water storage: "hiuvan"? Two times a month the water fails for 1-2 days. Don't know why. Recently came again. Another bathroom has not worked for 3 months. Only fails when they wash the tank. Water failed one time for three days. "Seria buena tuer una comite de asco. del tanque y de las usas lo hon probado pero no funciono
18	Jennifer Kessler	15-Dec-	Sosoal	Yes	Yes	Yes	No	Yes	.	No	Yes	Yes	Yes	NULL	Yes	Yes	No	.	water storage: "hiuvan"? Aqui no falta agua; paso 2 dias que no habia agua"
19	Group 1	13-Dec-	Congolon	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	bottle water	No	No	Yes	.	
20	Sara, Michael, Jennifer	14-Dec-	San Francisco	Yes	Yes	Yes	No	Yes	.	Yes	Yes	Yes	No	NULL	.	Yes	Yes	.	can't tell if tap leaks; no water
21	Sara, Michael, Jennifer	14-Dec-	San Francisco	Yes	Yes	Yes	No	Yes	.	Yes	Yes	Yes	Yes	drums	.	Yes	No	Yes	can't tell if tap leaks; pipes burst / fail often; but the community repairs. Each time 8 days
22	Sara, Michael, Jennifer	14-Dec-	San Francisco	Yes	Yes	Yes	No	Yes		No	Yes	No	Yes	pot	Yes	Yes	No	Yes	
23	Sara, Michael, Jennifer	14-Dec-	San Francisco	Yes	Yes	Yes	No	Yes		Yes	Yes	Yes	Yes	pots & bottles	No	Yes	No	.	
24	Sara, Michael, Jennifer	14-Dec-	San Francisco	Yes	Yes	Yes	No	Yes	.	No	No	Yes	Yes		No	Yes	No	Yes	
25	Luis	14-Dec-	San Francisco	Yes	No	.	.	.	.	.	.	.	.		.	.	.	Yes	They haven't been using toilet, because they haven't had water for the past month (and latrine is blocked), observed water bill for 15 Lempira.
26	Luis	14-Dec-	San Francisco	Yes	Yes	Yes	No	No	Yes	Yes	No	Yes	No	2 pilas	Yes	Yes	No	Yes	
27	Luis	14-Dec-	San Francisco	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	.	
28	Luis	14-Dec-	San Francisco	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	
29	Luis	14-Dec-	San Francisco	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	rain water	Yes	Yes	Yes	.	

APPENDIX B: Raw Data

ID	Interviewer	Date	Comm	ToilFunc	ToilUsed	ToilClean	ToilSmell	BowlCovWatSeal	Toil>30mWatSource	FencePrevAnim	SoapAtBasin	ToilPaperinBR	WatStorageCov	WatStorageContainer	TapLeaks	SuffDrainagePila	PlasticPipingExposedCompound	WatBillObserved	Notes
30	Luis	14-Dec-	San Francisco	Yes	Yes	Yes	No	No	Yes	Yes	No	No	Yes		No	Yes	Yes	Yes	No habia agua. 2 meses sin tener servicio
31	Luis	14-Dec-	San Francisco	No	No	No	No	No	Yes	.	No	No	No		.	No	Yes	.	No pagan. No habia agua. 3 letrinas (1 sin taza, 2 mal estado)
32	Luis	14-Dec-	San Francisco	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes		No	Yes	Yes	Yes	
33	Luis	14-Dec-	San Francisco	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No		.	No	Yes	Yes	No habia agua
34	Luis	14-Dec-	San Francisco	Yes	Yes	No	No	No	Yes	No	Yes	No	Yes		.	No	Yes	Yes	No habia agua
35	Luis	14-Dec-	San Francisco	Yes	Yes	Yes	some what	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	The whole caserio for these 6 HH observations, is 27 HH, 5 connected to water system. Have not had water service for 2 months.

APPENDIX C: Comments on Report from COCEPRADIL and Participants

[Updated May 1, 2012] COCEPRADIL and all participants in the evaluation were given an advance copy of the report to allow them to provide comments on the contents.

COCEPRADIL shared their comments on the Accountability Forum report and process with Marla Smith-Nilson during a visit to Honduras in March 2012. Below is a summary of their comments.

Overall, COCEPRADIL was very pleased with the outcome of the Forum. They are proud of their past accomplishments and the recognition they have received from Forum participants and other institutions that have called to congratulate them on their now-documented success. Because of the political situation in the country and other issues, funding to COCEPRADIL from long-time donors has decreased significantly in the past few years which has eroded their confidence. Therefore, the Forum also came at a good time, when they were in need of a pat on the back.

The Forum and the recommendations have motivated COCEPRADIL to continue to improve their work. Additionally, the written evaluation report and the significance of the peer evaluation gives Wilfredo Ramos, the President of COCEPRADIL, some leverage when talking to COCEPRADIL's board of directors, the regional committees of COCEPRADIL, local mayors (when requesting financial contributions to projects) and other funding institutions.

COCEPRADIL agrees that the issue of the high connection fee for new families is "more than a challenge." They feel that their whole model of community ownership would fall apart if the cost for not participating in initial system construction is too low. However, they also acknowledge that the rate of new connections is not sufficient, so this is something they need to look at.

COCEPRADIL is currently going through a strategic planning process for the next 3-4 years. They plan to address some of the recommendations of the Forum in this planning process, specifically:

- setting up a water cooperative loan fund to provide older water systems with funds for reconstruction/upgrades and to provide individuals with a source of funds to connect to existing water systems
- creating a "sliding-scale" type process for assessing the tariffs for future connections
- requiring water meters at every household for new projects and working with the COCEPRADIL General Assembly to install meters at every household in existing projects
- requiring the municipalities to contribute around 5-8% of the initial capital cost of the project to be set aside for long-term water project support in the form of refresher training for water committees and technical back-stopping

COCEPRADIL staff were frustrated that they didn't have time during the week of the Accountability Forum to locate documents in their paper files about individual projects. During the random selection of the communities to evaluate, we picked communities with water systems completed 17 to 20 years ago, before COCEPRADIL headquarters had electricity or computers. Thus they were unable to provide some of the original documents requested by the evaluators (e.g., showing how the water tariff is calculated, engineering designs).

Responses from participants are shown below.

Participating Organization	Comments
A Child's Right	It looks fine with me. I think Franz and Christie did a great job synthesizing the week, and the ratings are clear, easy to understand and accurate.
El Porvenir	Summary looks good. All is well from our point of view.
Save the Children	In general, I think report is complete (93 pages is more than enough) and exhaustive, both consultants have thoroughly explain the methodology and topics in each results. I think the qualitative color scoring is a great tool to evaluate results and allows the reader to focus in those topics they are more interested; in general the whole document is very easy to understand despite the size. From my point of view the report includes complete information, successes and challenges to evaluate with real evidence COCEPRADIL and water projects performance in Candelaría/ Honduras.
Water 1st International	We are happy with the report and how our comments were addressed. A second assessment will be interesting - the bar has been set pretty high.

APPENDIX D: Participating Organizations

A Child's Right (USA)
Catholic Relief Services (Honduras)
Catholic Relief Services (El Salvador)
Improve International (USA)
El Porvenir (Nicaragua)
Oxfam (Canada)
Pure Water for the World (Honduras)
Save the Children (El Salvador)
Water 1st (USA)
Water For People (Central America)
Water Missions International (Honduras)
Laird Norton Family Foundation (USA; funder of initiative)
Oxford Center (Honduras; translation services)