Water services’ significance for functioning society, operational security, and resilience in exceptional situations

Survey

1. What are the most important municipal tasks? Please rank the options using numbers 1 - 5 (6).
   - construction and maintenance of streets and roads
   - construction and maintenance of public buildings
   - water and wastewater services
   - waste management
   - maintenance of parks and recreation areas
   - land use planning

2. What are the most important uses of water resources? Please rank the options from 1 to 5; 1 - not important at all...5 – very important.
   - recreation
   - scenery
   - industrial water services
   - community water acquisition
   - point of discharge for wastewater
   - fishery
   - agriculture
   - hydro-electric power

3. In functioning water services, what is most important? Please rank the options from 1 to 5; 1 - not important at all...5 – very important.
   - potable domestic water
   - safe-for-environment wastewater services
   - securing industrial water services
   - stormwater management
   - urban environment, city landscape
   - economic efficiency

4. What is the significance of functioning water services for your organisation? In case of water services disruptions, what kind of repercussions would there be for you?

5. How important is the price factor for you? Please choose the option with which you agree the most.
   - The price of water should be lowered in order to make good water services affordable for everyone.
   - The price of water should be raised to improve the quality.
   - The price of water should be kept at the current level but operational efficiency could be increased.
   - The share of water utility revenue that is transferred to be used elsewhere (for other municipal expenditure) should be kept at a lower level to ensure there are sufficient funds for the operation of the actual water services.
6. How do you see we could improve water services in Finland? Please choose two of the following options.

- by improving the quality of domestic water
- by securing the quality of domestic water through applying new criteria (e.g. pharmaceutical residue, organic contaminants)
- by improving wastewater treatment
- by ensuring wastewater safety for environment and public health through applying new criteria (e.g. pharmaceutical residue, microplastics, organic contaminants)
- by cutting down the number of leakages in the water distribution systems
- by cutting down the number of leakages in the sewage systems

7. How should water services infrastructure and property be managed? Please choose two of the following options.

- good data management (network length, material, age and quality)
- detailed renovation planning
- regular renovation, e.g. of networks that are 50 years old
- so-called "fire department model" where a problem is fixed when it arises, avoiding unnecessary renovations
- using modelling to track any leakages and then planning renovations accordingly
- renovation plans to be made alongside other municipal technical operations

8. Whose responsibility is it to secure functioning water services? Please choose two.

- municipality owns the utility and operates it
- municipality as owner is responsible for functioning services but commissions private companies to the operational tasks
- municipality could outsource all of the operations and maintenance
- ownership could also be shifted to private companies
- flexible cooperation between public and private sector
- other, please specify: ___________________________

9. What are the most important factors in terms of operational security in water services at the moment? Please choose three of the following.

- leakages in domestic water networks
- leakages in sewage systems
- continuity of power production
- water adequacy
- water quality fluctuation
- operational security of wastewater processes
- harmful substances in domestic water
- harmful substances in wastewater
- availability of maintenance funds, other transfers of funds to owners
- funding for network maintenance
- adequacy of investments
- skilful and adequate personnel
- education
- other, please specify: ___________________________
10. Development plan of water services was changed to optional for water utilities. Many utilities have, however, prepared the plan.

- Do you think it should be compulsory?
- If you represent a water utility, do you have an updated development plan?

Background information

11. Age

- < 30 years of age
- 30 - 39
- 40 – 49
- 50 – 60
- > 60 years of age

12. Gender

- male
- female

13. Organisation

- private company
- municipal water utility
- other water utility
- other municipal organisation
- state organisation
- university
- other, please specify ____________________________

14. Position

- executive
- middle management
- expert
- clerical staff
- employee

15. Place of residence

- Capital area
- Other major Finnish city (> 50 000 inhabitants)
- Southern Finland
- Western Finland
- Eastern Finland
- Northern Finland