

# **Analysis of the public consultation on the quality of drinking water**

Final report

ENV.F.1/FRA/2010/0044

Sofia, Rotterdam, March 2015





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Authors: Ecorys SEE

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# Summary

The current report presents the **results of the public consultation on the quality of drinking water** in the European Union launched by the European Commission services in the period 23.06.2014 - 23.09.2014.

The **objective** of the survey was to get a better understanding of citizens' views on the need and possible actions to be undertaken to improve the supply with wholesome and clean drinking water. The results of the survey are intended to be used for supporting the revision of the Drinking Water Directive.

In addition to the survey, all stakeholders (national authorities, international organisations, non-governmental organisations and other interested parties including individual citizens) were invited to submit their position on the issues addressed in the questionnaire through an e-mail. These have been also taken into account and incorporated in the current report.

In total 5908 answers have been received as well as 136 positions submitted through an e-mail.

To process the result of the survey typical **methods and instruments** for survey data analysis have been used.

The data tables were processed first using Visual basic for applications and then R software (open source). The R '*survey*' package has been used, which allows attributing weights to the observations in the survey in order to ensure representativeness of the answers at EU level. Additionally, data processing ('*reshape*') and visualization ('*ggplot2*', '*grid*', '*extrafont*', '*colorspace*', '*RColorBrewer*' and '*gridExtra*') R packages have been applied, as well as the '*R2wd*' and '*xlsx*' packages for import and export from and to Microsoft Word and Excel, respectively.

The outcomes of the analysis were illustrated through graphical methods and in tabular format.

The information was analysed both using quantitative and qualitative methods with the aim to make inferences about relationships between the results of the Public Consultation and relevant statistical information or outputs of surveys, analyses and policy papers as Flash Eurobarometer, Synthesis Report on the Quality of Drinking Water in the EU examining the member states' reports for the period 2008-2010 under Directive 98/83/EC.

Respondents from all EU countries participated in the survey, although from some of the countries (Estonia and Malta) there were only few responses. Germany, Austria, Portugal, Cyprus and Ireland are over-represented in the survey, as compared to their share in total European Union population. Meanwhile Poland, UK, Denmark, Sweden and Estonia are most prominently under-represented. To ensure representation of the results at European Union level weights to the answers per country were applied on the basis of the overall population in the countries and the responses received per country.

A sensitivity analysis of the results to the applied weights was carried out. The analysis has showed that if the questions related to the perception of the respondents about the drinking water quality in the European Union overall are removed, than the average difference between the weighted and non-weighted answers is 10%, which is acceptable as it generally does not change the overall perception about the reaction of the respondents (negative or positive). The questions, related to the situation in the EU overall are not deemed very important for the analysis and recommendations, based on the Public Consultation, as they do not assume reliable knowledge of

the respondents on the issues addressed beyond their own areas/ countries, but rather their perceptions and beliefs. Generally, although the appropriateness of the applied transformations cannot be statistically verified (as our calculations are not based on any underlying statistical distributions), the modifications have led to representativeness of the answers by EU member states. Still, the extremely low number of responses in several countries – in Estonia, Malta, Denmark, Luxembourg, Latvia and Croatia – call for cautious treatment of the opinions, attributed to these countries.

The biased answers (identical responses by several respondents) amount to only 3.9% of the sample size and therefore have no significant influence on the survey results.

Sixty two percent of the total number of answers are provided by respondents from urbanized areas and the rest come from rural areas. Seventy two percent of the respondents are supplied by large water supply zones (serving more than 5000 persons) and the rest - by small water supply zones (serving less than 5000 persons).

Considered by types of respondents, around 88% of all responses to the public consultation are provided by European Union citizens. The remaining 12% is based on the opinion of various experts or other stakeholders. The sectorial distribution of the answers shows that over 2/3 of the respondents, who have specified their sector, express the opinion of drinking water utilities. Additionally, most of the people, who have specified other sector, actually come from water supply and sewerage providers.

Overall the **results from the survey** do not show big differences in the opinion of the respondents coming from large and urbanised areas compared to those coming from small water supply zones or rural area. The differences of the opinions expressed by the stakeholder representatives and citizens are also insignificant.

With regard to *drinking water quality* the survey shows that more than half of the respondents drink water directly from the tap and a significant percentage (84%) cook directly with water from the tap. However, there are specific local problems that need attention (as the artificially fluorinated water in Ireland and local water pollution problems). Based on the opinions received, it seems that the current Drinking Water Directive is not a sufficient guarantee that these issues will be resolved. Overall the respondents expect that the EU legislation should provide a basis for a minimum level of common standards in drinking water quality throughout Europe. The agriculture and industrial sources have been recognised as the most prominent threats. It is evident that the awareness about new pollutants among European Union citizens is increasing.

As a whole, with regard to the water quality, there is no difference in the answers of the respondents from large (urbanised) and small (rural) water supply zones. This contradicts with some concerns expressed by few stakeholders as well as some citizens in the open questions to the survey with regard to the quality of the water supply in the rural areas as well as the notes made in the *Synthesis Report on the Quality of Drinking Water in the EU examining the member states' reports for the period 2008-2010 under Directive 98/83/EC" (2014)*.

The difference between the perception of the water quality and services at home and abroad is noticeable. While about 70% of the respondents consider the water quality good and acceptable at the places they live, less than 20% believe this is the same in the other parts of Europe. This perception in some cases is based on experience but in others is purely speculative and is based on the expectation that because of the differences between the countries the quality of drinking water might also be different. These results also show that overall the European citizens are not well informed about the quality of drinking water in Europe.

As it concerns *information* on the water quality and water service there is a general dissatisfaction with the information received and the provisions of the Drinking Water Directive with this regard. The satisfaction of the respondents ranges from 0% (EL, MT, SE) to as high as 36% (AT). The European consumers would like to receive clear and simple information related to the quality of drinking water. At the same time majority of the respondents consider that access to detailed information has to be granted to anyone who would like to receive such information. Except of information related to the drinking water quality the consumers would like to receive information related to other issues as the water losses in the network, the cost of the supply and profit margins, the investments made, and information related to monitoring measures undertaken. The respondents consider that there is a need for information both at local and EU level with different level of detail – more detailed and consumer oriented at local level and more general at EU level.

With regard to *monitoring* the main message from the survey is that the monitoring should be made more transparent and designed according to the quality of water that is monitored (adjusted according to the local context). The respondents to the survey consider that the monitoring should be used as a preventive measure and based on risk based approach in order to be cost efficient.

The respondents from all member states are in favour of *revision of the list of parameters* set in the Drinking Water Directive in line with the latest scientific developments and evidence even if this would lead to an increase in the price of the drinking water. Many new parameters have been suggested by the respondents to be included in the list. However, majority of them agree that the substances used in the consumer products, pharmaceuticals and endocrine disrupting substances are the most important to be considered. It has been pointed out that the joint effect (“cocktail” effect) of the substances in the drinking water on human health has to be studied both in terms of their presence or absence (over purification).

With regard to *derogations* the prevailing opinion of the member states is that a new derogation regime should be introduced to a limited extent and under strict conditions.

A specific issue highlighted in the survey, to be tackled at EU level by the Drinking Water Directive or in a separate document, is the establishment of a harmonized approach across member states in respect of *substances and materials that can be used in contact with drinking water* without causing any detrimental effects on the safety and quality of drinking water (Art. 10 of the DWD).

There are member states that are more in favour of further EU regulation (BG, CY, EL, ES, IE, MT, PL, RO) and others that consider that the current EU regulations are sufficient and further regulations should be made by member states themselves if needed (AT, CZ, DE, EE, LT).

The survey also brought forward other issues that are outside the current scope of the Drinking Water Directive as:

- Water supply affordability;
- Preventive measure to minimize pollution threats;
- Application of polluter pay principle;
- Improvement of the water supply networks and minimization of water losses;
- Encouragement of water savings;
- Improvement of health surveillance;
- Better education.



## Abbreviations

APE	Aqua Publica Europea (The European Association of Public Water Operators)
CAP	Common Agricultural Policy
CEEP	European Centre of Employers and Enterprises providing Public Services
DWD	Drinking Water Directive
EC	European Commission
EFAD	European Federation of the Associations of Dieticians
EFBW	European Federation of Bottled Waters
EFFAT	European Federation of Food, Agriculture and Tourism Trade Unions
EFPSU	European Federation of Public Service Unions
EPHA	European Public Health Alliance
EU	European Union
SEPA	Scottish Environment Protection Agency
SDGE	Societe de distribution gaz et eaux
WS	Water supply

## Abbreviations of countries' names

AT	Austria
BE	Belgium
BG	Bulgaria
CY	Cyprus
CZ	Czech Republic
DE	Germany
DK	Denmark
EE	Estonia
EL	Greece
ES	Spain
FI	Finland
FR	France
HR	Croatia
HU	Hungary
IE	Ireland
IT	Italy
LT	Lithuania
LU	Luxembourg
LV	Latvia
MT	Malta
NL	Netherlands
PL	Poland
PT	Portugal
RO	Romania
SE	Sweden
SI	Slovenia
SK	Slovakia
UK	United Kingdom
NO	Norway







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# 1 Introduction

The current report presents the results of the public consultation on the quality of drinking water in the European Union (EU) launched by the European Commission (EC) services.

The objective of the survey was to get better understanding of citizens' views on the need and possible actions to be undertaken to improve the supply with wholesome and clean drinking water. The survey is particularly related to the provisions of the Drinking Water Directive (DWD) 98/83/EC. The consultation was also launched as a response to the announcement made by the EC in its Communication on the European Citizens' Initiative "Right2 Water" COM (2014) 177.

The survey was opened from 23.06.2014 until 23.09.2014 at <http://ec.europa.eu/eusurvey/> (see the questionnaire in Annex 3) and was available in all EU languages. In total 5908 answers were received.

In addition to the survey all stakeholders (national authorities, international organisations, non-governmental organisations and other interested parties including individual citizens) were invited to submit their position on the issues addressed in the questionnaire through an e-mail. As a result of this invitation 56 positions from institutions were received, including:

*12 position papers from various authorities:*

- French National Parliament;
- 6 National (central) authorities from:
  - Belgium- Belgian delegation to the ART12 Committee of the Drinking Water Directive;
  - The Czech Republic;
  - France - Permanent representation of France to the European Union and the National Assembly;
  - The Netherlands;
  - United Kingdom - Scottish Environment Protection Agency (SEPA), UK Drinking Water Quality regulators: The Drinking Water Inspectorate for England and Wales; The Drinking Water Quality Regulator (Scotland); The Drinking Water Inspectorate (Northern Ireland); and
  - Norway - Norwegian Food Safety Authority, Head Office, Section for Food Safety.
- 5 other authorities:
  - the Thuringia water authority (DE),
  - Baden-Württemberg municipalities (DE);
  - Communes from Bayern (DE),
  - Bavarian Association of municipalities and cities (DE); and
  - The City of Vienna–Vienna Water (AT);

*44 responses from various institutions: associations, trade unions and companies:*

- 14 European associations:
  - ANEC;
  - AquaFed;
  - Aqua Publica Europea (APE);
  - CEEP;
  - CEIR;
  - European Federation of Bottled Waters (EFBW);
  - European Federation of the Associations of Dieticians (EFAD);
  - European Federation of Food, Agriculture and Tourism Trade Unions (EFFAT);

- European Public Health Alliance (EPHA),
- European Federation of Public Service Unions (EPSU),
- Eureau,
- Europump,
- Eurogeosurveys,
- EuChems;
- 17 national associations from:
  - Germany – BDEW (German Association of Energy and Water Industries), AGV NW (Water Trade Associations in North Rhine-Westphalia) VDMA – (German Engineering Association);
  - France – UIE (National Union of Water and Environment Industries and Enterprises), ASTEE (French Scientific and Technical Association for Water and Environment), SDGE (Water and Gas Distribution Company), AGPB (General Association of Wheat and other Cereals Growers);
  - Italy – ANIMA (Federation of National Associations of Mechanical Industries);
  - Portugal – APDA (Portuguese Association of Water Distributors, DECO (Portuguese Consumer Organisation);
  - United Kingdom - United Utilities, Water Health Partnership for Wales (WHP), Scottish water, CC Water, Unite the Union, Citizens Advice Scotland (CAS), Dwr Cymru Welsh Water.
- 4 national trade unions: ES (UGT), DE (Vereinte Dienstleistungsgewerkschaft); UK (National Farmers Union of England and Wales, Agricultural Industries Confederation);
- 4 groups of citizens: SK, IE, DE, GR;
- 2 international water companies: Veolia, SUEZ Environment;
- 2 other companies: DE (Brita), UK (Huntsman Pigments);
- The James Hutton Institute (UK).

80 citizens also expressed their opinion and sent their positions through an e-mail. A summary of the positions sent by e-mail is presented in Annex 2.

The opinions expressed in the position papers have also been analysed and included in the current report.

It is intended the results of the survey to be used as an input to the study supporting the revision of the DWD. The current report forms part of this study.



## 2 Approach to the analysis of the survey and pre-processing of data

### 2.1 General approach

The information gathered through the survey was structured and analysed. The analyses made and presented in this report have been organised according to the following approach:

1. Before processing the data was reviewed for errors, irrelevant data, double answers, filled in questionnaires submitted through the e-mail. The biased answers (same responses by several respondents) were studied as well.
2. The answers to the open questions, which were not in English, were translated.
3. The data was pre-processed as described in point 2.3 below in order to ensure representativeness at EU level.
4. The analysis of the data is structured in two sections depending on the information intended to be gathered with the questions:
  - a. Questions related to the current state of the drinking water quality and implementation of the provisions of the DWD ( questions 1, 2 and 3); and
  - b. Questions related to the future policy in the area of drinking water and measures to be undertaken in order to improve the supply with wholesome and clean drinking water (questions 4, 5, 6, 7, 8, 9 and 10)
5. The information gathered through the open questions of the questionnaire and additionally supplied through the position papers, was added to the quantitative information gathered through the questionnaire.
6. Additional relevant information that is not related to the questions of the questionnaire is presented in a separate section (see point 5).
7. An in- depth analysis of the Public Consultation responses has been carried out to link the results of the questionnaire with other reports and information gathered in the area of drinking water.
8. On the basis of the survey the report presents conclusions with regard to possible options for revision of the DWD.

### 2.2 Methods and instruments used

Recurrence to the typically used methods and instruments for survey data analysis has been made.

The data tables were processed first using **Visual basic** for applications and then **R software** (open source). The R '*survey*' package has been used, which allows attributing weights to the observations in the survey in order to ensure representativeness of the answers at EU level. Additionally, data processing ('*reshape*') and visualization ('*ggplot2*', '*grid*', '*extrafont*', '*colorspace*', '*RColorBrewer*' and '*gridExtra*') R packages have been applied. Also '*R2wd*' and '*xlsx*' R packages for import and export from and to Microsoft Word and Excel, respectively.

As a first step in the analysis, a descriptive overview of the data set has been made, which was previously cleared from technical mistakes and irrelevant answers and then weighted by EU member states' population, to ensure representativeness at EU level. The outcomes of the analysis were illustrated through **graphical methods and in tabular format**.

The answers to the closed questions were supplemented by a summary of the main findings from the open questions and the position papers.

A **sensitivity analysis** has been applied in order to examine the sensitivity of the results to the input data: whether the results change significantly due to the applied weight (see point 2.4).

The information was then analysed both using **quantitative and qualitative** methods with the aim to make inferences about relationships between the results of the Public Consultation and relevant statistical information or outputs of surveys, analyses and policy papers as Flash Eurobarometer, Synthesis Report on the Quality of Drinking Water in the EU examining the member states' reports for the period 2008-2010 under Directive 98/83/EC.

## 2.3 Pre-processing of data

The excel database with 5908 records representing the respondents answers, that was created after the closure of the survey, was examined. 5 records were discovered to be fully blank and were deleted from the database. From the rest 5903 records in 27 the text in the open questions was found to be completely irrelevant to the survey therefore these records were also deleted. Thus the records in the database were reduced to 5876, of which 1 contains information only under the open questions.

The position papers submitted through the e-mail were also examined. 12 filled in questionnaires were attached to the position papers or themselves presented position papers. Of those 12, 3 were already recorded in the database (double submission). The rest were added to the database. Thus the total number of the records processed is 5885, of which 1 record contains information only under the open questions.

### **Biased answers:**

*From the 6885 records in the questionnaire:*

- 186 are from supporters of the Right2Water initiative from AT, BE, DE, GR, FR and RO with same text in the open questions;
- 51 individual answers were submitted from DE with one and the same text recommending harmonisation of the requirements for drinking water in contact with materials;
- 34 individual answers from DE were submitted with one and the same text stating that the DWD should not be revised as the water quality is good.

*From the submitted 80 position papers from citizens:*

- 41 consist of a standard letter circulated by the Right2Water supporters;
- 11 come from French farmers opposing strengthening of the DWD and referring to good agricultural practices.

For the **quantitative analysis**, the data was imported in R, where the following adjustments and transformations were carried out:

- Each of the remaining responses, containing relevant information to the closed questions was given a unique ID;
- The answers to the closed questions in the survey were coded;
- Strata were identified, based on:
  - Type of *respondent* – Individual/citizen/consumer or Stakeholder/expert;
  - Type of *institution* - Academic/scientist, European Institution, International body, Local/regional authorities (other), Local/regional authority (responsible for drinking water), National authorities (other), National authority (responsible for drinking water), Non-governmental organisation (NGO), Other, Other association, Sectoral representative: Water Utilities / Providers (drinking water and sanitation);
  - *Sector*;

- Country of origin;
- Type of area – rural or urbanized;
- Size of the *water supply zone* - large water supply zone (serving more than 5000 persons) or a small water supply zone (serving less than 5000 persons).

Due to a relatively small share of respondents, specifying their institution or sector, these strata were included in the descriptive analysis of the responses to the public consultation only if deemed interesting from an analytical point of view.

Country-related weights were calculated and attributed to each response in the survey. These weights are proportionate to the share of the population per member state in total EU population and they are inversely related to the number of responses to the public consultation received. The aim of the attribution of weights is to ensure that the average proportions analysed are representative at EU level.

## 2.4 Sensitivity analysis

In the way it is defined, the Public consultation is not stratified. As a result the distribution of the submitted responses is not representative by countries, areas, water supply zones, etc. In order to achieve representativeness by EU member states, we have weighted each answer of the survey by a weight that is proportional to the share of the population of each member state in total EU population and inversely related to the number of answers received per member state. As a result, we have arrived at the following weights.

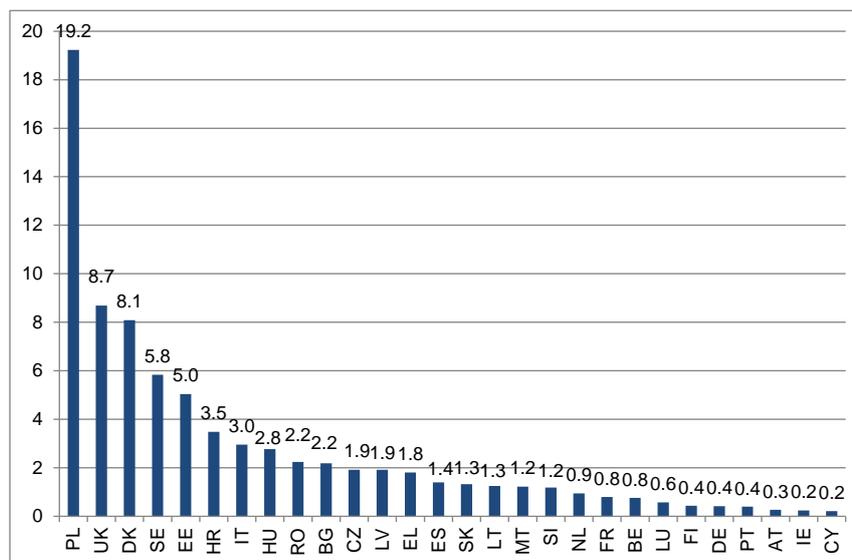


Figure 1: Applied country weights to ensure EU level representativeness

Throughout the remaining analysis, we have applied the above country weights to ensure representativeness of the results at EU level. Thus the countries with the biggest number of respondents as Germany and France have acquired proportional to their population representation as well as all other countries.

The magnitude of the difference between the weighted and non-weighted answers was studied (see Table 1 below). The average difference in absolute terms is around 4.5 percentage points, which amounts to an average variation of around 25% in percentage terms. It can be concluded therefore that the performed correction is significant in magnitude. If a few questions (shaded in grey) are removed, than the average difference between the weighted and non-weighted answers

shrinks to 10%, which is acceptable. as it generally does not change the overall perception about the reaction of the respondents (negative or positive).

Generally, although the appropriateness of the applied transformations cannot be statistically verified (as our calculations are not based on any underlying statistical distributions), the modifications have led to representativeness of the answers by EU member states. Still, the extremely low number of responses in several countries – in Estonia, Malta, Denmark, Luxembourg, Latvia and Croatia – call for cautious treatment of the opinions, attributed to these countries.

The answers with the biggest differences are mostly related to the perception of the different aspects of the quality of the drinking water in the EU overall. The reason behind the differences is twofold:

- These questions are characterized with higher dispersion of the answers by countries; and
- Typically, for these questions, the countries, which are most severely underrepresented, like Poland, UK, Estonia and Czech Republic and the overrepresented member states (Germany) have very different answers.

The questions, related to the situation in the EU overall are not deemed very important for the analysis and recommendations, based on the Public Consultation, as they do not assume reliable knowledge of the respondents on the issues addressed beyond their own areas/ countries, but rather their perceptions and beliefs.

**Table 1. Comparison of the balance between positive and negative answers per survey question, weighted or not by the country population**

Question	Balance (weighted)	Balance (non-weighted)	Difference	Percentage difference
Well informed about drinking water quality	28.8	35.2	-6.4	-18.1
Drinking directly from the tap	30.9	37.2	-6.3	-16.9
Drinking, after filtering it	-60.1	-60.1	0.0	0.0
Drinking, after boiling it	-63.8	-68.4	4.6	-6.7
Cooking directly from the tap	78.5	81.0	-2.5	-3.1
Cooking, after filtering it	-71.7	-68.8	-3.0	4.3
Washing directly from the tap	93.2	93.3	0.0	0.0
Good access to wholesome and clean water (where I live)	74.4	75.6	-1.3	-1.7
Good access to wholesome and clean water (EU overall)	4.6	-5.1	9.6	-189.9
Good connection to the supply network (where I live)	83.0	87.0	-4.0	-4.6
Good connection to the supply network (EU overall)	9.7	2.3	7.5	331.6
Drinking water price is affordable (where I live)	40.9	55.6	-14.7	-26.5
Drinking water price is affordable (EU overall)	1.5	1.4	0.1	6.4
Supply service is good value for the money (where I live)	40.3	50.3	-10.0	-19.8
Supply service is good value for the money (EU overall)	-0.1	-4.0	3.9	-97.9
Good quality of drinking water (where I live)	61.2	64.4	-3.2	-4.9
Good quality of drinking water (EU overall)	0.3	-10.3	10.6	-102.8
Good sensation of drinking water (where I live)	53.3	56.8	-3.5	-6.2
Good sensation of drinking water (EU overall)	-4.8	-14.1	9.3	-65.8
Pollution from natural sources	-1.3	-8.4	7.0	-84.2

Pollution from agriculture	81.9	78.1	3.8	4.9
Pollution from exploitation or exploration of hydrocarbons	63.0	68.2	-5.2	-7.7
Pollution from industrial sources	83.3	81.8	1.4	1.7
Pollution from human consumption and inadequate wastewater treatment	75.3	73.8	1.5	2.0
Pollution due to substances from direct contact with the drinking water	45.5	44.0	1.5	3.4
Threats due to climate change	44.2	40.6	3.6	8.9
No change in quality standards regime	-17.1	-13.8	-3.3	23.6
Restrict the list to a few most relevant key parameters	-42.3	-40.2	-2.1	5.2
Extend the list of key parameters, if this does not lead to significant price increases	46.9	40.0	6.9	17.2
Extend the list of key parameters, even if this leads to significant price increases	38.6	38.4	0.2	0.6
Monitor faecal matter, pathogenic germs, parasites, viruses	75.5	76.6	-1.2	-1.5
Monitor naturally produced toxic substance	53.1	49.8	3.3	6.7
Monitor substances, used in consumer products	86.2	89.9	-3.7	-4.1
Monitor pharmaceuticals	83.0	87.4	-4.3	-5.0
Monitor endocrine disruptors	85.5	82.5	2.9	3.6
Monitoring efforts are adequate	-16.4	-10.3	-6.0	58.3
Monitoring efforts need to be reduced	-71.9	-70.2	-1.7	2.4
Monitoring should be more frequent, if it does not lead to significant price increases	23.3	17.6	5.7	32.3
Monitoring should be more frequent, even if it leads to significant price increases	-11.1	-16.7	5.6	-33.7
Monitoring should be more transparent	82.3	81.6	0.6	0.8
Provide easily understandable information	54.8	56.5	-1.7	-3.0
Provide summary of water quality aspects	42.8	37.5	5.3	14.1
Provide information on basic quality aspects	33.7	32.0	1.8	5.5
Provide detailed information	21.4	20.1	1.3	6.3
Provide detailed information including indication if it meets legal requirements	44.4	44.6	-0.2	-0.4
Current information provisions are adequate	-44.4	-39.9	-4.5	11.3
Provide more up-to-date online information	70.4	66.2	4.2	6.4
Provide all up-to-date information published online	65.3	67.3	-1.9	-2.9
New information tools to be used	33.8	27.7	6.1	21.9
EU-wide information provisions	43.0	36.2	6.7	18.6
No additional actions with regard to actions in case of problems	-21.3	-17.9	-3.3	18.6
Current regime is too restrictive	-40.7	-46.9	6.2	-13.3
Closure of water supplies, if problems	39.7	35.7	4.0	11.2
Additional preventive action on top of remedial actions	80.4	81.1	-0.7	-0.8
Prompt notification of consumers	81.8	84.7	-2.9	-3.4
Adequate current derogations	-26.5	-21.9	-4.6	21.2
No derogations	-0.6	2.7	-3.2	-121.3
Extension of derogations	-35.3	-36.3	1.0	-2.9
New derogations	24.1	21.5	2.7	12.4
Coverage of the entire supply chain	58.4	51.6	6.9	13.3
HACCP approach to drinking water treatment	56.3	51.4	4.9	9.6

Extended responsibility and liability of water suppliers	48.7	35.7	12.9	36.1
Harmonized treatment of the materials in contact with drinking water	67.3	58.8	8.5	14.4
Explicit regulation of some aspects of water use and re-use	57.6	44.1	13.5	30.6
Introduction of additional incentives to save water	62.5	51.3	11.2	21.8

*The first two columns are calculated as a difference between the percentage of the positive answers to the questions ('agree' or 'always') and the percentage of the negative answers ('disagree' or 'not or rarely'), which are respectively weighted and not weighted by the country weights. The third column provides a measure of the absolute difference between the two answers and in the last, the percentage difference is calculated. For the exact meaning of the questions please consult the Questionnaire (Annex 3) and for the answers received - Annex 1.*

For the rest of the answers more sensitive (percentage difference is above 20%) to the applied weights are the results related to the following questions:

- Affordable (where I live);
- No change in quality standards regime;
- Monitoring should be more frequent, if it does not lead to significant price increases;
- Monitoring should be more frequent, even if it leads to significant price increases;
- Extended responsibility and liability of water suppliers;
- Explicit regulation of some aspects of water use and re-use;
- Introduction of additional incentives to save water.

The total number of the biased answers is 271 which is 3.9 % of the total responses processed. Therefore these answers have no discernible effect on the results of the survey.

### 3 Descriptive analysis of the categories of respondents

The distribution of the answers of the 5848 respondents, who have specified their **country** of origin, is very uneven. As it can be inferred from the chart below, Germany, Austria, Portugal, France and Ireland are over-represented in the survey, as compared to their share in total EU population. Meanwhile Italy, Poland, UK, Spain and Romania are most prominently under-represented.

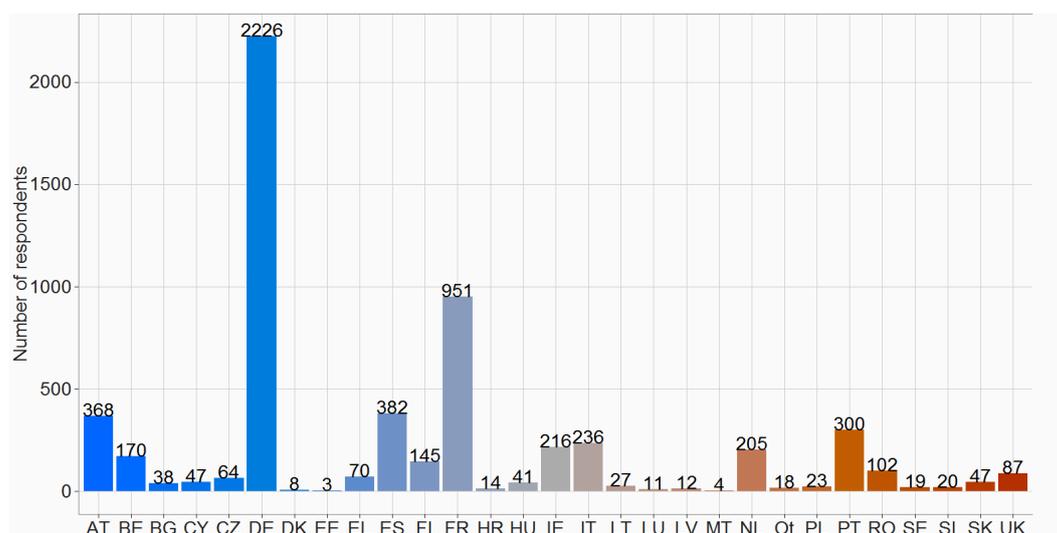


Figure 2: Distribution of the public consultation responses by country of origin

For some of the countries also there are only few answers per country as for example Estonia (3 answers), Malta (4), Denmark (8), Luxemburg (11) Latvia (12) and Croatia (14). Therefore the opinion of these countries should be treated with cautious.

Based on this initial analysis of the distribution of the answers by member states, we have applied weights, which purpose is to ensure representativeness of the provided answers at EU level. These weights are proportionate to the population of the respective member states and inversely related to the number of responses submitted from the respective countries. Therefore, if these weights are applied than the distribution of the answers by countries will be exactly the same as the share of each of the member states' population in the total EU population.

As it might be expected the distribution between **types of areas** and **water supply zones** is also highly uneven, where some 62% of the total number of answers are provided by respondents from urbanized areas and 72% - from large water supply zones. Such a profile could be expected, as the survey was online and people from urbanized areas, which are also predominantly related to large water supply zones have generally better internet access.

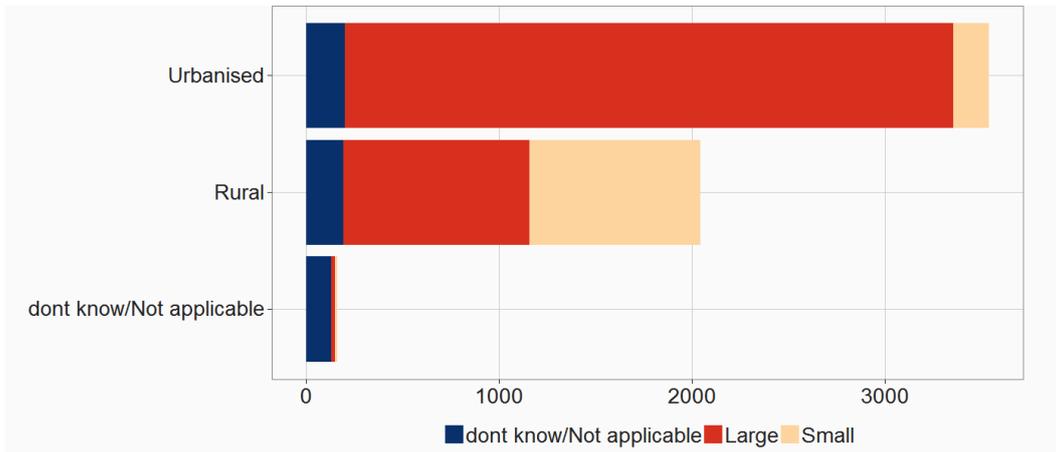


Figure 3: Distribution of the public consultation responses by types of areas and water supply zones

Considered by types of respondents, around 88% of all responses to the public consultation are provided by EU citizen. The remaining 12% is based on the opinion of various experts or other stakeholders. The sectoral distribution of the answers shows that over 2/3 of the respondents, who have specified their sector, express the opinion of drinking water utilities. Additionally, most of the people, who have specified other sector, actually come from water supply and sewerage providers.

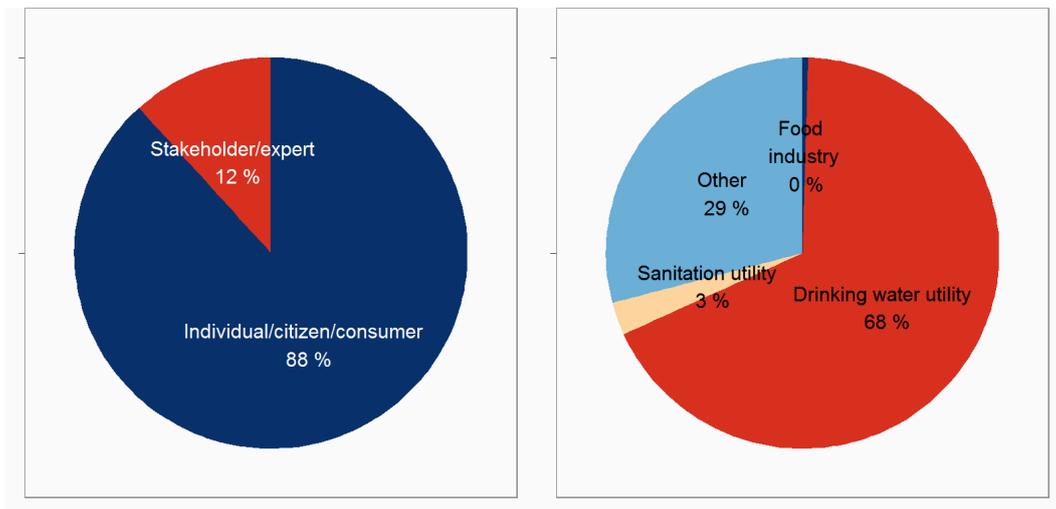


Figure 4: Distribution of the public consultation responses by types of respondents and sectors

# 4 Descriptive analysis by questions

A summary of the main descriptive characteristics of the sample of responses to the Public Consultation is provided below. Tables with detailed information by questions, countries, types of respondents, types of areas, size of the water supply zone and institutions are provided in Annex 1 to this report. Annex 2 provides a summary of the positions expressed in the position papers sent by email.

## 4.1 Responses to the questions related to the personal perception about drinking water quality and drinking water supply service

### Question 1. Drinking water quality

At EU level, around 58.5% of the respondents consider themselves well-informed about the quality of their drinking water. However, the range of satisfaction with the level of information about the drinking water quality by countries varies significantly from 18% Luxembourg to as high as 85% for Austria. Around 23.4% of the respondents claim that they are not well informed about the quality of the drinking water.

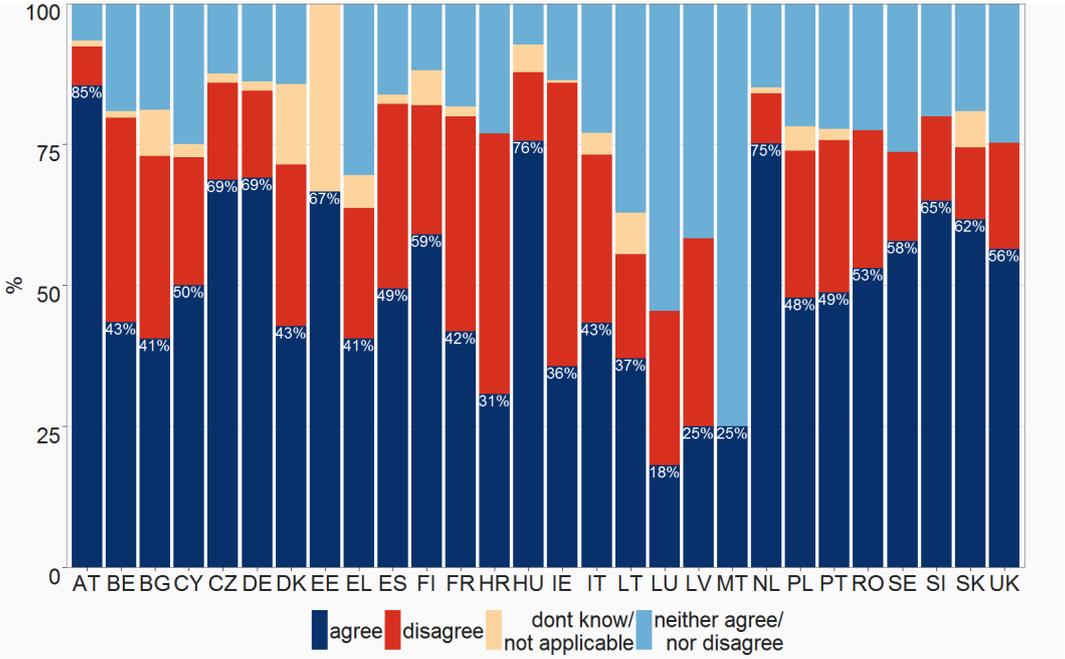


Figure 5: Distribution of responses by countries to the question: "I am well informed about the quality of my drinking water"

As it might be expected, by types of respondents, stakeholders and expert feel much more informed about the quality of the drinking water (around 75% agree), whereas individuals have a divided opinion about it (about 50% agree). Respondents from urbanised areas and large water supply zones have a slightly less pronounced feeling of awareness about the quality of their drinking water as compared to the rural and small water supply (WS) zone areas (respectively 51% and 54% agree). Similar to the previous question, stakeholders and experts and respondents from rural areas are more positive, although the differences are not large.

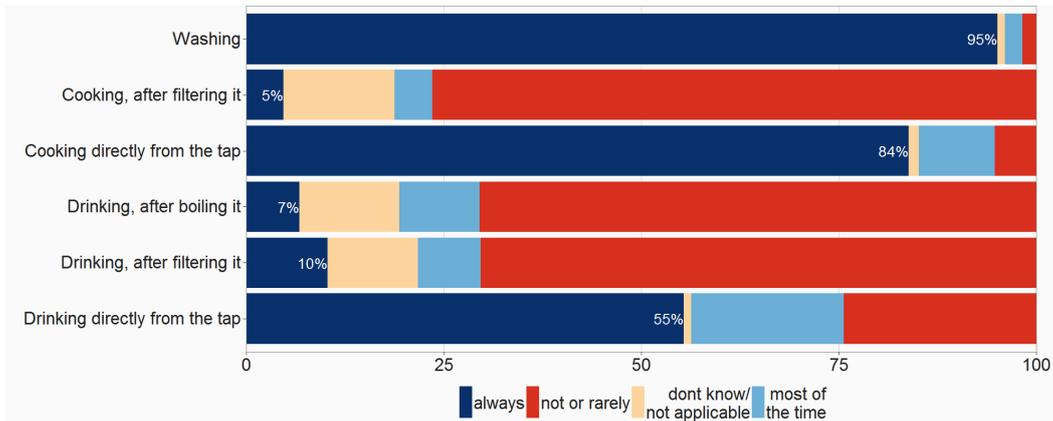


Figure 6: Distribution of responses to the question on the use of drinking water at home

Concerning the use of drinking water at home, a vast majority of the EU citizen use it for washing and personal hygiene and for cooking directly from the tap. Some 59% of the respondents also use it for drinking, directly from the tap. The percentage of respondents who have stated that they always drink water directly from the tap is highest in Estonia (100%), Netherlands, Sweden and Austria and Finland. On the contrary, it is lowest in Malta, Cyprus, Ireland and Latvia and Bulgaria.

The figure below presents a breakdown by countries of the balance for the questions on the use of drinking water for drinking directly from the tap and cooking directly from the tap. The balance is calculated in percentage points as a difference between the percentage of the responses with 'always' and the percentage of responses with 'not or rarely'. The answers 'don't know/ not applicable' and 'most of the time' have been ignored.

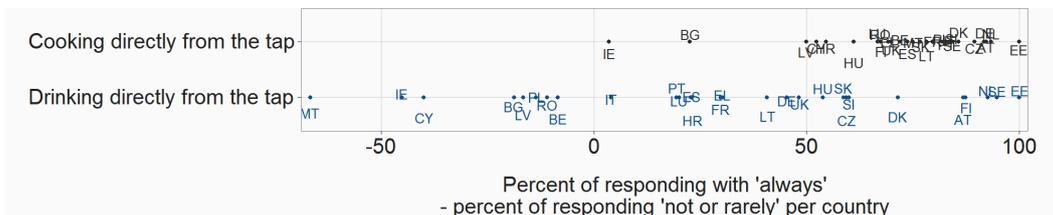


Figure 7: Distribution of responses to the question on the use of drinking water at home by country

## Question 2. Access to drinking water

### Question 2.1 Accessibility

Enquired about the accessibility of drinking water in EU, most of its citizens believe that there is good access to wholesome and clean water in the places, where they live. Fewer of them (a little over 20%) believe that the access to drinking water is good EU wide. By types of areas and WS zones, people in the urbanized areas and larger water supply zones tend to agree to a higher extent that they have good access to wholesome and clean water although the difference is small (see the data in Annex 1).

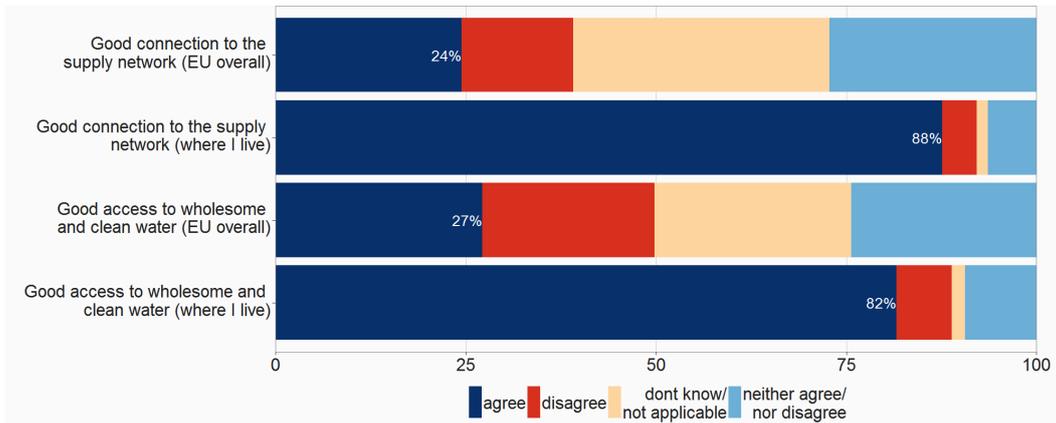


Figure 8: Distribution of responses to the questions on the accessibility of drinking water

Respondents are most positive about the accessibility to quality drinking water where they live in Estonia, Netherlands, Austria, Hungary and Sweden and less positive in Ireland and Bulgaria. Although they are generally satisfied with their own access to quality drinking water, very few respondents from Sweden, Netherlands, Croatia, France consider the access to wholesome and clean drinking water to be good in the EU overall. Similarly to Figure 7, here also aggregated answers have been calculated per country.

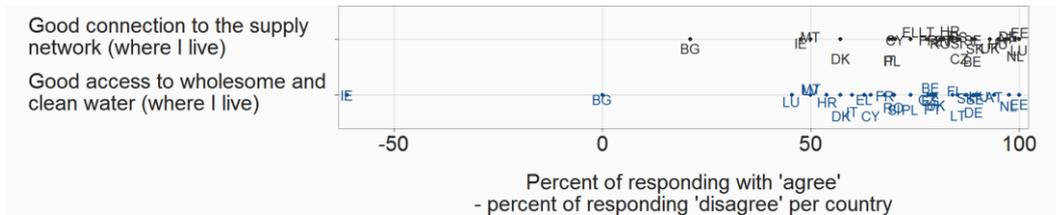


Figure 9: Distribution of responses to the questions on the accessibility of drinking water by country

1407 respondents provided explanation why they disagree with some of the statements of the question. With regard to the access to wholesome and clean drinking water the respondents pointed out the following contamination in drinking water they have witnessed at home or abroad:

- Nitrates;
- Pesticides;
- Fluoride (Ireland);
- Chlorinated water;
- Contamination with lead and asbestos from the water pipes;
- “Hard” water;
- “Brown” water;
- Hormones, drug residues, micro-plastic particles, metals.

The following problems have been noted with regard to the supply network:

- Water losses;
- Water shortages;
- Disruption in water supply;
- Low pressure;
- No water supply.

The following concerns have been expressed with regard to the access to wholesome and clean water throughout EU member states:

- Different rules, requirements and practices in the countries, which lead to different water quality and water supply standards;
- Poorer countries can afford less to maintain good water quality and water service;
- Privatization leads to reduction of the quality of water as the focus is on the profit;
- In the rural areas there is no infrastructure and control;
- Aging pipes lead to low pressure, water losses and contamination;

- Intensive agriculture leads to water contamination with nitrates and pesticides.

### Question 2.2 Affordability

Similar to the issue on accessibility, respondents to the public consultation predominantly believe that the price of water where they live is affordable and that they are provided with good value for the money drinking water services. Again, the respondents are generally not aware if this is the case in the EU overall. The share of respondents who agree that the drinking water is supplied at affordable price is less significant than the proportion of answers confirming accessibility. People from rural areas and small water supply zones find the price of drinking water more affordable, as the price of the water services in the smaller water supply zones is usually lower.

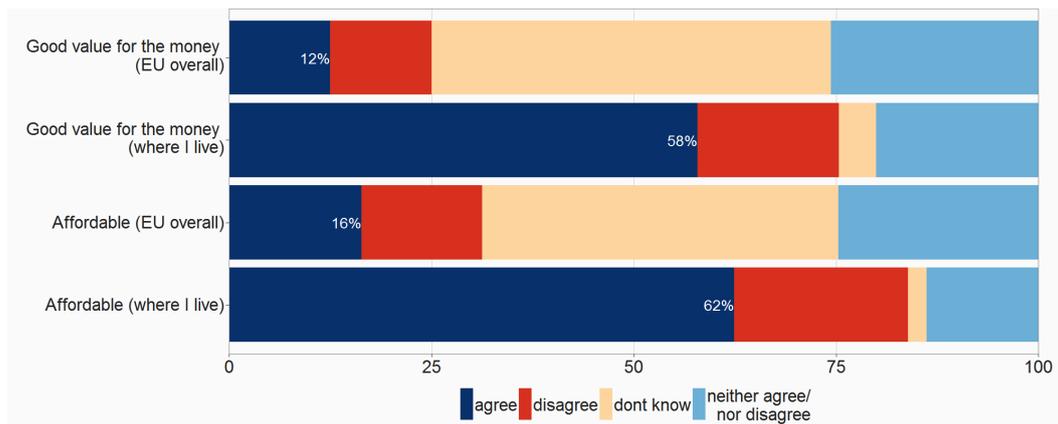


Figure 10: Distribution of responses to the questions on the affordability of drinking water

Drinking water is deemed to be most affordable in Estonia, Austria, Netherlands, Slovenia, Germany and Luxembourg and comparably more expensive in Ireland, Bulgaria and Poland.

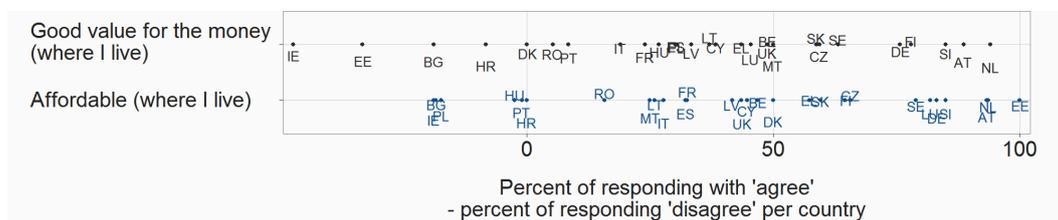


Figure 11: Distribution of responses to the questions on the affordability of drinking water by country

The situation with respect to the assessment to the extent to which it is good value for the money is different. The respondents in Netherlands, Austria and Slovenia only consider that they receive good value for their money, while the Irish, Estonians, Bulgarian and Croatians are the least satisfied with respect to this criterion.

1252 respondents provided information why they are not satisfied with the affordability of the drinking water. The general observation is that with the time the prices rose while the service, maintenance of networks and customer care deteriorated.

The reasons for disagreement include:

- Price is too high compared to the quality;
- The price-performance ratio is not transparent to the customer. Data is not made publicly available:
  - There is no information on the quality of water;
  - Some of the measures for improved services are hidden attempts to sell services that are not needed;
  - It is not clear what is paid for – why to pay for the water losses?
  - Taxes comprise the main part of the bill, not the consumption.

- Water is too expensive where the water supply service has been privatized:
  - Privatization leads to higher prices and the quality is not better compared to the public service;
  - In one case in Portugal, the price of the drinking water after privatization has increased by 400%;
  - Water companies make huge profits – means the price is too high.
- In some areas, people have to pay a very high price for the water - because they live in remote areas or because the water is polluted and needs to be treated.
- Polluter pay principle is not applied – for example agriculture pollutes the water and then all consumers pay for its treatment;
- Some people cannot afford the price and therefore are deprived from supply of water or they look for alternative sources. Some countries have no "social tariffs" for water.
- The water regulators do not work properly.

The respondents made the following recommendations in order to enhance affordability of drinking water supply services:

- Provide a general EU subsidy for a minimum amount of water for every EU citizen – for example 60l/person/day;
- Drinking water should be managed directly by the local community;
- The water services should be run on non-profit basis;
- The price of the water should be based on cost-recovery ratio in order to ensure sustainable and good quality service.

### Question 2.3 Acceptability

Almost ¼ of the Europeans accept the quality of the drinking water in the places where they live and, again, are less aware to what extent the drinking water in the rest of the EU is acceptable.

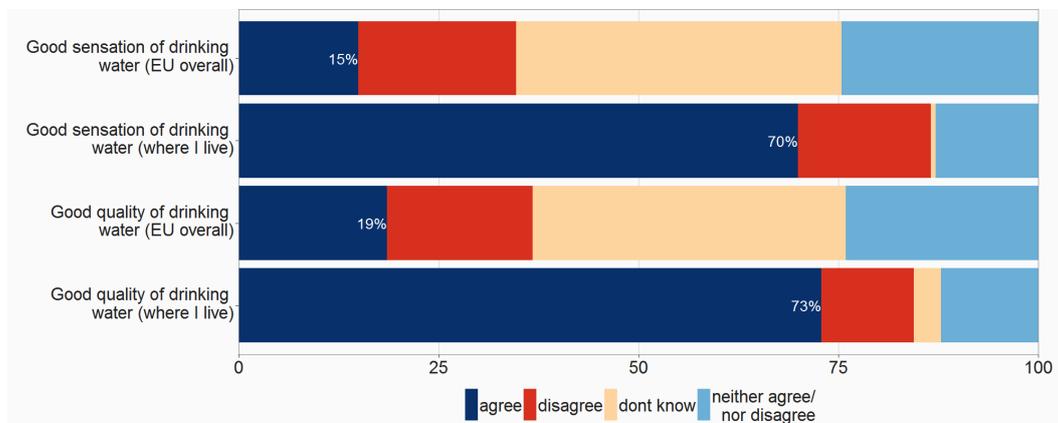


Figure 12: Distribution of responses to the questions on the acceptability of drinking water

Based on the answers to the previous questions, it is logical that the respondents from Estonia, Netherlands and Austria, show the highest acceptance rates, while the answers from respondents in Ireland, Luxembourg and Bulgaria indicate much lower rate of acceptance.

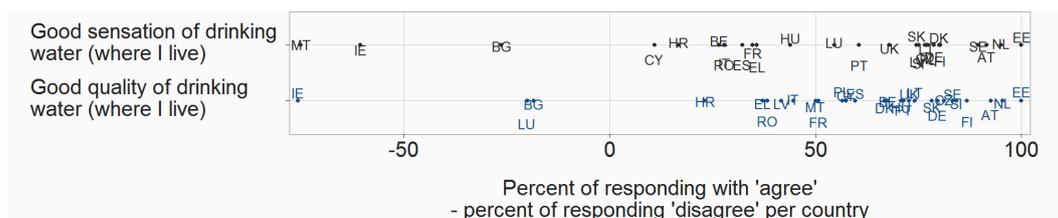


Figure 13: Distribution of responses to the questions on the acceptability of drinking water by country

With respect to the differences, based on the type of area and water supply zone, the variation of the rate of acceptance between rural and urban regions is not significant, while people from large WS zones perceive their drinking water as more acceptable.

A total of 1874 respondents provided information why they do not find their water acceptable. The answers repeat the reasons provided for lack of access to clean and wholesome drinking water (question 2.1). Among the reasons for disagreement the following have been stated:

- High aluminium rates, high rate of chlorine and calcium, other chemicals, unpleasant taste;
- Fluoride in the water of Ireland;
- Extremely much lime in the water – water is “hard”;
- High nitrate levels, pesticides and other chemical residues;
- “Cloudy” water;
- “Brown” water.

Among the main causes for the unacceptable quality of the drinking water the following are stated:

- There is no EU-wide uniform regulations for the material in contact with drinking water;
- EU law is not implemented in all countries.

The Czech authorities consider that *“the price of drinking water (for consumers) is affordable and drinking water services are good value for money in the Czech Republic”*. The Netherlands authorities consider that the access to drinking water is a human right, but should not be free of charge. NL believes that it is unnecessary to standardize the access and/or affordability to drinking water in the DWD - which is directed toward quality aspects - or develop any other new EU regulation.

The overall opinion of the other stakeholders, both institutions and citizens is that the water issues should be considered exclusively under the human right approach - the water should be regarded as a public good, not a commodity and all taxes for the water service should work on the principle of cost-recovery (EPHA (INT), UGT (ES) ), Unite the Union (UK), EPSU (INT), United Services Union (DE), Irish Coalition against Water Charges, Stakeholders (SK), CA (UK), EFFAT (INT)).

Other issues that have been commented related to access to drinking water include:

- Improving access to public water supplies prior to improving the quality of water above current standards - WHP (UK)
- The technical status of the water supply network - UIE (FR) and Veolia;
- Fluoride in the Irish drinking water;
- Contamination of drinking water with specific substances;
- Lack of drinking water supply and services.

### **Question 3. Threats to drinking water**

According to the answers to the question on the threats to the drinking water in EU, the pollution from agriculture and industrial sources, human consumption and inadequate wastewater treatment and exploitation or exploration of hydrocarbons are considered to present the most significant threats to the wholesome and clean drinking water.

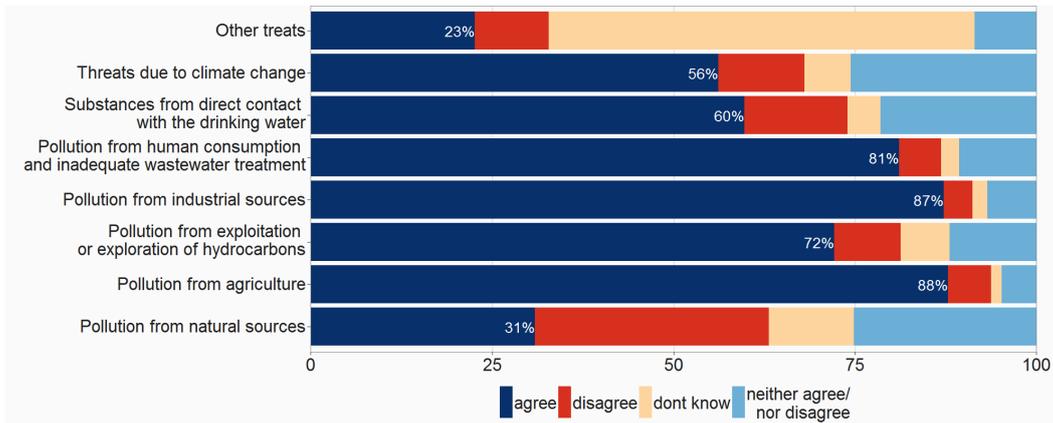


Figure 14: Distribution of responses to the question on the threats to drinking water

By countries, the respondents are generally also united that pollution from agriculture, industrial sources and human consumption and inadequate wastewater treatment present serious threats to drinking water. The biggest variation across countries is observed with respect to pollution from natural sources, where it is not considered to be a serious threat in Denmark, Czech Republic, Austria, Sweden, and Luxembourg.

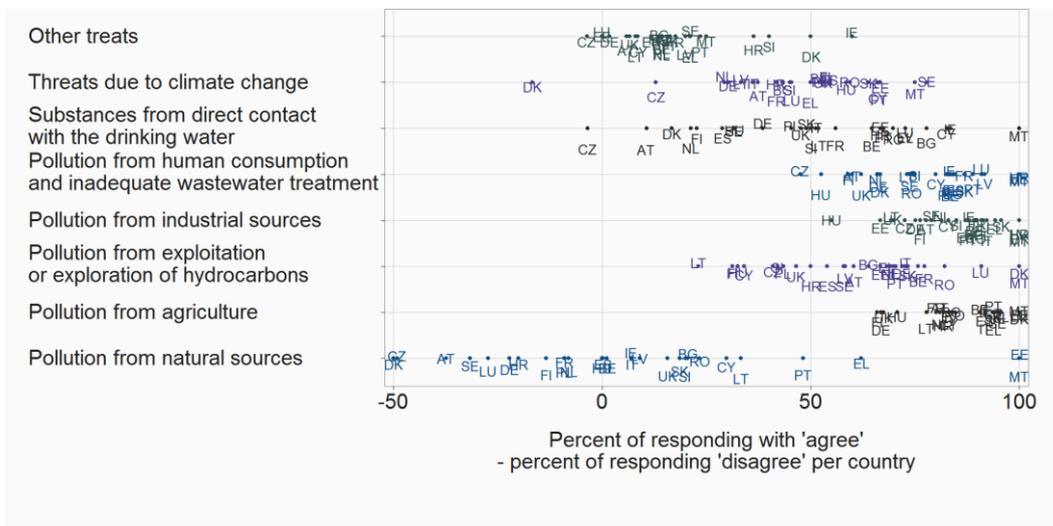


Figure 15: Distribution of responses to the question on the threats to drinking water by country

Generally, stakeholders and experts perceive higher threats to drinking water than individuals. The distinction between urbanized and larger water supply zones, on the one hand, and the rural and smaller WS zone respondents, on the other hand, is largely insignificant. The first express higher concerns only with respect to pollution, stemming from agriculture, climate change and substances that are in direct contact with drinking water.

A total of 1272 respondents specified other threats to the drinking water to those listed in the questionnaire. These include:

- Chemical additives or particular substances: chlorine, fluorine, fluoride, arsenic, radioisotopes, polycyclic aromatic hydrocarbons, hydrofluorosilicic acid, flocculants, natrium ferrocyanid, aluminium, strontium, barium, aspartame and other non-degradable sweeteners, discharges of asbestos;
- Nuclear: nuclear waste, accidents, cooling water of power plants, uranium;
- Terrorist actions, war, munitions remnants of war, sabotage;

- Environmental disasters, factory accidents, inadequately secured landfill, spills, tanker accidents on the rivers, plane crashes, acid rain due to air pollution, industrial discharge into waters;
- CCS (CO2 capture and storage);
- Use of cyanide in mining, hazards caused by the potash mining;
- Salt and chemicals used for roads treatment in winter;
- Household products: pharmaceuticals (birth control pills, hormones, antibiotics, painkillers, X-ray contrast media), cooking oil, shampoos, bathing sun creams, car washes, solvents;
- Nano- and micro-particles (of plastic). Their effects are far from sufficiently explored in the environment and in the water.
- Microbiological contamination (protozoa, bacteria, viruses, parasites, etc.) , germs, viruses;
- Insufficient or inadequate treatment by a lack of know-how. Insufficient school education in many countries of the EU.
- Electromagnetic fields;
- Biogas plants that generate a lot of residual liquid which is spread on the fields;
- The pollution from incinerators which eventually deposited on the surface, affecting the places where the water is collected; Cemeteries;
- Rise of saline deep water at overexploitation of groundwater resources.

Threats, repeating those listed in the questionnaire, have been also mentioned including:

- Agricultural and husbandry: use of pesticides, herbicides (Roundup mentioned several times), nitrates, waste from intensive animal husbandry, new pesticides;
- Aging pipe network, improper connections, lack of maintenance;
- Inadequate sewage treatment, insufficient number of purification stages in wastewater treatment;
- Fracking.

Agriculture has been noted to be the main threat according to the positions of member state authorities (DE, CZ, UK – Scotland) both with nitrates and pesticides and herbicides. The Czech authorities report that “*pesticides residuals (even in mostly low concentrations) are found in water with increasing frequency*”.

In addition the following threats have been reported:

- Faecal pollution from private septic tanks and threats due to the impact of climate change (Scottish Environment Protection Agency)
- Pollution from natural sources, industry and substances in direct contact with drinking water (DE)

The other stakeholders, institutions and citizens, with regard to the threats to drinking water recommend:

- Control on the sub-products from disinfectant systems – DECO (PT)
- Control of pollution at source and preventive approaches - SUEZ Env. (INT), APE (INT), CEEP (INT)
- A risk-based approach to water quality to be promoted - - SUEZ Env. (INT)

## 4.2 Responses to the questions related to the future policy in the area of drinking water

### Question 4. Quality standards in the Drinking Water Directive

When asked to review the list of parameters, regulated in the DWD, the respondents generally consider that the DWD list needs to be extended to consider new and emerging pollutants, which might impact on human health. A slightly larger proportion of the respondents agree with the statement that the list of reviewed parameters needs to be expanded only if it does not lead to significant increases in the price of drinking water.

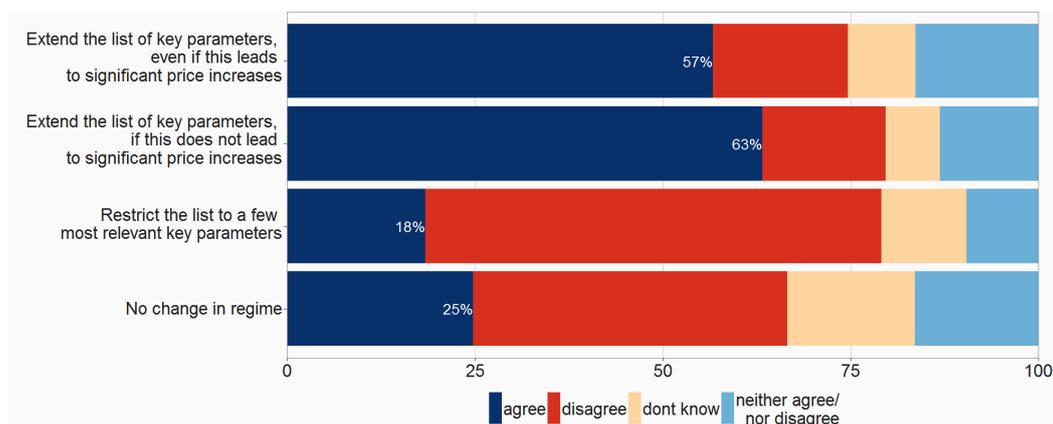


Figure 16: Distribution of responses to the question on the appropriateness of the list of monitored parameters, included in the DWD

Viewed by countries, the biggest supporters of parameter list expansion include Denmark, Malta, Cyprus and Luxembourg, while in Greece, Spain and Croatia respondents consider that the list should be appended mostly if it does not lead to significant price hikes. Generally, people from urbanized areas and large WS zones are more in favour of expansion of the list of parameters, covered in the DWD.

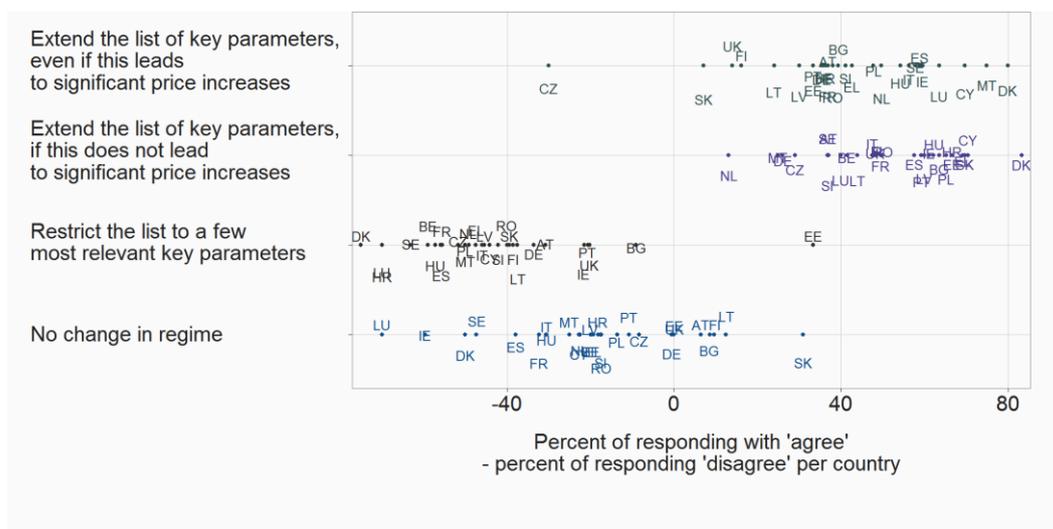


Figure 17: Distribution of responses to the question on the appropriateness of the list of monitored parameters, included in the DWD by country

Taking into account that the majority of the answers to the public consultation are in favour of expansion of the list of parameters to be monitored under the DWD, respondents were also asked to indicate what new parameters are most relevant to be included. According to them, substances,

used in consumer products, pharmaceuticals, endocrine disruptors and faecal matter, pathogenic germs, parasites and viruses all need to be monitored.

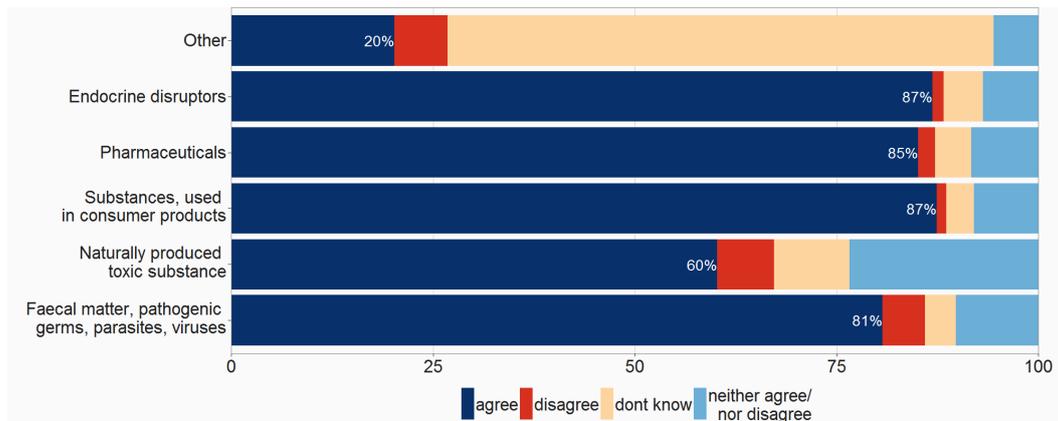


Figure 18: Distribution of responses to the question on other new parameters to be considered

Seen by countries, it becomes clear that most of the countries, with the exception of Estonia and Czech Republic, which are both underrepresented in the sample, are in favour of reviewing and potential inclusion of new parameters to be monitored. Only the naturally produced toxic substances do not provide a clear indication if they are to be considered. The dispersion of the answers to the above question by types of areas and water supply zones with respect to all enumerated candidate parameters for monitoring is quite low.

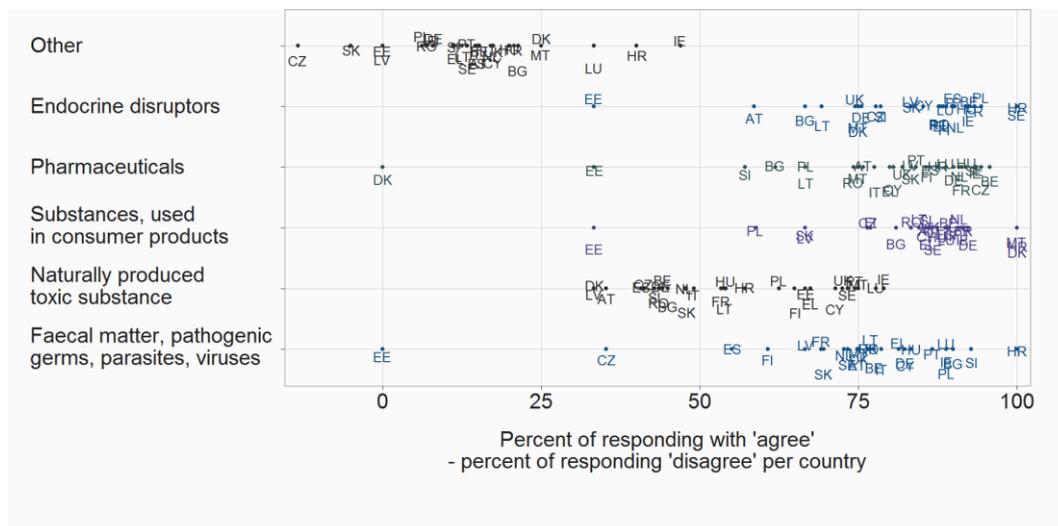


Figure 19: Distribution of responses to the question on other new parameters to be considered by country

741 respondents specified pollutants to be added to the list of parameters with limit values as prescribed by the DWD. Some of the parameters suggested, are already covered by the DWD as aluminium, fluoride, pesticides, lead, iron and selenium. The additional parameters include:

- all BTEX and other VOC;
- all chemicals used in Fracking;
- all new molecules used by agriculture, and degradation products from pesticides, fungicides and herbicides, Glyphosate and AMPA particularly mentioned;
- anti-inflammatories;
- drugs, enzymes and hormones;
- EDTA;

- GMO products;
- heavy metals;
- disinfection by-products;
- nanoparticles;
- PAHs;
- PCBs;
- Phthalates and Bisphenol A;
- PFOA;
- toxic microalgae (Cyanobacteria).

Specific substances and chemicals are mentioned as: americium, barium, beryllium, caesium, chromium in the +6 oxidation form, dioxins, krypton, melamine, phosphate, plutonium, radionuclides, radon, silica, strontium, uranium, xenon, vitamins

Several responses call for evaluation of the so called “cocktail effect” in order to account for the cumulative effect of the substances in the water. There are opinions that the list of parameters and the limits of some parameters should be reviewed, especially in the light of new contaminants based on sound scientific research and evidence not necessarily in directions to expand the list. Some parameters could drop out while others could be added and/or the limits revised.

The positions, submitted by BE, CZ, FR, NL, NO and UK note the necessity to revise the list of parameters in DWD to reflect the new polluter and new scientific developments. UK suggests that the Annex I of the DWD is reviewed no less often than every 5 years for keeping standards up to date and in line with technical progress and new health information. BE and UK (Scotland) specify the parameters to be added: uranium, Cr6+, perchlorates, disinfection by-products (BE) and viruses, naturally produced toxic substances and pharmaceutical substances including birth control chemicals (Scotland).

Other institutions as well as companies (WHP, United Utilities, Dwr Cymru Welsh Water, The James Hutton Institute (UK), AquaFed, APE, SUEZ Environment) also support revision of the parameters list in the DWD based on scientific evidence and risk based approach.

In the opposite to the above, the Baden-Württemberg municipalities (DE) and Vienna Water (AT) are of the opinion that the current list of microbiological and chemical parameters, as well as the indicator parameters and corresponding limit values in the DWD should be maintained. According to Vienna Water all further provisions should be left to the member states, or the competent bodies in the member states.

There are also opinions from stakeholders in agriculture (National Farmers Union in the (UK), Agricultural Industries Confederation (UK)), saying that the limits of pesticides and nitrates in the water are unnecessary stringent and should be revised based on scientific evidence and actual risk on human health. A group of French farmers expressed option against tightening of regulations.

One of the respondents pointed out that the control of the maximum levels of minerals in the water is not sufficient as the water is a source of valuable minerals and micro-elements necessary for healthy life. Therefore except for upper limits of the concentrations of minerals a minimum level should be also set.

### Question 5. Monitoring and control of Drinking Water

With respect to the monitoring and control of the drinking water quality, the majority of the respondents in practically all countries share the opinion that it needs to be made more transparent. EU citizens are more divided with respect to the question if monitoring should be more frequent but few of them consider current monitoring efforts to be adequate.

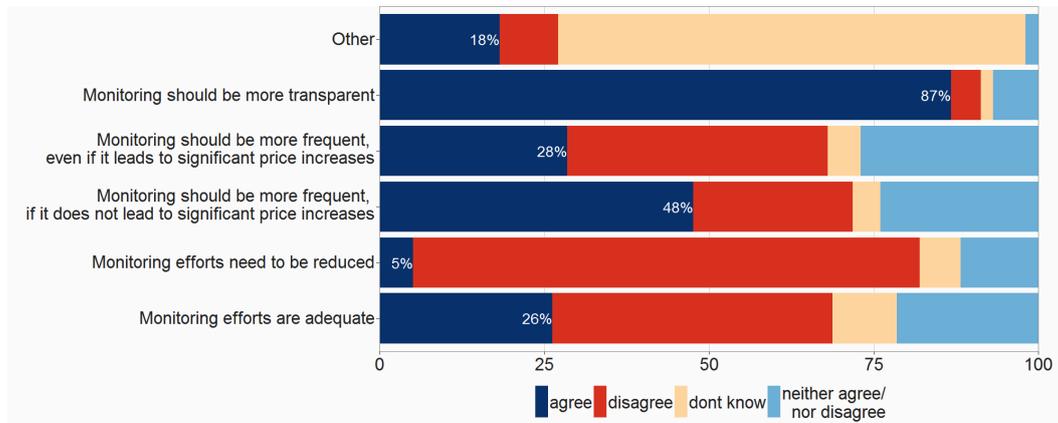


Figure 20: Distribution of responses to the question on the monitoring and control of drinking water

Citizen from urbanized areas favour enhanced control to a larger extent than respondents from rural areas. The answers do not show significant differences, depending on the WS zones.

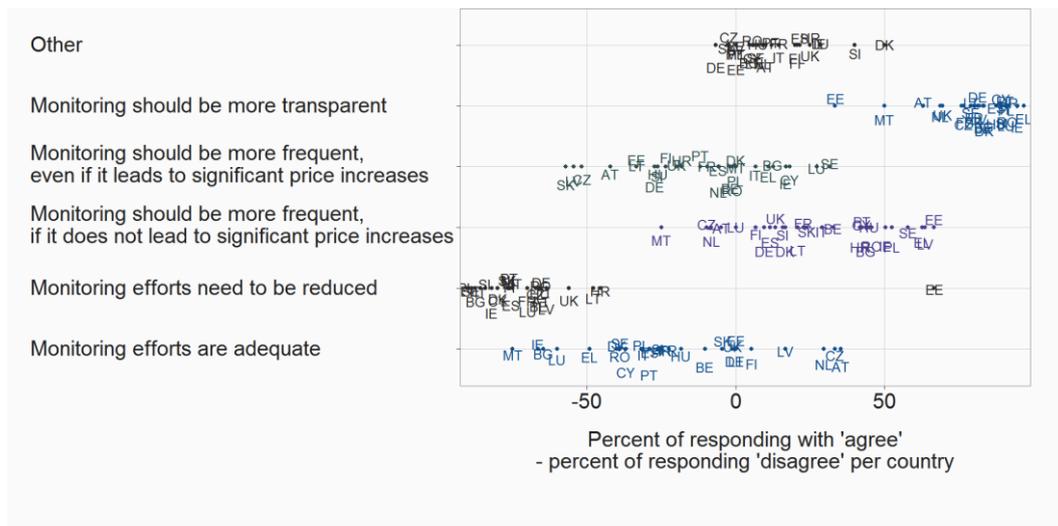


Figure 21: Distribution of responses to the question on the monitoring and control of drinking water by country

725 respondents specified actions that according to them are relevant to the monitoring and control of the drinking water. These could be grouped in the following subjects:

#### Monitoring according to the needs:

- The monitoring and control should be designed according to the quality of water that is monitored and adjusted according to the local context.

#### Transparency:

- Civilian control, non-profit organizations involved in water quality monitoring or monitoring by independent research body as additional control;
- Surveillance on demand: If there are doubts on the part of the consumer, the water quality should be tested without additional charges for the doubter;

- To develop simple tests that citizens can carry out themselves once or twice a year for some important parameters.

*Preventive effect of monitoring, risk based approach and controls at the right places:*

- Monitoring on the water source;
- Control on chemicals that pollute aquifers;
- Monitoring of the discharges from the Waste Water treatment Plants;
- Monitoring of water at consumers' tap;
- Risk-based approach in monitoring;
- Process-driven monitoring;
- To introduce biological control to measure cocktail effect and overall toxicity;
- The available rapid detection of microbiological contamination by molecular biological methods have to be used and be anchored in the law;
- Real-time monitoring;
- The summary parameters must be removed and replaced by the corresponding individual parameters.

*Europe-wide standards versus local arrangements?:*

- Develop Europe-wide standards;
- Standard water sampling procedures throughout Europe in order to compare results;
- Leave monitoring arrangements to each member state.

The positions of BE, CZ, FR, NO and UK with regard to monitoring state that the monitoring should be based on a risk based approach and take into account the local peculiarities. In addition FR considers that the monitoring should cover the entire supply process (water storage, treatment, distribution), which has an impact on the final quality of the water distributed. FR also considers necessary to set a minimum check frequency for all parameters.

Risk based monitoring is also supported by some water suppliers and associations of water suppliers as Eureau and WHP, United Utilities (UK), Dwr Cymru Welsh Water (UK), CC Water (UK). Eureau is in favour of revision of Annex II of the DWD to formalise the common principles of Water Safety Plans. APE is in the opinion that the source control approach needs to be encouraged as the most cost-effective way to reduce the impact of hazardous substances.

There is also an opinion that the quantity and efficiency measures should not be within the scope of the DWD but rather additional legislative instruments should be used (Dwr Cymru Welsh Water). EFBW members recommend the Table B2 of the DWD concerning the minimum frequency of sampling and analysis for water put into bottles or containers intended for sale to be removed to align the DWD with the provisions of the recently adopted Directive 2013/51/EURATOM.

The Baden-Württemberg municipalities (DE) consider the current monitoring and control measures are adequate in scope and frequency.

With regard to the transparency of monitoring data NO and CZ expressed opposite opinions: that the results should be available online (NO) and that the results should not be made publicly available, however the state authorities should have access to them (CZ). APE is on the opinion that the transparency as a way of providing useful and understandable information and ensure greater stakeholders' participation is crucial to raise public awareness on common challenges, thus reducing conflictual situations and increasing ownerships of decisions.

### Question 6. Content of consumer information

Concerning the availability of drinking water-related information, a large share of the respondents require easily understandable information, which however provides details on the analyses performed and parameter values, as well as an indication, if the recorded values meet the relevant legal requirements.

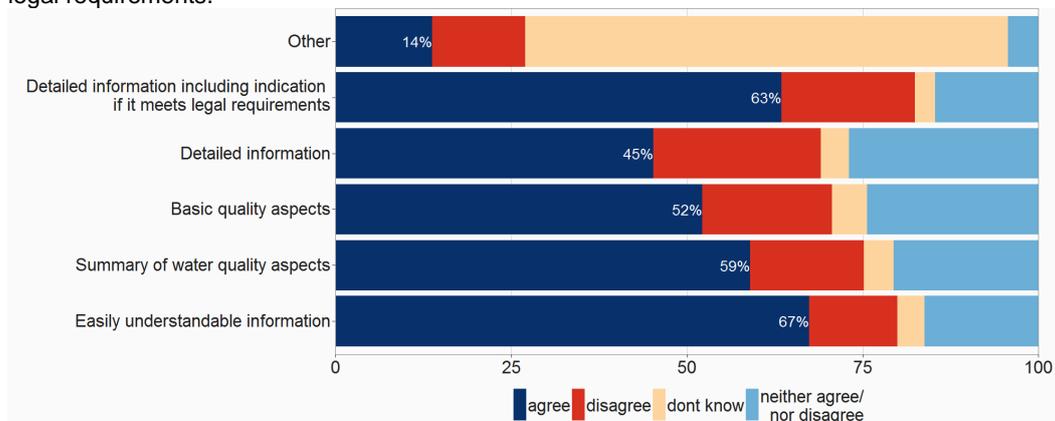


Figure 22: Distribution of responses to the question on the content of consumer information

Estonians, Danish and Maltese are 100% in favour of simple labels, while Irish, Bulgarians, Greek and Luxembourgers would like to see much more detailed information on the drinking water labels. The perceived differences based on the type of area or water supply zone are not important.

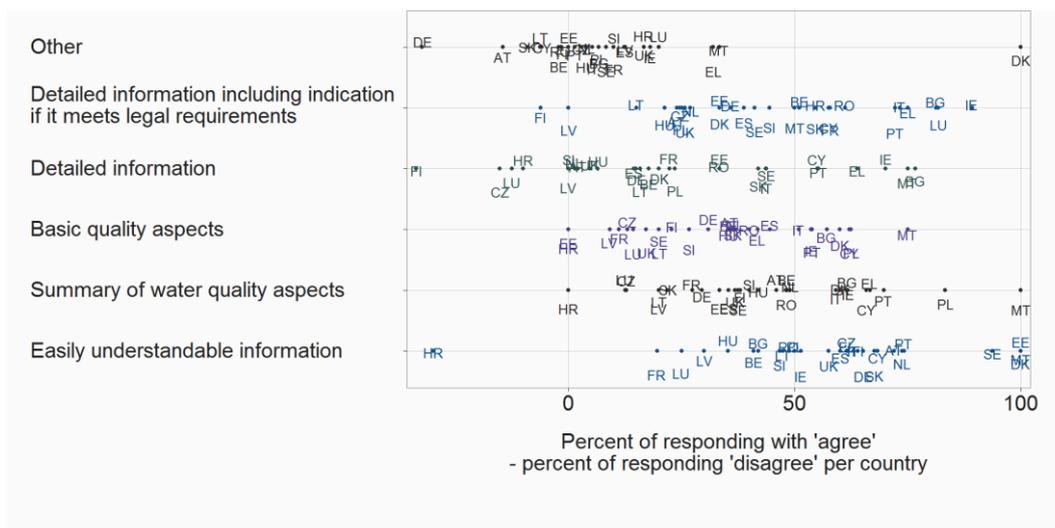


Figure 23: Distribution of responses to the question on the content of consumer information by country

336 respondents suggested ways to ensure that the consumers are well informed. These could be grouped into the following topics:

*Provide clear, transparent and targeted information:* there is a divergence in the options ranging from provision of simplified information to provision of all detailed analyses. The main messages are:

- Provide simplified information understandable to all, summarizing various aspects of water quality and an assessment whether the water meets the requirements;
- Water quality information should be available in a format that everyone can understand however anyone who wants a more detailed information should also be able to access it.
- Introduction of uniform information codes at European level for some important parameters and characteristics to have a common comprehension;
- Provision of different levels of information depending on the target groups.

*What information to be provided:* there are range of topics of interest for the consumers, including:

Quality of the water:

- It should be made clear that the water supplied is potable;
- List only the parameters that do not meet the requirements.
- Warnings should be made for substances for which no limits exist, for example, plasticizers, antibiotics, hormones, pesticides;
- Any additives used in the water should be indicated as well as the residual levels remaining in the potable water alongside with information for the applied treatment procedures;
- Origin of drinking water and the catchment area;
- Information on the raw water quality;
- Duration and reasons for chlorination;

*Water losses:*

- Water loss rate of the distribution network;

*Costs for the supply of drinking water and investments:*

- All water costs;
- How the taxes paid have been used;
- Planned or completed maintenance and repair works, expenses for preventive measure;
- Data on profit margins.

*Information on monitoring and control:*

- The number of control measurements for each parameter, the percentage meeting the standards;
- Minimum and maximum reference measurements;
- Indication who made the measurement and when;

Of interest to some respondents is also information from analyses, linking with other statistics, such as for example, whether in the same period a change took place in other environmental indicators, changes in diseases (including cancer, diabetes, etc.)

*How information to be provided:*

- Provide information on the water quality with the bills;
- Information about the water quality to be placed in the hotel rooms;
- Social awareness in the mass media;
- Information on the web sites of the water quality and control authorities and on the web sites of the water companies;
- Annual questionnaire completed and submitted online by the consumer in relation to water quality;
- Use Geographic Information System for moving on a map to visualize the quality of the water supplied and the cost per cubic meter.

The positions submitted by BE, CZ, DE, FR, UK note the necessity and the right the consumers to be well informed about the quality of the drinking water supplied. BE, CZ and FR are on the opinion that most appropriate is the consumers to receive a simplified information on the main parameters, however, they should be also entitled to receive detailed information about the results of the analysis, the values of every parameter and whether these values comply with the required standards.

The intuitional respondents call for more transparency in the water services (CAS (UK), Aquafed). All public water authorities and all of their operators, whatever their status, should disclose regularly through internet and other appropriate means, comparable data on key economic, human rights and other performance indicators (Aquafed). In addition to the water quality data Eureau is in the opinion that Information should be provided for any capital investment needed to protect the safety of supplies.

### Question 7. Ways to inform consumers

Asked on the ways of keeping consumers informed, the majority of respondents share the opinion that the current information provisions are far from being adequate and that all up-to-date or even more up-to-date information should be published online.

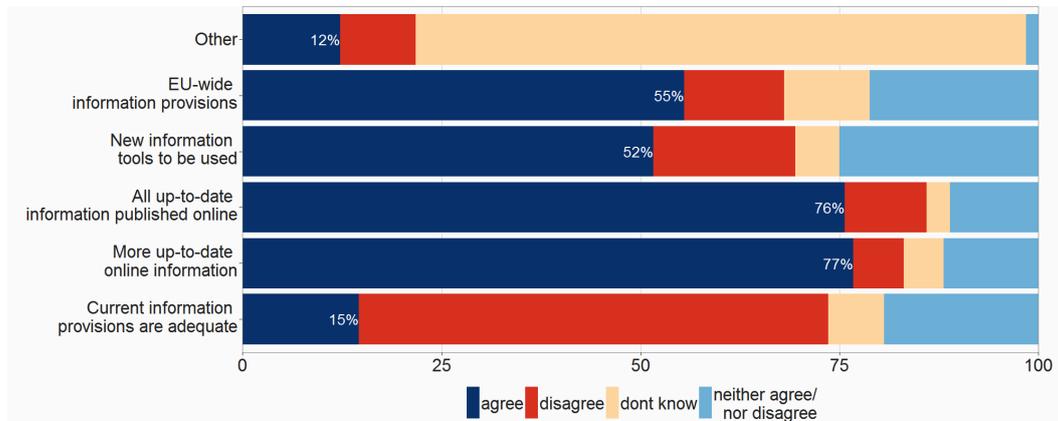


Figure 24: Distribution of responses to the question on the ways to inform drinking water consumers

Strong support of the provision of more and up-to-date information is particularly observed in the answers to the public consultation from Croatia, Poland, Bulgaria, Cyprus and Ireland. Generally respondents from urbanized areas and large water supply zones request better access to relevant online information about the drinking water quality, as well as use of new tools and information about the situation EU-wide.

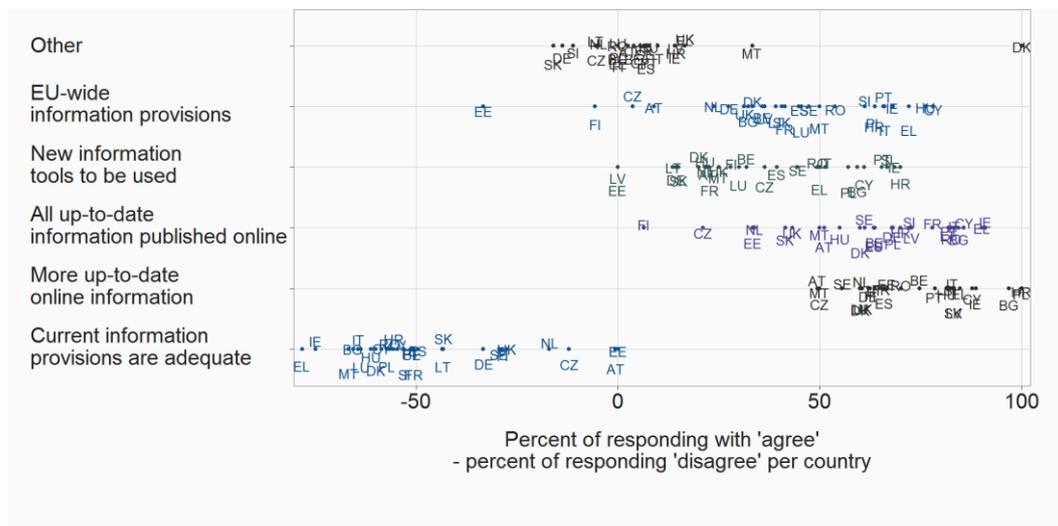


Figure 25: Distribution of responses on the ways to inform drinking water consumers by country

According to the 447 respondents that responded to the open question the following would be appropriate ways to inform consumers:

- Water bills to include information on the water quality;
- The annual bills to include an annual summary;
- Municipality website;
- Water supplier websites;
- Competent authorities websites;
- Media, Press, Internet;
- SMS and phone applications - be informed as soon as possible on non-compliant results: SMS
- Telephone and Posted letters to those (elderly for example) who do not have access to internet, SMS;

- Meet with users and apply innovative communication tools to educate, inform and promote tap water;
- Notices in public places, such as markets, offices, town halls
- Information in hotel rooms, rental facilities, campsites, service stations and public places;
- Social Networks
- Information Systems as - Information System of Water and Sanitation (SISPEA) in France
- WEB-GIS with annual aggregated indexes
- All information available in real time in all EU languages
- Social control in water services / sanitation through equal participation of citizens and organizations, with voting rights on the boards of companies

As seen from the above, the response vary in terms of complexity of the tools to provide information and the nature of the information (water quality data or also other information related to drinking water supply services).

It has been noted that interpretation of information is important. A great alarm can be caused by a chemical analysis result being even temporarily slightly over the parametric value limit as the general public does not understand the way in which the limit values are set. With this regard it is important how the information is presented. The educational programmes are important to ensure proper understanding of the information.

In their position papers the authorities of BE, CZ, DE, FR, NO and UK inform about the means to provide information in the respective countries and suggest various tools to inform consumers. BE, CZ, DE, and NO would encourage the usage of new information tools as WEB-GIS with annual aggregated indexes and SMS, Apps. UK is on the opinion that the information provided at local level is sufficient as there is no need to provide information at EU level. Same opinion is shared by French authorities which consider that the choice of ways to inform consumers must belong to each member state.

The provision of water quality information through the internet as well as the usage of SMS in emergency situations is supported by some institutional respondents (United Utilities (UK) and Dwr Cymru Welsh Water). It is also recommended careful thought to be given to the mechanisms and media for providing information to customers, given that not everyone will have access to digital media and communications (CAS).

In few individual positions from the citizens it is noted that the information is insufficient (SK, DE – on the prices) or that the customers do not trust it (IT).

#### **Question 8. Actions in case of problems**

Based on the answers to the public consultation, there is EU-wide need to ensure prompt notification of consumers in case of failures, using modern communication tools and enhancing remedial actions with additional preventive actions. Relatively small proportion of the survey respondents believe that the current provisions for actions in case of problems are adequate, restrictive or overly protective.

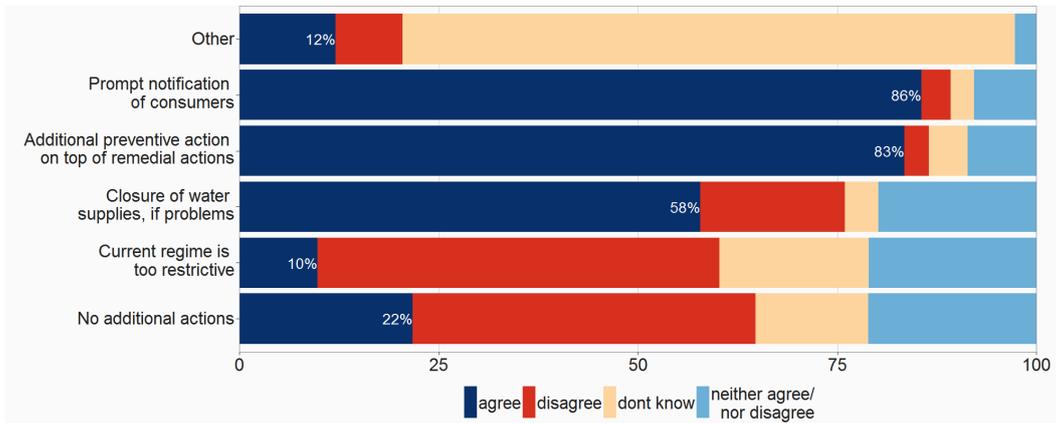


Figure 26: Distribution of responses to the question on the actions in case of problems

Although there is overall consensus by countries, the strongest support to introduce additional preventive measures is demonstrated in the answers from Hungary, Luxembourg, Malta, Greece, Italy, Finland, Portugal and Poland. The biggest proponents of measures to ensure prompt notification of consumers include Denmark, Croatia, Malta and Greece. Fewer countries support closure of water supplies in case of problems, where Malta and Ireland are outstanding.

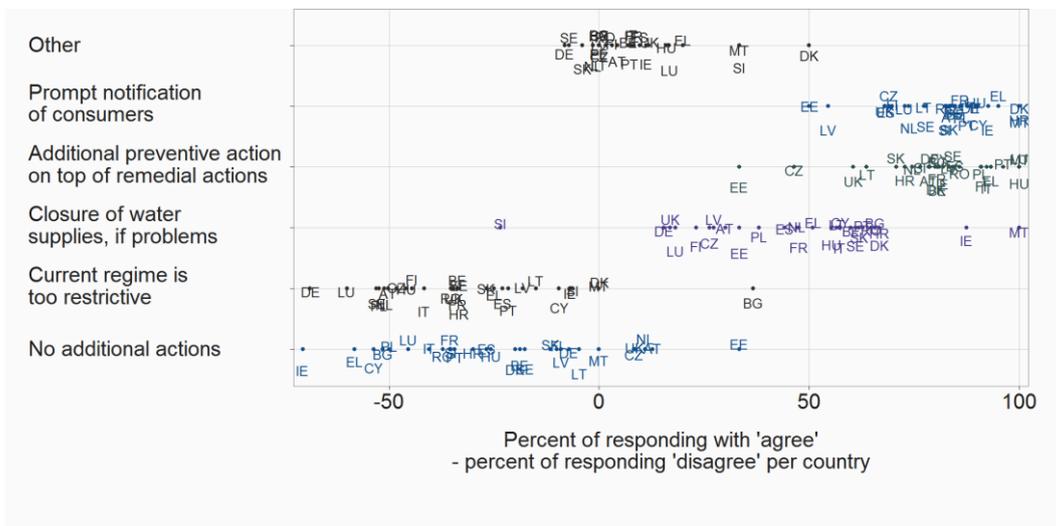


Figure 27: Distribution of responses to the question on the actions in case of problems by country

486 respondents provided opinion on additional actions to be undertaken in case of failures to meet the quality standards. These include:

*Measures after the failures occurred:*

- Informing consumers by radio/ television;
- Public information and transparent measures;
- Establish a free national emergency telephone number;
- Free supply of bottles of water;
- Use of advanced filter systems;
- Use of self-regulating pipe materials and automatic shut-off in emergencies;
- Creating an EU emergency fund.

Opposing opinions have been expressed in terms who should provide the information. Some of the respondents consider that this should be the water suppliers, and the others that this should be the central authority and only when values are over the limits.

*Preventive measures:*

- Preventive measures across the hydrogeological basin, beyond the protection areas;

- Ban of pesticides and chemical fertilizers; monitoring, mapping and maintenance of water supplies; responsible use of drinking water (some domestic needs do not require drinking water);
- Access to protected reservoir/ source of drinking water, independent of the main water supply system;

BE, CZ, DE and UK are in the opinion that the current requirements of the DWD for actions in case of problems are sufficient. UK is in favor of the risk based approach to management of drinking water supplies. CZ and DE (Baden-Württemberg municipalities) support implementation of preventive measure as a supplement to the remedial actions such as water safety planning and risk analysis.

The opinions expressed by the intuitional stakeholders note that the response to any deterioration in water quality should be proportional to the event and to the risks to health involved. The risk based approach is also supported as well as catchment management as part of the remedial actions (The James Hutton Institute).

### Question 9. Derogations

The admittance of derogations for individual water supplies in the DWD is not treated equally in the EU. The number of respondents who consider that the derogations, which are currently in force, are adequate or of those who are in favour of their extension is relatively small. There are some voices supporting introduction of new derogations to a limited extent and under strict conditions and also 1/3 of the respondents are in favour of abolishment of the derogations, even if this requires alternative supplies at higher costs.

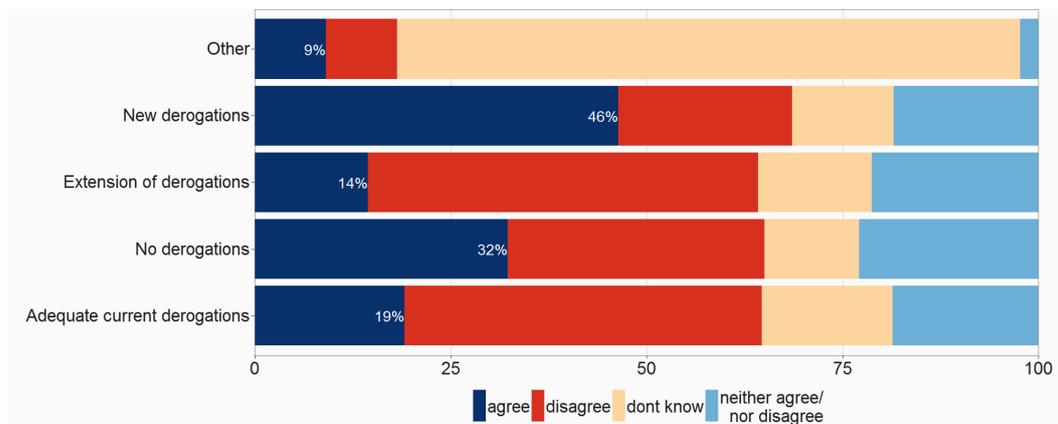


Figure 28: Distribution of responses to the question on derogations

A review of the responses to the survey by countries also showed that there is no strong national position either. Still, Latvia, Ireland, Italy and Romania express stronger opinion that derogations need to be abolished, while Bulgaria, Cyprus, Estonia and Finland support the extension of derogations. The predominance of responses shares the opinion that new more limited derogations need to be introduced.

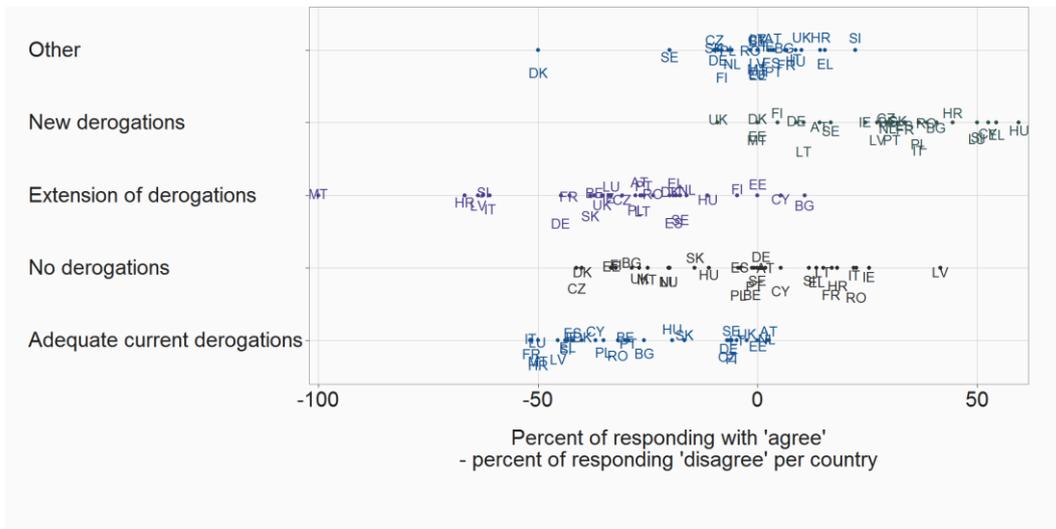


Figure 29: Distribution of responses to the question on derogations by country

In total 407 answers have been submitted as comments or proposals related to derogations. The comments could be summarised in the following groups:

*The 9 years derogation is too long and should be shortened:*

- The time allowed in derogation should be more than halved, and there should be limits to the amount of permitted exceptions in a span of time;
- After 6 years, it will usually be possible to say whether the goal can be achieved in a further 3 years. Where appropriate, the last 3 years should be granted only to implement the corrective actions (preparation, procurement of substitute water) at this time.
- An exception should be made based on a techno-economic study of carrying out the work necessary to return to a water supply according to the requirements.

*There should be longer transition period provided:*

- The additional treatment cost would outweigh the health benefits, therefore the introduction of a new derogation system would be appropriate;
- Longer transition period when the nitrate / PSM-limit is only slightly exceeded.

*The derogations system should be flexible and pragmatic,* allowing for adaption to local situations and specificities. Derogations should be possible for substances that are occasionally above the quality threshold but below the health risk thresholds. In such cases, investing in costly treatment does not represent a good use of money.

*Deviations are to be announced.* The citizen should know that their drinking water is not within the norms and they should also be informed about how long it will be until the regulations are adhered to.

The derogations have been commented in the position papers of DE, FR and UK. Two opposing positions have been expressed. DE and FR consider that the derogations are acceptable in absence of a health risk and the current provisions of the DWD should not be revised. UK considers that the derogations process should be revised.

Only two institutions commented the derogations– CEEP and Dwr Cymru Welsh Water. Overall there is no opinion whether the current derogation system should be revised, but if deemed necessary should be done in the context of the revision of DWD based on an estimate of the time needed to develop appropriate solutions.

### Question 10. Further aspects

Asked about the necessity to regulation certain aspects of drinking water regulation that need to be addressed at EU level, respondents outline a number of regulatory actions that might be introduced. These include harmonized regulation of the materials in contact with drinking water, introduction of additional regulatory incentives to save water, regulation of the entire water supply chain and introduction of the hazard analysis and critical control points (HACCP) preventive approach to the drinking water regulation, as it is established with respect to the food production installations.

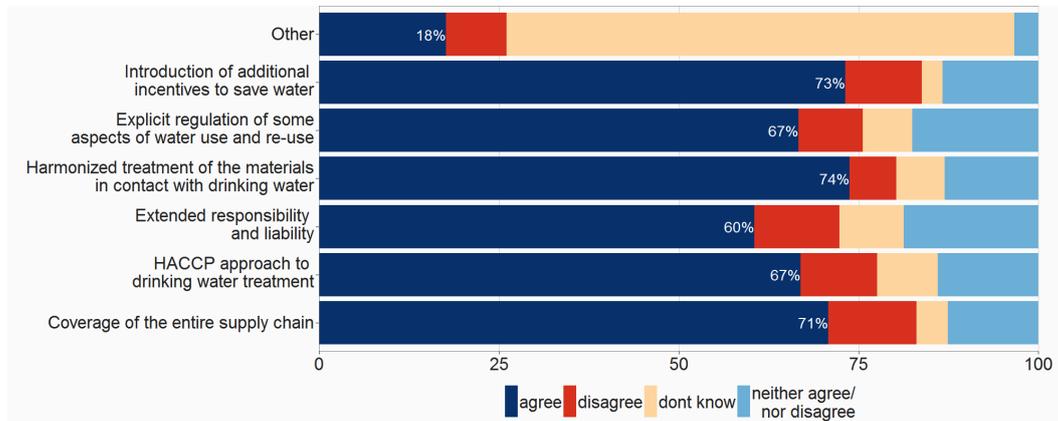


Figure 30: Distribution of responses to the question on further aspects

Viewed by countries, it seems that converging or new member states, like respondents in Cyprus, Greece, Ireland, Malta, Slovenia, Bulgaria, Slovenia and Croatia generally express opinion that additional aspects of the drinking water supply need to be regulated EU-wide. Meanwhile, the representatives from more developed economies, like Austria, Denmark, Finland and Estonia, are not that convinced that drinking water regulation needs to be extended.

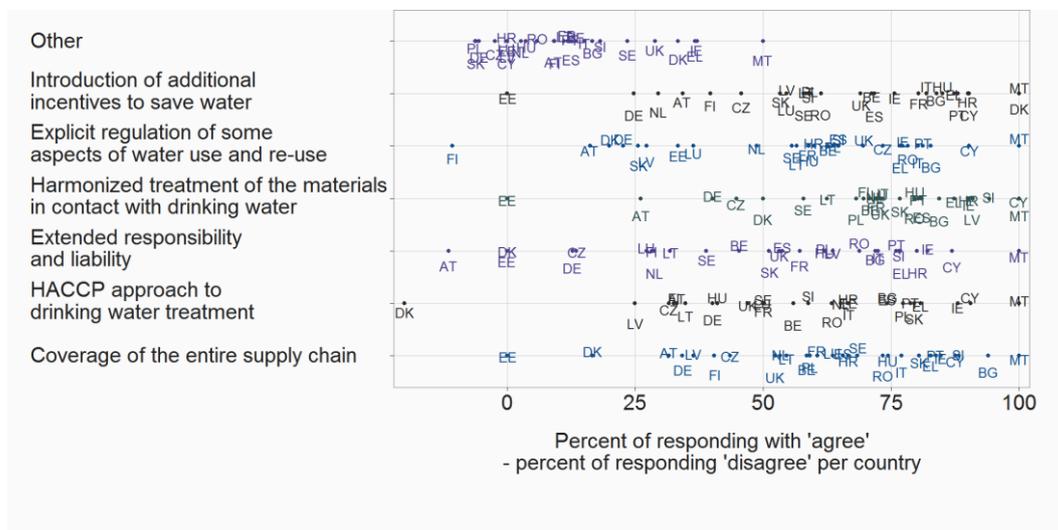


Figure 31: Distribution of responses to the question on further aspects by country

585 responses were provided to specify further aspects that the respondents deem necessary to be covered at EU level. These could be grouped into the following topics:

#### Water management and pricing:

- Ban the privatization of drinking water services;
- Water pricing should be subject to more strict rules;

*Pollution and water quality:*

- Stop fluoridation of water;
- Water protection, water treatment, storage and distribution standards should be harmonized across the EU;

There is one topic that is present in all positions of the countries (CZ, FR, UK and NO) with regard to further aspects that should be taken at EU level. This topic is the implementation of Article 10 of the DWD. The positions call for establishment of a harmonized approach across member states in respect of substances and materials that can be used in contact with drinking water without causing any detrimental effects on the safety and quality of drinking water. A number of European and National Associations from the water, sanitation, and manufacturing sector and consumers associations also support the establishment of harmonized European rules for water supply materials (ANEC, Eureau, UIE (FR), CEIR, ANIMA (IT), Europump, VIDMA (DE)).

In addition FR considers that there is a need for harmonization of provisions on treatment processes and products. According to the Scottish Environment Protection Agency (UK) there is a need to look at all the existing legislation and guidance currently in practice and potentially link these with DWD. There should be some alignment of the Common Agricultural Policy (CAP) with the Drinking Water Directive to avoid CAP measures which cause risks to drinking water quality. The last is also supported by Eureau.

A group represented mainly by the trade unions is in the opinion that the EU should ensure the human right to water and sanitation to all citizens (UGT, United Services Union, Unite the Union, CAS, EPSU, EFFAT).

The other issue suggested to the attention of the EC are:

- Introduction of risk based approach in DWD (CEEP, United Utilities (UK)).
- Measures to support transparency in water industry and to improve urban waste water and drinking water data management (EFFAT, CAS).

## 5 Additional comments, provided by the respondents

Below are presented additional comments provided by the respondents of the survey as well as through the position papers sent by e-mail, which are beyond the scope of the DWD. The following additional topics have been commented:

### **Quality drinking water should be accessible and affordable for all EU citizens:**

- Water is a human right;
- Water is a public good, not a commodity;
- Water prices are too high – much higher than the costs;
- Introduction of social water tariff or minimal amount of water free of tax per person;
- Transparency of the bills;
- Public drinking places.

### **The quality of drinking water depends on pollution therefore measures are needed to prevent pollution:**

- To be sustainable water supply should be managed from the water catchment to the tap in a holistic way;
- The preventive approaches should remain a priority;
- Treatment of waste, grey or black water must be reviewed;
- Harmonised requirements for catchment protection are needed.

It is noted that the introduction of higher requirements to the water quality without successful measures to reduce the increasing pressure on water resources and their pollution will lead to consumers increasingly using bottled water preferred to the water from the tap and this will be the first step towards drinking water privatization.

### **Apply polluter pay principle:**

- Why the higher cost for treatment of the polluted water should be borne by the end users?

### **Apply risk based approach:**

- Risk based approach takes into consideration of the local specifics and conditions which vary in Europe;
- Risk based approach will lead to optimisation of management and costs.

### **Special attention on small water supplies:**

- The quality management (monitoring and reporting) in small supplies should be specifically addressed;
- There is a lack of effective means of action to enable small isolated communities to ensure the distribution of clean water for human consumption;
- Posing higher requirements to water supplies will lead to small operators being unable to meet them – tailor made approach is needed.

### **Enhance the wise use of water:**

- Water losses should be controlled and minimized – take care for the pipe and networks;
- Reduce the use of portable water, save water and implement information campaigns to enhance water saving at home. At the same time it is noted that saving water at home is introducing serious problems in sewage treatment plants that work with lower flow rate and higher load.
- Separate water supply systems – for drinking and for other domestic use;
- Lower VAT for environmental protection measures;
- Water issues better covered in the education.

### **Enhance transparency in water management:**

- More often ask and take into account the opinion of the consumers;
- More clarity in the cause of water pollution;

- Consumers should be better represented in the water bodies;
- Improve health surveillance.

Some of the respondents noted that the questionnaire is complex and to complete it additional information is needed as well as knowledge of the DWD. Some other respondents consider that the survey should have been better advertised. Notes have been made by some respondents that the affordability is not a subject of the DWD and should have not been included in the survey, while others, which consider that the survey was related to the European Citizens' Initiative "Right2 Water" are on the opinion that the issues pointed out in the initiative have not been sufficiently covered in the survey.

# 6 In-depth analysis of the Survey

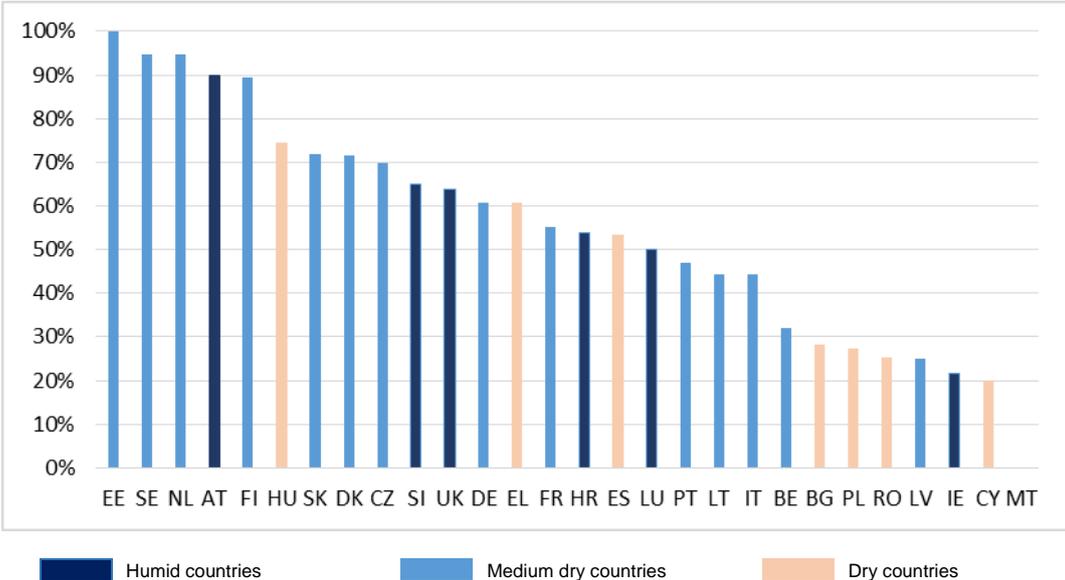
This chapter provides further comments on the key topics of the questionnaire and the respondents' opinions by cross-linking the responses as well as using information outside the current survey. Thus inferences about relationships between the results of the Public Consultation and relevant information, outputs of other surveys, analyses and policy papers have been made with the aim to enhance the usefulness of the survey for the policy-makers. The following key issues covered in the survey have been further commented:

- Drinking water quality and factors that determine the water quality;
- Information about drinking water quality and drinking water supply service;
- Respondents' perception about some technical aspects – monitoring, parameters to be monitored and derogations;
- Respondents' perception about issues that need to be addressed EU wide;
- Affordability of drinking water.

## 6.1 Drinking water quality and factors that determine the water quality

Overall the respondents to the survey consider that the **drinking water quality** in Europe is good. More than half of the respondents drink water directly from the tap and significant percentage (84%) cook directly with water from the tap (see Question 1).

It could be expected that the climate and availability of water resources are the factors that determine the natural conditions of the drinking water quality. Although the water quality in the more "humid" countries is in general considered to be with a better quality than those in the "dry" countries, there are exceptions (see Figure 32)<sup>1</sup>. Also, the water availability and quality vary significantly within some countries and regions.



The division is made on the basis of the average annual precipitation and the average annual temperature.

Figure 32: Percentage of respondents per country who drink directly from the tap

<sup>1</sup> The result of Ireland is likely to be influenced by the fact that the drinking water in the country is fluorinated artificially. Also the results of Malta and Estonia should be considered having in mind that only 4 and 3 respondents, respectively, from these countries participated in the survey.

The other factors that determine the drinking water quality are pollution of water resources (natural or artificial) as well as the quality of the supply network and the quality of the service (see Question 2.1 Accessibility and Question 2.3 Acceptability).

The problems related to water supply networks consist of water losses, low pressure and contamination of the water coming from the pipes. The status of the supply network in Bulgaria, Ireland, Denmark and Malta is contributing to the negative perception of the respondents about the drinking water quality. In these countries only 45%, 66%, 71% and 75% of the respondents respectively consider that they are connected to a good water supply network. In about half of the member states, more than 20% of clean drinking water is lost in the distribution network before it reaches consumers' taps, while for some member states the proportion is as high as 60%<sup>2</sup>.

The agriculture and industrial sources have been recognised as the most prominent pollution threats. It is evident that the awareness about new pollutants from various sources is increasing (see Question 3).

Although, the results of the Public consultation do not provide convincing evidence that there is difference in the drinking water quality in large (urbanised) and small (rural) water supply zones, some of the respondents recognise that the small water operators would hardly be able to comply with the high requirements therefore a tailor made approach for them would be more suitable. Such concerns are expressed in the open questions to the survey with regard to the quality of the water supply in the rural areas as well as the notes made in the *Synthesis Report on the Quality of Drinking Water in the EU examining the member states' reports for the period 2008-2010 under Directive 98/83/EC* (2014). The concerns are related mainly with the difficulty to ensure effective drinking water supply for rural and isolated communities.

The difference between the perception of the water quality and services at home and abroad is noticeable. While about 70% of the respondents consider the water quality good and acceptable at the places they live, less than 20% believe this is the same in the other parts of Europe. This perception in some cases is based on experience but, in others, it is purely speculative and is based on the difference between the countries (climate and natural conditions, regulations, management and economic conditions) and on the lack of information at EU level.

## 6.2 Information about drinking water quality and drinking water supply service

There is general dissatisfaction with the **information** received on the water quality and water service and the provisions of the DWD with this regard. The satisfaction of the respondents ranges from 0% (EL, MT, SE) to as high as 36% (AT) (see Question 7 and Table 51).

The European consumers would like to receive clear and simple information related to the quality of drinking water. At the same time majority of the respondents consider that access to detailed information has to be granted to anyone who would like to receive such information.

Except of information related to the drinking water quality the consumers would like to receive information related to other issues as the water losses in the network, the cost of the supply and profit margins, the investments made, and information related to monitoring measures undertaken.

There are many suggestions on how the information is to be provided – starting with consumer's bills to development of online accessible GIS database. The respondents consider that there is a

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<sup>2</sup> Synthesis Report on the Quality of Drinking Water in the EU examining the Member States' reports for the period 2008-2010 under Directive 98/83/EC, 2014

need for information both at local level and at EU level – more detailed and consumer oriented at local level and more general at EU level.

The information requirements and the provisions of the DWD with regard to the reporting from member states have been discussed in the latest *Synthesis Report on the Quality of Drinking Water in the EU examining the member states' reports for the period 2008-2010 under Directive 98/83/EC (2014)*. The report notes that the “current set-up for reporting does not provide the Commission with adequate and timely information to perform a thorough synthesis of drinking water quality developments in the European Union. This makes it difficult to provide the Council, European Parliament and the public with updated EU-wide information on drinking water policy and quality on a regular basis. In addition, the way data are collected, processed and reported differs across the EU, which makes it difficult to compare situations in different member states with regard to their performance and compliance with the Directive”.

### 6.3 Respondents' perception about some technical aspects – monitoring, parameters to be monitored and derogations

The need of more information is also evident as far with respect to **water quality monitoring** data (see Question 5 Question 5. Monitoring and control of Drinking Water). According to the respondents, with regard to monitoring, it is not important whether the monitoring should be done more frequently or not, but how it is done and how the information gathered is used to improve the drinking water quality and the drinking water supply service. The main message is that the monitoring should be made more transparent and designed according to the quality of water that is monitored (adjusted according to the local context). The respondents to the survey consider that the monitoring should be used as a preventive measure and based on risk based approach in order to be cost efficient.

The respondents from all member states are in favour of **revision of the list of parameters** set in the DWD in line with the latest scientific developments and evidence even if this would lead to an increase in the price of the drinking water, although, of course, it is preferable to achieve expansion of the list of observed parameters without the need to recur to price increases (see Figure 33).

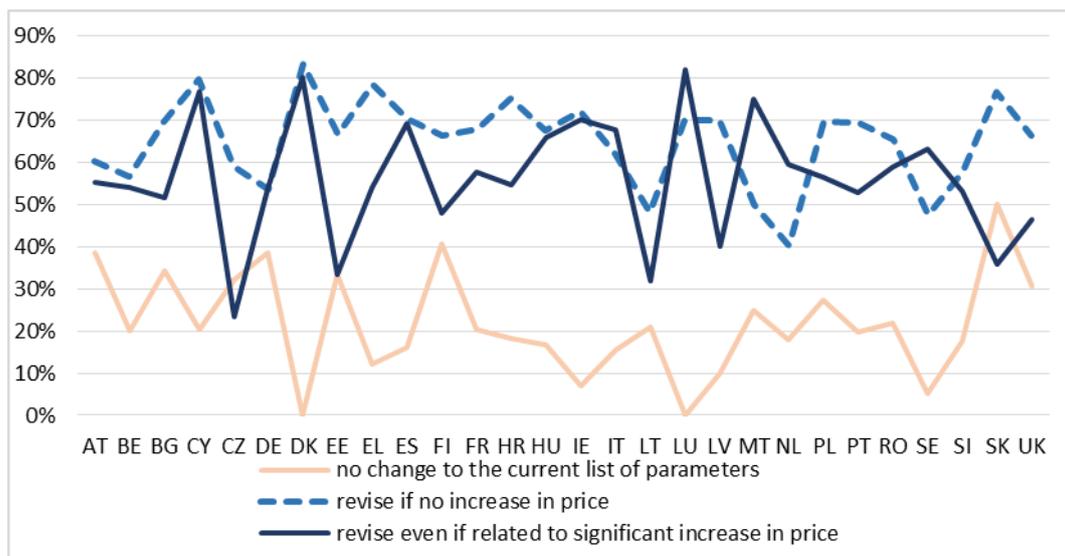


Figure 33: Opinion of the respondents per country on the need to revise the DWD parameters list

Many new parameters have been suggested by the respondents to be included in the list (see Question 4). However, majority of them agree that the substances used in the consumer products, pharmaceuticals and endocrine disrupting substances are the most important to be considered. It has been pointed out that the joint effect (“cocktail” effect) of the substances in the drinking water on human health has to be studied both in terms of their presence or absence (over purification). The water should be regarded as a source of elements that are important for human health and therefore kept clean and natural as far as possible.

With regard to **derogations** the prevailing opinion of the member states is that a new derogation regime should be introduced to a limited extent and under strict conditions (see Figure 34). All countries agree that the current derogation regime should not be extended for a further transition period and only Latvia and Lithuania are for abolishment of the derogation regimes at all.

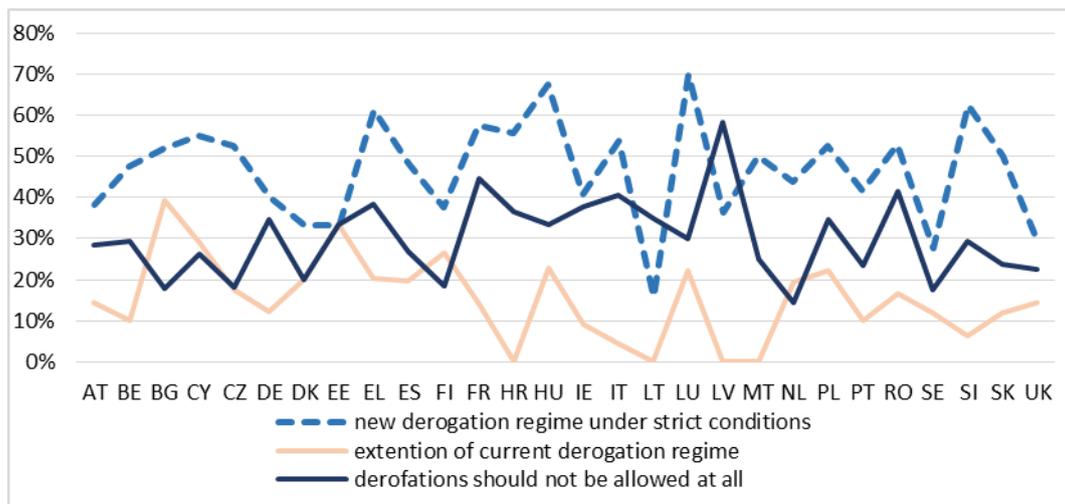


Figure 34: Opinion of the respondents per country with regard to derogations

#### 6.4 Respondents’ perception about issues that need to be addressed EU wide

A specific issue highlighted in the survey to be tackled at EU level by the DWD, or in a separate document, is the establishment of a harmonized approach across member states in respect of **substances and materials that can be used in contact with drinking water** without causing any detrimental effects on the safety and quality of drinking water (Art. 10 of the DWD). Majority of the respondents from all member states consider that such legislation is necessary not only from point of view of the establishing quality standards in drinking water supply but also to enable the operation of the common market by removing barriers to trade (see Figure 35 and the summary of the position papers presented in Annex 2).

The other topics, suggested in the survey to be addressed EU wide also, in general, find supporters in some member states (see Figure 35). Although the application of HACCP approach in water management does not find as much support to state that there is a clear perception of its usefulness.

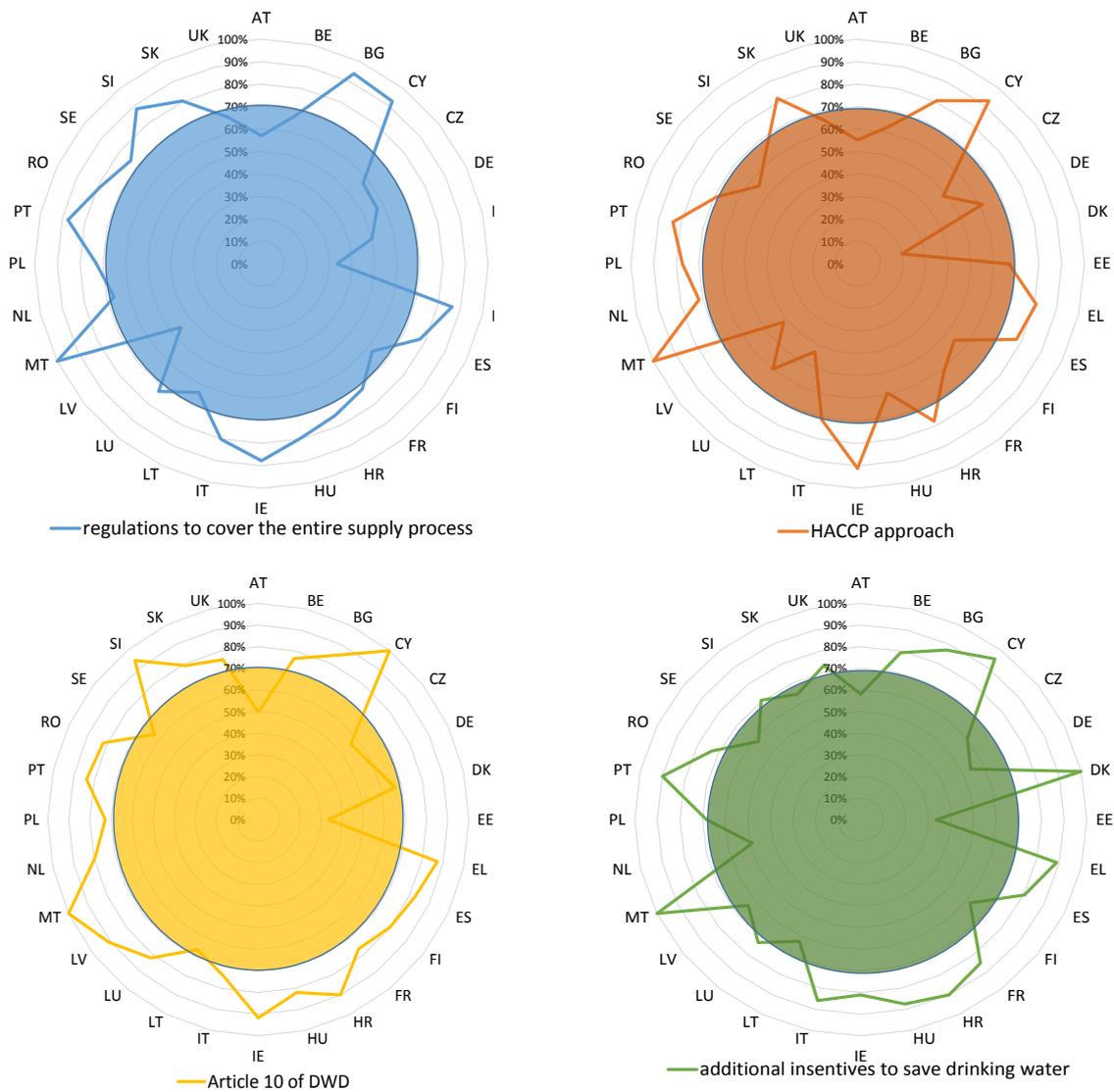


Figure 35: Opinion of the respondents per country with regard to topics to be addressed at EU level

The above figure illustrates that there are member states that are more in favor of EU regulations (BG, CY, EL, ES, IE, MT, PL, RO) and others that consider that the current regulations are sufficient and further regulations should be made by member states themselves if needed (AT, CZ, DE, EE, LT).

There are voices for application of **preventive to pollution measures** as it is recognised that the pollution pressure on water resources increases including by new substances and human activities. Therefore the majority of the respondents from all countries in addition to the prompt and transparent notification in case of problems require also taking preventive measures to be taken on top of the remedial measures (see Question 8. Actions in case of problems).

Application of cost efficient management methods as **risk based management** and decision making on the basis of scientific evidence is favoured by the respondents. Therefore the research on the link between water quality, pollution and human health is deemed necessary as well as better education on water issues.

### 6.5 Affordability of drinking water

The **affordability** of water supply, although being outside the scope of the DWD is, however, closely related to the provision of water services. The citizens are highly concerned about the possibility the drinking water to become less affordable and have put forward the issue with initiatives like “Right2Water”. The results of the survey show that the water supply affordability is an issue in some countries like Ireland, Croatia, Poland, Bulgaria, Hungary, Portugal, Romania, Lithuania and Malta. In general, these countries are catching-up economies and for them less than 50% of the respondents consider that the drinking water is supplied at affordable price. The negative assessment of the affordability of water services in Ireland is probably due to the changing of the pricing model of water services - from a lump sum to pricing of the actual water consumption. However, between 50% and 30% of the respondents from other countries like Italy, Spain, France, Latvia, Cyprus, Belgium, United Kingdom, Greece, Denmark and Slovakia also consider that the price of the drinking water is too high (see Figure 36).

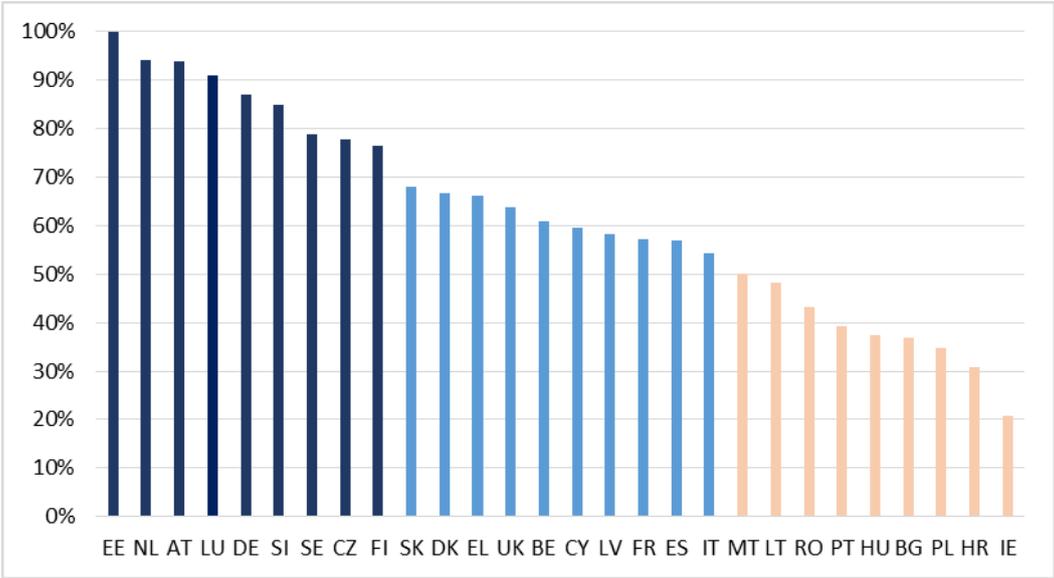


Figure 36: Percentage of respondents per country who declare affordable price of the drinking water

The respondents consider that the water is not a commodity and therefore its price should be calculated on cost recovery basis. It has been noted that the formation of the price is not transparent, the profit margins are too high and there are costs that the consumers do not think they should pay for – for example water losses in the network and purification of water contamination caused by other polluters – i.e they consider that the polluter pay principle is not applied.

## 7 Conclusions

Respondents from all EU member states participated in the survey, although the participation rate is very uneven. In order to ensure representation of the results at EU level, country weights were applied to the survey responses on the basis of the share of the country population in the overall EU population and the number of responses received per country. The sensitivity analysis of the results to the applied weights that was carried out, showed that, if the questions related to the perception of the respondents about the drinking water quality in the European Union overall are removed, then the average difference between the weighted and non-weighted answers is in the neighbourhood of 10%, which is acceptable as it generally does not change the overall perception about the reaction of the respondents (negative or positive).

The questions, related to the situation in the EU overall are not deemed very important for the analysis and recommendations, based on the Public Consultation, as they do not assume reliable knowledge of the respondents on the issues addressed beyond their own areas/ countries, but rather their perceptions and beliefs.

Generally, although the appropriateness of the applied transformations cannot be statistically verified (as our calculations are not based on any underlying statistical distributions), the modifications have led to representativeness of the answers by EU member states. Still, the extremely low number of responses in several countries – in Estonia, Malta, Denmark, Luxembourg, Latvia and Croatia – call for cautious treatment of the opinions, attributed to these countries.

The biased answers are only 3.9% of the total responses and therefore have no significant influence on the survey results.

Most of the respondents come from large water supply zones and urbanised areas. Small water supply zones and rural areas are also well represented with about 30% of the total number of submitted responses. The main participants in the questionnaire are EU citizens, while the stakeholders' participation is about 12%.

Overall, the **results from the survey** do not show big differences in the opinion of the respondents coming from large and urbanised areas compared to those coming from small water supply zones or rural area. The differences of the opinions expressed by the stakeholder representatives and citizens are also unimportant.

Water quality in Europe overall is considered to be good. However, there are specific local problems that need attention (as the artificially fluorinated water in Ireland and local water pollution problems). It seems that the current DWD is not a sufficient guarantee that these issues will be resolved. Overall, the respondents expect that the EU legislation should provide a basis for a minimum level of common standards in drinking water quality throughout Europe.

A concern about the quality of drinking water in small water supply systems in the rural areas has been raised by few stakeholders as well as some citizens in the open questions to the survey although it is not evident from the survey that these systems have specific water quality problems. If these supply systems are to be addressed specifically in the legislation a tailor made approach to them is needed.

The respondents from all member states are of the opinion that the list of parameters in the DWD should be revised, not necessarily by enlarging the list, but taking into account the new pollutants and scientific evidence and development.

It has been largely recognised that the derogations are necessary. However, the respondents from the majority of the member states agree that the current derogation regime should be changed with a new derogation regime with limited scope and under strict conditions.

The survey makes clear that one of the issues that is expected to be addressed by the revised DWD, or another document, is the establishment of a harmonized approach across member states in respect of substances and materials that can be used in contact with drinking water. 74% of all respondents from all member states are in favour of EU wide legislation in this area.

There is a need for more transparency in the provision of the service. Only 15% of the respondents consider that the current information provisions are adequate, while 87% are on the opinion that the monitoring should be made more transparent. Respondents consider that transparency is needed not only with regard to information about the water quality, but also to other information as the cost of water services, investments made, water losses in the network and profit margins. It is expected that the requirements of the DWD with regard to consumers' information will be expanded. It is also expected that the monitoring will be made more transparent. The latest *Synthesis Report on the Quality of Drinking Water in the EU examining the member states' reports for the period 2008-2010 under Directive 98/83/EC (2014)* notes that the reporting requirements of the member states should also be revised in order to allow for collection of a detailed, timely and comparable information at EU level.

It is recognised that the water quality heavily depends on the quality of the "raw" water and the pollution sources as the "raw" water and the pollution threats are different in different locations. Therefore, to achieve cost-efficiency, monitoring should be designed according to the quality of water that is monitored and adjusted according to the local context. The risk based monitoring and management has been largely supported by the participants in the survey.

Affordability of drinking water supply is an issue that is outside the scope of the DWD. It is, however, closely related to the provision of water services and needs to be taken into account when taking management decisions. The citizens consider that the water is not a commodity and therefore the price of the water services should be calculated on cost-recovery basis. There are concerns that it is not clear how the price of water is calculated.

With regard to the provisions of the DWD the following issues have been clearly highlighted by the participants in the survey:

- Revision of the list of parameters in the DWD (Annex I) on the basis of new scientific evidence;
- Revision of the derogation regime and consideration of the possibility of introduction of a new derogation regime to a limited extent and under strict conditions;
- Revision of article 10 of the DWD, or development of a new legislation, for establishment of a harmonized approach across member states in respect of substances and materials that can be used in contact with drinking water;
- Possibility of introduction of a risk based approach in drinking water monitoring/management;
- Strengthening the requirements with regard to ensuring transparency of the water service and provision of information at local level and at EU level.

Other issues that have been commented by the majority of the respondents are:

- Pricing of the drinking water serves:
  - Transparency in pricing;

- Application of the cost recovery principle;
  - Application of polluter pays principle;
- Establishment of standards for the water losses in the networks;
- Guaranteeing the right to access/supply of clean drinking water to every EU citizen including addressing problems related to artificial additives as fluorination.



# Annexes

## Annex 1: Detailed tables with the distribution of the responses to the public consultation

Table 2. Proportions of the survey responses to the question 'well informed about the drinking water quality'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	85.48%	6.85%	1.1%	6.58%
BE	43.45%	36.31%	1.19%	19.05%
BG	40.54%	32.43%	8.11%	18.92%
CY	50%	22.73%	2.27%	25%
CZ	68.75%	17.19%	1.56%	12.5%
DE	69.09%	15.43%	1.59%	13.89%
DK	42.86%	28.57%	14.29%	14.29%
EE	66.67%	0%	33.33%	0%
EL	40.58%	23.19%	5.8%	30.43%
ES	49.48%	32.72%	1.57%	16.23%
FI	59.03%	22.92%	6.25%	11.81%
FR	41.89%	38.07%	1.8%	18.24%
HR	30.77%	46.15%	0%	23.08%
HU	75.61%	12.2%	4.88%	7.32%
IE	35.68%	50.23%	0.47%	13.62%
IT	43.4%	29.79%	3.83%	22.98%
LT	37.04%	18.52%	7.41%	37.04%
LU	18.18%	27.27%	0%	54.55%
LV	25%	33.33%	0%	41.67%
MT	25%	0%	0%	75%
NL	75.12%	8.96%	1%	14.93%
PL	47.83%	26.09%	4.35%	21.74%
PT	48.82%	26.94%	2.02%	22.22%
RO	53.06%	24.49%	0%	22.45%
SE	57.89%	15.79%	0%	26.32%
SI	65%	15%	0%	20%
SK	61.7%	12.77%	6.38%	19.15%
UK	56.47%	18.82%	0%	24.71%
<b>By type of respondent</b>				
Individual/citizen/consumer	49.74%	26.81%	2.42%	21.03%
Stakeholder/expert	76.07%	14.18%	1.88%	7.87%
<b>By institution</b>				
Academic/scientist	52.86%	39.66%	0%	7.48%
European Institution	100%	0%	0%	0%
International body	57.06%	0%	0%	42.94%
Local/regional authorities (other)	80.85%	7.04%	0%	12.1%
Local/regional authority (responsible for drinking water)	90.68%	4.44%	0%	4.88%
National authorities (other)	42.16%	52.35%	0%	5.5%
National authority (responsible for drinking water)	65.11%	6.89%	1.87%	26.13%
Non-governmental organisation (NGO)	38.14%	17.18%	21.73%	22.96%
Other (please specify)	61.12%	14.75%	0.49%	23.64%
Other association	80.8%	9.13%	3.65%	6.41%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	94.15%	2.81%	1.59%	1.45%

<b>By type of area</b>				
Don't know/Not applicable	74.3%	11.72%	9.89%	4.09%
Rural	58.36%	24.29%	1.47%	15.88%
Urbanised	50.93%	25.59%	2.35%	21.13%
<b>By water supply zone size</b>				
Don't know/Not applicable	41.61%	30.03%	6.97%	21.39%
Large	54.29%	24.27%	1.75%	19.69%
Small	58.03%	24.93%	1.77%	15.27%

Table 3. Proportions of the survey responses to the question 'Drinking directly from the tap'

	Always	Don't know/ not applicable	Most of the time	Not or rarely
AT	89.92%	0.54%	6.54%	3%
BE	31.93%	0.6%	27.11%	40.36%
BG	28.12%	3.12%	21.88%	46.88%
CY	20%	0%	20%	60%
CZ	68.75%	3.12%	18.75%	9.38%
DE	60.74%	0.46%	23.35%	15.45%
DK	71.43%	14.29%	14.29%	0%
EE	100%	0%	0%	0%
EL	60.61%	0%	9.09%	30.3%
ES	53.26%	0%	16.3%	30.43%
FI	89.51%	2.1%	6.29%	2.1%
FR	55.03%	0.97%	18.81%	25.19%
HR	53.85%	0%	15.38%	30.77%
HU	74.36%	0%	5.13%	20.51%
IE	21.54%	1.54%	10.26%	66.67%
IT	44.34%	0.45%	14.93%	40.27%
LT	44.44%	0%	51.85%	3.7%
LU	50%	0%	20%	30%
LV	25%	0%	33.33%	41.67%
MT	0%	0%	33.33%	66.67%
NL	94.61%	0%	3.43%	1.96%
PL	27.27%	0%	31.82%	40.91%
PT	47.22%	0.35%	24.65%	27.78%
RO	25.27%	1.1%	37.36%	36.26%
SE	94.74%	0%	5.26%	0%
SI	65%	0%	30%	5%
SK	71.74%	2.17%	13.04%	13.04%
UK	63.53%	2.35%	18.82%	15.29%
<b>By type of respondent</b>				
Individual/citizen/consumer	53.85%	0.27%	19.65%	26.23%
Stakeholder/expert	64.93%	4.96%	17.48%	12.63%
<b>By institution</b>				
Academic/scientist	67.1%	0.2%	8.06%	24.64%
European Institution	0%	0%	0%	100%
International body	45.17%	42.94%	11.89%	0%
Local/regional authorities (other)	57.69%	1.29%	39.82%	1.2%
Local/regional authority (responsible for drinking water)	54.75%	7.2%	26.67%	11.38%
National authorities (other)	43.08%	0%	0%	56.92%
National authority (responsible for drinking water)	90.51%	1.87%	6.72%	0.91%

Non-governmental organisation (NGO)	53.18%	21.33%	10.98%	14.5%
Other (please specify)	66.83%	4.21%	14.56%	14.4%
Other association	57.61%	5.48%	25.46%	11.45%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	74.38%	4.44%	17.44%	3.74%
<b>By type of area</b>				
Don't know/Not applicable	66.08%	17.88%	10.41%	5.63%
Rural	62.08%	0.22%	16%	21.7%
Urbanised	52.56%	0.61%	20.57%	26.25%
<b>By water supply zone size</b>				
Don't know/Not applicable	52.7%	5.76%	12.73%	28.81%
Large	55.68%	0.38%	20.07%	23.87%
Small	55.98%	0.37%	19.44%	24.2%

Table 4. Proportions of the survey responses to the question 'Drinking, after filtering it'

	Always	Don't know/ not applicable	Most of the time	Not or rarely
AT	2.12%	26.27%	3.39%	68.22%
BE	11.18%	5.59%	15.53%	67.7%
BG	11.11%	7.41%	14.81%	66.67%
CY	11.9%	9.52%	9.52%	69.05%
CZ	2.7%	21.62%	2.7%	72.97%
DE	5.44%	23.91%	3.67%	66.98%
DK	0%	50%	0%	50%
EE	0%	50%	0%	50%
EL	18.87%	3.77%	3.77%	73.58%
ES	10.42%	4.56%	8.47%	76.55%
FI	3.39%	13.56%	0%	83.05%
FR	11.23%	5.94%	9.03%	73.81%
HR	11.11%	11.11%	11.11%	66.67%
HU	19.35%	16.13%	3.23%	61.29%
IE	36.81%	3.85%	12.64%	46.7%
IT	13.41%	8.94%	8.38%	69.27%
LT	5.26%	5.26%	5.26%	84.21%
LU	20%	10%	10%	60%
LV	10%	0%	20%	70%
MT	50%	25%	0%	25%
NL	1.09%	4.92%	0.55%	93.44%
PL	0%	10.53%	21.05%	68.42%
PT	15.62%	12.95%	6.25%	65.18%
RO	14.1%	16.67%	14.1%	55.13%
SE	0%	5.88%	0%	94.12%
SI	0%	5.56%	5.56%	88.89%
SK	9.38%	37.5%	3.12%	50%
UK	18.42%	6.58%	6.58%	68.42%
<b>By type of respondent</b>				
Individual/citizen/consumer	11.4%	11.24%	9.01%	68.35%
Stakeholder/expert	2.35%	11.95%	1.79%	83.92%
<b>By institution</b>				
Academic/scientist	0%	3.44%	0.2%	96.35%
European Institution	100%	0%	0%	0%
International body	0%	42.94%	0%	57.06%

Local/regional authorities (other)	6.55%	3.09%	0%	90.35%
Local/regional authority (responsible for drinking water)	1.26%	11.91%	2.53%	84.3%
National authorities (other)	8.53%	2.29%	0%	89.18%
National authority (responsible for drinking water)	0%	19.74%	0%	80.26%
Non-governmental organisation (NGO)	2.35%	35.15%	2.35%	60.15%
Other (please specify)	6.41%	7.45%	2.34%	83.8%
Other association	0%	14.23%	2.28%	83.48%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	1.22%	13.87%	2.09%	82.81%
<b>By type of area</b>				
Don't know/Not applicable	3.98%	32.48%	2.34%	61.19%
Rural	13.67%	13.31%	5.63%	67.38%
Urbanised	9.28%	10.03%	9.05%	71.64%
<b>By water supply zone size</b>				
Don't know/Not applicable	15.19%	16.52%	7.24%	61.05%
Large	9.16%	10.24%	8.2%	72.4%
Small	12.04%	13.81%	7.43%	66.72%

Table 5. Proportions of the survey responses to the question 'Drinking, after boiling it'

	Always	Don't know/ not applicable	Most of the time	Not or rarely
AT	2.53%	24.89%	2.11%	70.46%
BE	2.56%	7.69%	5.13%	84.62%
BG	4.17%	8.33%	4.17%	83.33%
CY	7.5%	10%	5%	77.5%
CZ	2.7%	16.22%	10.81%	70.27%
DE	4.48%	23.67%	11.8%	60.05%
DK	0%	50%	0%	50%
EE	0%	50%	0%	50%
EL	4.08%	8.16%	0%	87.76%
ES	0.69%	5.15%	0%	94.16%
FI	5.04%	13.45%	3.36%	78.15%
FR	3.61%	7.49%	3.61%	85.29%
HR	0%	20%	20%	60%
HU	6.67%	16.67%	3.33%	73.33%
IE	15.52%	4.02%	18.39%	62.07%
IT	0%	10.3%	3.03%	86.67%
LT	10.53%	0%	15.79%	73.68%
LU	12.5%	12.5%	12.5%	62.5%
LV	10%	0%	60%	30%
MT	33.33%	0%	0%	66.67%
NL	2.21%	4.97%	3.31%	89.5%
PL	30%	5%	55%	10%
PT	0.48%	18.66%	3.83%	77.03%
RO	2.7%	27.03%	1.35%	68.92%
SE	0%	11.76%	0%	88.24%
SI	5.56%	5.56%	0%	88.89%
SK	3.12%	31.25%	3.12%	62.5%
UK	13.7%	10.96%	9.59%	65.75%
<b>By type of respondent</b>				
Individual/citizen/consumer	7.05%	12.8%	9.68%	70.47%
Stakeholder/expert	5.11%	11.34%	12.83%	70.71%

<b>By institution</b>				
Academic/scientist	9.65%	2.1%	20.13%	68.12%
European Institution	0%	100%	0%	0%
International body	0%	42.94%	0%	57.06%
Local/regional authorities (other)	0%	3.26%	0%	96.74%
Local/regional authority (responsible for drinking water)	0.39%	11.91%	18.14%	69.56%
National authorities (other)	3.13%	1.14%	50.76%	44.98%
National authority (responsible for drinking water)	0%	19.74%	0%	80.26%
Non-governmental organisation (NGO)	0%	36.44%	0%	63.56%
Other (please specify)	14.45%	6.38%	2.19%	76.98%
Other association	0%	13.47%	1.2%	85.33%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	5.58%	13.71%	10.28%	70.43%
<b>By type of area</b>				
Don't know/Not applicable	7.28%	32.54%	1.36%	58.81%
Rural	4.55%	15.76%	9.99%	69.69%
Urbanised	7.58%	10.83%	10.58%	71.01%
<b>By water supply zone size</b>				
Don't know/Not applicable	11.38%	20.19%	13.2%	55.23%
Large	6.42%	11.1%	10.85%	71.63%
Small	4.5%	15.48%	3.52%	76.5%

Table 6. Proportions of the survey responses to the question 'Cooking directly from the tap'

	Always	Don't know/ not applicable	Most of the time	Not or rarely
AT	94.89%	0.9%	1.5%	2.7%
BE	79.17%	1.19%	12.5%	7.14%
BG	54.84%	3.23%	9.68%	32.26%
CY	63.64%	0%	25%	11.36%
CZ	91.23%	3.51%	3.51%	1.75%
DE	93.78%	0.42%	3.74%	2.06%
DK	85.71%	14.29%	0%	0%
EE	100%	0%	0%	0%
EL	80%	0%	9.23%	10.77%
ES	79.78%	0.27%	13.93%	6.01%
FI	78.52%	5.93%	4.44%	11.11%
FR	85.43%	1.2%	7.61%	5.76%
HR	72.73%	0%	9.09%	18.18%
HU	72.22%	5.56%	11.11%	11.11%
IE	40%	1.54%	22.05%	36.41%
IT	87.67%	0%	8.37%	3.96%
LT	78.26%	0%	21.74%	0%
LU	77.78%	0%	11.11%	11.11%
LV	58.33%	0%	33.33%	8.33%
MT	75%	0%	25%	0%
NL	95.41%	1.02%	1.53%	2.04%
PL	81.82%	0%	18.18%	0%
PT	87.19%	0.71%	7.83%	4.27%
RO	73.91%	1.09%	18.48%	6.52%
SE	89.47%	0%	5.26%	5.26%
SI	89.47%	0%	5.26%	5.26%
SK	79.07%	2.33%	16.28%	2.33%

UK	77.11%	3.61%	12.05%	7.23%
<b>By type of respondent</b>				
Individual/citizen/consumer	83.87%	0.71%	9.75%	5.66%
Stakeholder/expert	84.59%	4.91%	7.67%	2.83%
<b>By institution</b>				
Academic/scientist	90.7%	0.18%	3.58%	5.55%
European Institution	100%	0%	0%	0%
International body	57.06%	42.94%	0%	0%
Local/regional authorities (other)	94%	1.24%	2.28%	2.48%
Local/regional authority (responsible for drinking water)	86.47%	8.82%	1.92%	2.8%
National authorities (other)	47.29%	0%	52.71%	0%
National authority (responsible for drinking water)	97.22%	1.87%	0.91%	0%
Non-governmental organisation (NGO)	61.77%	22.6%	13.47%	2.16%
Other (please specify)	80.09%	0%	15.84%	4.07%
Other association	68.78%	5.62%	23.73%	1.87%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	92.34%	5.03%	1.09%	1.53%
<b>By type of area</b>				
Don't know/Not applicable	73.47%	24.11%	1.59%	0.84%
Rural	84.62%	0.61%	8.77%	5.99%
Urbanised	84%	0.75%	10.01%	5.24%
<b>By water supply zone size</b>				
Don't know/Not applicable	75.27%	7.32%	10.59%	6.81%
Large	85.49%	0.62%	9.51%	4.37%
Small	82.12%	0.42%	8.13%	9.33%

Table 7. Proportions of the survey responses to the question 'Cooking, after filtering it'

	Always	Don't know/ not applicable	Most of the time	Not or rarely
AT	1.69%	27.12%	1.27%	69.92%
BE	3.87%	8.39%	5.16%	82.58%
BG	3.7%	14.81%	18.52%	62.96%
CY	8.11%	10.81%	2.7%	78.38%
CZ	0%	25%	0%	75%
DE	3.34%	26.37%	1.73%	68.56%
DK	0%	50%	0%	50%
EE	0%	50%	0%	50%
EL	12.24%	4.08%	6.12%	77.55%
ES	3.45%	5.17%	5.17%	86.21%
FI	0.87%	14.78%	0%	84.35%
FR	7.79%	6.47%	3.7%	82.03%
HR	10%	20%	10%	60%
HU	17.24%	20.69%	3.45%	58.62%
IE	27.49%	5.85%	12.87%	53.8%
IT	4.94%	10.49%	3.09%	81.48%
LT	5.56%	0%	0%	94.44%
LU	20%	10%	0%	70%
LV	0%	0%	20%	80%
MT	25%	25%	0%	50%
NL	1.09%	6.01%	1.09%	91.8%
PL	0%	16.67%	11.11%	72.22%
PT	6.16%	23.7%	4.27%	65.88%

RO	4.05%	25.68%	9.46%	60.81%
SE	0%	13.33%	0%	86.67%
SI	0%	5.56%	0%	94.44%
SK	3.23%	38.71%	6.45%	51.61%
UK	5.48%	8.22%	6.85%	79.45%
<b>By type of respondent</b>				
Individual/citizen/consumer	5.28%	13.55%	5.11%	76.06%
Stakeholder/expert	1.11%	16.19%	1.56%	81.14%
<b>By institution</b>				
Academic/scientist	0%	3.33%	1.4%	95.27%
European Institution	0%	100%	0%	0%
International body	0%	42.94%	0%	57.06%
Local/regional authorities (other)	0%	3.26%	0%	96.74%
Local/regional authority (responsible for drinking water)	1.26%	29.28%	1.98%	67.47%
National authorities (other)	0%	2.32%	7.5%	90.19%
National authority (responsible for drinking water)	0%	27.95%	0%	72.05%
Non-governmental organisation (NGO)	4.75%	35.57%	2.37%	57.3%
Other (please specify)	2.59%	12.22%	0.39%	84.8%
Other association	0%	13.47%	0%	86.53%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	1.04%	14.68%	1.33%	82.95%
<b>By type of area</b>				
Don't know/Not applicable	2.97%	32.39%	0.67%	63.97%
Rural	6.6%	15.45%	5.16%	72.79%
Urbanised	4.03%	12.85%	4.88%	78.23%
<b>By water supply zone size</b>				
Don't know/Not applicable	7.48%	18.12%	4.76%	69.64%
Large	3.97%	12.95%	4.6%	78.48%
Small	6.36%	16.37%	6.01%	71.26%

Table 8. Proportions of the survey responses to the question 'Washing'

	Always	Don't know/ not applicable	Most of the time	Not or rarely
AT	94.53%	2.74%	0.3%	2.43%
BE	92.26%	0.6%	4.76%	2.38%
BG	80%	0%	17.14%	2.86%
CY	88.89%	2.22%	0%	8.89%
CZ	92.98%	5.26%	0%	1.75%
DE	96.47%	0.89%	0.89%	1.74%
DK	85.71%	14.29%	0%	0%
EE	100%	0%	0%	0%
EL	90.77%	1.54%	1.54%	6.15%
ES	97.53%	0%	0.82%	1.65%
FI	95.83%	2.08%	1.39%	0.69%
FR	95.55%	0.76%	2.39%	1.3%
HR	100%	0%	0%	0%
HU	94.59%	0%	5.41%	0%
IE	83.01%	1.46%	11.17%	4.37%
IT	96.4%	0%	1.35%	2.25%
LT	95.65%	0%	4.35%	0%
LU	100%	0%	0%	0%
LV	100%	0%	0%	0%

MT	75%	0%	25%	0%
NL	96.97%	0.51%	1.01%	1.52%
PL	100%	0%	0%	0%
PT	96.48%	0%	1.76%	1.76%
RO	92.63%	1.05%	4.21%	2.11%
SE	89.47%	0%	5.26%	5.26%
SI	100%	0%	0%	0%
SK	97.62%	0%	2.38%	0%
UK	91.57%	2.41%	3.61%	2.41%
<b>By type of respondent</b>				
Individual/citizen/consumer	95.49%	0.35%	2.22%	1.94%
Stakeholder/expert	92.3%	4.68%	1.84%	1.17%
<b>By institution</b>				
Academic/scientist	94.81%	0.18%	2.15%	2.87%
European Institution	100%	0%	0%	0%
International body	57.06%	42.94%	0%	0%
Local/regional authorities (other)	98.76%	1.24%	0%	0%
Local/regional authority (responsible for drinking water)	90.7%	7.56%	1.74%	0%
National authorities (other)	100%	0%	0%	0%
National authority (responsible for drinking water)	98.13%	1.87%	0%	0%
Non-governmental organisation (NGO)	73.81%	22.83%	1.18%	2.18%
Other (please specify)	98.59%	0%	0.55%	0.86%
Other association	71.7%	6.1%	22.2%	0%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	93.82%	4.77%	0%	1.41%
<b>By type of area</b>				
Don't know/Not applicable	80.84%	18.43%	0.17%	0.56%
Rural	95.19%	0.4%	2.57%	1.84%
Urbanised	95.68%	0.58%	1.88%	1.86%
<b>By water supply zone size</b>				
Don't know/Not applicable	91.13%	5.98%	1.01%	1.88%
Large	95.91%	0.37%	1.93%	1.8%
Small	94.38%	0.53%	3.22%	1.87%

Table 9. Proportions of the survey responses to the question 'Good access to wholesome and clean water (where I live)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	95.6%	1.65%	0.82%	1.92%
BE	83.43%	4.73%	2.37%	9.47%
BG	41.67%	41.67%	2.78%	13.89%
CY	71.11%	6.67%	2.22%	20%
CZ	84.38%	6.25%	1.56%	7.81%
DE	90.81%	1.86%	1.58%	5.75%
DK	71.43%	14.29%	14.29%	0%
EE	100%	0%	0%	0%
EL	71.43%	8.57%	1.43%	18.57%
ES	85.04%	6.3%	0.79%	7.87%
FI	90.97%	6.94%	2.08%	0%
FR	77.48%	9.73%	2.22%	10.57%
HR	69.23%	15.38%	0%	15.38%
HU	95.12%	4.88%	0%	0%

IE	11.68%	72.9%	1.4%	14.02%
IT	71.12%	11.21%	1.72%	15.95%
LT	85.19%	0%	7.41%	7.41%
LU	63.64%	18.18%	0%	18.18%
LV	58.33%	8.33%	25%	8.33%
MT	75%	25%	0%	0%
NL	97.51%	0%	0.5%	1.99%
PL	78.26%	4.35%	4.35%	13.04%
PT	83.5%	4.04%	1.35%	11.11%
RO	76.04%	6.25%	1.04%	16.67%
SE	94.74%	5.26%	0%	0%
SI	80%	10%	0%	10%
SK	89.36%	2.13%	2.13%	6.38%
UK	85.88%	5.88%	0%	8.24%
<b>By type of respondent</b>				
Individual/citizen/consumer	80.44%	7.5%	1.76%	10.3%
Stakeholder/expert	88.8%	5.31%	1.79%	4.1%
<b>By institution</b>				
Academic/scientist	77.83%	22.02%	0%	0.15%
European Institution	100%	0%	0%	0%
International body	57.06%	0%	42.94%	0%
Local/regional authorities (other)	97.72%	0%	0%	2.28%
Local/regional authority (responsible for drinking water)	97.27%	2.73%	0%	0%
National authorities (other)	93.53%	0%	0%	6.47%
National authority (responsible for drinking water)	96.56%	3.44%	0%	0%
Non-governmental organisation (NGO)	55.65%	1.95%	25.86%	16.54%
Other (please specify)	89.63%	4.27%	0%	6.1%
Other association	92.7%	3.65%	3.65%	0%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	92.24%	0.48%	0.74%	6.54%
<b>By type of area</b>				
Don't know/Not applicable	79.93%	1.25%	11.31%	7.51%
Rural	81.45%	9%	1.21%	8.33%
Urbanised	81.69%	6.83%	1.6%	9.88%
<b>By water supply zone size</b>				
Don't know/Not applicable	75.78%	7.13%	6.91%	10.17%
Large	83.55%	6.66%	1.06%	8.73%
Small	75.72%	10.49%	1.64%	12.14%

Table 10. Proportions of the survey responses to the question 'Good access to wholesome and clean water (EU overall)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	20%	28.45%	14.93%	36.62%
BE	16.57%	30.77%	26.04%	26.63%
BG	22.22%	22.22%	22.22%	33.33%
CY	45.45%	6.82%	27.27%	20.45%
CZ	59.38%	4.69%	14.06%	21.88%
DE	19.44%	37.37%	15.23%	27.95%
DK	28.57%	14.29%	28.57%	28.57%
EE	66.67%	0%	33.33%	0%
EL	35.29%	14.71%	13.24%	36.76%

ES	59.42%	4.51%	22.81%	13.26%
FI	36.36%	24.48%	25.87%	13.29%
FR	10.83%	36.55%	31.51%	21.11%
HR	8.33%	33.33%	25%	33.33%
HU	30%	40%	17.5%	12.5%
IE	29.81%	19.71%	17.79%	32.69%
IT	23.89%	17.26%	35.84%	23.01%
LT	30.77%	3.85%	38.46%	26.92%
LU	9.09%	36.36%	9.09%	45.45%
LV	18.18%	9.09%	45.45%	27.27%
MT	50%	25%	0%	25%
NL	8%	39.5%	35%	17.5%
PL	30.43%	13.04%	26.09%	30.43%
PT	45.08%	7.12%	24.07%	23.73%
RO	17.2%	23.66%	27.96%	31.18%
SE	0%	38.89%	16.67%	44.44%
SI	10%	5%	30%	55%
SK	46.81%	6.38%	19.15%	27.66%
UK	34.12%	12.94%	31.76%	21.18%
<b>By type of respondent</b>				
Individual/citizen/consumer	25.34%	23.66%	26.35%	24.65%
Stakeholder/expert	36.75%	17.4%	22.84%	23%
<b>By institution</b>				
Academic/scientist	39.75%	36.87%	12.96%	10.43%
European Institution	0%	100%	0%	0%
International body	11.89%	0%	45.17%	42.94%
Local/regional authorities (other)	37.21%	18.86%	33.45%	10.49%
Local/regional authority (responsible for drinking water)	46.65%	13.92%	21.61%	17.82%
National authorities (other)	8.03%	3.1%	0.54%	88.33%
National authority (responsible for drinking water)	52.52%	16.59%	14.04%	16.85%
Non-governmental organisation (NGO)	12.8%	25.4%	32.6%	29.2%
Other (please specify)	38.81%	24.03%	18.53%	18.63%
Other association	11.53%	36.47%	17.72%	34.28%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	39.81%	5.7%	31.58%	22.91%
<b>By type of area</b>				
Don't know/Not applicable	24.27%	25.58%	26.01%	24.14%
Rural	23.15%	26.98%	23.99%	25.88%
Urbanised	28.88%	20.78%	26.64%	23.7%
<b>By water supply zone size</b>				
Don't know/Not applicable	27.21%	16.57%	29.6%	26.63%
Large	27.32%	23.6%	25.81%	23.27%
Small	27.09%	22.22%	23.57%	27.12%

Table 11. Proportions of the survey responses to the question 'Good connection to the supply network (where I live)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	97.25%	0.55%	1.38%	0.83%
BE	91.12%	2.37%	2.37%	4.14%
BG	44.74%	23.68%	0%	31.58%
CY	76.6%	6.38%	6.38%	10.64%

CZ	90.48%	4.76%	4.76%	0%
DE	97.8%	0.46%	0.41%	1.33%
DK	71.43%	14.29%	0%	14.29%
EE	100%	0%	0%	0%
EL	79.71%	5.8%	0%	14.49%
ES	89.95%	4.5%	0.53%	5.03%
FI	89.58%	5.56%	3.47%	1.39%
FR	83.33%	5.2%	3.18%	8.28%
HR	91.67%	8.33%	0%	0%
HU	95%	0%	2.5%	2.5%
IE	66.82%	19.16%	1.87%	12.15%
IT	78.35%	9.52%	2.16%	9.96%
LT	81.48%	3.7%	0%	14.81%
LU	100%	0%	0%	0%
LV	81.82%	0%	0%	18.18%
MT	75%	25%	0%	0%
NL	99%	0%	0%	1%
PL	78.26%	8.7%	4.35%	8.7%
PT	85.14%	3.38%	2.03%	9.46%
RO	86.32%	5.26%	1.05%	7.37%
SE	88.89%	0%	0%	11.11%
SI	90%	5%	0%	5%
SK	91.49%	2.13%	0%	6.38%
UK	94.12%	1.18%	0%	4.71%
<b>By type of respondent</b>				
Individual/citizen/consumer	86.94%	4.85%	1.68%	6.53%
Stakeholder/expert	92.49%	2.45%	0.6%	4.46%
<b>By institution</b>				
Academic/scientist	90.57%	2.24%	0.15%	7.05%
European Institution	0%	0%	0%	100%
International body	57.06%	0%	42.94%	0%
Local/regional authorities (other)	97.5%	2.5%	0%	0%
Local/regional authority (responsible for drinking water)	95.29%	2.45%	0%	2.27%
National authorities (other)	97.39%	2.61%	0%	0%
National authority (responsible for drinking water)	93.52%	5.54%	0%	0.95%
Non-governmental organisation (NGO)	50.15%	6.66%	0.65%	42.54%
Other (please specify)	90.8%	6.18%	0%	3.02%
Other association	92.7%	3.65%	3.65%	0%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	97.39%	0.57%	0.74%	1.3%
<b>By type of area</b>				
Don't know/Not applicable	73.36%	4.38%	2.85%	19.4%
Rural	85.04%	6.64%	1.26%	7.06%
Urbanised	88.9%	3.83%	1.53%	5.74%
<b>By water supply zone size</b>				
Don't know/Not applicable	76.4%	6.14%	5.66%	11.79%
Large	90.04%	3.74%	0.84%	5.38%
Small	82.43%	7.75%	1.96%	7.86%

Table 12. Proportions of the survey responses to the question 'Good connection to the supply network (EU overall)'

	Agree	Disagree	Don't know/ not	Neither agree,
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			applicable	nor disagree
AT	18.49%	18.49%	23.53%	39.5%
BE	16.17%	25.75%	35.93%	22.16%
BG	34.29%	20%	20%	25.71%
CY	34.09%	4.55%	40.91%	20.45%
CZ	46.03%	4.76%	46.03%	3.17%
DE	18.25%	23.52%	20.82%	37.41%
DK	0%	14.29%	42.86%	42.86%
EE	33.33%	0%	66.67%	0%
EL	38.81%	11.94%	20.9%	28.36%
ES	56%	3.47%	26.67%	13.87%
FI	25%	12.5%	43.06%	19.44%
FR	7.1%	30.68%	37.57%	24.65%
HR	27.27%	9.09%	36.36%	27.27%
HU	20%	30%	30%	20%
IE	41.67%	5.39%	29.9%	23.04%
IT	20.35%	8.41%	42.04%	29.2%
LT	38.46%	7.69%	38.46%	15.38%
LU	18.18%	18.18%	9.09%	54.55%
LV	10%	20%	60%	10%
MT	50%	0%	25%	25%
NL	7.46%	27.86%	43.78%	20.9%
PL	34.78%	0%	34.78%	30.43%
PT	40.61%	4.1%	31.74%	23.55%
RO	15.73%	19.1%	34.83%	30.34%
SE	0%	21.05%	26.32%	52.63%
SI	20%	10%	35%	35%
SK	36.17%	6.38%	29.79%	27.66%
UK	27.06%	5.88%	41.18%	25.88%
<b>By type of respondent</b>				
Individual/citizen/consumer	22.72%	15.06%	33.89%	28.33%
Stakeholder/expert	34.25%	12.18%	31.53%	22.04%
<b>By institution</b>				
Academic/scientist	35%	16.7%	32.69%	15.6%
European Institution	0%	0%	0%	100%
International body	54.83%	0%	45.17%	0%
Local/regional authorities (other)	34.92%	10.37%	51.66%	3.05%
Local/regional authority (responsible for drinking water)	37.64%	10.82%	31.09%	20.45%
National authorities (other)	9.53%	6.24%	49.67%	34.56%
National authority (responsible for drinking water)	39.72%	9.13%	13.41%	37.74%
Non-governmental organisation (NGO)	3.72%	23.68%	17.83%	54.77%
Other (please specify)	33.46%	22.18%	22.72%	21.64%
Other association	17.01%	32.77%	17.72%	32.5%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	41.99%	4.51%	34.69%	18.8%
<b>By type of area</b>				
Don't know/Not applicable	18.42%	22.84%	33.73%	25.01%
Rural	19.92%	15.39%	33.13%	31.57%
Urbanised	26.25%	14.07%	33.99%	25.69%
<b>By water supply zone size</b>				
Don't know/Not applicable	23.13%	13.29%	41.52%	22.06%
Large	24.37%	15.17%	33.27%	27.19%

Small | 26.11% 13.48% 30.12% 30.29%

Table 13. Proportions of the survey responses to the question 'Affordable (where I live)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	93.89%	0.56%	1.67%	3.89%
BE	60.95%	14.2%	2.96%	21.89%
BG	36.84%	55.26%	0%	7.89%
CY	59.57%	14.89%	0%	25.53%
CZ	78.12%	12.5%	3.12%	6.25%
DE	87.16%	4.04%	0.86%	7.94%
DK	66.67%	16.67%	16.67%	0%
EE	100%	0%	0%	0%
EL	66.18%	8.82%	1.47%	23.53%
ES	57.07%	24.87%	0.79%	17.28%
FI	76.39%	11.81%	4.86%	6.94%
FR	57.32%	24.84%	2.23%	15.61%
HR	30.77%	30.77%	0%	38.46%
HU	37.5%	40%	5%	17.5%
IE	20.75%	39.62%	10.85%	28.77%
IT	54.27%	26.5%	4.27%	14.96%
LT	48.15%	22.22%	0%	29.63%
LU	90.91%	9.09%	0%	0%
LV	58.33%	16.67%	0%	25%
MT	50%	25%	0%	25%
NL	94.09%	0.49%	0.99%	4.43%
PL	34.78%	52.17%	4.35%	8.7%
PT	39.46%	40.47%	1%	19.06%
RO	43.16%	27.37%	3.16%	26.32%
SE	78.95%	0%	0%	21.05%
SI	85%	0%	0%	15%
SK	68.09%	8.51%	4.26%	19.15%
UK	64.71%	21.18%	1.18%	12.94%
<b>By type of respondent</b>				
Individual/citizen/consumer	60.04%	22.47%	2.51%	14.97%
Stakeholder/expert	76.67%	15.14%	1.22%	6.97%
<b>By institution</b>				
Academic/scientist	59.54%	35.75%	1.22%	3.49%
European Institution	100%	0%	0%	0%
International body	57.06%	0%	42.94%	0%
Local/regional authorities (other)	86.07%	5.16%	0%	8.77%
Local/regional authority (responsible for drinking water)	61.07%	22.77%	1.06%	15.09%
National authorities (other)	47.58%	50.76%	0%	1.66%
National authority (responsible for drinking water)	90.24%	0%	3.67%	6.08%
Non-governmental organisation (NGO)	60.69%	9.16%	0.81%	29.34%
Other (please specify)	84.82%	7.35%	0%	7.82%
Other association	84.75%	6.56%	3.65%	5.03%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	92.12%	3.24%	1.22%	3.41%
<b>By type of area</b>				
Don't know/Not applicable	78.35%	9.79%	3.46%	8.4%
Rural	69.99%	16.06%	2.06%	11.9%

Urbanised	58.82%	24.08%	2.38%	14.72%
<b>By water supply zone size</b>				
Don't know/Not applicable	53.58%	19.53%	8.37%	18.52%
Large	62.77%	22.22%	1.54%	13.47%
Small	66.07%	19.65%	1.85%	12.44%

Table 14. Proportions of the survey responses to the question 'Affordable (EU overall)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	25.63%	13.37%	30.36%	30.64%
BE	13.02%	15.98%	49.11%	21.89%
BG	25.71%	11.43%	37.14%	25.71%
CY	25.53%	12.77%	48.94%	12.77%
CZ	41.27%	3.17%	47.62%	7.94%
DE	21.69%	17.54%	27.07%	33.7%
DK	0%	0%	66.67%	33.33%
EE	0%	0%	100%	0%
EL	20%	13.85%	33.85%	32.31%
ES	24.34%	10.85%	43.39%	21.43%
FI	17.61%	11.27%	53.52%	17.61%
FR	7.82%	22.81%	46.79%	22.59%
HR	0%	16.67%	58.33%	25%
HU	15.38%	33.33%	41.03%	10.26%
IE	12.5%	19.23%	38.94%	29.33%
IT	12.39%	16.37%	50.88%	20.35%
LT	23.08%	7.69%	46.15%	23.08%
LU	36.36%	9.09%	27.27%	27.27%
LV	0%	9.09%	72.73%	18.18%
MT	25%	50%	25%	0%
NL	16%	7%	66.5%	10.5%
PL	13.04%	13.04%	47.83%	26.09%
PT	11.15%	13.51%	54.73%	20.61%
RO	6.67%	10%	52.22%	31.11%
SE	15.79%	10.53%	36.84%	36.84%
SI	15%	0%	40%	45%
SK	23.4%	4.26%	36.17%	36.17%
UK	17.65%	12.94%	44.71%	24.71%
<b>By type of respondent</b>				
Individual/citizen/consumer	15.61%	15.54%	44.63%	24.22%
Stakeholder/expert	20.81%	10.65%	40.29%	28.25%
<b>By institution</b>				
Academic/scientist	16.17%	22.19%	47.21%	14.43%
European Institution	0%	0%	100%	0%
International body	54.83%	0%	0%	45.17%
Local/regional authorities (other)	35.07%	4.76%	43.98%	16.19%
Local/regional authority (responsible for drinking water)	10.62%	6.73%	60.04%	22.61%
National authorities (other)	8.51%	0%	19.16%	72.33%
National authority (responsible for drinking water)	39%	1.87%	39.3%	19.84%
Non-governmental organisation (NGO)	19.37%	12.34%	19.54%	48.75%
Other (please specify)	18.4%	13.67%	18.88%	49.05%
Other association	6.19%	30.2%	26.4%	37.21%

Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	28.65%	5.81%	41.33%	24.21%
<b>By type of area</b>				
Don't know/Not applicable	19.12%	28.38%	36.01%	16.49%
Rural	17.28%	12.91%	41.41%	28.4%
Urbanised	15.88%	15.15%	45.37%	23.6%
<b>By water supply zone size</b>				
Don't know/Not applicable	13.17%	16.39%	52.99%	17.45%
Large	16.3%	14.99%	43.76%	24.96%
Small	19.35%	13.3%	39.08%	28.27%

Table 15. Proportions of the survey responses to the question 'Good value for the money (where I live)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	89.72%	1.11%	3.33%	5.83%
BE	59.41%	10.59%	10%	20%
BG	32.43%	51.35%	5.41%	10.81%
CY	44.68%	6.38%	6.38%	42.55%
CZ	73.44%	14.06%	7.81%	4.69%
DE	80.08%	4.34%	2.38%	13.2%
DK	33.33%	33.33%	0%	33.33%
EE	33.33%	66.67%	0%	0%
EL	55.07%	11.59%	1.45%	31.88%
ES	51.18%	21%	2.1%	25.72%
FI	84.83%	6.9%	4.14%	4.14%
FR	47.88%	23.94%	5.08%	23.09%
HR	25%	33.33%	0%	41.67%
HU	51.22%	24.39%	4.88%	19.51%
IE	7.58%	54.98%	10.43%	27.01%
IT	42.67%	23.71%	7.76%	25.86%
LT	51.85%	14.81%	3.7%	29.63%
LU	54.55%	9.09%	9.09%	27.27%
LV	41.67%	8.33%	16.67%	33.33%
MT	50%	0%	0%	50%
NL	95.02%	1%	0.5%	3.48%
PL	52.17%	21.74%	13.04%	13.04%
PT	40.2%	31.76%	4.05%	23.99%
RO	34.74%	29.47%	6.32%	29.47%
SE	68.42%	5.26%	5.26%	21.05%
SI	85%	0%	5%	10%
SK	67.39%	8.7%	4.35%	19.57%
UK	63.1%	14.29%	0%	22.62%
<b>By type of respondent</b>				
Individual/citizen/consumer	55.96%	17.85%	4.33%	21.86%
Stakeholder/expert	70.47%	13.9%	6.41%	9.22%
<b>By institution</b>				
Academic/scientist	44.29%	29.19%	14.38%	12.14%
European Institution	100%	0%	0%	0%
International body	57.06%	0%	42.94%	0%
Local/regional authorities (other)	88.13%	2.5%	0%	9.37%
Local/regional authority (responsible for drinking water)	69.45%	19.32%	1.66%	9.56%

National authorities (other)	30.88%	2.61%	48.15%	18.35%
National authority (responsible for drinking water)	90.55%	4.06%	2.2%	3.19%
Non-governmental organisation (NGO)	39.1%	11.59%	11.58%	37.72%
Other (please specify)	71.86%	12.36%	2.22%	13.56%
Other association	80.73%	10.87%	3.94%	4.46%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	87.54%	8.93%	0.77%	2.77%
<b>By type of area</b>				
Don't know/Not applicable	75.15%	9.37%	4.82%	10.66%
Rural	63.22%	15.67%	3.15%	17.96%
Urbanised	55.09%	18.59%	5.17%	21.15%
<b>By water supply zone size</b>				
Don't know/Not applicable	51.56%	16.57%	6.02%	25.84%
Large	58.86%	16.86%	4.55%	19.73%
Small	56.5%	21.77%	3.78%	17.95%

Table 16. Proportions of the survey responses to the question 'Good value for the money (EU overall)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	9.78%	13.69%	41.34%	35.2%
BE	8.33%	13.1%	58.33%	20.24%
BG	21.21%	15.15%	48.48%	15.15%
CY	17.39%	2.17%	56.52%	23.91%
CZ	23.44%	1.56%	65.62%	9.38%
DE	12.18%	18.41%	32.16%	37.24%
DK	0%	20%	40%	40%
EE	0%	0%	100%	0%
EL	20.59%	7.35%	38.24%	33.82%
ES	21.83%	6.2%	47.17%	24.8%
FI	11.19%	8.39%	57.34%	23.08%
FR	4.85%	19.74%	52%	23.41%
HR	0%	8.33%	66.67%	25%
HU	17.5%	7.5%	60%	15%
IE	8.74%	17.96%	42.23%	31.07%
IT	8.04%	11.16%	56.25%	24.55%
LT	19.23%	7.69%	50%	23.08%
LU	0%	0%	36.36%	63.64%
LV	16.67%	0%	66.67%	16.67%
MT	25%	25%	25%	25%
NL	5.53%	10.55%	67.34%	16.58%
PL	21.74%	8.7%	60.87%	8.7%
PT	10.85%	8.81%	56.61%	23.73%
RO	3.3%	9.89%	51.65%	35.16%
SE	5.56%	11.11%	27.78%	55.56%
SI	10%	0%	45%	45%
SK	14.89%	4.26%	38.3%	42.55%
UK	15.48%	13.1%	48.81%	22.62%
<b>By type of respondent</b>				
Individual/citizen/consumer	12.09%	12.52%	49.61%	25.77%
Stakeholder/expert	14.72%	11.87%	47.8%	25.61%
<b>By institution</b>				
Academic/scientist	12.04%	19.61%	48.75%	19.59%

European Institution	0%	0%	100%	0%
International body	54.83%	0%	45.17%	0%
Local/regional authorities (other)	15.01%	7.14%	52.82%	25.03%
Local/regional authority (responsible for drinking water)	7.96%	5.43%	66.66%	19.95%
National authorities (other)	0%	2.04%	68.3%	29.67%
National authority (responsible for drinking water)	43.01%	1.87%	37.49%	17.63%
Non-governmental organisation (NGO)	8.08%	21.04%	22.75%	48.13%
Other (please specify)	10.21%	15.22%	29.38%	45.19%
Other association	8.53%	26%	27.99%	37.48%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	20.85%	9.93%	47.63%	21.59%
<b>By type of area</b>				
Don't know/Not applicable	13.76%	28.8%	41%	16.44%
Rural	9.74%	12.09%	47.78%	30.39%
Urbanised	13.36%	12.24%	50.21%	24.19%
<b>By water supply zone size</b>				
Don't know/Not applicable	10.74%	14.75%	55.15%	19.36%
Large	12.88%	11.98%	48.9%	26.24%
Small	11.69%	13.96%	47.51%	26.84%

Table 17. Proportions of the survey responses to the question 'Good quality of drinking water (where I live)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	94.46%	1.94%	0.83%	2.77%
BE	75.74%	8.28%	3.55%	12.43%
BG	28.95%	47.37%	5.26%	18.42%
CY	63.83%	6.38%	8.51%	21.28%
CZ	89.06%	7.81%	1.56%	1.56%
DE	82.51%	2.92%	1.69%	12.88%
DK	66.67%	0%	0%	33.33%
EE	100%	0%	0%	0%
EL	55.71%	18.57%	2.86%	22.86%
ES	72.82%	13.19%	2.9%	11.08%
FI	90.97%	4.17%	3.47%	1.39%
FR	67.45%	16.7%	3.4%	12.45%
HR	53.85%	30.77%	0%	15.38%
HU	78.05%	7.32%	4.88%	9.76%
IE	8.41%	84.11%	0.47%	7.01%
IT	60.94%	16.31%	4.72%	18.03%
LT	77.78%	3.7%	3.7%	14.81%
LU	20%	40%	20%	20%
LV	50%	8.33%	16.67%	25%
MT	75%	25%	0%	0%
NL	96.43%	1.02%	0.51%	2.04%
PL	65.22%	8.7%	13.04%	13.04%
PT	77.44%	6.06%	2.69%	13.8%
RO	54.26%	15.96%	3.19%	26.6%
SE	88.89%	5.56%	0%	5.56%
SI	89.47%	5.26%	5.26%	0%
SK	82.61%	4.35%	4.35%	8.7%
UK	83.33%	10.71%	0%	5.95%

<b>By type of respondent</b>				
Individual/citizen/consumer	70.91%	12.42%	3.32%	13.34%
Stakeholder/expert	84.53%	6.91%	3.75%	4.82%
<b>By institution</b>				
Academic/scientist	70.44%	25.02%	1.13%	3.4%
European Institution	100%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	94.19%	3.52%	0%	2.28%
Local/regional authority (responsible for drinking water)	95.19%	2.7%	0%	2.11%
National authorities (other)	44.71%	0%	53.24%	2.06%
National authority (responsible for drinking water)	99.09%	0%	0%	0.91%
Non-governmental organisation (NGO)	67.81%	10.74%	9.96%	11.49%
Other (please specify)	85.15%	5.09%	2.28%	7.48%
Other association	89.91%	6.44%	3.65%	0%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	90.39%	1.71%	0.75%	7.15%
<b>By type of area</b>				
Don't know/Not applicable	83.41%	7.62%	5.76%	3.21%
Rural	72.84%	11.65%	2.11%	13.4%
Urbanised	72.4%	11.74%	3.77%	12.09%
<b>By water supply zone size</b>				
Don't know/Not applicable	65.69%	13.53%	6.86%	13.93%
Large	74.6%	11.15%	2.92%	11.33%
Small	68.58%	12.81%	3.04%	15.57%

Table 18. Proportions of the survey responses to the question 'Good quality of drinking water (EU overall)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	12.81%	28.13%	23.4%	35.65%
BE	11.83%	28.99%	39.64%	19.53%
BG	26.47%	14.71%	32.35%	26.47%
CY	25.53%	2.13%	40.43%	31.91%
CZ	53.97%	1.59%	39.68%	4.76%
DE	13.11%	38.44%	21.27%	27.18%
DK	0%	16.67%	33.33%	50%
EE	0%	0%	100%	0%
EL	25%	10.29%	29.41%	35.29%
ES	46.09%	2.96%	33.96%	16.98%
FI	18.18%	27.27%	36.36%	18.18%
FR	7.04%	30.01%	40.74%	22.21%
HR	8.33%	25%	50%	16.67%
HU	22.5%	27.5%	42.5%	7.5%
IE	24.04%	15.87%	37.02%	23.08%
IT	13.84%	10.71%	50.45%	25%
LT	23.08%	7.69%	46.15%	23.08%
LU	0%	63.64%	18.18%	18.18%
LV	8.33%	0%	75%	16.67%
MT	50%	25%	0%	25%
NL	3.52%	35.68%	41.21%	19.6%
PL	17.39%	4.35%	56.52%	21.74%
PT	31.27%	4.47%	40.55%	23.71%

RO	5.56%	7.78%	48.89%	37.78%
SE	5.26%	21.05%	31.58%	42.11%
SI	10%	0%	35%	55%
SK	34.78%	4.35%	30.43%	30.43%
UK	23.81%	9.52%	42.86%	23.81%
<b>By type of respondent</b>				
Individual/citizen/consumer	16.76%	19.12%	39.7%	24.42%
Stakeholder/expert	28.87%	13.57%	34.64%	22.92%
<b>By institution</b>				
Academic/scientist	34.35%	22.4%	24.92%	18.33%
European Institution	0%	100%	0%	0%
International body	11.89%	0%	45.17%	42.94%
Local/regional authorities (other)	26.44%	11.61%	41.93%	20.02%
Local/regional authority (responsible for drinking water)	19.54%	10.92%	49.94%	19.59%
National authorities (other)	4.93%	2.04%	54.94%	38.1%
National authority (responsible for drinking water)	36.07%	3.87%	41.14%	18.92%
Non-governmental organisation (NGO)	8.86%	30.07%	35.48%	25.59%
Other (please specify)	39.82%	24.48%	18.24%	17.46%
Other association	12.37%	32.51%	19.01%	36.11%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	34.16%	5.36%	36%	24.48%
<b>By type of area</b>				
Don't know/Not applicable	26.46%	31.67%	28.53%	13.33%
Rural	15.22%	21.39%	38.84%	24.55%
Urbanised	19.5%	16.48%	39.88%	24.15%
<b>By water supply zone size</b>				
Don't know/Not applicable	14.18%	16.16%	50.3%	19.36%
Large	19.34%	18.77%	38.21%	23.69%
Small	17.82%	17.12%	36.28%	28.78%

Table 19. Proportions of the survey responses to the question 'Good sensation of drinking water (where I live)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	93.42%	1.92%	0.82%	3.84%
BE	54.12%	27.65%	1.76%	16.47%
BG	28.95%	55.26%	2.63%	13.16%
CY	34.78%	23.91%	2.17%	39.13%
CZ	85.94%	9.38%	1.56%	3.12%
DE	83.5%	4.8%	0.27%	11.43%
DK	80%	0%	0%	20%
EE	100%	0%	0%	0%
EL	55.71%	20%	1.43%	22.86%
ES	57.71%	25.53%	1.06%	15.69%
FI	88.73%	8.45%	1.41%	1.41%
FR	60.36%	25.64%	0.85%	13.14%
HR	50%	33.33%	0%	16.67%
HU	68.29%	24.39%	0%	7.32%
IE	15.02%	75.59%	0.94%	8.45%
IT	53.42%	25.64%	0.43%	20.51%
LT	84.62%	7.69%	0%	7.69%
LU	72.73%	18.18%	0%	9.09%

LV	75%	0%	0%	25%
MT	0%	75%	0%	25%
NL	96.02%	1%	0%	2.99%
PL	81.82%	4.55%	0%	13.64%
PT	72.11%	11.56%	1.7%	14.63%
RO	50.54%	22.58%	1.08%	25.81%
SE	89.47%	0%	0%	10.53%
SI	85%	10%	0%	5%
SK	82.98%	8.51%	0%	8.51%
UK	80.95%	13.1%	0%	5.95%
<b>By type of respondent</b>				
Individual/citizen/consumer	68.17%	17.33%	0.53%	13.97%
Stakeholder/expert	80.67%	11.99%	0.79%	6.55%
<b>By institution</b>				
Academic/scientist	68.57%	26.14%	0%	5.29%
European Institution	100%	0%	0%	0%
International body	57.06%	0%	42.94%	0%
Local/regional authorities (other)	67.41%	15.62%	0%	16.97%
Local/regional authority (responsible for drinking water)	77.78%	16.47%	0%	5.75%
National authorities (other)	92.39%	4.12%	0%	3.49%
National authority (responsible for drinking water)	92.37%	0%	0%	7.63%
Non-governmental organisation (NGO)	63.53%	28.94%	0.81%	6.72%
Other (please specify)	75.13%	9.72%	0.5%	14.64%
Other association	80.29%	11.02%	3.65%	5.03%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	91.1%	3.32%	0.75%	4.83%
<b>By type of area</b>				
Don't know/Not applicable	81.55%	12.29%	3.51%	2.65%
Rural	70.98%	15.88%	0.56%	12.58%
Urbanised	69.12%	17.01%	0.48%	13.39%
<b>By water supply zone size</b>				
Don't know/Not applicable	68.89%	19.48%	1.31%	10.32%
Large	70.36%	15.8%	0.48%	13.36%
Small	67.93%	19.17%	0.42%	12.48%

Table 20. Proportions of the survey responses to the question 'Good sensation of drinking water (EU overall)'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	6.39%	29.44%	27.5%	36.67%
BE	7.69%	25.44%	44.97%	21.89%
BG	20%	14.29%	42.86%	22.86%
CY	15.56%	11.11%	51.11%	22.22%
CZ	46.03%	1.59%	41.27%	11.11%
DE	11.61%	36.94%	23.95%	27.5%
DK	0%	40%	20%	40%
EE	0%	0%	100%	0%
EL	18.46%	10.77%	33.85%	36.92%
ES	34.42%	4.61%	40.38%	20.6%
FI	9.09%	25.17%	43.36%	22.38%
FR	5.55%	30.14%	42.55%	21.76%
HR	8.33%	33.33%	41.67%	16.67%

HU	10%	22.5%	50%	17.5%
IE	19.31%	15.35%	38.12%	27.23%
IT	9.59%	10.96%	52.51%	26.94%
LT	26.92%	7.69%	50%	15.38%
LU	0%	36.36%	36.36%	27.27%
LV	8.33%	0%	66.67%	25%
MT	50%	50%	0%	0%
NL	3%	48%	34%	15%
PL	26.09%	4.35%	47.83%	21.74%
PT	26.21%	5.52%	45.52%	22.76%
RO	7.95%	9.09%	50%	32.95%
SE	0%	36.84%	15.79%	47.37%
SI	10%	5%	30%	55%
SK	23.4%	4.26%	40.43%	31.91%
UK	15.66%	14.46%	46.99%	22.89%
<b>By type of respondent</b>				
Individual/citizen/consumer	13.63%	20.12%	41.58%	24.67%
Stakeholder/expert	22.74%	17.34%	35.24%	24.67%
<b>By institution</b>				
Academic/scientist	26.53%	28.62%	26.41%	18.44%
European Institution	0%	0%	100%	0%
International body	11.89%	0%	45.17%	42.94%
Local/regional authorities (other)	18.85%	38.95%	26.3%	15.9%
Local/regional authority (responsible for drinking water)	10.04%	9.25%	58.21%	22.49%
National authorities (other)	5.32%	3.19%	1.72%	89.77%
National authority (responsible for drinking water)	28.78%	1.87%	26.71%	42.65%
Non-governmental organisation (NGO)	6.79%	41.76%	35.03%	16.42%
Other (please specify)	27.75%	27.56%	23.28%	21.41%
Other association	11.75%	37.15%	16.19%	34.92%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	30.11%	7.86%	41.76%	20.27%
<b>By type of area</b>				
Don't know/Not applicable	15.01%	31.27%	35.37%	18.35%
Rural	11.64%	22.61%	40.33%	25.42%
Urbanised	16.13%	18.32%	41.13%	24.42%
<b>By water supply zone size</b>				
Don't know/Not applicable	8.29%	20.47%	48.78%	22.47%
Large	15.71%	19.79%	39.9%	24.6%
Small	15.88%	19.21%	39.44%	25.47%

Table 21. Proportions of the survey responses to the question 'Pollution from natural sources'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	14.33%	51.69%	15.73%	18.26%
BE	28.82%	27.65%	12.35%	31.18%
BG	47.06%	26.47%	5.88%	20.59%
CY	55.32%	25.53%	2.13%	17.02%
CZ	16.95%	66.1%	10.17%	6.78%
DE	20.5%	42.68%	13.39%	23.43%
DK	0%	50%	33.33%	16.67%
EE	100%	0%	0%	0%
EL	68.18%	6.06%	9.09%	16.67%

ES	33.69%	33.42%	10.43%	22.46%
FI	32.39%	45.77%	11.97%	9.86%
FR	25.61%	34.55%	8.83%	31.02%
HR	20%	40%	30%	10%
HU	29.27%	29.27%	34.15%	7.32%
IE	34.5%	27.5%	14.5%	23.5%
IT	35.56%	28.44%	8.89%	27.11%
LT	48.15%	14.81%	11.11%	25.93%
LU	27.27%	54.55%	9.09%	9.09%
LV	27.27%	18.18%	18.18%	36.36%
MT	100%	0%	0%	0%
NL	25.5%	33.5%	14%	27%
PL	18.18%	27.27%	18.18%	36.36%
PT	61.46%	13.19%	7.29%	18.06%
RO	37.78%	14.44%	21.11%	26.67%
SE	21.05%	52.63%	10.53%	15.79%
SI	35%	15%	10%	40%
SK	37.21%	18.6%	13.95%	30.23%
UK	42.17%	26.51%	4.82%	26.51%
<b>By type of respondent</b>				
Individual/citizen/consumer	28.25%	33.05%	12.73%	25.97%
Stakeholder/expert	43.84%	28.83%	6.55%	20.79%
<b>By institution</b>				
Academic/scientist	41.21%	28.22%	15.22%	15.36%
European Institution	100%	0%	0%	0%
International body	45.17%	11.89%	0%	42.94%
Local/regional authorities (other)	27.56%	36.4%	0%	36.03%
Local/regional authority (responsible for drinking water)	47.32%	22.35%	2.19%	28.13%
National authorities (other)	73.46%	9.08%	0%	17.46%
National authority (responsible for drinking water)	37.74%	56.38%	0%	5.88%
Non-governmental organisation (NGO)	27.31%	28.33%	25.96%	18.4%
Other (please specify)	28.22%	37.55%	6.7%	27.54%
Other association	56.03%	2.39%	19.84%	21.75%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	46.41%	32.96%	1.94%	18.69%
<b>By type of area</b>				
Don't know/Not applicable	38.1%	29.12%	17.53%	15.25%
Rural	28.18%	34.46%	10.09%	27.28%
Urbanised	31.27%	31.74%	12.07%	24.92%
<b>By water supply zone size</b>				
Don't know/Not applicable	27.29%	24.65%	22.19%	25.87%
Large	30.86%	32.91%	10.9%	25.32%
Small	31.65%	35.34%	8.64%	24.37%

Table 22. Proportions of the survey responses to the question 'Pollution from agriculture'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	86.78%	5.79%	0.55%	6.89%
BE	92.9%	2.37%	2.96%	1.78%
BG	86.49%	2.7%	10.81%	0%
CY	87.23%	4.26%	0%	8.51%
CZ	95.31%	1.56%	1.56%	1.56%

DE	79.46%	12.61%	1.13%	6.8%
DK	100%	0%	0%	0%
EE	100%	0%	0%	0%
EL	93.94%	0%	1.52%	4.55%
ES	93.12%	1.32%	1.06%	4.5%
FI	80.56%	14.58%	2.08%	2.78%
FR	88.51%	8.4%	0.64%	2.45%
HR	90.91%	9.09%	0%	0%
HU	82.93%	12.2%	2.44%	2.44%
IE	92.86%	0.95%	0.95%	5.24%
IT	93.1%	1.29%	0.86%	4.74%
LT	81.48%	3.7%	0%	14.81%
LU	100%	0%	0%	0%
LV	83.33%	0%	8.33%	8.33%
MT	100%	0%	0%	0%
NL	84.5%	3.5%	1%	11%
PL	95.65%	0%	4.35%	0%
PT	95.95%	2.03%	0.34%	1.69%
RO	84.54%	0%	4.12%	11.34%
SE	94.74%	0%	0%	5.26%
SI	95%	0%	0%	5%
SK	93.62%	0%	2.13%	4.26%
UK	80.23%	12.79%	0%	6.98%
<b>By type of respondent</b>				
Individual/citizen/consumer	86.81%	6.48%	1.62%	5.09%
Stakeholder/expert	93.22%	2.64%	0.4%	3.74%
<b>By institution</b>				
Academic/scientist	95.95%	0.45%	0%	3.61%
European Institution	100%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	84.46%	0.76%	0%	14.78%
Local/regional authority (responsible for drinking water)	93.12%	1.87%	0%	5.01%
National authorities (other)	98.92%	1.08%	0%	0%
National authority (responsible for drinking water)	78.98%	16.94%	0%	4.08%
Non-governmental organisation (NGO)	97.45%	1.28%	1.28%	0%
Other (please specify)	91.42%	1.82%	0.98%	5.78%
Other association	82.24%	15.37%	1.79%	0.6%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	94.87%	1.83%	0.47%	2.83%
<b>By type of area</b>				
Don't know/Not applicable	88.07%	10.54%	0.55%	0.84%
Rural	80%	13.48%	0.72%	5.81%
Urbanised	90.7%	3.06%	1.67%	4.58%
<b>By water supply zone size</b>				
Don't know/Not applicable	84.15%	7.2%	5%	3.65%
Large	88.96%	4.8%	0.94%	5.3%
Small	84.28%	11.09%	1.4%	3.23%

Table 23. Proportions of the survey responses to the question 'Pollution from exploitation or exploration of hydrocarbons'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
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AT	67.87%	7.48%	8.59%	16.07%
BE	79.88%	4.14%	7.69%	8.28%
BG	72.22%	8.33%	16.67%	2.78%
CY	55.32%	21.28%	6.38%	17.02%
CZ	54.1%	13.11%	21.31%	11.48%
DE	75.96%	4.01%	4.42%	15.62%
DK	100%	0%	0%	0%
EE	66.67%	0%	33.33%	0%
EL	74.6%	6.35%	11.11%	7.94%
ES	68.45%	14.44%	5.08%	12.03%
FI	52.78%	21.53%	15.97%	9.72%
FR	82.99%	5.67%	3.42%	7.91%
HR	66.67%	16.67%	16.67%	0%
HU	55%	22.5%	15%	7.5%
IE	76.7%	6.8%	8.25%	8.25%
IT	76.52%	3.91%	6.52%	13.04%
LT	38.46%	15.38%	15.38%	30.77%
LU	90.91%	0%	9.09%	0%
LV	66.67%	8.33%	8.33%	16.67%
MT	100%	0%	0%	0%
NL	76.62%	7.46%	4.98%	10.95%
PL	60.87%	17.39%	13.04%	8.7%
PT	78.23%	7.82%	7.48%	6.46%
RO	84.21%	2.11%	3.16%	10.53%
SE	73.68%	15.79%	5.26%	5.26%
SI	57.89%	15.79%	5.26%	21.05%
SK	77.78%	4.44%	6.67%	11.11%
UK	61.63%	15.12%	4.65%	18.6%
<b>By type of respondent</b>				
Individual/citizen/consumer	74.04%	8.33%	6.69%	10.94%
Stakeholder/expert	61.85%	14%	6.08%	18.06%
<b>By institution</b>				
Academic/scientist	65.93%	5.6%	20.21%	8.26%
European Institution	100%	0%	0%	0%
International body	88.11%	11.89%	0%	0%
Local/regional authorities (other)	50.25%	13.46%	18.38%	17.91%
Local/regional authority (responsible for drinking water)	63.28%	27.75%	1.6%	7.37%
National authorities (other)	36.63%	6.92%	0%	56.45%
National authority (responsible for drinking water)	24.61%	52.87%	0%	22.51%
Non-governmental organisation (NGO)	76.98%	2.92%	8.58%	11.52%
Other (please specify)	64.09%	8.95%	5.48%	21.47%
Other association	85.48%	0%	8.49%	6.04%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	60.83%	13.53%	0.88%	24.76%
<b>By type of area</b>				
Don't know/Not applicable	68.51%	17.48%	7.72%	6.29%
Rural	70.56%	7.75%	6.9%	14.8%
Urbanised	72.87%	9.42%	6.53%	11.17%
<b>By water supply zone size</b>				
Don't know/Not applicable	65.45%	15.51%	9.55%	9.48%
Large	72.79%	8.73%	6.28%	12.19%
Small	72.8%	6.97%	7.33%	12.9%

Table 24. Proportions of the survey responses to the question 'Pollution from industrial sources'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	82.87%	5.25%	2.21%	9.67%
BE	91.12%	1.78%	2.96%	4.14%
BG	89.19%	0%	8.11%	2.7%
CY	89.36%	6.38%	2.13%	2.13%
CZ	80.65%	8.06%	8.06%	3.23%
DE	79.34%	4.23%	1.59%	14.83%
DK	100%	0%	0%	0%
EE	66.67%	0%	33.33%	0%
EL	95.65%	1.45%	1.45%	1.45%
ES	90.43%	3.19%	0.53%	5.85%
FI	84.62%	8.39%	1.4%	5.59%
FR	92.86%	2.88%	0.85%	3.41%
HR	100%	0%	0%	0%
HU	72.5%	17.5%	7.5%	2.5%
IE	89.42%	1.44%	5.29%	3.85%
IT	93.56%	1.29%	1.29%	3.86%
LT	76.92%	7.69%	0%	15.38%
LU	90.91%	0%	9.09%	0%
LV	100%	0%	0%	0%
MT	100%	0%	0%	0%
NL	85.93%	4.52%	1.01%	8.54%
PL	91.3%	0%	4.35%	4.35%
PT	90.51%	2.71%	2.03%	4.75%
RO	91.75%	2.06%	2.06%	4.12%
SE	84.21%	5.26%	0%	10.53%
SI	90%	5%	0%	5%
SK	97.83%	2.17%	0%	0%
UK	79.07%	9.3%	2.33%	9.3%
<b>By type of respondent</b>				
Individual/citizen/consumer	87.87%	3.53%	2.22%	6.37%
Stakeholder/expert	84.71%	6.24%	0.5%	8.54%
<b>By institution</b>				
Academic/scientist	90.01%	1.78%	0%	8.21%
European Institution	100%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	88.44%	0%	0%	11.56%
Local/regional authority (responsible for drinking water)	71.46%	21.95%	0%	6.59%
National authorities (other)	82.36%	2.67%	0%	14.97%
National authority (responsible for drinking water)	80.34%	11.97%	0%	7.69%
Non-governmental organisation (NGO)	92.01%	4.16%	0%	3.82%
Other (please specify)	77.85%	4.29%	2.36%	15.5%
Other association	73.26%	0%	5.43%	21.31%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	91.89%	2.49%	0%	5.62%
<b>By type of area</b>				
Don't know/Not applicable	79.23%	13.93%	1.1%	5.73%
Rural	82.92%	4.73%	2.05%	10.31%
Urbanised	89.31%	3.29%	2.14%	5.27%

<b>By water supply zone size</b>				
Don't know/Not applicable	82.51%	5.85%	5.61%	6.04%
Large	88.18%	3.58%	1.29%	6.96%
Small	87.61%	3.48%	3.79%	5.12%

Table 25. Proportions of the survey responses to the question 'Pollution from human consumption and inadequate wastewater treatment'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	68.91%	8.96%	2.52%	19.61%
BE	86.98%	3.55%	2.96%	6.51%
BG	84.21%	0%	7.89%	7.89%
CY	84.44%	4.44%	2.22%	8.89%
CZ	65.57%	18.03%	4.92%	11.48%
DE	72.9%	6.76%	1.77%	18.57%
DK	83.33%	16.67%	0%	0%
EE	100%	0%	0%	0%
EL	83.58%	0%	2.99%	13.43%
ES	87.53%	2.92%	1.06%	8.49%
FI	76.39%	17.36%	2.78%	3.47%
FR	89.88%	3.09%	1.28%	5.75%
HR	100%	0%	0%	0%
HU	70%	17.5%	5%	7.5%
IE	85.17%	1.91%	5.26%	7.66%
IT	87.12%	4.29%	3%	5.58%
LT	76.92%	3.85%	3.85%	15.38%
LU	90.91%	0%	9.09%	0%
LV	91.67%	0%	0%	8.33%
MT	100%	0%	0%	0%
NL	75.5%	9.5%	3%	12%
PL	82.61%	0%	8.7%	8.7%
PT	91.55%	2.7%	1.69%	4.05%
RO	75.26%	1.03%	5.15%	18.56%
SE	84.21%	10.53%	0%	5.26%
SI	85%	10%	0%	5%
SK	91.3%	4.35%	0%	4.35%
UK	73.56%	11.49%	0%	14.94%
<b>By type of respondent</b>				
Individual/citizen/consumer	80.97%	5.68%	2.78%	10.56%
Stakeholder/expert	82.82%	5.76%	0.64%	10.77%
<b>By institution</b>				
Academic/scientist	86.77%	6.91%	0%	6.32%
European Institution	100%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	84.8%	13.25%	0%	1.96%
Local/regional authority (responsible for drinking water)	81.8%	4.16%	0.29%	13.75%
National authorities (other)	80.35%	17.57%	0%	2.08%
National authority (responsible for drinking water)	77.27%	19.25%	0%	3.48%
Non-governmental organisation (NGO)	89.31%	4.27%	1.31%	5.12%
Other (please specify)	70.7%	5.61%	1.17%	22.52%
Other association	83.64%	0%	3.95%	12.41%
Sectoral representative: Water Utilities / Providers	84.57%	3.81%	0.64%	10.98%

(drinking water and sanitation)

<b>By type of area</b>				
Don't know/Not applicable	67.3%	13.52%	1.19%	17.98%
Rural	80.91%	7.12%	1.26%	10.7%
Urbanised	81.61%	4.98%	3.02%	10.4%
<b>By water supply zone size</b>				
Don't know/Not applicable	73.14%	4.54%	8.33%	13.99%
Large	81.69%	5.85%	1.77%	10.7%
Small	83.21%	6.43%	2.16%	8.2%

Table 26. Proportions of the survey responses to the question 'Substances from direct contact with the drinking water'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	35.11%	24.44%	3.93%	36.52%
BE	71.76%	7.06%	3.53%	17.65%
BG	80.56%	2.78%	5.56%	11.11%
CY	84.78%	2.17%	0%	13.04%
CZ	34.48%	37.93%	13.79%	13.79%
DE	52.4%	13.89%	3.75%	29.97%
DK	33.33%	16.67%	16.67%	33.33%
EE	66.67%	0%	33.33%	0%
EL	74.24%	1.52%	13.64%	10.61%
ES	51.07%	22.19%	2.94%	23.8%
FI	53.79%	31.03%	6.21%	8.97%
FR	64.81%	8.88%	4.6%	21.71%
HR	75%	8.33%	0%	16.67%
HU	56.1%	24.39%	7.32%	12.2%
IE	85.92%	2.43%	1.94%	9.71%
IT	60.43%	9.13%	4.78%	25.65%
LT	55.56%	3.7%	7.41%	33.33%
LU	72.73%	0%	0%	27.27%
LV	72.73%	0%	0%	27.27%
MT	100%	0%	0%	0%
NL	42.57%	21.29%	6.93%	29.21%
PL	63.64%	18.18%	9.09%	9.09%
PT	74.58%	7.12%	4.07%	14.24%
RO	71.88%	2.08%	4.17%	21.88%
SE	57.89%	26.32%	0%	15.79%
SI	60%	10%	0%	30%
SK	59.57%	10.64%	4.26%	25.53%
UK	65.12%	17.44%	0%	17.44%
<b>By type of respondent</b>				
Individual/citizen/consumer	59.72%	13.09%	5%	22.18%
Stakeholder/expert	59.5%	20.82%	1.21%	18.48%
<b>By institution</b>				
Academic/scientist	66.08%	13.24%	1.16%	19.52%
European Institution	100%	0%	0%	0%
International body	88.11%	11.89%	0%	0%
Local/regional authorities (other)	60.77%	15.2%	0%	24.03%
Local/regional authority (responsible for drinking water)	72.07%	10.86%	0.89%	16.19%
National authorities (other)	92.17%	1.1%	1.06%	5.67%

National authority (responsible for drinking water)	81.18%	17.07%	0%	1.75%
Non-governmental organisation (NGO)	66.04%	5.56%	1.29%	27.11%
Other (please specify)	39.83%	15.5%	3.22%	41.45%
Other association	59.26%	7.66%	8.87%	24.21%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	48.86%	37.58%	0%	13.56%
<b>By type of area</b>				
Don't know/Not applicable	54.75%	23.95%	0.84%	20.46%
Rural	53.99%	16.47%	3.75%	25.79%
Urbanised	61.84%	13.14%	4.88%	20.14%
<b>By water supply zone size</b>				
Don't know/Not applicable	61.3%	11.48%	6.48%	20.74%
Large	59.45%	14.43%	4.23%	21.88%
Small	58.91%	15.62%	4.48%	20.99%

Table 27. Proportions of the survey responses to the question 'Threats due to climate change'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	53.74%	16.34%	4.16%	25.76%
BE	58.08%	5.99%	9.58%	26.35%
BG	54.05%	10.81%	16.22%	18.92%
CY	70.21%	4.26%	2.13%	23.4%
CZ	38.71%	25.81%	19.35%	16.13%
DE	47.2%	16.92%	4.79%	31.1%
DK	16.67%	33.33%	33.33%	16.67%
EE	66.67%	0%	0%	33.33%
EL	59.38%	9.38%	12.5%	18.75%
ES	63.54%	9.12%	5.36%	21.98%
FI	70.83%	17.36%	3.47%	8.33%
FR	54.71%	12.74%	6%	26.55%
HR	50%	8.33%	16.67%	25%
HU	73.17%	14.63%	7.32%	4.88%
IE	63.05%	8.37%	6.4%	22.17%
IT	46.7%	10.57%	7.49%	35.24%
LT	44.44%	11.11%	11.11%	33.33%
LU	63.64%	18.18%	0%	18.18%
LV	50%	16.67%	8.33%	25%
MT	75%	0%	25%	0%
NL	49.25%	19.9%	5.97%	24.88%
PL	61.9%	9.52%	9.52%	19.05%
PT	73.22%	6.78%	3.73%	16.27%
RO	65.62%	6.25%	6.25%	21.88%
SE	77.78%	0%	0%	22.22%
SI	55%	10%	10%	25%
SK	70.21%	6.38%	6.38%	17.02%
UK	62.07%	9.2%	1.15%	27.59%
<b>By type of respondent</b>				
Individual/citizen/consumer	54.32%	12.28%	7.14%	26.25%
Stakeholder/expert	65.34%	9.72%	2.06%	22.89%
<b>By institution</b>				
Academic/scientist	72.95%	9.46%	0.3%	17.29%
European Institution	100%	0%	0%	0%

International body	100%	0%	0%	0%
Local/regional authorities (other)	64.29%	1.96%	0%	33.75%
Local/regional authority (responsible for drinking water)	65.22%	10.03%	1.08%	23.67%
National authorities (other)	87.67%	4.9%	0%	7.43%
National authority (responsible for drinking water)	58.36%	32.09%	0%	9.54%
Non-governmental organisation (NGO)	61.15%	11.83%	7.24%	19.79%
Other (please specify)	54.56%	9.8%	4.51%	31.12%
Other association	62.2%	6.23%	12.37%	19.2%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	63.97%	9.94%	0.8%	25.29%
<b>By type of area</b>				
Don't know/Not applicable	75.42%	9.11%	2.21%	13.25%
Rural	49.64%	16.39%	5.22%	28.75%
Urbanised	57.74%	10.38%	6.89%	24.99%
<b>By water supply zone size</b>				
Don't know/Not applicable	57.66%	9%	10.44%	22.9%
Large	56.06%	11.97%	5.78%	26.19%
Small	54.34%	14.2%	6.05%	25.41%

Table 28. Proportions of the survey responses to the question 'Other threats'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	21.97%	16.07%	54.43%	7.54%
BE	18.49%	4.11%	69.18%	8.22%
BG	17.24%	3.45%	72.41%	6.9%
CY	22.86%	14.29%	62.86%	0%
CZ	7.14%	10.71%	76.79%	5.36%
DE	24.86%	23.08%	44.71%	7.35%
DK	50%	0%	50%	0%
EE	0%	0%	100%	0%
EL	23.08%	1.92%	69.23%	5.77%
ES	21.03%	9.23%	64.58%	5.17%
FI	26.19%	10.32%	44.44%	19.05%
FR	23.68%	6.14%	60.15%	10.03%
HR	36.36%	0%	45.45%	18.18%
HU	24.32%	10.81%	54.05%	10.81%
IE	65.79%	5.79%	21.58%	6.84%
IT	20.5%	7%	68%	4.5%
LT	12%	4%	72%	12%
LU	14.29%	14.29%	71.43%	0%
LV	20%	0%	80%	0%
MT	50%	25%	25%	0%
NL	27.18%	12.82%	51.79%	8.21%
PL	19.05%	4.76%	71.43%	4.76%
PT	27.24%	3.66%	60.98%	8.13%
RO	16.67%	2.38%	71.43%	9.52%
SE	31.58%	10.53%	47.37%	10.53%
SI	40%	0%	53.33%	6.67%
SK	16.28%	0%	69.77%	13.95%
UK	20%	13.33%	50.67%	16%
<b>By type of respondent</b>				
Individual/citizen/consumer	20.19%	10.74%	61.69%	7.37%

Stakeholder/expert	38.35%	7.4%	39.21%	15.04%
<b>By institution</b>				
Academic/scientist	39.83%	4.69%	28.43%	27.05%
European Institution	0%	0%	0%	100%
International body	0%	0%	100%	0%
Local/regional authorities (other)	28.27%	4.01%	63.71%	4.01%
Local/regional authority (responsible for drinking water)	24.59%	14.87%	29.87%	30.67%
National authorities (other)	37.06%	8.41%	52.16%	2.38%
National authority (responsible for drinking water)	49.48%	4.28%	35.85%	10.39%
Non-governmental organisation (NGO)	31.21%	4.83%	61.28%	2.69%
Other (please specify)	31.92%	1.51%	53.06%	13.51%
Other association	64.63%	3.85%	28.63%	2.9%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	44.61%	8.76%	39.84%	6.78%
<b>By type of area</b>				
Don't know/Not applicable	32.56%	13.37%	33.35%	20.71%
Rural	21.29%	17.15%	53.54%	8.02%
Urbanised	22.49%	7.75%	61.35%	8.41%
<b>By water supply zone size</b>				
Don't know/Not applicable	22.69%	11.74%	59.14%	6.43%
Large	22.1%	9.68%	59.66%	8.57%
Small	24.63%	12.23%	54.28%	8.85%

Table 29. Proportions of the survey responses to the question 'No change in regime'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	38.64%	32.15%	9.73%	19.47%
BE	19.88%	39.75%	22.36%	18.01%
BG	34.29%	25.71%	25.71%	14.29%
CY	20.45%	43.18%	18.18%	18.18%
CZ	31.67%	40%	16.67%	11.67%
DE	38.7%	39.33%	6.24%	15.72%
DK	0%	50%	25%	25%
EE	33.33%	33.33%	33.33%	0%
EL	12.28%	31.58%	29.82%	26.32%
ES	16.16%	54.04%	15.6%	14.21%
FI	40.74%	31.11%	11.85%	16.3%
FR	20.37%	52.75%	8.58%	18.31%
HR	18.18%	36.36%	36.36%	9.09%
HU	16.67%	47.22%	27.78%	8.33%
IE	6.91%	66.49%	13.83%	12.77%
IT	15.57%	46.23%	15.57%	22.64%
LT	20.83%	8.33%	37.5%	33.33%
LU	0%	70%	20%	10%
LV	10%	30%	40%	20%
MT	25%	50%	0%	25%
NL	17.8%	40.31%	25.65%	16.23%
PL	27.27%	40.91%	27.27%	4.55%
PT	19.64%	30.36%	28.21%	21.79%
RO	21.74%	39.13%	20.65%	18.48%
SE	5.26%	52.63%	31.58%	10.53%
SI	17.65%	35.29%	17.65%	29.41%

SK	50%	19.05%	16.67%	14.29%
UK	30.95%	30.95%	20.24%	17.86%
<b>By type of respondent</b>				
Individual/citizen/consumer	23.78%	39.73%	19.12%	17.36%
Stakeholder/expert	29.07%	53.83%	5.58%	11.51%
<b>By institution</b>				
Academic/scientist	13.97%	64.9%	7.8%	13.33%
European Institution	0%	100%	0%	0%
International body	0%	100%	0%	0%
Local/regional authorities (other)	17.29%	41.28%	18.33%	23.1%
Local/regional authority (responsible for drinking water)	38.76%	47.95%	2.01%	11.28%
National authorities (other)	3.35%	77.5%	0%	19.15%
National authority (responsible for drinking water)	27.57%	64%	0%	8.43%
Non-governmental organisation (NGO)	19.28%	66.8%	10.3%	3.62%
Other (please specify)	36.17%	41.41%	9.55%	12.87%
Other association	51.69%	25.21%	18.16%	4.94%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	32.73%	53.98%	2.71%	10.59%
<b>By type of area</b>				
Don't know/Not applicable	24.5%	54.05%	7.31%	14.15%
Rural	32.42%	36.67%	12.79%	18.12%
Urbanised	21.64%	43.14%	19.16%	16.06%
<b>By water supply zone size</b>				
Don't know/Not applicable	12.62%	37.61%	29.96%	19.81%
Large	25.46%	42.27%	15.96%	16.31%
Small	28.31%	42.73%	13.59%	15.38%

Table 30. Proportions of the survey responses to the question 'Restrict the list to a few most relevant key parameters'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	25.15%	55.92%	6.21%	12.72%
BE	9.94%	68.94%	10.56%	10.56%
BG	30.3%	39.39%	21.21%	9.09%
CY	16.28%	60.47%	13.95%	9.3%
CZ	16.67%	68.33%	11.67%	3.33%
DE	25.32%	58.9%	4.4%	11.39%
DK	0%	75%	25%	0%
EE	66.67%	33.33%	0%	0%
EL	10.17%	57.63%	16.95%	15.25%
ES	8.99%	64.89%	12.92%	13.2%
FI	19.26%	57.78%	9.63%	13.33%
FR	14.5%	69.98%	5.02%	10.5%
HR	0%	70%	30%	0%
HU	14.29%	71.43%	14.29%	0%
IE	25.97%	47.51%	13.26%	13.26%
IT	16.43%	62.44%	11.27%	9.86%
LT	8.33%	45.83%	41.67%	4.17%
LU	10%	80%	10%	0%
LV	18.18%	63.64%	18.18%	0%
MT	25%	75%	0%	0%
NL	13.61%	62.83%	14.14%	9.42%

PL	13.64%	63.64%	18.18%	4.55%
PT	25.72%	46.38%	18.12%	9.78%
RO	20%	60%	8.89%	11.11%
SE	0%	63.16%	21.05%	15.79%
SI	10.53%	52.63%	15.79%	21.05%
SK	15.79%	55.26%	18.42%	10.53%
UK	29.76%	50%	13.1%	7.14%
<b>By type of respondent</b>				
Individual/citizen/consumer	18.23%	59.83%	12.52%	9.42%
Stakeholder/expert	18.05%	67.47%	3.96%	10.52%
<b>By institution</b>				
Academic/scientist	14.33%	73.93%	7.04%	4.7%
European Institution	0%	100%	0%	0%
International body	42.94%	57.06%	0%	0%
Local/regional authorities (other)	8.79%	80.49%	0%	10.71%
Local/regional authority (responsible for drinking water)	30.72%	55.78%	1.35%	12.16%
National authorities (other)	0%	82.77%	0%	17.23%
National authority (responsible for drinking water)	3.6%	86.73%	0%	9.67%
Non-governmental organisation (NGO)	3%	64.77%	13.69%	18.54%
Other (please specify)	10.55%	66.82%	7.47%	15.16%
Other association	26.09%	60.11%	7.38%	6.42%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	20.57%	67.18%	2.5%	9.76%
<b>By type of area</b>				
Don't know/Not applicable	7.65%	72.17%	6.41%	13.77%
Rural	27.78%	53.51%	8.54%	10.17%
Urbanised	15.08%	62.94%	12.65%	9.33%
<b>By water supply zone size</b>				
Don't know/Not applicable	16.88%	53.93%	19.53%	9.66%
Large	18.31%	61.4%	10.71%	9.59%
Small	19.69%	61.8%	8.71%	9.81%

Table 31. Proportions of the survey responses to the question 'Extend the list of key parameters, if this does not lead to significant price increases'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	60.34%	23.28%	3.74%	12.64%
BE	56.71%	15.24%	7.93%	20.12%
BG	69.7%	6.06%	21.21%	3.03%
CY	79.55%	9.09%	4.55%	6.82%
CZ	58.06%	29.03%	9.68%	3.23%
DE	53.63%	27.69%	2.45%	16.23%
DK	83.33%	0%	16.67%	0%
EE	66.67%	0%	0%	33.33%
EL	78.46%	9.23%	7.69%	4.62%
ES	70.27%	12.7%	7.84%	9.19%
FI	66.18%	17.65%	7.35%	8.82%
FR	67.62%	18.11%	3.4%	10.87%
HR	75%	8.33%	8.33%	8.33%
HU	67.57%	5.41%	10.81%	16.22%
IE	71.94%	10.71%	7.65%	9.69%
IT	61.99%	14.48%	8.14%	15.38%

LT	48%	4%	36%	12%
LU	70%	30%	0%	0%
LV	70%	10%	10%	10%
MT	50%	25%	0%	25%
NL	40.31%	27.23%	11.52%	20.94%
PL	69.57%	4.35%	8.7%	17.39%
PT	69.47%	10.18%	8.77%	11.58%
RO	65.22%	15.22%	6.52%	13.04%
SE	47.37%	10.53%	15.79%	26.32%
SI	57.89%	21.05%	5.26%	15.79%
SK	76.74%	6.98%	6.98%	9.3%
UK	64.71%	16.47%	8.24%	10.59%
<b>By type of respondent</b>				
Individual/citizen/consumer	63.77%	15.7%	7.45%	13.07%
Stakeholder/expert	60.85%	20.86%	4.79%	13.5%
<b>By institution</b>				
Academic/scientist	57.02%	26.74%	12.33%	3.91%
European Institution	100%	0%	0%	0%
International body	57.06%	42.94%	0%	0%
Local/regional authorities (other)	67.55%	13.42%	4.06%	14.96%
Local/regional authority (responsible for drinking water)	70.01%	12.87%	3.47%	13.65%
National authorities (other)	60.96%	20.25%	0%	18.79%
National authority (responsible for drinking water)	71.42%	11.32%	0%	17.26%
Non-governmental organisation (NGO)	50.53%	24.2%	6.73%	18.54%
Other (please specify)	56.18%	20.28%	10.37%	13.18%
Other association	23.46%	36.8%	9.21%	30.53%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	65.03%	20.04%	0.73%	14.2%
<b>By type of area</b>				
Don't know/Not applicable	44.33%	28.52%	13%	14.15%
Rural	57.5%	21.86%	4.98%	15.66%
Urbanised	66.26%	13.8%	7.82%	12.11%
<b>By water supply zone size</b>				
Don't know/Not applicable	51.47%	18.38%	15.87%	14.28%
Large	65.21%	15.72%	6.16%	12.91%
Small	62.65%	18.03%	6.38%	12.94%

Table 32. Proportions of the survey responses to the question 'Extend the list of key parameters, even if this leads to significant price increases'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	55.3%	18.34%	6.59%	19.77%
BE	53.89%	17.96%	7.78%	20.36%
BG	51.52%	12.12%	24.24%	12.12%
CY	76.74%	6.98%	9.3%	6.98%
CZ	23.33%	53.33%	16.67%	6.67%
DE	53.78%	18.38%	3.68%	24.16%
DK	80%	0%	20%	0%
EE	33.33%	0%	0%	66.67%
EL	54.1%	11.48%	14.75%	19.67%
ES	69.21%	10.35%	9.81%	10.63%
FI	47.79%	31.62%	10.29%	10.29%

FR	57.61%	20.65%	5.22%	16.52%
HR	54.55%	18.18%	9.09%	18.18%
HU	65.71%	11.43%	17.14%	5.71%
IE	70.2%	10.61%	9.09%	10.1%
IT	67.57%	11.26%	10.81%	10.36%
LT	32%	8%	40%	20%
LU	81.82%	18.18%	0%	0%
LV	40%	10%	30%	20%
MT	75%	0%	0%	25%
NL	59.49%	9.74%	11.28%	19.49%
PL	56.52%	8.7%	13.04%	21.74%
PT	52.48%	19.15%	10.28%	18.09%
RO	58.7%	20.65%	8.7%	11.96%
SE	63.16%	5.26%	10.53%	21.05%
SI	52.94%	11.76%	5.88%	29.41%
SK	35.71%	28.57%	14.29%	21.43%
UK	46.51%	32.56%	6.98%	13.95%
<b>By type of respondent</b>				
Individual/citizen/consumer	56.57%	17.84%	9.57%	16.02%
Stakeholder/expert	57.57%	19.71%	4.79%	17.93%
<b>By institution</b>				
Academic/scientist	65.12%	17.41%	9.13%	8.34%
European Institution	100%	0%	0%	0%
International body	54.83%	45.17%	0%	0%
Local/regional authorities (other)	83.34%	13.46%	0%	3.2%
Local/regional authority (responsible for drinking water)	63.33%	12.38%	4.35%	19.93%
National authorities (other)	92.51%	1.1%	3.18%	3.22%
National authority (responsible for drinking water)	67.15%	28.69%	0%	4.15%
Non-governmental organisation (NGO)	73.14%	9.16%	11.5%	6.21%
Other (please specify)	60.07%	11.78%	3.23%	24.91%
Other association	50.66%	11.88%	7.61%	29.85%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	40.42%	31.69%	3.48%	24.41%
<b>By type of area</b>				
dont know/Not applicable	60.98%	27.76%	3.67%	7.59%
Rural	49.88%	25.21%	7.85%	17.07%
Urbanised	58.85%	15.05%	9.68%	16.43%
<b>By water supply zone size</b>				
dont know/Not applicable	53.36%	18.67%	15.07%	12.9%
Large	57.65%	17.59%	8.23%	16.53%
Small	53.64%	20.1%	8.83%	17.42%

Table 33. Proportions of the survey responses to the question 'Faecal matter, pathogenic germs, parasites, viruses'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	80.85%	5.96%	4.68%	8.51%
BE	79.17%	1.67%	4.17%	15%
BG	90%	0%	10%	0%
CY	85.29%	2.94%	0%	11.76%
CZ	58.82%	23.53%	0%	17.65%
DE	86.01%	3.68%	3.02%	7.29%

DK	75%	0%	0%	25%
EE	33.33%	33.33%	0%	33.33%
EL	83.72%	2.33%	0%	13.95%
ES	70.18%	15.09%	5.96%	8.77%
FI	70.89%	10.13%	6.33%	12.66%
FR	74.47%	5.29%	4.53%	15.71%
HR	100%	0%	0%	0%
HU	87.5%	4.17%	0%	8.33%
IE	90.85%	1.96%	2.61%	4.58%
IT	81.71%	3.05%	5.49%	9.76%
LT	76.92%	0%	7.69%	15.38%
LU	88.89%	0%	0%	11.11%
LV	66.67%	0%	16.67%	16.67%
MT	75%	0%	0%	25%
NL	77.92%	5.19%	4.55%	12.34%
PL	88.89%	0%	0%	11.11%
PT	88.21%	1.54%	4.62%	5.64%
RO	81.25%	4.69%	3.12%	10.94%
SE	73.33%	0%	6.67%	20%
SI	92.86%	0%	0%	7.14%
SK	69.57%	0%	4.35%	26.09%
UK	84.31%	7.84%	3.92%	3.92%
<b>By type of respondent</b>				
Individual/citizen/consumer	83.38%	3.04%	3.55%	10.03%
Stakeholder/expert	66.22%	17.02%	5.23%	11.53%
<b>By institution</b>				
Academic/scientist	77.68%	6.07%	4.59%	11.66%
European Institution	100%	0%	0%	0%
International body	78.31%	21.69%	0%	0%
Local/regional authorities (other)	61.18%	10.15%	11.58%	17.09%
Local/regional authority (responsible for drinking water)	61.96%	27.46%	0.68%	9.9%
National authorities (other)	74.15%	6.09%	2.16%	17.6%
National authority (responsible for drinking water)	91.12%	4.92%	2.67%	1.3%
Non-governmental organisation (NGO)	67.77%	0%	26.21%	6.01%
Other (please specify)	86.3%	5.84%	5.07%	2.79%
Other association	41.36%	0.94%	13.43%	44.26%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	57.01%	28.98%	3.89%	10.12%
<b>By type of area</b>				
Don't know/Not applicable	48.98%	26.27%	17.58%	7.17%
Rural	81.86%	4.19%	2.28%	11.68%
Urbanised	81.5%	4.79%	4.03%	9.68%
<b>By water supply zone size</b>				
Don't know/Not applicable	77.86%	6.55%	4.05%	11.53%
Large	81.59%	4.61%	4.07%	9.73%
Small	81.11%	5.11%	2.58%	11.19%

Table 34. Proportions of the survey responses to the question 'Naturally produced toxic substance'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	49.57%	14.35%	8.26%	27.83%
BE	51.67%	7.5%	11.67%	29.17%

BG	55%	10%	25%	10%
CY	74.29%	2.86%	2.86%	20%
CZ	58.82%	17.65%	0%	23.53%
DE	51.84%	7.98%	5.9%	34.27%
DK	33.33%	0%	33.33%	33.33%
EE	66.67%	0%	0%	33.33%
EL	72.5%	5%	5%	17.5%
ES	55.32%	14.54%	8.51%	21.63%
FI	70.13%	5.19%	5.19%	19.48%
FR	59.26%	5.86%	7.25%	27.62%
HR	57.14%	0%	14.29%	28.57%
HU	58.33%	4.17%	8.33%	29.17%
IE	83.66%	4.58%	2.61%	9.15%
IT	57.14%	8.07%	11.18%	23.6%
LT	53.85%	0%	7.69%	38.46%
LU	77.78%	0%	0%	22.22%
LV	50%	16.67%	16.67%	16.67%
MT	75%	0%	0%	25%
NL	55.63%	7.95%	15.23%	21.19%
PL	62.5%	0%	25%	12.5%
PT	77.04%	2.55%	7.14%	13.27%
RO	53.23%	9.68%	9.68%	27.42%
SE	73.33%	0%	13.33%	13.33%
SI	50%	7.14%	0%	42.86%
SK	52.17%	4.35%	8.7%	34.78%
UK	78.43%	5.88%	1.96%	13.73%
<b>By type of respondent</b>				
Individual/citizen/consumer	60.94%	5.77%	9.55%	23.74%
Stakeholder/expert	55.28%	14.81%	7.95%	21.96%
<b>By institution</b>				
Academic/scientist	55.27%	5.7%	4.4%	34.63%
European Institution	100%	0%	0%	0%
International body	78.31%	21.69%	0%	0%
Local/regional authorities (other)	33.47%	31.98%	1.5%	33.05%
Local/regional authority (responsible for drinking water)	69.33%	3.33%	2.44%	24.9%
National authorities (other)	79.63%	2.3%	0%	18.07%
National authority (responsible for drinking water)	81.08%	1.64%	2.67%	14.62%
Non-governmental organisation (NGO)	41.75%	0%	36.6%	21.65%
Other (please specify)	58.73%	8.6%	14.67%	18%
Other association	56.76%	3.77%	16.78%	22.7%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	41.85%	34.36%	9.26%	14.54%
<b>By type of area</b>				
Don't know/Not applicable	51.53%	19.55%	17.74%	11.19%
Rural	57.65%	4.97%	8.86%	28.52%
Urbanised	61.07%	7.22%	9.37%	22.34%
<b>By water supply zone size</b>				
Don't know/Not applicable	59.26%	8.04%	12.64%	20.06%
Large	59.75%	6.75%	9.39%	24.11%
Small	62.25%	7.44%	7.38%	22.93%

Table 35. Proportions of the survey responses to the question 'Substances, used in consumer products'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	87.71%	1.69%	2.54%	8.05%
BE	90%	0.83%	5%	4.17%
BG	80.95%	0%	19.05%	0%
CY	85.71%	0%	2.86%	11.43%
CZ	82.35%	5.88%	5.88%	5.88%
DE	93.36%	1.04%	1.69%	3.91%
DK	100%	0%	0%	0%
EE	66.67%	33.33%	0%	0%
EL	88.37%	2.33%	0%	9.3%
ES	89.4%	0.71%	3.18%	6.71%
FI	80.77%	3.85%	3.85%	11.54%
FR	92.55%	0.89%	1.94%	4.62%
HR	100%	0%	0%	0%
HU	87.5%	0%	0%	12.5%
IE	93.51%	1.95%	1.95%	2.6%
IT	89.41%	0%	4.71%	5.88%
LT	84.62%	0%	7.69%	7.69%
LU	88.89%	0%	11.11%	0%
LV	66.67%	0%	16.67%	16.67%
MT	100%	0%	0%	0%
NL	92.11%	1.32%	3.29%	3.29%
PL	58.82%	0%	11.76%	29.41%
PT	92.35%	1.02%	3.06%	3.57%
RO	87.88%	4.55%	0%	7.58%
SE	86.67%	0%	6.67%	6.67%
SI	85.71%	0%	0%	14.29%
SK	70.83%	4.17%	4.17%	20.83%
UK	88.24%	1.96%	0%	9.8%
<b>By type of respondent</b>				
Individual/citizen/consumer	88.03%	1.01%	3.28%	7.68%
Stakeholder/expert	83.76%	2.17%	3.72%	10.35%
<b>By institution</b>				
Academic/scientist	95.81%	0.79%	2.78%	0.62%
European Institution	100%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	78.27%	0%	1.43%	20.3%
Local/regional authority (responsible for drinking water)	91.37%	0%	0.59%	8.04%
National authorities (other)	83.42%	1.11%	0%	15.47%
National authority (responsible for drinking water)	89.03%	2.67%	0%	8.3%
Non-governmental organisation (NGO)	74.47%	0%	25.53%	0%
Other (please specify)	90.19%	0.7%	4.52%	4.6%
Other association	78.78%	0%	13.43%	7.79%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	71.23%	6.28%	3.32%	19.18%
<b>By type of area</b>				
Don't know/Not applicable	70.82%	0.55%	12.19%	16.43%
Rural	89.27%	0.91%	3.69%	6.14%
Urbanised	87.31%	1.06%	3.09%	8.54%

By water supply zone size				
Don't know/Not applicable	82.93%	2.77%	9.11%	5.18%
Large	87.54%	0.84%	3.07%	8.55%
Small	90.26%	0.86%	1.54%	7.33%

Table 36. Proportions of the survey responses to the question 'Pharmaceuticals'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	79.57%	3.83%	5.53%	11.06%
BE	95.8%	0%	0.84%	3.36%
BG	71.43%	9.52%	19.05%	0%
CY	86.11%	5.56%	2.78%	5.56%
CZ	94.44%	0%	0%	5.56%
DE	91.59%	1.58%	2.17%	4.66%
DK	33.33%	33.33%	33.33%	0%
EE	66.67%	33.33%	0%	0%
EL	80%	0%	2.5%	17.5%
ES	87.68%	1.41%	3.17%	7.75%
FI	89.61%	3.9%	1.3%	5.19%
FR	92.28%	0.89%	1.34%	5.49%
HR	87.5%	0%	0%	12.5%
HU	92%	0%	0%	8%
IE	94.19%	0.65%	0.65%	4.52%
IT	79.39%	1.82%	7.88%	10.91%
LT	66.67%	0%	8.33%	25%
LU	88.89%	0%	11.11%	0%
LV	83.33%	0%	16.67%	0%
MT	75%	0%	25%	0%
NL	90.91%	0%	3.25%	5.84%
PL	66.67%	0%	11.11%	22.22%
PT	85.64%	1.54%	5.13%	7.69%
RO	80.3%	6.06%	6.06%	7.58%
SE	93.33%	0%	0%	6.67%
SI	71.43%	14.29%	0%	14.29%
SK	83.33%	0%	4.17%	12.5%
UK	86%	4%	4%	6%
By type of respondent				
Individual/citizen/consumer	86.63%	1.88%	4.79%	6.69%
Stakeholder/expert	77.32%	2.8%	2.45%	17.44%
By institution				
Academic/scientist	77.31%	1%	1.39%	20.31%
European Institution	100%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	77.18%	0%	1.5%	21.32%
Local/regional authority (responsible for drinking water)	79.05%	0%	0.82%	20.13%
National authorities (other)	81.63%	2.25%	0%	16.12%
National authority (responsible for drinking water)	77.69%	0%	1.73%	20.58%
Non-governmental organisation (NGO)	95.22%	0%	0%	4.78%
Other (please specify)	80.45%	4.35%	1.57%	13.63%
Other association	78.26%	0%	13.43%	8.31%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	71.25%	6.59%	3.72%	18.43%

<b>By type of area</b>				
Don't know/Not applicable	73.08%	0%	4.19%	22.73%
Rural	88.56%	1.69%	3.93%	5.81%
Urbanised	84.37%	2.07%	4.75%	8.8%
<b>By water supply zone size</b>				
Don't know/Not applicable	82.98%	0.23%	7.84%	8.96%
Large	84.36%	2.01%	4.64%	8.99%
Small	90.75%	2.61%	1.7%	4.94%

Table 37. Proportions of the survey responses to the question 'Endocrine disruptors'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	62.07%	3.45%	15.09%	19.4%
BE	92.5%	0%	2.5%	5%
BG	66.67%	0%	23.81%	9.52%
CY	88.24%	2.94%	8.82%	0%
CZ	83.33%	5.56%	5.56%	5.56%
DE	77.23%	1.72%	11.12%	9.93%
DK	75%	0%	25%	0%
EE	66.67%	33.33%	0%	0%
EL	88.1%	0%	0%	11.9%
ES	90.21%	0.35%	2.8%	6.64%
FI	88.46%	0%	2.56%	8.97%
FR	93.91%	0.59%	1.78%	3.71%
HR	100%	0%	0%	0%
HU	92%	0%	0%	8%
IE	92.95%	0.64%	3.21%	3.21%
IT	90.42%	0.6%	4.79%	4.19%
LT	69.23%	0%	7.69%	23.08%
LU	88.89%	0%	11.11%	0%
LV	83.33%	0%	16.67%	0%
MT	75%	0%	25%	0%
NL	90.26%	0%	2.6%	7.14%
PL	94.44%	0%	0%	5.56%
PT	88.78%	1.02%	4.08%	6.12%
RO	92.31%	4.62%	0%	3.08%
SE	100%	0%	0%	0%
SI	85.71%	7.14%	0%	7.14%
SK	83.33%	0%	8.33%	8.33%
UK	78.43%	3.92%	5.88%	11.76%
<b>By type of respondent</b>				
Individual/citizen/consumer	87.08%	1.26%	5.27%	6.38%
Stakeholder/expert	85.29%	2.07%	2.66%	9.98%
<b>By institution</b>				
Academic/scientist	92.84%	1.06%	1.39%	4.71%
European Institution	100%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	77.36%	0%	1.43%	21.21%
Local/regional authority (responsible for drinking water)	83.41%	0%	1.26%	15.33%
National authorities (other)	96.49%	1.11%	1.11%	1.3%
National authority (responsible for drinking water)	78.25%	0%	1.68%	20.07%

Non-governmental organisation (NGO)	89.47%	0%	10.53%	0%
Other (please specify)	79.63%	0.69%	2.24%	17.45%
Other association	78.78%	2.82%	13.43%	4.96%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	83.83%	5.26%	2.39%	8.53%
<b>By type of area</b>				
Don't know/Not applicable	79.09%	0%	5.59%	15.32%
Rural	84.14%	1.04%	6.2%	8.62%
Urbanised	88.07%	1.31%	4.48%	6.14%
<b>By water supply zone size</b>				
Don't know/Not applicable	85.7%	0.34%	4.69%	9.26%
Large	87.41%	1.36%	4.73%	6.5%
Small	85.13%	0.95%	5.89%	8.03%

Table 38. Proportions of the survey responses to the question 'Other'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	23.81%	8.57%	62.38%	5.24%
BE	19.39%	4.08%	74.49%	2.04%
BG	21.43%	0%	71.43%	7.14%
CY	17.39%	0%	82.61%	0%
CZ	0%	13.33%	80%	6.67%
DE	25.56%	17.55%	51.48%	5.42%
DK	25%	0%	75%	0%
EE	0%	0%	100%	0%
EL	17.14%	5.71%	71.43%	5.71%
ES	17.13%	2.21%	76.8%	3.87%
FI	11.11%	3.17%	68.25%	17.46%
FR	23.22%	2.44%	65.99%	8.35%
HR	40%	0%	60%	0%
HU	25%	5%	65%	5%
IE	50.76%	3.79%	36.36%	9.09%
IT	18.98%	4.38%	74.45%	2.19%
LT	12.5%	0%	87.5%	0%
LU	33.33%	0%	66.67%	0%
LV	0%	0%	100%	0%
MT	25%	0%	75%	0%
NL	24.03%	6.98%	65.89%	3.1%
PL	12.5%	6.25%	68.75%	12.5%
PT	15.82%	2.53%	73.42%	8.23%
RO	13.79%	6.9%	77.59%	1.72%
SE	20%	6.67%	73.33%	0%
SI	22.22%	11.11%	55.56%	11.11%
SK	0%	5%	80%	15%
UK	20%	2.5%	72.5%	5%
<b>By type of respondent</b>				
Individual/citizen/consumer	18.69%	6.98%	68.37%	5.97%
Stakeholder/expert	30.59%	4.38%	62.76%	2.28%
<b>By institution</b>				
Academic/scientist	46.34%	4.92%	44.31%	4.44%
European Institution	0%	0%	0%	100%
International body	0%	0%	100%	0%

Local/regional authorities (other)	11.32%	0%	88.68%	0%
Local/regional authority (responsible for drinking water)	15.95%	3.28%	80.11%	0.66%
National authorities (other)	46.68%	2.64%	50.69%	0%
National authority (responsible for drinking water)	12.67%	0%	87.33%	0%
Non-governmental organisation (NGO)	30.13%	0%	69.87%	0%
Other (please specify)	24.59%	0.81%	72.31%	2.3%
Other association	68.7%	3.77%	27.54%	0%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	27.73%	8.87%	60.3%	3.1%
<b>By type of area</b>				
Don't know/Not applicable	48.41%	0.52%	46.04%	5.03%
Rural	18.75%	10.75%	62.01%	8.5%
Urbanised	19.54%	5.11%	70.8%	4.55%
<b>By water supply zone size</b>				
Don't know/Not applicable	23.88%	8.39%	65.03%	2.7%
Large	19.08%	6.45%	69.29%	5.19%
Small	23.82%	4.69%	61.04%	10.45%

Table 39. Proportions of the survey responses to the question 'Monitoring efforts are adequate'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	56.72%	21.49%	5.37%	16.42%
BE	21.34%	31.71%	23.17%	23.78%
BG	11.76%	76.47%	2.94%	8.82%
CY	17.39%	54.35%	10.87%	17.39%
CZ	53.33%	20%	10%	16.67%
DE	35.44%	35.79%	6.82%	21.95%
DK	20%	60%	0%	20%
EE	33.33%	33.33%	0%	33.33%
EL	6.78%	55.93%	11.86%	25.42%
ES	21.35%	50.28%	6.74%	21.63%
FI	44.78%	39.55%	7.46%	8.21%
FR	23.97%	46.49%	8.58%	20.96%
HR	25%	50%	16.67%	8.33%
HU	31.58%	50%	10.53%	7.89%
IE	5.08%	71.57%	10.66%	12.69%
IT	19.27%	50.46%	8.26%	22.02%
LT	25%	25%	16.67%	33.33%
LU	10%	70%	0%	20%
LV	41.67%	25%	16.67%	16.67%
MT	0%	75%	25%	0%
NL	47.15%	17.62%	17.62%	17.62%
PL	18.18%	50%	13.64%	18.18%
PT	14.54%	43.62%	17.38%	24.47%
RO	13.33%	52.22%	12.22%	22.22%
SE	0%	38.89%	22.22%	38.89%
SI	15.79%	42.11%	10.53%	31.58%
SK	36.36%	40.91%	9.09%	13.64%
UK	31.71%	32.93%	8.54%	26.83%
<b>By type of respondent</b>				
Individual/citizen/consumer	26.09%	41.44%	11.26%	21.21%
Stakeholder/expert	26.99%	48.41%	1.66%	22.94%

<b>By institution</b>				
Academic/scientist	18.15%	72.78%	1.02%	8.05%
European Institution	0%	100%	0%	0%
International body	11.89%	88.11%	0%	0%
Local/regional authorities (other)	30.26%	33.85%	0%	35.89%
Local/regional authority (responsible for drinking water)	20.81%	41.2%	1.11%	36.87%
National authorities (other)	8.46%	57.31%	0%	34.23%
National authority (responsible for drinking water)	37.75%	58.1%	0%	4.15%
Non-governmental organisation (NGO)	12.69%	66.71%	4.96%	15.64%
Other (please specify)	24.57%	47.87%	2.63%	24.93%
Other association	26.95%	25.07%	10.75%	37.23%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	38.34%	40.05%	0.78%	20.82%
<b>By type of area</b>				
Don't know/Not applicable	23.66%	32.05%	2.58%	41.71%
Rural	33.68%	38.74%	6.54%	21.03%
Urbanised	23.54%	44.06%	11.36%	21.04%
<b>By water supply zone size</b>				
Don't know/Not applicable	20.28%	30.35%	18.72%	30.65%
Large	26.7%	43.19%	9.11%	21%
Small	28.16%	48.55%	7.23%	16.06%

Table 40. Proportions of the survey responses to the question 'Monitoring efforts need to be reduced'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	8.72%	74.14%	4.67%	12.46%
BE	4.82%	71.08%	13.25%	10.84%
BG	0%	87.5%	6.25%	6.25%
CY	4.44%	84.44%	8.89%	2.22%
CZ	8.2%	75.41%	6.56%	9.84%
DE	7.3%	72.81%	4.29%	15.61%
DK	0%	80%	0%	20%
EE	66.67%	0%	0%	33.33%
EL	0%	89.66%	5.17%	5.17%
ES	5.37%	81.07%	4.52%	9.04%
FI	4.48%	80.6%	5.97%	8.96%
FR	5.83%	75.9%	5.94%	12.33%
HR	18.18%	63.64%	9.09%	9.09%
HU	2.63%	68.42%	21.05%	7.89%
IE	1.54%	83.59%	6.67%	8.21%
IT	0.95%	86.67%	3.81%	8.57%
LT	4.35%	52.17%	13.04%	30.43%
LU	10%	80%	10%	0%
LV	0%	63.64%	27.27%	9.09%
MT	0%	75%	25%	0%
NL	1.56%	77.6%	6.77%	14.06%
PL	0%	90.48%	9.52%	0%
PT	2.88%	79.14%	7.19%	10.79%
RO	8.89%	74.44%	4.44%	12.22%
SE	0%	88.89%	0%	11.11%
SI	0%	84.21%	0%	15.79%

SK	0%	76.74%	6.98%	16.28%
UK	8.54%	64.63%	7.32%	19.51%
<b>By type of respondent</b>				
Individual/citizen/consumer	4.23%	77.12%	6.84%	11.8%
Stakeholder/expert	7.01%	78.66%	2.2%	12.13%
<b>By institution</b>				
Academic/scientist	1%	88.15%	8.07%	2.79%
European Institution	0%	100%	0%	0%
International body	0%	100%	0%	0%
Local/regional authorities (other)	9.4%	86.2%	0%	4.4%
Local/regional authority (responsible for drinking water)	13.51%	79.88%	0.67%	5.95%
National authorities (other)	0%	78.93%	0%	21.07%
National authority (responsible for drinking water)	15.34%	74.82%	0%	9.84%
Non-governmental organisation (NGO)	0%	89.04%	1.31%	9.65%
Other (please specify)	2.02%	78.2%	1.35%	18.42%
Other association	7.85%	40.18%	8.64%	43.33%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	9.32%	76.93%	0.09%	13.65%
<b>By type of area</b>				
Don't know/Not applicable	1.66%	55.06%	10.8%	32.49%
Rural	8.71%	69.84%	3.74%	17.71%
Urbanised	3.58%	80.63%	6.94%	8.86%
<b>By water supply zone size</b>				
Don't know/Not applicable	6.32%	63.33%	13.08%	17.27%
Large	4.22%	78.9%	5.93%	10.96%
Small	7.31%	77.72%	3.11%	11.85%

Table 41. Proportions of the survey responses to the question 'Monitoring should be more frequent, if it does not lead to significant price increases'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	35.89%	40.8%	6.13%	17.18%
BE	48.15%	15.43%	10.49%	25.93%
BG	62.5%	18.75%	6.25%	12.5%
CY	64.44%	22.22%	4.44%	8.89%
CZ	37.7%	47.54%	4.92%	9.84%
DE	40.94%	31.31%	3.67%	24.08%
DK	50%	33.33%	0%	16.67%
EE	66.67%	0%	0%	33.33%
EL	71.19%	8.47%	1.69%	18.64%
ES	43.1%	31.55%	3.1%	22.25%
FI	41.04%	34.33%	8.96%	15.67%
FR	47.61%	24.86%	4.11%	23.42%
HR	58.33%	16.67%	8.33%	16.67%
HU	55.26%	10.53%	13.16%	21.05%
IE	64.47%	14.21%	4.06%	17.26%
IT	48.6%	19.63%	5.14%	26.64%
LT	37.5%	16.67%	8.33%	37.5%
LU	40%	40%	0%	20%
LV	63.64%	0%	9.09%	27.27%
MT	25%	50%	25%	0%
NL	25.52%	33.85%	6.25%	34.38%

PL	66.67%	14.29%	0%	19.05%
PT	57.14%	14.64%	4.64%	23.57%
RO	60.87%	15.22%	4.35%	19.57%
SE	68.42%	10.53%	5.26%	15.79%
SI	42.11%	26.32%	5.26%	26.32%
SK	47.62%	23.81%	2.38%	26.19%
UK	38.55%	25.3%	3.61%	32.53%
<b>By type of respondent</b>				
Individual/citizen/consumer	50.08%	22.25%	4.74%	22.92%
Stakeholder/expert	32.58%	36.72%	1.36%	29.34%
<b>By institution</b>				
Academic/scientist	42.4%	32.27%	1.23%	24.1%
European Institution	100%	0%	0%	0%
International body	45.17%	54.83%	0%	0%
Local/regional authorities (other)	39.9%	41.1%	0%	19%
Local/regional authority (responsible for drinking water)	22.79%	32.15%	1.51%	43.55%
National authorities (other)	73.43%	11.23%	0%	15.34%
National authority (responsible for drinking water)	66.65%	9.33%	0%	24.02%
Non-governmental organisation (NGO)	51.68%	31.63%	6.01%	10.68%
Other (please specify)	37.51%	29.79%	2.68%	30.02%
Other association	14.08%	30.39%	6.06%	49.46%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	23.22%	48.02%	0.09%	28.67%
<b>By type of area</b>				
Don't know/Not applicable	14.75%	36.65%	2.34%	46.27%
Rural	39.29%	29.79%	2.98%	27.94%
Urbanised	51.9%	21.6%	4.71%	21.79%
<b>By water supply zone size</b>				
Don't know/Not applicable	38.4%	19.61%	5.3%	36.69%
Large	49.13%	23.64%	4.4%	22.83%
Small	47.42%	30.29%	2.48%	19.81%

Table 42. Proportions of the survey responses to the question 'Monitoring should be more frequent, even if it leads to significant price increases'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	15.72%	57.86%	6.6%	19.81%
BE	27.16%	29.01%	12.35%	31.48%
BG	40.62%	28.12%	6.25%	25%
CY	47.73%	29.55%	4.55%	18.18%
CZ	13.79%	65.52%	6.9%	13.79%
DE	20.38%	47.65%	4.14%	27.83%
DK	40%	40%	0%	20%
EE	0%	33.33%	33.33%	33.33%
EL	30.91%	20%	5.45%	43.64%
ES	31.92%	37.85%	3.95%	26.27%
FI	25.76%	49.24%	9.09%	15.91%
FR	29.49%	39.1%	4.75%	26.67%
HR	18.18%	36.36%	9.09%	36.36%
HU	21.05%	47.37%	18.42%	13.16%
IE	41.58%	24.74%	4.74%	28.95%
IT	36.79%	30.19%	4.72%	28.3%

LT	12.5%	45.83%	16.67%	25%
LU	54.55%	27.27%	0%	18.18%
LV	18.18%	72.73%	9.09%	0%
MT	25%	25%	25%	25%
NL	27.08%	32.81%	7.29%	32.81%
PL	30%	30%	5%	35%
PT	24.91%	36.82%	7.58%	30.69%
RO	35.56%	36.67%	0%	27.78%
SE	42.11%	10.53%	5.26%	42.11%
SI	15.79%	42.11%	5.26%	36.84%
SK	7.14%	64.29%	2.38%	26.19%
UK	28.75%	48.75%	2.5%	20%
<b>By type of respondent</b>				
Individual/citizen/consumer	29.78%	38.29%	5.69%	26.23%
Stakeholder/expert	21.44%	45.98%	1.61%	30.97%
<b>By institution</b>				
Academic/scientist	30.24%	44.66%	1.94%	23.16%
European Institution	0%	0%	0%	0%
International body	0%	57.06%	0%	42.94%
Local/regional authorities (other)	38.4%	35.24%	0%	26.36%
Local/regional authority (responsible for drinking water)	16.41%	41.32%	1.73%	40.54%
National authorities (other)	9.49%	8.09%	0%	82.42%
National authority (responsible for drinking water)	32.31%	33.97%	0%	33.72%
Non-governmental organisation (NGO)	46.85%	34.26%	2.14%	16.74%
Other (please specify)	31.43%	31.72%	2.94%	33.92%
Other association	21.69%	21.81%	6.19%	50.31%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	13.27%	63.5%	0.73%	22.5%
<b>By type of area</b>				
Don't know/Not applicable	10.69%	50.77%	2.35%	36.19%
Rural	23.45%	47.85%	3.38%	25.33%
Urbanised	30.96%	36%	5.81%	27.23%
<b>By water supply zone size</b>				
Don't know/Not applicable	22.68%	43.02%	5.66%	28.64%
Large	29.11%	38.63%	5.25%	27.01%
Small	30.03%	42.51%	3.3%	24.16%

Table 43. Proportions of the survey responses to the question 'Monitoring should be more transparent'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	75.62%	12.65%	2.47%	9.26%
BE	84.85%	1.82%	4.24%	9.09%
BG	88.89%	5.56%	2.78%	2.78%
CY	91.3%	2.17%	4.35%	2.17%
CZ	85%	8.33%	1.67%	5%
DE	87.25%	6.01%	1.37%	5.37%
DK	83.33%	0%	0%	16.67%
EE	33.33%	0%	0%	66.67%
EL	96.83%	0%	1.59%	1.59%
ES	90.79%	3.25%	1.08%	4.88%
FI	83.46%	7.52%	1.5%	7.52%

FR	85.37%	5.09%	1.84%	7.69%
HR	91.67%	0%	0%	8.33%
HU	90%	2.5%	2.5%	5%
IE	95.67%	0.96%	1.92%	1.44%
IT	92.41%	1.79%	1.79%	4.02%
LT	79.17%	0%	0%	20.83%
LU	90.91%	0%	0%	9.09%
LV	81.82%	0%	0%	18.18%
MT	75%	25%	0%	0%
NL	76.26%	7.58%	4.04%	12.12%
PL	95.45%	4.55%	0%	0%
PT	92.28%	1.75%	2.46%	3.51%
RO	94.62%	3.23%	0%	2.15%
SE	84.21%	5.26%	5.26%	5.26%
SI	94.74%	5.26%	0%	0%
SK	84.44%	4.44%	2.22%	8.89%
UK	75.29%	5.88%	3.53%	15.29%
<b>By type of respondent</b>				
Individual/citizen/consumer	87.99%	4.05%	1.98%	5.98%
Stakeholder/expert	80.91%	6.98%	0.48%	11.62%
<b>By institution</b>				
Academic/scientist	90.17%	2.64%	0%	7.18%
European Institution	100%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	70.33%	2.4%	0.8%	26.47%
Local/regional authority (responsible for drinking water)	82.44%	4.91%	0%	12.65%
National authorities (other)	94.83%	1.98%	0%	3.19%
National authority (responsible for drinking water)	78.18%	7.31%	0%	14.5%
Non-governmental organisation (NGO)	88.28%	4.39%	1.31%	6.02%
Other (please specify)	83.05%	9.31%	0%	7.64%
Other association	87.49%	4.46%	6.11%	1.94%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	73.19%	10.8%	0.32%	15.69%
<b>By type of area</b>				
Don't know/Not applicable	76.67%	4.15%	1.78%	17.4%
Rural	84.63%	5.51%	1.65%	8.21%
Urbanised	87.82%	3.95%	2.01%	6.22%
<b>By water supply zone size</b>				
Don't know/Not applicable	82.54%	5.05%	4.24%	8.17%
Large	87.55%	4.05%	1.77%	6.63%
Small	86.07%	5.67%	0.88%	7.37%

Table 44. Proportions of the survey responses to the question 'Other'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	19.77%	9.69%	67.83%	2.71%
BE	5.88%	5.88%	88.24%	0%
BG	9.09%	4.55%	81.82%	4.55%
CY	5.56%	0%	94.44%	0%
CZ	4.55%	6.82%	84.09%	4.55%
DE	18.48%	25.2%	55.01%	1.31%
DK	50%	0%	50%	0%

EE	0%	0%	100%	0%
EL	20.59%	0%	79.41%	0%
ES	26.29%	4.69%	64.79%	4.23%
FI	23.33%	3.33%	58.89%	14.44%
FR	17.7%	3.2%	74.2%	4.9%
HR	25%	0%	75%	0%
HU	18.52%	11.11%	70.37%	0%
IE	32.74%	4.42%	54.87%	7.96%
IT	18.49%	4.11%	77.4%	0%
LT	5.88%	0%	88.24%	5.88%
LU	28.57%	0%	71.43%	0%
LV	0%	0%	100%	0%
MT	33.33%	33.33%	33.33%	0%
NL	17.2%	8.28%	71.97%	2.55%
PL	11.76%	11.76%	76.47%	0%
PT	14.13%	2.17%	80.98%	2.72%
RO	12.68%	7.04%	76.06%	4.23%
SE	13.33%	6.67%	80%	0%
SI	40%	0%	60%	0%
SK	2.86%	5.71%	85.71%	5.71%
UK	27.08%	2.08%	70.83%	0%
<b>By type of respondent</b>				
Individual/citizen/consumer	13.94%	9.48%	74.86%	1.73%
Stakeholder/expert	43.43%	5.47%	48.01%	3.09%
<b>By institution</b>				
Academic/scientist	40.26%	4.86%	54.88%	0%
European Institution	0%	0%	100%	0%
International body	0%	0%	100%	0%
Local/regional authorities (other)	5.63%	0%	94.37%	0%
Local/regional authority (responsible for drinking water)	59.95%	4.61%	34.22%	1.22%
National authorities (other)	47.07%	3.36%	49.57%	0%
National authority (responsible for drinking water)	29.7%	3.16%	63.87%	3.27%
Non-governmental organisation (NGO)	17.19%	6.6%	76.21%	0%
Other (please specify)	29.19%	1.21%	66.52%	3.08%
Other association	53.28%	5.12%	41.6%	0%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	48.06%	8.18%	37.96%	5.8%
<b>By type of area</b>				
Don't know/Not applicable	49.43%	13.57%	33.41%	3.58%
Rural	14.82%	16.15%	66.48%	2.55%
Urbanised	17.94%	5.82%	74.49%	1.74%
<b>By water supply zone size</b>				
Don't know/Not applicable	17.85%	14.68%	65.52%	1.95%
Large	17.75%	7.56%	72.93%	1.76%
Small	18.44%	9.57%	68.44%	3.55%

Table 45. Proportions of the survey responses to the question 'Easily understandable information'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	80.25%	8.28%	3.18%	8.28%
BE	59.72%	18.75%	3.47%	18.06%
BG	58.06%	16.13%	6.45%	19.35%

CY	80.49%	12.2%	0%	7.32%
CZ	71.15%	9.62%	5.77%	13.46%
DE	77.19%	12.02%	2.27%	8.53%
DK	100%	0%	0%	0%
EE	100%	0%	0%	0%
EL	72.34%	10.64%	2.13%	14.89%
ES	72.78%	12.66%	0.63%	13.92%
FI	74.77%	10.81%	1.8%	12.61%
FR	47.18%	27.55%	1.61%	23.66%
HR	20%	50%	0%	30%
HU	58.82%	23.53%	0%	17.65%
IE	64.19%	12.84%	5.41%	17.57%
IT	67.71%	4.69%	4.17%	23.44%
LT	63.16%	15.79%	0%	21.05%
LU	62.5%	37.5%	0%	0%
LV	40%	10%	10%	40%
MT	100%	0%	0%	0%
NL	80.45%	6.7%	1.68%	11.17%
PL	55.56%	5.56%	16.67%	22.22%
PT	79.92%	5.74%	0.82%	13.52%
RO	65%	16.25%	3.75%	15%
SE	93.75%	0%	0%	6.25%
SI	60%	13.33%	0%	26.67%
SK	76.47%	8.82%	0%	14.71%
UK	68.49%	10.96%	5.48%	15.07%
<b>By type of respondent</b>				
Individual/citizen/consumer	67.82%	11.9%	4.25%	16.03%
Stakeholder/expert	64.32%	15.94%	1.71%	18.04%
<b>By institution</b>				
Academic/scientist	54.2%	7.53%	10.2%	28.07%
European Institution	0%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	64.78%	10.03%	0%	25.19%
Local/regional authority (responsible for drinking water)	57.93%	32.91%	0.6%	8.56%
National authorities (other)	96.83%	2.06%	0%	1.12%
National authority (responsible for drinking water)	50.07%	4.96%	0%	44.97%
Non-governmental organisation (NGO)	76.66%	8.01%	1.38%	13.95%
Other (please specify)	66.85%	10.36%	0%	22.79%
Other association	72.88%	9.19%	0%	17.93%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	63.42%	17.24%	0.45%	18.89%
<b>By type of area</b>				
Don't know/Not applicable	64.77%	17.96%	8.02%	9.26%
Rural	72.02%	12.42%	1.13%	14.43%
Urbanised	65.79%	12.22%	4.68%	17.31%
<b>By water supply zone size</b>				
Don't know/Not applicable	65.44%	11.66%	8.61%	14.3%
Large	67.65%	11.64%	3.75%	16.96%
Small	68.17%	16.05%	0.63%	15.14%

Table 46. Proportions of the survey responses to the question 'Summary of water quality aspects'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	58.78%	12.84%	4.05%	24.32%
BE	62.07%	13.79%	2.76%	21.38%
BG	69.23%	7.69%	7.69%	15.38%
CY	75.61%	9.76%	4.88%	9.76%
CZ	36.17%	23.4%	19.15%	21.28%
DE	55.68%	26.23%	3%	15.09%
DK	80%	20%	0%	0%
EE	66.67%	33.33%	0%	0%
EL	75%	8.33%	2.08%	14.58%
ES	58.28%	22.93%	1.27%	17.52%
FI	56.9%	18.97%	1.72%	22.41%
FR	48.84%	21.5%	1.63%	28.03%
HR	33.33%	33.33%	0%	33.33%
HU	51.61%	9.68%	6.45%	32.26%
IE	68.75%	6.94%	5.56%	18.75%
IT	66.3%	7.18%	3.87%	22.65%
LT	45%	25%	5%	25%
LU	37.5%	25%	0%	37.5%
LV	50%	30%	10%	10%
MT	100%	0%	0%	0%
NL	59.51%	10.43%	4.29%	25.77%
PL	83.33%	0%	11.11%	5.56%
PT	74.79%	5.04%	1.26%	18.91%
RO	58.02%	9.88%	4.94%	27.16%
SE	56.25%	18.75%	12.5%	12.5%
SI	53.33%	13.33%	0%	33.33%
SK	40.62%	18.75%	3.12%	37.5%
UK	52.94%	16.18%	4.41%	26.47%
<b>By type of respondent</b>				
Individual/citizen/consumer	59.27%	15.18%	4.58%	20.96%
Stakeholder/expert	57.46%	20.81%	2.36%	19.37%
<b>By institution</b>				
Academic/scientist	71.12%	18.12%	0%	10.76%
European Institution	0%	0%	0%	0%
International body	0%	100%	0%	0%
Local/regional authorities (other)	69.49%	5.31%	0%	25.19%
Local/regional authority (responsible for drinking water)	49.68%	37.72%	0%	12.6%
National authorities (other)	76.63%	5.24%	14.9%	3.24%
National authority (responsible for drinking water)	56.5%	2.66%	0%	40.83%
Non-governmental organisation (NGO)	46.4%	15.95%	23.5%	14.14%
Other (please specify)	60.3%	22.66%	0%	17.05%
Other association	40.61%	16.58%	5.24%	37.58%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	54.56%	19.42%	0.73%	25.3%
<b>By type of area</b>				
Don't know/Not applicable	39.36%	43.38%	10.04%	7.22%
Rural	56.22%	19.3%	2.12%	22.37%
Urbanised	60.72%	13.89%	4.85%	20.54%
<b>By water supply zone size</b>				

Don't know/Not applicable	50.71%	23.92%	9.38%	15.99%
Large	60.49%	14.78%	3.76%	20.97%
Small	58.22%	16.04%	3.03%	22.71%

Table 47. Proportions of the survey responses to the question 'Basic quality aspects'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	56.95%	21.36%	3.73%	17.97%
BE	54.61%	19.15%	3.55%	22.7%
BG	64.29%	7.14%	7.14%	21.43%
CY	78.38%	16.22%	0%	5.41%
CZ	41.3%	28.26%	13.04%	17.39%
DE	57%	26.1%	2.68%	14.22%
DK	80%	20%	0%	0%
EE	33.33%	33.33%	33.33%	0%
EL	58.14%	16.28%	4.65%	20.93%
ES	60.47%	15.95%	1.33%	22.26%
FI	46.53%	23.76%	2.97%	26.73%
FR	35.66%	24.48%	2.94%	36.92%
HR	30%	30%	10%	30%
HU	44.12%	8.82%	8.82%	38.24%
IE	63.97%	10.29%	5.88%	19.85%
IT	60.82%	9.94%	1.17%	28.07%
LT	40%	20%	5%	35%
LU	42.86%	28.57%	0%	28.57%
LV	27.27%	18.18%	18.18%	36.36%
MT	75%	0%	0%	25%
NL	53.75%	16.88%	6.87%	22.5%
PL	68.75%	6.25%	12.5%	12.5%
PT	65.09%	11.21%	1.29%	22.41%
RO	57.5%	17.5%	3.75%	21.25%
SE	40%	20%	13.33%	26.67%
SI	40%	13.33%	0%	46.67%
SK	54.55%	18.18%	0%	27.27%
UK	37.5%	20.31%	9.38%	32.81%
<b>By type of respondent</b>				
Individual/citizen/consumer	52.57%	17.55%	5.4%	24.49%
Stakeholder/expert	48.89%	24.19%	2.34%	24.58%
<b>By institution</b>				
Academic/scientist	55.63%	29.67%	1.51%	13.19%
European Institution	0%	0%	0%	0%
International body	21.69%	78.31%	0%	0%
Local/regional authorities (other)	87.26%	4.4%	0%	8.34%
Local/regional authority (responsible for drinking water)	32.24%	38.02%	1.52%	28.22%
National authorities (other)	90.4%	3.74%	3.81%	2.06%
National authority (responsible for drinking water)	11.01%	26.04%	0%	62.95%
Non-governmental organisation (NGO)	49.93%	13.41%	24.64%	12.02%
Other (please specify)	39.61%	25.32%	0%	35.07%
Other association	19.61%	29.65%	7.81%	42.93%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	52.76%	19.9%	0.6%	26.74%
<b>By type of area</b>				

Don't know/Not applicable	22.58%	45.33%	6.58%	25.52%
Rural	50.8%	21.77%	3.43%	23.99%
Urbanised	54.12%	15.94%	5.53%	24.41%
<b>By water supply zone size</b>				
Don't know/Not applicable	42.12%	27.45%	6.53%	23.9%
Large	53.68%	16.27%	5.37%	24.69%
Small	53.23%	20.65%	2.12%	24%

Table 48. Proportions of the survey responses to the question 'Detailed information'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	39.3%	37.19%	4.56%	18.95%
BE	40.74%	22.96%	5.19%	31.11%
BG	80%	3.33%	6.67%	10%
CY	67.5%	12.5%	0%	20%
CZ	26.09%	41.3%	17.39%	15.22%
DE	46.69%	31.79%	4%	17.52%
DK	60%	40%	0%	0%
EE	33.33%	0%	0%	66.67%
EL	68.09%	4.26%	4.26%	23.4%
ES	44.48%	30.1%	1.67%	23.75%
FI	16.83%	50.5%	5.94%	26.73%
FR	42.41%	20.11%	2.19%	35.29%
HR	20%	30%	0%	50%
HU	32.26%	25.81%	16.13%	25.81%
IE	73.61%	3.47%	4.86%	18.06%
IT	56.91%	13.26%	3.31%	26.52%
LT	42.11%	26.32%	0%	31.58%
LU	37.5%	50%	0%	12.5%
LV	18.18%	18.18%	18.18%	45.45%
MT	75%	0%	0%	25%
NL	34.64%	33.33%	5.23%	26.8%
PL	47.06%	23.53%	0%	29.41%
PT	63.6%	8.37%	1.67%	26.36%
RO	47.44%	14.1%	3.85%	34.62%
SE	56.25%	12.5%	6.25%	25%
SI	25%	25%	6.25%	43.75%
SK	58.06%	16.13%	3.23%	22.58%
UK	32.31%	27.69%	6.15%	33.85%
<b>By type of respondent</b>				
Individual/citizen/consumer	46.51%	21.32%	4.26%	27.91%
Stakeholder/expert	35.92%	38.83%	2.48%	22.77%
<b>By institution</b>				
Academic/scientist	55.91%	27.36%	4.62%	12.11%
European Institution	0%	0%	0%	0%
International body	0%	100%	0%	0%
Local/regional authorities (other)	34.05%	42.38%	1.45%	22.12%
Local/regional authority (responsible for drinking water)	30.37%	49.92%	0.37%	19.34%
National authorities (other)	88.61%	7.54%	0%	3.85%
National authority (responsible for drinking water)	7.64%	64.59%	0%	27.77%
Non-governmental organisation (NGO)	72.58%	12.99%	1.47%	12.96%

Other (please specify)	32.96%	36.41%	6.77%	23.86%
Other association	37.08%	34.49%	8.65%	19.78%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	22.64%	43.86%	1.26%	32.24%
<b>By type of area</b>				
Don't know/Not applicable	14.87%	52.37%	3.69%	29.07%
Rural	47.83%	27.22%	1.95%	23.01%
Urbanised	45.42%	21.17%	4.83%	28.59%
<b>By water supply zone size</b>				
Don't know/Not applicable	37.29%	26.95%	4.19%	31.57%
Large	45.16%	22.93%	4.51%	27.4%
Small	52.18%	23.77%	1.65%	22.41%

Table 49. Proportions of the survey responses to the question 'Detailed information including indication if it meets legal requirements'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	51.78%	27.83%	3.56%	16.83%
BE	62.07%	11.03%	4.14%	22.76%
BG	84.38%	3.12%	6.25%	6.25%
CY	67.5%	10%	0%	22.5%
CZ	52.83%	28.3%	7.55%	11.32%
DE	60.64%	24.81%	2.85%	11.7%
DK	66.67%	33.33%	0%	0%
EE	33.33%	0%	0%	66.67%
EL	80.77%	5.77%	3.85%	9.62%
ES	60.86%	22.02%	2.14%	14.98%
FI	32.74%	38.94%	4.42%	23.89%
FR	70.44%	12.6%	1.77%	15.19%
HR	63.64%	9.09%	0%	27.27%
HU	48.48%	27.27%	9.09%	15.15%
IE	89.83%	0.56%	3.95%	5.65%
IT	79.21%	5.94%	0.99%	13.86%
LT	45%	30%	0%	25%
LU	81.82%	0%	0%	18.18%
LV	18.18%	18.18%	18.18%	45.45%
MT	75%	25%	0%	0%
NL	51.5%	24.55%	3.59%	20.36%
PL	55%	30%	5%	10%
PT	78.2%	6.02%	0%	15.79%
RO	72.22%	11.11%	1.11%	15.56%
SE	58.82%	17.65%	5.88%	17.65%
SI	61.11%	16.67%	0%	22.22%
SK	66.67%	12.12%	6.06%	15.15%
UK	52.86%	27.14%	2.86%	17.14%
<b>By type of respondent</b>				
Individual/citizen/consumer	65.67%	16.83%	3.16%	14.34%
Stakeholder/expert	49.83%	32.1%	1.34%	16.74%
<b>By institution</b>				
Academic/scientist	72.43%	17.97%	1.13%	8.47%
European Institution	100%	0%	0%	0%
International body	45.17%	11.89%	0%	42.94%
Local/regional authorities (other)	47.35%	30.35%	0%	22.3%

Local/regional authority (responsible for drinking water)	40.43%	43.35%	0%	16.21%
National authorities (other)	93.19%	6.81%	0%	0%
National authority (responsible for drinking water)	48.49%	42.31%	0%	9.2%
Non-governmental organisation (NGO)	85.59%	4.47%	1.37%	8.58%
Other (please specify)	53.35%	34.24%	0%	12.41%
Other association	43.86%	31.17%	8.44%	16.53%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	34.01%	38.84%	1.67%	25.48%
<b>By type of area</b>				
Don't know/Not applicable	26.28%	54.53%	3.66%	15.53%
Rural	64.19%	20.68%	2.07%	13.06%
Urbanised	64.64%	16.91%	3.13%	15.32%
<b>By water supply zone size</b>				
Don't know/Not applicable	51.83%	27.83%	3.77%	16.58%
Large	64.54%	17.85%	2.93%	14.69%
Small	67.45%	16.58%	1.98%	13.99%

Table 50. Proportions of the survey responses to the question 'Other'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	7.51%	22.07%	67.14%	3.29%
BE	7.61%	9.78%	80.43%	2.17%
BG	6.67%	0%	93.33%	0%
CY	0%	5.88%	88.24%	5.88%
CZ	11.76%	8.82%	73.53%	5.88%
DE	7.17%	39.58%	51.23%	2.02%
DK	100%	0%	0%	0%
EE	0%	0%	100%	0%
EL	32%	0%	68%	0%
ES	18.18%	5.84%	72.08%	3.9%
FI	14.06%	15.62%	62.5%	7.81%
FR	15.4%	5.45%	73.93%	5.21%
HR	16.67%	0%	83.33%	0%
HU	11.54%	7.69%	73.08%	7.69%
IE	25%	6.94%	56.94%	11.11%
IT	13.16%	7.89%	76.32%	2.63%
LT	0%	6.25%	87.5%	6.25%
LU	20%	0%	80%	0%
LV	12.5%	0%	87.5%	0%
MT	33.33%	0%	66.67%	0%
NL	15.5%	11.63%	69.77%	3.1%
PL	13.33%	6.67%	73.33%	6.67%
PT	5.37%	4.03%	85.91%	4.7%
RO	8.62%	10.34%	72.41%	8.62%
SE	16.67%	8.33%	66.67%	8.33%
SI	20%	10%	40%	30%
SK	0%	9.09%	90.91%	0%
UK	22.22%	5.56%	66.67%	5.56%
<b>By type of respondent</b>				
Individual/citizen/consumer	10.98%	13.86%	71.32%	3.85%
Stakeholder/expert	31.41%	10.29%	51.4%	6.9%
<b>By institution</b>				

Academic/scientist	32.02%	8.56%	59.41%	0%
European Institution	0%	0%	0%	0%
International body	0%	0%	100%	0%
Local/regional authorities (other)	4.63%	0%	95.37%	0%
Local/regional authority (responsible for drinking water)	60%	6.1%	31.87%	2.03%
National authorities (other)	59.17%	13.47%	27.36%	0%
National authority (responsible for drinking water)	6.11%	2.14%	69.43%	22.32%
Non-governmental organisation (NGO)	13.18%	8.63%	78.19%	0%
Other (please specify)	8.57%	7.92%	77.62%	5.89%
Other association	32.26%	24.87%	42.88%	0%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	27.76%	12.55%	44.25%	15.44%
<b>By type of area</b>				
Don't know/Not applicable	23.34%	33.02%	31.61%	12.02%
Rural	7.3%	24.21%	64.03%	4.46%
Urbanised	15.4%	8.28%	72.37%	3.95%
<b>By water supply zone size</b>				
Don't know/Not applicable	7.01%	22.97%	62.95%	7.08%
Large	13.98%	11.41%	70.96%	3.65%
Small	14.67%	13.89%	65.36%	6.07%

Table 51. Proportions of the survey responses to the question 'Current information provisions are adequate'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	36.01%	36.61%	5.95%	21.43%
BE	7.84%	58.82%	10.46%	22.88%
BG	10.34%	75.86%	0%	13.79%
CY	9.76%	68.29%	2.44%	19.51%
CZ	32.76%	44.83%	10.34%	12.07%
DE	22.69%	56.01%	3.91%	17.4%
DK	20%	80%	0%	0%
EE	33.33%	33.33%	0%	33.33%
EL	0%	78.18%	7.27%	14.55%
ES	13.99%	63.56%	6.41%	16.03%
FI	22.22%	50.79%	7.14%	19.84%
FR	12.55%	63.09%	4.51%	19.85%
HR	11.11%	66.67%	11.11%	11.11%
HU	5.56%	66.67%	13.89%	13.89%
IE	4.09%	78.95%	7.6%	9.36%
IT	2.97%	67.33%	5.94%	23.76%
LT	4.35%	47.83%	13.04%	34.78%
LU	9.09%	72.73%	0%	18.18%
LV	9.09%	63.64%	9.09%	18.18%
MT	0%	66.67%	0%	33.33%
NL	21.16%	38.1%	15.87%	24.87%
PL	14.29%	71.43%	0%	14.29%
PT	7.43%	58.74%	9.67%	24.16%
RO	9.41%	65.88%	5.88%	18.82%
SE	0%	29.41%	17.65%	52.94%
SI	5.88%	58.82%	11.76%	23.53%
SK	13.51%	56.76%	2.7%	27.03%

UK	20%	47.5%	13.75%	18.75%
<b>By type of respondent</b>				
Individual/citizen/consumer	12.6%	59.92%	7.83%	19.65%
Stakeholder/expert	26%	53.85%	2.97%	17.18%
<b>By institution</b>				
Academic/scientist	12.4%	73.08%	7.81%	6.7%
European Institution	0%	100%	0%	0%
International body	21.69%	78.31%	0%	0%
Local/regional authorities (other)	4.76%	69.68%	0%	25.57%
Local/regional authority (responsible for drinking water)	19.13%	62.07%	0%	18.8%
National authorities (other)	2.21%	81.5%	0%	16.28%
National authority (responsible for drinking water)	44.47%	27.36%	0%	28.17%
Non-governmental organisation (NGO)	11.44%	77.55%	4.21%	6.79%
Other (please specify)	15.62%	47.49%	4.25%	32.63%
Other association	18.15%	58.21%	3.87%	19.77%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	44.04%	37.68%	1.95%	16.33%
<b>By type of area</b>				
Don't know/Not applicable	32.95%	39.72%	7.61%	19.73%
Rural	17.25%	58.75%	5.67%	18.33%
Urbanised	12.76%	59.79%	7.56%	19.89%
<b>By water supply zone size</b>				
Don't know/Not applicable	16%	51.05%	10.13%	22.82%
Large	13.75%	60.19%	6.98%	19.08%
Small	17.22%	58.8%	5.29%	18.7%

Table 52. Proportions of the survey responses to the question 'More up-to-date online information'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	61.14%	11.75%	2.41%	24.7%
BE	77.22%	2.53%	4.43%	15.82%
BG	96.87%	0%	0%	3.12%
CY	90.24%	2.44%	0%	7.32%
CZ	67.31%	17.31%	11.54%	3.85%
DE	71.57%	9.49%	8.31%	10.62%
DK	80%	20%	0%	0%
EE	66.67%	0%	0%	33.33%
EL	86.44%	1.69%	1.69%	10.17%
ES	77.05%	11.05%	1.42%	10.48%
FI	71.88%	9.38%	4.69%	14.06%
FR	72.8%	7.46%	2.65%	17.09%
HR	100%	0%	0%	0%
HU	84.21%	2.63%	10.53%	2.63%
IE	90.4%	1.69%	3.95%	3.95%
IT	85.58%	2.79%	3.26%	8.37%
LT	68.18%	4.55%	13.64%	13.64%
LU	80%	20%	0%	0%
LV	83.33%	0%	0%	16.67%
MT	75%	25%	0%	0%
NL	68.23%	7.81%	7.29%	16.67%
PL	100%	0%	0%	0%
PT	82.59%	4.07%	2.96%	10.37%

RO	75.86%	5.75%	5.75%	12.64%
SE	55.56%	0%	16.67%	27.78%
SI	88.24%	5.88%	0%	5.88%
SK	87.8%	4.88%	0%	7.32%
UK	66.67%	6.17%	8.64%	18.52%
<b>By type of respondent</b>				
Individual/citizen/consumer	78.14%	5.36%	5.39%	11.11%
Stakeholder/expert	68.57%	12.35%	2.86%	16.22%
<b>By institution</b>				
Academic/scientist	81.88%	13.08%	0%	5.04%
European Institution	100%	0%	0%	0%
International body	78.31%	21.69%	0%	0%
Local/regional authorities (other)	82.66%	0%	1.24%	16.1%
Local/regional authority (responsible for drinking water)	79.81%	8.09%	0%	12.1%
National authorities (other)	79.92%	2.16%	0%	17.93%
National authority (responsible for drinking water)	77.15%	10.85%	0%	12%
Non-governmental organisation (NGO)	83.49%	5.51%	2.59%	8.41%
Other (please specify)	70.65%	10.93%	1.69%	16.73%
Other association	69.03%	3.52%	13.64%	13.8%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	51.44%	20.17%	4.56%	23.83%
<b>By type of area</b>				
Don't know/Not applicable	49.28%	12.5%	16.52%	21.7%
Rural	74.07%	8.29%	3.83%	13.82%
Urbanised	78.88%	5.16%	5.08%	10.89%
<b>By water supply zone size</b>				
Don't know/Not applicable	71.46%	3.73%	10.38%	14.43%
Large	77.93%	6.21%	4.45%	11.42%
Small	74.66%	8.31%	4%	13.04%

Table 53. Proportions of the survey responses to the question 'All up-to-date information published online'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	67.27%	16.06%	2.42%	14.24%
BE	72.22%	8.64%	2.47%	16.67%
BG	87.5%	3.12%	0%	9.38%
CY	90.48%	4.76%	0%	4.76%
CZ	56.14%	35.09%	5.26%	3.51%
DE	78.32%	10.5%	1.69%	9.49%
DK	80%	20%	0%	0%
EE	33.33%	0%	0%	66.67%
EL	90.16%	0%	1.64%	8.2%
ES	76.82%	13.41%	0.84%	8.94%
FI	45.16%	38.71%	4.84%	11.29%
FR	83.37%	5.43%	1.5%	9.7%
HR	80%	10%	0%	10%
HU	67.5%	12.5%	5%	15%
IE	92.11%	1.05%	3.16%	3.68%
IT	86.11%	2.78%	2.31%	8.8%
LT	86.36%	4.55%	0%	9.09%
LU	72.73%	9.09%	0%	18.18%

LV	81.82%	9.09%	0%	9.09%
MT	75%	25%	0%	0%
NL	53.44%	19.58%	5.82%	21.16%
PL	77.27%	9.09%	4.55%	9.09%
PT	85.45%	3.36%	1.49%	9.7%
RO	88.04%	5.43%	1.09%	5.43%
SE	61.11%	0%	11.11%	27.78%
SI	83.33%	11.11%	0%	5.56%
SK	58.54%	17.07%	4.88%	19.51%
UK	60.49%	17.28%	6.17%	16.05%
<b>By type of respondent</b>				
Individual/citizen/consumer	78.12%	8.82%	2.73%	10.33%
Stakeholder/expert	60.93%	19.04%	4.19%	15.84%
<b>By institution</b>				
Academic/scientist	71.31%	10.36%	14.31%	4.03%
European Institution	100%	0%	0%	0%
International body	45.17%	11.89%	0%	42.94%
Local/regional authorities (other)	85.79%	4.5%	0.8%	8.91%
Local/regional authority (responsible for drinking water)	77.54%	11.78%	0%	10.68%
National authorities (other)	63.71%	1.1%	0%	35.19%
National authority (responsible for drinking water)	22.58%	7.22%	0%	70.2%
Non-governmental organisation (NGO)	67.61%	2.96%	1.31%	28.12%
Other (please specify)	78.95%	8.53%	0.56%	11.96%
Other association	46.51%	35.01%	3.76%	14.72%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	44.84%	32.88%	3.72%	18.55%
<b>By type of area</b>				
Don't know/Not applicable	51.09%	20.64%	7.25%	21.01%
Rural	73.61%	13.71%	2.16%	10.52%
Urbanised	77.74%	8.18%	3.03%	11.05%
<b>By water supply zone size</b>				
Don't know/Not applicable	71.47%	10.6%	4.21%	13.72%
Large	76.38%	9.7%	2.75%	11.16%
Small	76.32%	11.23%	3.05%	9.4%

Table 54. Proportions of the survey responses to the question 'New information tools to be used'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	43.29%	21.04%	3.66%	32.01%
BE	49.38%	17.5%	6.25%	26.88%
BG	65.62%	6.25%	3.12%	25%
CY	68.29%	7.32%	0%	24.39%
CZ	61.82%	25.45%	9.09%	3.64%
DE	37.93%	23.54%	9.78%	28.75%
DK	60%	40%	0%	0%
EE	33.33%	33.33%	0%	33.33%
EL	57.14%	7.14%	3.57%	32.14%
ES	57.71%	18.29%	2.29%	21.71%
FI	53.6%	25.6%	5.6%	15.2%
FR	44.33%	21.63%	3.9%	30.14%
HR	80%	10%	0%	10%
HU	45.95%	24.32%	2.7%	27.03%

IE	72.57%	4%	6.86%	16.57%
IT	62.5%	11.06%	4.81%	21.63%
LT	36.36%	22.73%	4.55%	36.36%
LU	60%	30%	0%	10%
LV	36.36%	36.36%	0%	27.27%
MT	50%	25%	0%	25%
NL	49.21%	27.51%	5.29%	17.99%
PL	71.43%	14.29%	4.76%	9.52%
PT	73.16%	7.72%	1.84%	17.28%
RO	58.24%	8.79%	2.2%	30.77%
SE	44.44%	0%	22.22%	33.33%
SI	66.67%	0%	0%	33.33%
SK	45%	30%	7.5%	17.5%
UK	42.5%	17.5%	6.25%	33.75%
<b>By type of respondent</b>				
Individual/citizen/consumer	52.27%	16.23%	5.93%	25.58%
Stakeholder/expert	47.41%	26.36%	3.88%	22.35%
<b>By institution</b>				
Academic/scientist	46.61%	27.53%	0.76%	25.09%
European Institution	100%	0%	0%	0%
International body	78.31%	21.69%	0%	0%
Local/regional authorities (other)	63.2%	14.81%	2.03%	19.96%
Local/regional authority (responsible for drinking water)	43.88%	20.06%	1.46%	34.59%
National authorities (other)	64.48%	3.25%	0%	32.26%
National authority (responsible for drinking water)	41.49%	34.27%	0%	24.24%
Non-governmental organisation (NGO)	70.46%	13.28%	5.25%	11.01%
Other (please specify)	41.56%	29.67%	11.07%	17.7%
Other association	25.08%	41.95%	9.85%	23.12%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	46.53%	31.85%	4%	17.62%
<b>By type of area</b>				
Don't know/Not applicable	32.41%	15.86%	22.35%	29.38%
Rural	46.98%	22.65%	4.07%	26.31%
Urbanised	54.47%	15.72%	5.49%	24.32%
<b>By water supply zone size</b>				
Don't know/Not applicable	45.92%	18.07%	12.23%	23.79%
Large	51.72%	17.21%	5.07%	26%
Small	55.67%	19.2%	3.43%	21.7%

Table 55. Proportions of the survey responses to the question 'EU-wide information provisions'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	35.6%	26.63%	6.81%	30.96%
BE	49.06%	13.21%	8.81%	28.93%
BG	48.39%	16.13%	9.68%	25.81%
CY	80.49%	2.44%	0%	17.07%
CZ	33.33%	29.63%	31.48%	5.56%
DE	48.25%	20.8%	12.12%	18.83%
DK	50%	16.67%	16.67%	16.67%
EE	0%	33.33%	0%	66.67%
EL	73.77%	1.64%	6.56%	18.03%
ES	59.71%	14.86%	8%	17.43%

FI	32%	37.6%	12.8%	17.6%
FR	53.87%	12.44%	8.22%	25.47%
HR	63.64%	0%	0%	36.36%
HU	78.95%	2.63%	7.89%	10.53%
IE	70.95%	2.79%	6.7%	19.55%
IT	70.23%	4.19%	11.63%	13.95%
LT	52.17%	13.04%	8.7%	26.09%
LU	63.64%	18.18%	9.09%	9.09%
LV	45.45%	9.09%	27.27%	18.18%
MT	50%	0%	0%	50%
NL	43.68%	20%	10.53%	25.79%
PL	68.18%	4.55%	9.09%	18.18%
PT	68.73%	2.91%	5.45%	22.91%
RO	59.34%	5.49%	10.99%	24.18%
SE	52.63%	5.26%	15.79%	26.32%
SI	66.67%	5.56%	0%	27.78%
SK	54.05%	13.51%	8.11%	24.32%
UK	45%	13.75%	13.75%	27.5%
<b>By type of respondent</b>				
Individual/citizen/consumer	56.23%	11.54%	11.08%	21.15%
Stakeholder/expert	51.52%	18.19%	9.93%	20.36%
<b>By institution</b>				
Academic/scientist	68.67%	10.18%	8.64%	12.51%
European Institution	100%	0%	0%	0%
International body	0%	21.69%	0%	78.31%
Local/regional authorities (other)	72.59%	5.66%	10.71%	11.04%
Local/regional authority (responsible for drinking water)	58.42%	12.09%	9.02%	20.47%
National authorities (other)	61.11%	2.87%	1.08%	34.94%
National authority (responsible for drinking water)	57.38%	12.67%	0%	29.95%
Non-governmental organisation (NGO)	74.05%	11.29%	12.13%	2.53%
Other (please specify)	38.26%	13.6%	15.74%	32.4%
Other association	29.52%	37.4%	19.06%	14.02%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	40.84%	27.48%	9.64%	22.04%
<b>By type of area</b>				
Don't know/Not applicable	31.75%	20.92%	29.37%	17.97%
Rural	50.35%	17.36%	11.02%	21.28%
Urbanised	58.41%	10.1%	10.1%	21.4%
<b>By water supply zone size</b>				
Don't know/Not applicable	41.6%	9.75%	22.91%	25.73%
Large	57.21%	12.4%	9.19%	21.2%
Small	57.51%	13.52%	10.61%	18.36%

Table 56. Proportions of the survey responses to the question 'Other'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	14.1%	11.54%	71.37%	2.99%
BE	12.75%	8.82%	78.43%	0%
BG	0%	0%	94.44%	5.56%
CY	11.11%	5.56%	83.33%	0%
CZ	0%	5.13%	89.74%	5.13%
DE	14.67%	28.4%	55.07%	1.87%

DK	100%	0%	0%	0%
EE	0%	0%	100%	0%
EL	23.33%	6.67%	70%	0%
ES	12.28%	5.26%	80.7%	1.75%
FI	11.11%	11.11%	65.08%	12.7%
FR	11.53%	5.1%	81.15%	2.22%
HR	14.29%	0%	85.71%	0%
HU	19.23%	11.54%	69.23%	0%
IE	19.23%	5.13%	62.82%	12.82%
IT	12.98%	3.05%	83.21%	0.76%
LT	0%	5.56%	94.44%	0%
LU	0%	0%	100%	0%
LV	14.29%	0%	85.71%	0%
MT	33.33%	0%	66.67%	0%
NL	7.43%	12.16%	78.38%	2.03%
PL	5.88%	5.88%	88.24%	0%
PT	10.39%	2.6%	83.77%	3.25%
RO	4.69%	4.69%	87.5%	3.12%
SE	13.33%	6.67%	80%	0%
SI	0%	11.11%	77.78%	11.11%
SK	4%	20%	72%	4%
UK	16.67%	0%	83.33%	0%
<b>By type of respondent</b>				
Individual/citizen/consumer	11.06%	10.1%	77.56%	1.27%
Stakeholder/expert	20.69%	6.42%	69.75%	3.15%
<b>By institution</b>				
Academic/scientist	19.83%	10.04%	70.13%	0%
European Institution	0%	0%	0%	0%
International body	0%	0%	100%	0%
Local/regional authorities (other)	4.52%	0%	95.48%	0%
Local/regional authority (responsible for drinking water)	14.83%	6.42%	76.43%	2.32%
National authorities (other)	7.49%	6.58%	83.7%	2.23%
National authority (responsible for drinking water)	27.51%	2.07%	70.42%	0%
Non-governmental organisation (NGO)	15.06%	6.4%	78.54%	0%
Other (please specify)	29.08%	0.86%	68.13%	1.94%
Other association	61.64%	4.2%	25.77%	8.39%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	15.91%	8.49%	70.66%	4.93%
<b>By type of area</b>				
Don't know/Not applicable	39.77%	5.91%	52.42%	1.9%
Rural	7.96%	19.91%	70.39%	1.74%
Urbanised	12.08%	5.73%	80.69%	1.5%
<b>By water supply zone size</b>				
Don't know/Not applicable	13.02%	8.84%	76.62%	1.52%
Large	12.05%	8.82%	77.73%	1.4%
Small	11.26%	12.41%	73.63%	2.69%

Table 57. Proportions of the survey responses to the question 'No additional actions'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	41.5%	28.82%	9.51%	20.17%
BE	15.58%	34.42%	27.27%	22.73%

BG	15.15%	66.67%	9.09%	9.09%
CY	7.32%	60.98%	12.2%	19.51%
CZ	35%	26.67%	26.67%	11.67%
DE	33.2%	40.35%	8.3%	18.15%
DK	20%	40%	40%	0%
EE	66.67%	33.33%	0%	0%
EL	0%	58.18%	14.55%	27.27%
ES	17.23%	44.07%	17.23%	21.47%
FI	27.13%	37.21%	13.18%	22.48%
FR	15.96%	51.54%	11.7%	20.8%
HR	20%	50%	20%	10%
HU	20%	45.71%	20%	14.29%
IE	3.47%	73.99%	12.14%	10.4%
IT	8.1%	48.57%	16.19%	27.14%
LT	19.05%	23.81%	14.29%	42.86%
LU	9.09%	54.55%	9.09%	27.27%
LV	9.09%	18.18%	54.55%	18.18%
MT	50%	50%	0%	0%
NL	32.81%	21.88%	26.56%	18.75%
PL	10%	60%	10%	20%
PT	8.12%	42.44%	20.66%	28.78%
RO	10.47%	47.67%	12.79%	29.07%
SE	11.76%	29.41%	23.53%	35.29%
SI	11.76%	47.06%	23.53%	17.65%
SK	25.58%	37.21%	4.65%	32.56%
UK	39.02%	30.49%	10.98%	19.51%
<b>By type of respondent</b>				
Individual/citizen/consumer	18.81%	44.88%	15.49%	20.82%
Stakeholder/expert	38.03%	33.36%	5.5%	23.11%
<b>By institution</b>				
Academic/scientist	18.23%	31.18%	19.71%	30.88%
European Institution	0%	100%	0%	0%
International body	11.89%	45.17%	0%	42.94%
Local/regional authorities (other)	24.34%	30.72%	0%	44.94%
Local/regional authority (responsible for drinking water)	56.87%	25.03%	1.79%	16.32%
National authorities (other)	2.21%	64.6%	0%	33.18%
National authority (responsible for drinking water)	53.9%	16.71%	0%	29.39%
Non-governmental organisation (NGO)	14.08%	74.4%	7.88%	3.64%
Other (please specify)	27.92%	46.07%	6.35%	19.67%
Other association	55.06%	26.38%	13.65%	4.92%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	46.72%	27.01%	1.29%	24.98%
<b>By type of area</b>				
Don't know/Not applicable	52.45%	15.74%	10.14%	21.67%
Rural	27.95%	44.83%	11.31%	15.92%
Urbanised	18.02%	43.48%	15.54%	22.97%
<b>By water supply zone size</b>				
Don't know/Not applicable	34.39%	32.27%	14.35%	18.99%
Large	19.43%	43.58%	14.95%	22.05%
Small	21.76%	49.53%	10.36%	18.35%

Table 58. Proportions of the survey responses to the question 'Current regime is too restrictive'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	7.81%	57.96%	12.01%	22.22%
BE	7.64%	41.4%	29.3%	21.66%
BG	46.67%	10%	13.33%	30%
CY	19.05%	28.57%	14.29%	38.1%
CZ	5.36%	53.57%	28.57%	12.5%
DE	4.14%	72.92%	8.91%	14.03%
DK	20%	20%	60%	0%
EE	33.33%	66.67%	0%	0%
EL	11.54%	36.54%	26.92%	25%
ES	15.62%	38.64%	21.31%	24.43%
FI	9.38%	53.91%	11.72%	25%
FR	13.24%	46.81%	16.25%	23.71%
HR	11.11%	44.44%	22.22%	22.22%
HU	10.81%	56.76%	24.32%	8.11%
IE	28.74%	35.63%	19.54%	16.09%
IT	9.41%	50.99%	21.78%	17.82%
LT	5%	20%	30%	45%
LU	10%	70%	20%	0%
LV	9.09%	27.27%	54.55%	9.09%
MT	50%	50%	0%	0%
NL	2.69%	53.76%	27.42%	16.13%
PL	0%	52.38%	14.29%	33.33%
PT	10.23%	31.82%	32.58%	25.38%
RO	10.59%	45.88%	23.53%	20%
SE	0%	52.94%	29.41%	17.65%
SI	25%	31.25%	18.75%	25%
SK	12.2%	39.02%	17.07%	31.71%
UK	12.35%	46.91%	17.28%	23.46%
<b>By type of respondent</b>				
Individual/citizen/consumer	9.32%	49.78%	20.55%	20.35%
Stakeholder/expert	11.45%	55.96%	7.66%	24.93%
<b>By institution</b>				
Academic/scientist	5.1%	45.62%	23.45%	25.82%
European Institution	0%	100%	0%	0%
International body	21.69%	78.31%	0%	0%
Local/regional authorities (other)	5.66%	68.23%	0%	26.11%
Local/regional authority (responsible for drinking water)	17.11%	64.54%	4.17%	14.19%
National authorities (other)	3.09%	62.78%	0%	34.14%
National authority (responsible for drinking water)	3.81%	88.93%	0%	7.27%
Non-governmental organisation (NGO)	12.5%	51.2%	29.06%	7.24%
Other (please specify)	6.11%	50.91%	6.96%	36.02%
Other association	13.81%	47.97%	11.72%	26.5%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	14.45%	54.83%	2.14%	28.58%
<b>By type of area</b>				
Don't know/Not applicable	11.84%	53.84%	13.55%	20.77%
Rural	11.53%	55.12%	14.98%	18.38%
Urbanised	8.99%	48.45%	20.55%	22%
<b>By water supply zone size</b>				

Don't know/Not applicable	6.24%	45.23%	23.72%	24.81%
Large	9.77%	51.97%	18.45%	19.81%
Small	12.88%	46.07%	17.05%	24%

Table 59. Proportions of the survey responses to the question 'Closure of water supplies, if problems'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	49.27%	19.24%	3.21%	28.28%
BE	69.14%	9.26%	5.56%	16.05%
BG	71.88%	6.25%	0%	21.88%
CY	67.5%	10%	2.5%	20%
CZ	49.12%	22.81%	8.77%	19.3%
DE	44.27%	28.85%	2.59%	24.29%
DK	66.67%	0%	16.67%	16.67%
EE	66.67%	33.33%	0%	0%
EL	59.65%	8.77%	5.26%	26.32%
ES	61.52%	17.42%	3.09%	17.98%
FI	55.38%	32.31%	3.85%	8.46%
FR	63.16%	15.56%	3.09%	18.19%
HR	77.78%	11.11%	0%	11.11%
HU	68.42%	13.16%	5.26%	13.16%
IE	88.59%	1.09%	4.35%	5.98%
IT	63.94%	6.73%	4.33%	25%
LT	60.87%	4.35%	8.7%	26.09%
LU	54.55%	36.36%	0%	9.09%
LV	45.45%	18.18%	18.18%	18.18%
MT	100%	0%	0%	0%
NL	60.21%	13.09%	4.19%	22.51%
PL	61.9%	23.81%	4.76%	9.52%
PT	71.17%	8.39%	2.92%	17.52%
RO	70.33%	5.49%	5.49%	18.68%
SE	61.11%	0%	11.11%	27.78%
SI	17.65%	41.18%	5.88%	35.29%
SK	78.57%	16.67%	0%	4.76%
UK	45.78%	28.92%	4.82%	20.48%
<b>By type of respondent</b>				
Individual/citizen/consumer	61.08%	15.24%	4.58%	19.1%
Stakeholder/expert	37.8%	34.8%	2.02%	25.38%
<b>By institution</b>				
Academic/scientist	60.5%	13.81%	8.73%	16.96%
European Institution	100%	0%	0%	0%
International body	0%	57.06%	0%	42.94%
Local/regional authorities (other)	49.79%	23.4%	0%	26.81%
Local/regional authority (responsible for drinking water)	29.28%	30.53%	0.21%	39.98%
National authorities (other)	80.79%	4.23%	0%	14.98%
National authority (responsible for drinking water)	22.69%	60.69%	0%	16.61%
Non-governmental organisation (NGO)	71.8%	7.99%	1.31%	18.9%
Other (please specify)	44.17%	14.43%	0%	41.4%
Other association	41.34%	7.82%	6.32%	44.53%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	21.06%	60.33%	0.42%	18.19%

<b>By type of area</b>				
Don't know/Not applicable	30.31%	37.95%	1.42%	30.31%
Rural	56.65%	20.47%	2.81%	20.06%
Urbanised	59.36%	16.43%	4.9%	19.31%
<b>By water supply zone size</b>				
Don't know/Not applicable	58.02%	21.98%	3.84%	16.16%
Large	57.34%	17.97%	4.46%	20.23%
Small	61.84%	15.97%	3.24%	18.95%

Table 60. Proportions of the survey responses to the question 'Additional preventive action on top of remedial actions'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	83.72%	5.23%	2.91%	8.14%
BE	82.32%	1.83%	5.49%	10.37%
BG	83.87%	3.23%	3.23%	9.68%
CY	80.95%	0%	4.76%	14.29%
CZ	57.14%	10.71%	21.43%	10.71%
DE	84.57%	5.88%	1.74%	7.81%
DK	80%	0%	20%	0%
EE	33.33%	0%	0%	66.67%
EL	93.33%	0%	1.67%	5%
ES	86.81%	2.2%	4.67%	6.32%
FI	92.48%	1.5%	1.5%	4.51%
FR	84.95%	4.52%	1.92%	8.6%
HR	81.82%	9.09%	0%	9.09%
HU	100%	0%	0%	0%
IE	82.42%	0.55%	8.24%	8.79%
IT	92.27%	0%	2.73%	5%
LT	68.18%	4.55%	9.09%	18.18%
LU	100%	0%	0%	0%
LV	83.33%	0%	8.33%	8.33%
MT	100%	0%	0%	0%
NL	78.84%	4.23%	5.82%	11.11%
PL	90.91%	0%	9.09%	0%
PT	96.5%	0.35%	1.05%	2.1%
RO	89.13%	3.26%	3.26%	4.35%
SE	84.21%	0%	10.53%	5.26%
SI	76.47%	0%	5.88%	17.65%
SK	78.05%	7.32%	2.44%	12.2%
UK	64.2%	3.7%	9.88%	22.22%
<b>By type of respondent</b>				
Individual/citizen/consumer	83.35%	2.69%	5.35%	8.61%
Stakeholder/expert	83.66%	4.95%	2.65%	8.73%
<b>By institution</b>				
Academic/scientist	84.97%	1.08%	7.3%	6.65%
European Institution	100%	0%	0%	0%
International body	57.06%	0%	0%	42.94%
Local/regional authorities (other)	96.44%	0%	0%	3.56%
Local/regional authority (responsible for drinking water)	85.3%	7.69%	0%	7%
National authorities (other)	100%	0%	0%	0%
National authority (responsible for drinking water)	81.14%	15.35%	0%	3.51%

Non-governmental organisation (NGO)	94.42%	4.27%	1.31%	0%
Other (please specify)	94.89%	2.56%	0%	2.56%
Other association	67.28%	13.02%	5.86%	13.84%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	76.55%	5.67%	3.16%	14.61%
<b>By type of area</b>				
Don't know/Not applicable	79.69%	3.63%	7.43%	9.25%
Rural	79.05%	5.01%	5.21%	10.73%
Urbanised	85.1%	2.18%	4.72%	8.01%
<b>By water supply zone size</b>				
Don't know/Not applicable	76.32%	3.57%	11.39%	8.71%
Large	84.82%	2.6%	3.81%	8.77%
Small	81.58%	4.26%	5.8%	8.36%

Table 61. Proportions of the survey responses to the question 'Prompt notification of consumers'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	87.39%	3.72%	2.29%	6.59%
BE	87.2%	2.44%	2.44%	7.93%
BG	87.5%	3.12%	3.12%	6.25%
CY	92.68%	2.44%	2.44%	2.44%
CZ	79.31%	10.34%	3.45%	6.9%
DE	91.27%	2.97%	1.13%	4.62%
DK	100%	0%	0%	0%
EE	50%	0%	0%	50%
EL	96.72%	1.64%	1.64%	0%
ES	78.85%	10.71%	2.75%	7.69%
FI	78.79%	9.09%	4.55%	7.58%
FR	88.22%	2.27%	2.27%	7.25%
HR	100%	0%	0%	0%
HU	89.74%	0%	2.56%	7.69%
IE	92.59%	0%	3.7%	3.7%
IT	90.54%	0.9%	1.8%	6.76%
LT	81.82%	4.55%	4.55%	9.09%
LU	81.82%	9.09%	0%	9.09%
LV	63.64%	9.09%	0%	27.27%
MT	100%	0%	0%	0%
NL	79.38%	5.67%	2.58%	12.37%
PL	90.91%	4.55%	4.55%	0%
PT	89.32%	1.78%	1.78%	7.12%
RO	86.96%	4.35%	1.09%	7.61%
SE	77.78%	0%	11.11%	11.11%
SI	82.35%	0%	0%	17.65%
SK	88.1%	4.76%	0%	7.14%
UK	71.6%	3.7%	6.17%	18.52%
<b>By type of respondent</b>				
Individual/citizen/consumer	86.78%	2.98%	3.09%	7.15%
Stakeholder/expert	78.49%	8%	1.91%	11.6%
<b>By institution</b>				
Academic/scientist	88.65%	6.83%	1.35%	3.18%
European Institution	100%	0%	0%	0%
International body	88.11%	11.89%	0%	0%

Local/regional authorities (other)	80.51%	10.9%	0%	8.59%
Local/regional authority (responsible for drinking water)	86.71%	2.23%	0.33%	10.73%
National authorities (other)	83%	1.1%	0%	15.91%
National authority (responsible for drinking water)	97.44%	0%	0%	2.56%
Non-governmental organisation (NGO)	87.8%	1.29%	1.29%	9.61%
Other (please specify)	88.09%	3.78%	1.7%	6.43%
Other association	71.74%	0%	5.8%	22.46%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	65.64%	15.32%	3.11%	15.92%
<b>By type of area</b>				
Don't know/Not applicable	66.64%	6.32%	7.38%	19.66%
Rural	82.96%	3.92%	3.54%	9.57%
Urbanised	87.17%	3.39%	2.48%	6.95%
<b>By water supply zone size</b>				
Don't know/Not applicable	75.28%	6.03%	5.76%	12.93%
Large	86.55%	3.29%	2.41%	7.75%
Small	88.08%	3.5%	3.27%	5.14%

Table 62. Proportions of the survey responses to the question 'Other'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	14.98%	10.57%	72.69%	1.76%
BE	11.88%	4.95%	81.19%	1.98%
BG	5.56%	5.56%	83.33%	5.56%
CY	0%	0%	100%	0%
CZ	5%	5%	85%	5%
DE	17.36%	25.56%	55.8%	1.29%
DK	50%	0%	50%	0%
EE	0%	0%	100%	0%
EL	20%	0%	80%	0%
ES	13.33%	3.64%	81.21%	1.82%
FI	13.85%	10.77%	67.69%	7.69%
FR	12.42%	4.06%	80.81%	2.71%
HR	0%	0%	100%	0%
HU	28%	12%	60%	0%
IE	14.08%	2.82%	71.83%	11.27%
IT	10.61%	3.03%	84.85%	1.52%
LT	0%	0%	93.33%	6.67%
LU	16.67%	0%	83.33%	0%
LV	0%	0%	100%	0%
MT	33.33%	0%	66.67%	0%
NL	7.86%	9.29%	81.43%	1.43%
PL	6.25%	6.25%	81.25%	6.25%
PT	8.55%	1.32%	86.84%	3.29%
RO	6.45%	4.84%	87.1%	1.61%
SE	7.14%	14.29%	78.57%	0%
SI	33.33%	0%	55.56%	11.11%
SK	0%	4%	92%	4%
UK	11.9%	0%	83.33%	4.76%
<b>By type of respondent</b>				
Individual/citizen/consumer	10.68%	8.95%	77.77%	2.6%
Stakeholder/expert	21.53%	5.29%	70.24%	2.94%

<b>By institution</b>				
Academic/scientist	10.14%	5.77%	84.09%	0%
European Institution	0%	0%	0%	0%
International body	0%	0%	100%	0%
Local/regional authorities (other)	7.94%	0%	92.06%	0%
Local/regional authority (responsible for drinking water)	16.04%	4.79%	77.34%	1.83%
National authorities (other)	4.61%	4.91%	90.48%	0%
National authority (responsible for drinking water)	28.43%	2.14%	69.43%	0%
Non-governmental organisation (NGO)	20.44%	6.32%	73.23%	0%
Other (please specify)	28.12%	0.86%	69.09%	1.93%
Other association	54.95%	1.97%	34.56%	8.52%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	21.49%	8.55%	64.9%	5.06%
<b>By type of area</b>				
Don't know/Not applicable	31.61%	3.91%	52.66%	11.83%
Rural	9.43%	17.01%	71.77%	1.79%
Urbanised	11.7%	5.26%	80.33%	2.7%
<b>By water supply zone size</b>				
Don't know/Not applicable	13.27%	8.52%	74.58%	3.64%
Large	11.52%	7.81%	78.08%	2.59%
Small	12.42%	10.28%	74.64%	2.66%

Table 63. Proportions of the survey responses to the question 'Adequate current derogations'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	31.67%	29.03%	17.01%	22.29%
BE	15.69%	45.75%	26.14%	12.42%
BG	12.9%	38.71%	22.58%	25.81%
CY	7.89%	44.74%	21.05%	26.32%
CZ	34.48%	41.38%	15.52%	8.62%
DE	31.38%	37.98%	13.94%	16.69%
DK	20%	60%	20%	0%
EE	33.33%	33.33%	0%	33.33%
EL	3.92%	47.06%	17.65%	31.37%
ES	10.14%	52.11%	18.03%	19.72%
FI	33.33%	39.26%	13.33%	14.07%
FR	14.29%	65.74%	5.33%	14.65%
HR	10%	60%	30%	0%
HU	19.44%	38.89%	27.78%	13.89%
IE	5.85%	47.95%	30.99%	15.2%
IT	4.43%	56.16%	17.24%	22.17%
LT	14.29%	19.05%	14.29%	52.38%
LU	10%	60%	30%	0%
LV	0%	45.45%	36.36%	18.18%
MT	25%	75%	0%	0%
NL	24.87%	22.75%	34.39%	17.99%
PL	20%	55%	5%	20%
PT	9.4%	38.72%	29.7%	22.18%
RO	11.36%	43.18%	12.5%	32.95%
SE	5.88%	11.76%	47.06%	35.29%
SI	12.5%	56.25%	12.5%	18.75%
SK	19.05%	35.71%	14.29%	30.95%

UK	31.25%	33.75%	21.25%	13.75%
<b>By type of respondent</b>				
Individual/citizen/consumer	17.51%	46.85%	17.56%	18.09%
Stakeholder/expert	28.3%	39.88%	10.61%	21.21%
<b>By institution</b>				
Academic/scientist	39.45%	26.22%	15.65%	18.68%
European Institution	0%	100%	0%	0%
International body	0%	100%	0%	0%
Local/regional authorities (other)	19.72%	24.9%	27.41%	27.98%
Local/regional authority (responsible for drinking water)	23.34%	47.5%	8.18%	20.98%
National authorities (other)	2.17%	58.55%	0.54%	38.75%
National authority (responsible for drinking water)	46.62%	24.36%	0%	29.02%
Non-governmental organisation (NGO)	1.34%	60.98%	24.47%	13.21%
Other (please specify)	21.05%	42.66%	16.88%	19.41%
Other association	16.88%	27.21%	29.13%	26.77%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	37.25%	38.46%	4.43%	19.86%
<b>By type of area</b>				
Don't know/Not applicable	27.9%	30.46%	22.42%	19.22%
Rural	27.08%	44.19%	14.08%	14.65%
Urbanised	15.71%	46.87%	17.64%	19.78%
<b>By water supply zone size</b>				
Don't know/Not applicable	16.29%	42.5%	26.83%	14.38%
Large	18.92%	45.22%	16.15%	19.71%
Small	22.58%	49.23%	12.54%	15.65%

Table 64. Proportions of the survey responses to the question 'No derogations'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	28.27%	26.44%	16.72%	28.57%
BE	29.49%	30.77%	20.51%	19.23%
BG	17.86%	46.43%	17.86%	17.86%
CY	26.32%	21.05%	15.79%	36.84%
CZ	17.65%	58.82%	17.65%	5.88%
DE	34.64%	33.79%	7.04%	24.52%
DK	20%	60%	20%	0%
EE	33.33%	66.67%	0%	0%
EL	38.46%	25%	11.54%	25%
ES	26.84%	30.79%	13.56%	28.81%
FI	18.46%	50.77%	12.31%	18.46%
FR	44.71%	27.82%	4.52%	22.95%
HR	36.36%	18.18%	0%	45.45%
HU	33.33%	44.44%	8.33%	13.89%
IE	37.87%	12.43%	27.81%	21.89%
IT	40.48%	18.57%	12.38%	28.57%
LT	35%	20%	10%	35%
LU	30%	50%	0%	20%
LV	58.33%	16.67%	0%	25%
MT	25%	50%	0%	25%
NL	14.44%	34.76%	27.27%	23.53%
PL	34.78%	39.13%	4.35%	21.74%
PT	23.48%	24.24%	23.86%	28.41%

RO	41.57%	19.1%	8.99%	30.34%
SE	17.65%	17.65%	41.18%	23.53%
SI	29.41%	17.65%	5.88%	47.06%
SK	23.81%	38.1%	19.05%	19.05%
UK	21.79%	48.72%	16.67%	12.82%
<b>By type of respondent</b>				
Individual/citizen/consumer	34.72%	30.09%	12.54%	22.65%
Stakeholder/expert	19.32%	48.02%	9.37%	23.29%
<b>By institution</b>				
Academic/scientist	32.14%	21.6%	11.54%	34.72%
European Institution	100%	0%	0%	0%
International body	0%	100%	0%	0%
Local/regional authorities (other)	4.72%	62.98%	28.34%	3.96%
Local/regional authority (responsible for drinking water)	21.3%	52.29%	7.72%	18.69%
National authorities (other)	6.99%	70.3%	0.55%	22.16%
National authority (responsible for drinking water)	12.2%	54.56%	0%	33.24%
Non-governmental organisation (NGO)	29.04%	39.37%	24.8%	6.78%
Other (please specify)	27.9%	18.09%	16.53%	37.49%
Other association	7.93%	58.72%	22.03%	11.32%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	14.21%	58.95%	4.11%	22.73%
<b>By type of area</b>				
Don't know/Not applicable	5.95%	54.76%	15.98%	23.32%
Rural	34.19%	35%	10.06%	20.74%
Urbanised	32.25%	31.17%	12.77%	23.82%
<b>By water supply zone size</b>				
Don't know/Not applicable	28.89%	29.34%	19.04%	22.73%
Large	31.55%	33.62%	11.35%	23.47%
Small	38.74%	28.99%	10.95%	21.32%

Table 65. Proportions of the survey responses to the question 'Extension of derogations'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	14.29%	40.99%	21.43%	23.29%
BE	9.93%	47.02%	23.84%	19.21%
BG	39.29%	28.57%	21.43%	10.71%
CY	28.95%	23.68%	10.53%	36.84%
CZ	17.31%	48.08%	25%	9.62%
DE	12.13%	56.88%	9.52%	21.48%
DK	20%	40%	20%	20%
EE	33.33%	33.33%	0%	33.33%
EL	20.37%	38.89%	14.81%	25.93%
ES	19.71%	38.84%	18.26%	23.19%
FI	26.56%	31.25%	15.62%	26.56%
FR	14.22%	56.99%	6.56%	22.24%
HR	0%	66.67%	0%	33.33%
HU	22.86%	34.29%	17.14%	25.71%
IE	9.04%	42.77%	27.11%	21.08%
IT	4.57%	65.48%	17.26%	12.69%
LT	0%	26.32%	21.05%	52.63%
LU	22.22%	55.56%	22.22%	0%
LV	0%	63.64%	18.18%	18.18%

MT	0%	100%	0%	0%
NL	19.35%	35.48%	27.42%	17.74%
PL	22.22%	50%	5.56%	22.22%
PT	10.04%	35.91%	25.48%	28.57%
RO	16.67%	40.48%	13.1%	29.76%
SE	11.76%	29.41%	23.53%	35.29%
SI	6.25%	68.75%	6.25%	18.75%
SK	11.9%	50%	11.9%	26.19%
UK	13.92%	49.37%	16.46%	20.25%
<b>By type of respondent</b>				
Individual/citizen/consumer	13.52%	50.36%	15.21%	20.91%
Stakeholder/expert	19.2%	47.96%	10.04%	22.8%
<b>By institution</b>				
Academic/scientist	11.26%	53.28%	14.14%	21.32%
European Institution	0%	100%	0%	0%
International body	11.89%	42.94%	0%	45.17%
Local/regional authorities (other)	10.66%	51.48%	31.33%	6.52%
Local/regional authority (responsible for drinking water)	17.14%	48.19%	13.85%	20.82%
National authorities (other)	16.87%	62.77%	0.54%	19.82%
National authority (responsible for drinking water)	9.8%	45.85%	0%	44.35%
Non-governmental organisation (NGO)	12.59%	58.99%	4.62%	23.81%
Other (please specify)	12.15%	65.69%	6.04%	16.11%
Other association	18.91%	27.83%	20.84%	32.41%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	28.39%	39.72%	5.74%	26.15%
<b>By type of area</b>				
Don't know/Not applicable	14.2%	56.78%	6.02%	23.01%
Rural	14.58%	54.72%	11.44%	19.26%
Urbanised	14.24%	47.96%	16.02%	21.79%
<b>By water supply zone size</b>				
Don't know/Not applicable	9.33%	48.1%	20.29%	22.28%
Large	15.06%	49.42%	14.01%	21.52%
Small	14.4%	53.49%	12.91%	19.2%

Table 66. Proportions of the survey responses to the question 'New derogations'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	38.32%	24.25%	20.36%	17.07%
BE	47.5%	18.12%	18.75%	15.62%
BG	51.85%	11.11%	18.52%	18.52%
CY	55%	2.5%	15%	27.5%
CZ	53.45%	24.14%	17.24%	5.17%
DE	40.11%	31.35%	8.76%	19.79%
DK	33.33%	33.33%	16.67%	16.67%
EE	33.33%	33.33%	0%	33.33%
EL	61.4%	7.02%	12.28%	19.3%
ES	48.29%	14.86%	17.43%	19.43%
FI	37.59%	33.08%	12.78%	16.54%
FR	57.52%	23.88%	3.9%	14.7%
HR	55.56%	11.11%	11.11%	22.22%
HU	67.57%	8.11%	13.51%	10.81%
IE	40.57%	16%	26.29%	17.14%

IT	53.81%	17.14%	12.38%	16.67%
LT	15.79%	5.26%	26.32%	52.63%
LU	70%	20%	0%	10%
LV	36.36%	9.09%	27.27%	27.27%
MT	50%	50%	0%	0%
NL	43.92%	14.29%	25.4%	16.4%
PL	52.63%	15.79%	0%	31.58%
PT	41.61%	10.95%	25.55%	21.9%
RO	52.75%	14.29%	12.09%	20.88%
SE	27.78%	11.11%	27.78%	33.33%
SI	62.5%	12.5%	6.25%	18.75%
SK	50%	18.18%	15.91%	15.91%
UK	28.57%	37.66%	19.48%	14.29%
<b>By type of respondent</b>				
Individual/citizen/consumer	46.11%	22.54%	13.17%	18.19%
Stakeholder/expert	48.52%	20.47%	11.47%	19.54%
<b>By institution</b>				
Academic/scientist	33.78%	10.62%	20.44%	35.16%
European Institution	100%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	44.06%	23.79%	26.6%	5.54%
Local/regional authority (responsible for drinking water)	58.36%	14.47%	13.02%	14.15%
National authorities (other)	74.11%	4.12%	0.53%	21.24%
National authority (responsible for drinking water)	49.14%	9.83%	15.35%	25.67%
Non-governmental organisation (NGO)	41.48%	29.78%	4.55%	24.19%
Other (please specify)	46.97%	20.67%	13.54%	18.82%
Other association	30.5%	17.28%	22.27%	29.96%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	49.64%	29.36%	4.9%	16.1%
<b>By type of area</b>				
Don't know/Not applicable	37.46%	24.87%	15.44%	22.23%
Rural	42.87%	30.45%	11.17%	15.51%
Urbanised	48.18%	18.82%	13.61%	19.38%
<b>By water supply zone size</b>				
Don't know/Not applicable	32.76%	27.55%	20.9%	18.8%
Large	47.67%	21.57%	12.22%	18.54%
Small	49.67%	21.57%	11.31%	17.45%

Table 67. Proportions of the survey responses to the question 'Other'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	14.47%	10.96%	72.37%	2.19%
BE	6.67%	6.67%	85.71%	0.95%
BG	6.25%	0%	93.75%	0%
CY	0%	0%	100%	0%
CZ	2.44%	12.2%	85.37%	0%
DE	14.96%	24.01%	59.5%	1.53%
DK	0%	50%	50%	0%
EE	0%	0%	100%	0%
EL	15.38%	0%	84.62%	0%
ES	7.14%	4.17%	87.5%	1.19%
FI	3.28%	11.48%	72.13%	13.11%

FR	11.09%	4.52%	81%	3.39%
HR	14.29%	0%	85.71%	0%
HU	17.39%	8.7%	73.91%	0%
IE	10.13%	7.59%	69.62%	12.66%
IT	12.6%	3.94%	83.46%	0%
LT	6.25%	6.25%	87.5%	0%
LU	0%	0%	100%	0%
LV	0%	0%	100%	0%
MT	33.33%	33.33%	33.33%	0%
NL	3.62%	9.42%	85.51%	1.45%
PL	0%	6.67%	86.67%	6.67%
PT	4.91%	1.23%	90.18%	3.68%
RO	3.17%	4.76%	90.48%	1.59%
SE	0%	20%	73.33%	6.67%
SI	33.33%	11.11%	55.56%	0%
SK	0%	10%	86.67%	3.33%
UK	10%	0%	87.5%	2.5%
<b>By type of respondent</b>				
Individual/citizen/consumer	8.1%	9.42%	80.36%	2.13%
Stakeholder/expert	16.05%	7.2%	73.92%	2.83%
<b>By institution</b>				
Academic/scientist	13.72%	14.04%	72.24%	0%
European Institution	0%	0%	0%	0%
International body	0%	0%	100%	0%
Local/regional authorities (other)	0%	0%	100%	0%
Local/regional authority (responsible for drinking water)	11.04%	5.02%	81.41%	2.54%
National authorities (other)	0%	11.14%	88.86%	0%
National authority (responsible for drinking water)	23.78%	0%	76.22%	0%
Non-governmental organisation (NGO)	11.43%	6.4%	82.17%	0%
Other (please specify)	12.71%	1.41%	70.62%	15.27%
Other association	60.53%	1.97%	35.32%	2.18%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	13.39%	10%	75.32%	1.29%
<b>By type of area</b>				
Don't know/Not applicable	34.98%	2.56%	41.44%	21.02%
Rural	6.91%	16.67%	74.93%	1.48%
Urbanised	8.42%	6.23%	83.46%	1.89%
<b>By water supply zone size</b>				
Don't know/Not applicable	13.82%	8.05%	72.35%	5.77%
Large	8.84%	8.29%	81.21%	1.66%
Small	4.96%	12.86%	79.01%	3.17%

Table 68. Proportions of the survey responses to the question 'Coverage of the entire supply chain'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	56.98%	25.36%	3.42%	14.25%
BE	67.68%	9.15%	10.98%	12.2%
BG	93.94%	0%	6.06%	0%
CY	92.5%	5%	0%	2.5%
CZ	58.06%	14.52%	12.9%	14.52%
DE	56.59%	22.34%	2.3%	18.77%
DK	50%	33.33%	16.67%	0%

EE	33.33%	33.33%	0%	33.33%
EL	86.21%	3.45%	3.45%	6.9%
ES	77.51%	11.92%	1.9%	8.67%
FI	62.5%	22.06%	3.68%	11.76%
FR	71.36%	10.82%	4.74%	13.08%
HR	75%	8.33%	0%	16.67%
HU	79.49%	5.13%	10.26%	5.13%
IE	87.76%	3.06%	4.08%	5.1%
IT	80.18%	3.15%	5.86%	10.81%
LT	63.64%	9.09%	13.64%	13.64%
LU	72.73%	9.09%	0%	18.18%
LV	45.45%	9.09%	0%	45.45%
MT	100%	0%	0%	0%
NL	66.67%	13.33%	6.15%	13.85%
PL	72.73%	13.64%	0%	13.64%
PT	87.54%	3.81%	3.11%	5.54%
RO	78.89%	5.56%	3.33%	12.22%
SE	73.68%	5.26%	10.53%	10.53%
SI	88.24%	0%	0%	11.76%
SK	80.43%	0%	0%	19.57%
UK	67.86%	15.48%	4.76%	11.9%
<b>By type of respondent</b>				
Individual/citizen/consumer	71.65%	11.45%	4.74%	12.17%
Stakeholder/expert	64.72%	17.48%	2.16%	15.64%
<b>By institution</b>				
Academic/scientist	82.71%	8.03%	0%	9.27%
European Institution	100%	0%	0%	0%
International body	42.94%	57.06%	0%	0%
Local/regional authorities (other)	85.56%	5.96%	8.48%	0%
Local/regional authority (responsible for drinking water)	50.58%	6.89%	0.32%	42.21%
National authorities (other)	89.11%	9.77%	0%	1.13%
National authority (responsible for drinking water)	76.01%	22.19%	0%	1.8%
Non-governmental organisation (NGO)	84.64%	8.05%	1.29%	6.02%
Other (please specify)	57.52%	34.24%	0.83%	7.4%
Other association	59.62%	24%	5.58%	10.8%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	56.47%	24.25%	3.25%	16.03%
<b>By type of area</b>				
Don't know/Not applicable	46.78%	30.65%	3.75%	18.82%
Rural	64.57%	17.07%	3.72%	14.64%
Urbanised	73.91%	9.76%	4.62%	11.71%
<b>By water supply zone size</b>				
Don't know/Not applicable	72.17%	12.35%	3.9%	11.58%
Large	71.27%	11.63%	4.05%	13.05%
Small	68.09%	15.42%	6.13%	10.36%

Table 69. Proportions of the survey responses to the question 'HACCP approach to drinking water treatment'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	55.14%	22%	6.57%	16.29%
BE	62.73%	6.83%	16.15%	14.29%

BG	80.65%	6.45%	6.45%	6.45%
CY	92.86%	2.38%	0%	4.76%
CZ	49.12%	17.54%	22.81%	10.53%
DE	61.12%	21.01%	4.69%	13.18%
DK	20%	40%	20%	20%
EE	66.67%	0%	0%	33.33%
EL	80.7%	0%	10.53%	8.77%
ES	77.72%	3.53%	8.42%	10.33%
FI	54.55%	21.97%	8.33%	15.15%
FR	61.1%	10.94%	9.02%	18.94%
HR	77.78%	11.11%	0%	11.11%
HU	58.97%	17.95%	12.82%	10.26%
IE	91.15%	3.12%	2.6%	3.12%
IT	71.17%	4.5%	10.36%	13.96%
LT	43.48%	8.7%	21.74%	26.09%
LU	60%	10%	0%	30%
LV	41.67%	16.67%	25%	16.67%
MT	100%	0%	0%	0%
NL	71.79%	6.67%	9.74%	11.79%
PL	77.27%	0%	0%	22.73%
PT	83.62%	4.88%	3.48%	8.01%
RO	68.82%	5.38%	8.6%	17.2%
SE	55.56%	5.56%	22.22%	16.67%
SI	64.71%	5.88%	0%	29.41%
SK	81.82%	2.27%	4.55%	11.36%
UK	63.86%	16.87%	9.64%	9.64%
<b>By type of respondent</b>				
Individual/citizen/consumer	68.01%	9.57%	8.64%	13.78%
Stakeholder/expert	59.86%	17.28%	7.66%	15.19%
<b>By institution</b>				
Academic/scientist	66.88%	7.67%	11.28%	14.16%
European Institution	100%	0%	0%	0%
International body	11.89%	45.17%	0%	42.94%
Local/regional authorities (other)	74.38%	10.09%	8.59%	6.94%
Local/regional authority (responsible for drinking water)	49%	35.11%	2.17%	13.71%
National authorities (other)	73.05%	6.3%	1.07%	19.58%
National authority (responsible for drinking water)	52.6%	33.93%	4.08%	9.39%
Non-governmental organisation (NGO)	64.5%	4.96%	23.14%	7.4%
Other (please specify)	60.05%	24.87%	3.07%	12.02%
Other association	25.27%	22%	15.8%	36.93%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	63.07%	13.35%	7.75%	15.82%
<b>By type of area</b>				
Don't know/Not applicable	39.64%	27.54%	21.1%	11.72%
Rural	62.58%	15.17%	6.62%	15.64%
Urbanised	69.64%	8.17%	8.66%	13.53%
<b>By water supply zone size</b>				
Don't know/Not applicable	61.68%	13.7%	13.68%	10.93%
Large	68.58%	9.33%	7.99%	14.11%
Small	63.98%	13.7%	6.98%	15.35%

Table 70. Proportions of the survey responses to the question 'Extended responsibility and liability'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	26.98%	38.42%	8.5%	26.1%
BE	54.04%	8.7%	16.15%	21.12%
BG	78.12%	6.25%	3.12%	12.5%
CY	89.47%	2.63%	2.63%	5.26%
CZ	38.98%	25.42%	23.73%	11.86%
DE	41.32%	28.52%	7.26%	22.9%
DK	50%	50%	0%	0%
EE	33.33%	33.33%	0%	33.33%
EL	78.57%	1.79%	7.14%	12.5%
ES	65.46%	11.7%	8.08%	14.76%
FI	51.91%	23.66%	5.34%	19.08%
FR	65.41%	8.25%	8.48%	17.87%
HR	80%	0%	0%	20%
HU	64.86%	2.7%	18.92%	13.51%
IE	85.33%	3.26%	4.35%	7.07%
IT	75.69%	3.21%	8.72%	12.39%
LT	40.91%	9.09%	18.18%	31.82%
LU	54.55%	27.27%	0%	18.18%
LV	63.64%	0%	0%	36.36%
MT	100%	0%	0%	0%
NL	46.67%	17.95%	14.36%	21.03%
PL	66.67%	4.76%	0%	28.57%
PT	78.8%	2.83%	5.3%	13.07%
RO	77.42%	8.6%	4.3%	9.68%
SE	50%	11.11%	22.22%	16.67%
SI	82.35%	5.88%	0%	11.76%
SK	60.47%	9.3%	9.3%	20.93%
UK	58.02%	4.94%	13.58%	23.46%
<b>By type of respondent</b>				
Individual/citizen/consumer	63.21%	10.06%	8.76%	17.97%
Stakeholder/expert	44.65%	21.85%	9.67%	23.82%
<b>By institution</b>				
Academic/scientist	48.74%	12.24%	9.71%	29.32%
European Institution	100%	0%	0%	0%
International body	0%	57.06%	0%	42.94%
Local/regional authorities (other)	45.36%	20.94%	11.16%	22.54%
Local/regional authority (responsible for drinking water)	69.48%	11.92%	4.8%	13.79%
National authorities (other)	87.67%	7.56%	0%	4.77%
National authority (responsible for drinking water)	58.24%	3.01%	0%	38.75%
Non-governmental organisation (NGO)	58.57%	3.88%	19.63%	17.93%
Other (please specify)	50.18%	21.65%	9.87%	18.3%
Other association	24.26%	26.21%	11.79%	37.75%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	25.54%	35.11%	12.06%	27.29%
<b>By type of area</b>				
Don't know/Not applicable	22.57%	31.92%	31.33%	14.18%
Rural	54.69%	17.09%	7.98%	20.24%
Urbanised	64.09%	9.07%	8.54%	18.3%
<b>By water supply zone size</b>				

Don't know/Not applicable	53.01%	17.29%	14.87%	14.83%
Large	61.77%	10.39%	8.1%	19.74%
Small	59.82%	15.06%	9.31%	15.81%

Table 71. Proportions of the survey responses to the question 'Harmonized treatment of the materials in contact with drinking water'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	49.71%	23.56%	6.9%	19.83%
BE	76.4%	5.59%	4.97%	13.04%
BG	84.38%	0%	3.12%	12.5%
CY	100%	0%	0%	0%
CZ	56.9%	12.07%	24.14%	6.9%
DE	59.35%	19.28%	5.79%	15.57%
DK	66.67%	16.67%	16.67%	0%
EE	33.33%	33.33%	0%	33.33%
EL	87.3%	0%	3.17%	9.52%
ES	82.56%	1.63%	4.9%	10.9%
FI	80%	10.37%	4.44%	5.19%
FR	76.52%	4.38%	6.18%	12.92%
HR	90%	0%	10%	0%
HU	82.05%	2.56%	5.13%	10.26%
IE	91.75%	1.55%	2.06%	4.64%
IT	74.21%	0.9%	9.05%	15.84%
LT	66.67%	4.17%	12.5%	16.67%
LU	81.82%	9.09%	0%	9.09%
LV	90.91%	0%	0%	9.09%
MT	100%	0%	0%	0%
NL	79.59%	7.65%	2.04%	10.71%
PL	72.73%	4.55%	4.55%	18.18%
PT	83.79%	3.45%	4.48%	8.28%
RO	81.72%	2.15%	5.38%	10.75%
SE	63.16%	5.26%	31.58%	0%
SI	94.12%	0%	5.88%	0%
SK	79.07%	2.33%	6.98%	11.63%
UK	76.47%	3.53%	5.88%	14.12%
<b>By type of respondent</b>				
Individual/citizen/consumer	72.26%	6.45%	7.54%	13.75%
Stakeholder/expert	82.46%	6.84%	2.44%	8.26%
<b>By institution</b>				
Academic/scientist	87.32%	7.7%	3.01%	1.98%
European Institution	100%	0%	0%	0%
International body	100%	0%	0%	0%
Local/regional authorities (other)	63.35%	1.23%	19.49%	15.94%
Local/regional authority (responsible for drinking water)	85.23%	2.82%	2.65%	9.3%
National authorities (other)	96.83%	1.09%	0%	2.08%
National authority (responsible for drinking water)	96.49%	0%	3.51%	0%
Non-governmental organisation (NGO)	84.55%	8.1%	1.29%	6.06%
Other (please specify)	79.87%	12.28%	1.55%	6.3%
Other association	65.78%	15.8%	5.53%	12.89%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	80.95%	7.34%	0.36%	11.34%

<b>By type of area</b>				
Don't know/Not applicable	70.15%	17.26%	1.99%	10.6%
Rural	68.47%	9.58%	6.19%	15.75%
Urbanised	75.56%	4.94%	7.24%	12.25%
<b>By water supply zone size</b>				
Don't know/Not applicable	68.13%	7.86%	10.29%	13.72%
Large	75.32%	5.61%	6.17%	12.9%
Small	68.72%	9.88%	7.36%	14.04%

Table 72. Proportions of the survey responses to the question 'Explicit regulation of some aspects of water use and re-use'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	44.06%	27.83%	6.09%	22.03%
BE	67.72%	5.06%	11.39%	15.82%
BG	82.76%	0%	3.45%	13.79%
CY	92.68%	2.44%	0%	4.88%
CZ	80%	6.67%	5%	8.33%
DE	43.19%	20.5%	4.73%	31.58%
DK	60%	40%	0%	0%
EE	33.33%	0%	0%	66.67%
EL	78.57%	1.79%	5.36%	14.29%
ES	73.91%	9.24%	4.62%	12.23%
FI	29.01%	39.69%	10.69%	20.61%
FR	64.33%	5.5%	12.5%	17.66%
HR	60%	0%	20%	20%
HU	69.23%	10.26%	12.82%	7.69%
IE	82.01%	4.76%	4.76%	8.47%
IT	82.03%	1.84%	5.99%	10.14%
LT	56.52%	0%	8.7%	34.78%
LU	54.55%	18.18%	0%	27.27%
LV	45.45%	18.18%	9.09%	27.27%
MT	100%	0%	0%	0%
NL	61.93%	13.2%	7.11%	17.77%
PL	72.73%	9.09%	0%	18.18%
PT	82.93%	1.74%	2.79%	12.54%
RO	81.52%	3.26%	3.26%	11.96%
SE	55.56%	0%	33.33%	11.11%
SI	70.59%	5.88%	5.88%	17.65%
SK	46.51%	20.93%	2.33%	30.23%
UK	73.17%	3.66%	7.32%	15.85%
<b>By type of respondent</b>				
Individual/citizen/consumer	66.75%	8.25%	6.79%	18.22%
Stakeholder/expert	66.1%	13.55%	6.22%	14.13%
<b>By institution</b>				
Academic/scientist	83.08%	9.85%	2.96%	4.11%
European Institution	100%	0%	0%	0%
International body	42.94%	11.89%	0%	45.17%
Local/regional authorities (other)	52.58%	9.88%	17.33%	20.21%
Local/regional authority (responsible for drinking water)	74.51%	5.76%	5.4%	14.33%
National authorities (other)	82.68%	2.2%	15.11%	0%
National authority (responsible for drinking water)	41.76%	26.6%	4.61%	27.03%

Non-governmental organisation (NGO)	59.38%	11.2%	20.2%	9.22%
Other (please specify)	53.54%	9.58%	3.59%	33.3%
Other association	56.48%	24.79%	4.17%	14.56%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	60.88%	20.01%	4.89%	14.22%
<b>By type of area</b>				
Don't know/Not applicable	44.98%	14.31%	16.21%	24.49%
Rural	61.24%	11.95%	6.63%	20.17%
Urbanised	69.57%	7.44%	6.56%	16.44%
<b>By water supply zone size</b>				
Don't know/Not applicable	60.16%	10.47%	9.44%	19.93%
Large	67.27%	8.6%	6.28%	17.86%
Small	67.61%	9.45%	7.98%	14.97%

Table 73. Proportions of the survey responses to the question 'Introduction of additional incentives to save water'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	58.07%	23.8%	4.53%	13.6%
BE	79.14%	7.98%	3.68%	9.2%
BG	87.1%	3.23%	3.23%	6.45%
CY	95.12%	4.88%	0%	0%
CZ	59.32%	13.56%	13.56%	13.56%
DE	53.94%	29.19%	2.31%	14.55%
DK	100%	0%	0%	0%
EE	33.33%	33.33%	0%	33.33%
EL	88.89%	1.59%	1.59%	7.94%
ES	80.38%	8.72%	1.91%	8.99%
FI	61.83%	22.14%	4.58%	11.45%
FR	84.92%	4.58%	1.68%	8.83%
HR	90%	0%	0%	10%
HU	87.5%	2.5%	2.5%	7.5%
IE	81.08%	5.41%	2.7%	10.81%
IT	85.84%	3.98%	2.65%	7.52%
LT	62.5%	4.17%	8.33%	25%
LU	72.73%	18.18%	0%	9.09%
LV	63.64%	9.09%	0%	27.27%
MT	100%	0%	0%	0%
NL	49.22%	19.69%	5.18%	25.91%
PL	68.18%	9.09%	0%	22.73%
PT	90.03%	2.06%	1.03%	6.87%
RO	73.12%	11.83%	3.23%	11.83%
SE	57.89%	0%	5.26%	36.84%
SI	70.59%	11.76%	5.88%	11.76%
SK	64.44%	11.11%	4.44%	20%
UK	73.81%	4.76%	4.76%	16.67%
<b>By type of respondent</b>				
Individual/citizen/consumer	75.04%	9.63%	3.07%	12.26%
Stakeholder/expert	61.86%	16.2%	2.01%	19.93%
<b>By institution</b>				
Academic/scientist	88.53%	5.21%	0.69%	5.57%
European Institution	100%	0%	0%	0%
International body	42.94%	11.89%	0%	45.17%

Local/regional authorities (other)	87.11%	1.21%	0.77%	10.9%
Local/regional authority (responsible for drinking water)	69.71%	6.76%	1.07%	22.45%
National authorities (other)	64.93%	3.1%	0%	31.97%
National authority (responsible for drinking water)	47.09%	6.56%	4.08%	42.27%
Non-governmental organisation (NGO)	84.97%	9.5%	1.31%	4.22%
Other (please specify)	67.5%	9.22%	1.54%	21.74%
Other association	64.59%	23.7%	1.97%	9.75%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	39.25%	31.64%	3.58%	25.53%
<b>By type of area</b>				
Don't know/Not applicable	44.93%	22.18%	9%	23.88%
Rural	69.87%	13.23%	2.45%	14.45%
Urbanised	75.3%	9.16%	2.84%	12.69%
<b>By water supply zone size</b>				
Don't know/Not applicable	64.68%	10.36%	6.75%	18.21%
Large	73.27%	10.65%	2.51%	13.58%
Small	78.7%	10.07%	2.11%	9.12%

Table 74. Proportions of the survey responses to the question 'Other'

	Agree	Disagree	Don't know/ not applicable	Neither agree, nor disagree
AT	17.81%	8.68%	71.69%	1.83%
BE	20.95%	7.62%	70.48%	0.95%
BG	16.67%	0%	77.78%	5.56%
CY	5.26%	5.26%	89.47%	0%
CZ	7.14%	9.52%	80.95%	2.38%
DE	17.96%	23.45%	57.75%	0.85%
DK	66.67%	33.33%	0%	0%
EE	0%	0%	100%	0%
EL	36.67%	0%	63.33%	0%
ES	16.17%	3.59%	77.25%	2.99%
FI	15.38%	6.15%	64.62%	13.85%
FR	16.07%	4.23%	76.53%	3.17%
HR	0%	0%	100%	0%
HU	11.11%	7.41%	81.48%	0%
IE	41.24%	4.12%	47.42%	7.22%
IT	17.81%	2.74%	77.4%	2.05%
LT	11.11%	0%	83.33%	5.56%
LU	0%	0%	83.33%	16.67%
LV	0%	0%	100%	0%
MT	50%	0%	50%	0%
NL	14.09%	11.41%	72.48%	2.01%
PL	6.25%	12.5%	68.75%	12.5%
PT	14.2%	1.7%	79.55%	4.55%
RO	11.76%	5.88%	80.88%	1.47%
SE	29.41%	5.88%	64.71%	0%
SI	27.27%	9.09%	54.55%	9.09%
SK	3.03%	9.09%	81.82%	6.06%
UK	28.89%	0%	66.67%	4.44%
<b>By type of respondent</b>				
Individual/citizen/consumer	16.13%	8.53%	72.07%	3.27%
Stakeholder/expert	28.77%	8.09%	59.37%	3.77%

<b>By institution</b>				
Academic/scientist	28.54%	15.23%	55.27%	0.96%
European Institution	0%	0%	0%	0%
International body	0%	0%	100%	0%
Local/regional authorities (other)	8.85%	0%	91.15%	0%
Local/regional authority (responsible for drinking water)	53.4%	5.43%	35.29%	5.88%
National authorities (other)	36.16%	7.11%	56.73%	0%
National authority (responsible for drinking water)	2.89%	0%	97.11%	0%
Non-governmental organisation (NGO)	34.02%	0%	65.98%	0%
Other (please specify)	26.51%	0.83%	68.13%	4.53%
Other association	59.98%	3.03%	28.57%	8.43%
Sectoral representative: Water Utilities / Providers (drinking water and sanitation)	8.94%	14.09%	72.18%	4.79%
<b>By type of area</b>				
Don't know/Not applicable	47.47%	2.17%	39.9%	10.47%
Rural	16.18%	14.55%	64.59%	4.69%
Urbanised	16.6%	6.3%	74.46%	2.64%
<b>By water supply zone size</b>				
Don't know/Not applicable	18.24%	11.81%	64.25%	5.7%
Large	17.59%	7.54%	72.46%	2.41%
Small	14.18%	9.34%	69.51%	6.97%

## Annex 2: Summary of the positions submitted by e-mail

### *Positions of the member state authorities and Norway*

#### **Belgium** - Belgian delegation to the ART12 Committee of the Drinking Water Directive

**New parameters** to be considered for regulation in the Drinking Water Directive: Uranium, Cr6+, perchlorates, disinfection by-products (HAA etc.);

In relation to **monitoring and control** of drinking water, the following actions are most appropriate: Monitoring and control efforts (parameters and frequencies) should keep some ground rules but be adapted to the particular risks identified in each water supply zone (risk-based approach like HACCP for food);

The most appropriate level of **consumer information** could be simplified information (color, flag, index) about compliance + on request mean annual value for each parameter submitted to monitoring (except microbiology -> index, color or flag);

WEB-GIS with annual aggregated indexes leading to mean data to **inform consumers**;

Requirements for prompt notification of consumers **in case of problems** are already enforced in the Belgian laws;

**Overall:** Belgian representatives to the DWD consider that the survey is raising relevant questions for the future that will certainly interest citizens. However, they wonder if the citizens all have sufficient knowledge of the existing situation in Belgium and technical background for some aspects (monitoring, actions in case of failure, derogations,...) to propose appropriate solutions.

It is stated in the introduction that the questionnaire addresses a few other things that the ECI has argued, such as affordability. The questions around affordability are, however, very limited and the results will not be very useful. "Affordability" doesn't belong to the scope of the drinking water directive, which is clearly specific only about quality. Affordability is part of the WFD (article 9), but should also there be allowed a bit more concrete (e.g. definition of reasonable price).

#### **Scotland, UK** – Scottish Environment Protection Agency (SEPA)

In Scotland regulatory reports show 99.86% compliance with the **required standards** of samples from customers' taps with public supply. Lower compliance of the taps with private supply (94.5% and 88.8%).

The main **threats** are: faecal pollution, agricultural pollution, private Septic Tanks and threats due to the impact of climate change.

**New parameters** to be considered for regulation in the Drinking Water Directive: emerging pollutants that could impact human health, including viruses, naturally produced toxic substances and pharmaceutical substances including birth control chemicals.

There may be a need for additional water quality **monitoring** where a risk has been identified. For public supplies in Scotland, the monitoring body is the Drinking Water Quality Regulator but for private supplies local authorities are responsible for monitoring.

The content of **consumer information** is detailed and satisfactory - DWQR publishes an annual report for both public and private water supply. Consumers are well informed about the key health related parameters.

In the respondent's view, the current requirements of the directive for **actions in case of problems** are sufficient, as they are based on the risk to human health but all countries should strive to use websites to ensure prompt notification to customers in the case of failures. Consideration should be given to how member states can increase the understanding of the issues of poor compliance and how to address owner's reluctance to make improvements.

It would be timely to review the **derogation** process. Derogations exist where there is no danger to human health but customers are entitled to high quality drinking water, including aesthetic considerations. There is a place for derogations but they should be limited with strict conditions, otherwise there is a lack of impetus to make improvements.

A number of suggestions highlighted in the additional actions that could be undertaken are currently undertaken through other legislation or best practice guidance such as the EU Water Framework Directive (in particular water efficiency) and the WHO Water Safety plan Approach. Instead of bringing additional actions into the

Directive, there needs to be some work undertaken to look at all the existing legislation and guidance currently in practice and potentially link these to the European Drinking Water Directive 98/83/EC. In addition, there should be some alignment of the Common Agricultural Policy (CAP) with the Drinking Water Directive to avoid CAP measures which cause risks to drinking water quality.

**UK** – UK Drinking Water Quality regulators: The Drinking Water Inspectorate for **England and Wales**; The Drinking Water Quality Regulator (**Scotland**); The Drinking Water Inspectorate (**Northern Ireland**);

**Access** – public water supplies and private water supplies;

**Acceptability** of drinking water – the DWD allows MS to regulate for added parameters over and above those in the Annexes. The UK has included in national legislation specific standards for iron, manganese, color, taste and odor as these parameters are known to have an impact on acceptability. This has proven to be an effective approach to ensure consumers in the UK receive drinking water that is aesthetically good;

**Threats** – all the pollution sources listed in the questionnaire can be considered as potential hazards to drinking water quality. Therefore, the only way to ensure safe drinking water supplies is to have mandatory risk assessment and risk management in place for the whole of the supply chain as advocated by the WHO WSP approach. This has been the approach taken by the UK since 2007 and the management of drinking water supplies using a risk based approach was subsequently introduced in national legislation.

**Quality standards in DWD** - The DWD requires the EC to review Annex I no less often than every 5 years which is essential for keeping standards up to date and in line with technical progress and new health information. As there has been no review since the current DWD came into force 16 years ago, a significant number of the parametric values in the DWD are now inconsistent with the latest version of the WHO Guidelines for Drinking Water Quality. However, any MS can require monitoring for additional parameters and should do so as soon as evidence suggests their presence in a water supply. On this basis, the DWD should not set a defined list of 48 parameters to be tested in every supply. This would rapidly become out of date and imposes testing of some parameters that are not a risk. It is more appropriate for monitoring for a specific water supply to be carried out for only those parameters that are shown to be a risk. The exception would be for microbiological parameters especially those that could indicate faecal contamination, as these should always be tested for every supply.

**Monitoring and control** – the traditional approach of the DWD of setting minimum frequencies for sampling and analysis does not make good use of resources. As mentioned in the above section on quality standards, a risk based approach to monitoring of drinking water supplies is more appropriate in order that resources can be tailored to where there is an actual or perceived risk.

**Consumer information** – in the UK, consumers have a right to be given up-to-date information on the quality of their drinking water supplies to the home and to the workplace. It is a national requirement to produce an annual report on drinking water quality which is made available on the relevant regulator's websites.

**Ways to inform consumers** – as mentioned above, annual reports for the UK regions are published on national websites. We do not see the need for the information to be repeated in detail and again at EU level. Additionally, it may be difficult for the EU to justify the cost of resources needed to introduce an EU-wide system of dissemination of information when national reporting is more than adequate.

**Actions in case of problems** – the introduction of a risk based approach to management of drinking water supplies will ensure that appropriate and proportionate action is taken following exceedances of standards and where a potential risk to human health has been identified.

**Derogations** - The UK has no derogations in place at present. It is UK policy not to use derogations in future in respect of drinking water quality unless there are exceptional circumstances and with rigorous conditions in place. We consider that derogations were tools for facilitating the implementation of the DWD and not for use as a longer term process. National legislation has provided other legal mechanisms for ensuring remedial actions are taken by water supply owners and within specified timescales.

**Further aspects** – the focus of the EU should be on addressing those aspects of the DWD that are not functioning fully in each MS rather than widening the scope to include other aspects of water suppliers' responsibility such as waste of water and affordability. An example is the implementation of Article 10 of the DWD to ensure a harmonized approach across MS in respect of substances and materials that can be used in contact with drinking water without causing any detrimental effects on the safety and quality of drinking water.

## France - Permanent representation of France to the European Union

### Quality standards in DWD:

- The list of parameters regulated by Directive 98/83/EC and their values should be revised to reflect the latest scientific discoveries;
- The process of reviewing the values of parameters must take into account the scientific assessments of the World Health Organization (WHO).

### Monitoring and control:

- The list of controlled parameters must make it possible to implement a "risk-based approach" (water safety plan);
- This "risk-based approach" should cover the entire supply process (water storage, treatment, distribution), which has an impact on the final quality of the water distributed;
- The check frequency may be reduced depending on the results of this "risk based approach", but also in case of consistent results complying with the parameter values over a given period of time and in the absence of factor likely to affect the water quality (current provisions of the Directive 98/83/EC);
- However, a minimum check frequency must be established for all parameters, in order to allow a regular complete observation of the water quality – for example every 5 years; the application of the minimum check frequency would avoid the total elimination of certain control parameters.

### Consumer information:

- Consumers expect simple information on the sanitary quality of the water they consume but may also wish to know the details of the analysis;
- Consumer information must be done on two levels: simplified information about the sanitary quality of water and detailed information about the results of the analysis, the values of every parameter and whether these values comply with the required standards.

### Ways to inform consumers:

- In France, the results of monitoring carried out by the health authorities are accessible, for each distribution unit, posted on the website of the Ministry of Health ([www.eaupotable.sante.gouv.fr](http://www.eaupotable.sante.gouv.fr)), in the town hall where the latest analysis results are displayed. Also, annually, with the water bill, there is attached a summary of the quality of the water distributed;
- Directive 98/83/EC already provides for the obligation to inform consumers. However, the choice of ways to inform consumers must belong to each Member State.

### Derogations:

In the absence of health risk, the possibility of granting exemptions from the values of parameters must be maintained.

### Further aspects:

- The provisions about materials in contact with drinking water must be more harmonized;
- Harmonization of provisions about treatment processes and products must be committed.

## France - The National Assembly

1. Takes note of the consultation launched by the European Commission about the quality of drinking water in Europe;
2. Regrets, however, that the questionnaire does not mention the need to regard the access to water and sanitation as human rights, essential to the full enjoyment of the right to life and all human rights.

## The Netherlands

### **Access and affordability of drinking water:**

Access to drinking water is a human right, but should not be free of charge. It's the responsibility of Member States to organize the access and financing of drinking water services, based on the subsidiarity principle. NL believes that it is unnecessary to standardize or compare the access and/or affordability to drinking water in the Drinking Water Directive - which is directed toward quality aspects - or develop any other new EU regulation/protocol. This would lead to an increased administrative burden and implementation problems, due to institutional and economic differences between Member States.

### **Integration of drinking water protection considerations into EU regulations:**

NL proactively supports the efforts of the European Commission to align the requirements of the Drinking Water Directive (DWD) with the effectuation of the Water Framework Directive (WFD) and Groundwater Directive (GWD). Issues that require better coordination and alignment between the DWD, WFD and GWD include: Standards for substances, monitoring, risk assessment and safety planning methodologies, safeguard zones for both groundwater and surface water, and measures to improve water quality around drinking water abstractions. Also, there is a need for strengthening legislation on horizontal chemicals, biocidal products and plant protection products.

### **EU wide harmonization of assessment of materials and products in contact with drinking water:**

There is no horizontal European harmonization of requirements for the approval of products in contact with drinking water. The national legislation applicable for users is not suitable to regulate market entrance of products. As a result, products on the market are not tested for hygiene, therefore leading to possible human risks and/or deterioration of the drinking water quality. Materials/products that do not comply with health related criteria must be effectively excluded from the market. The NL urges the EC to perform an impact assessment with regard to this issue.

### **Revision of Drinking Water Directive:**

Where appropriate, the quality standards in the Drinking Water Directive should be revised and aligned with the latest edition of the WHO guidelines on drinking water quality (4th edition). Risk analysis and risk management (RA/RM) is a necessary addition, in the form of preventive policies, good manufacturing practice of the whole chain from source to tap. NL would welcome the introduction of the risk based approach in the DWD, but only when there is a sound legal basis for this approach created in the DWD articles and where it is an integrated part of a RA/RM approach covering source to tap. Furthermore, the specifications in the body of the DWD have become outdated and require up-dating in the light of scientific and technical progress as well as coherence with other EU legislation, for example the food legislation.

## Austria – Vienna Water

Vienna Water holds the opinion that the European Community rules, such as those set out in Directive 98/83/EC, are sufficient. All further provisions should be left to the Member States, or the competent bodies in the Member States.

- The Commission would like to enter the civil initiative “Right2Water” in its consultation “Drinking water quality in the EU” and links this to changes in the Drinking Water Directive (DWD). This approach is wrong and should be criticized.
- The consultation misses the goals and proposals of the “Right2Water” initiative to the EC for the realization of the right to water and sanitary rudimentary supplies. The Commission praises in its report the quality of the drinking water in the EU and the DWD as positive and successful. However, it attempts to pull the competences determined by the directive in its direction, without justifying such a necessity. Vienna Water is of the opinion that any further pooling of competences with regard to the DWD is neither reasonable, nor purposeful and is contrary to the principle of solidarity. Quality control of the DWD regulations is necessary. But due to natural, technical and organizational circumstantial differences, this must be the responsibility of the respective local bodies and water suppliers and should not and cannot be centrally regulated in the EU.
- The consultation does not touch upon the central question of the “Right2Water” initiative – the liberalization and privatization. Vienna Water is of the opinion that it should be left to the body responsible for the water supply to decide in what manner it understands this task. Therefore the Commission should relinquish all measures and

activities that directly or indirectly limit these bodies in the freedom to decide.

## **Czech Republic**

### **Accessibility:**

The majority of the population has good access to wholesome and clean drinking water. About 93% of population is supplied from public water supplies which are under regular control and compliance is very high.

### **Affordability:**

The price of drinking water (for consumers) is affordable and drinking water services are good value for money in the Czech Republic.

### **Acceptability:**

Due to regular monitoring and high compliance rate, it is considered that the quality of drinking water in the country is good (with exception of several small supply zones affected by derogations). The most common cause of aesthetic complaints is taste or smell of chlorine, which is used by majority of water suppliers for safety reasons. The maximum acceptable limit of chlorine residual in tap water is 0.3 mg/l, but the measured concentration is much lower.

### **Threats:**

Natural pollution, pollution from exploration or exploitation of hydrocarbons, pollution from industrial sources, pollution from human consumption and pollution due to the impact of climate change are rare and not considered as threats.

Agricultural pollution is a threat – the main cause of derogation is nitrate, mostly coming from agricultural fertilizers. Pesticides residuals (even in mostly low concentrations) are found in water with increasing frequency.

### **Quality standards in DWD:**

The Czech Republic thinks that the current list of parameters and its parametric values (Annex I) is partially out of date, i.e. is not reflecting latest scientific evidence, as is seen from comparison of the Annex I and the recent edition of the WHO Guidelines for Drinking water quality. Some current parametric values underestimate the actual health risk, while others overestimate it and create not justifiable financial burden on treatment.

If any new pollutant and its exposure are identified as serious risk for human health, discussion on technical options to prevent/remove it should follow including a cost-benefit analysis.

### **Monitoring and control:**

Monitoring should be specifically “tailored” for each water supply zone according to the situation (risks) identified through water safety planning or HACCP process.

The Czech Republic does not think that the monitoring results should be available online. However, state (water or health) authorities should have easy access to the results.

### **Consumer information:**

The easily understandable information is the type of information consumers most often seek. However, there should be a possibility (legal right) to be informed about the results of recent (detailed) analysis on request.

### **Ways to inform consumers:**

The Czech Republic does not oppose the idea that more up-to-date information should be available online. Only in case of actual non-compliance, posing health threat, new information tools (e.g. SMS, Apps) should be used.

### **Actions in case of problems:**

The Czech Republic believes that most of the failures imply no or negligible risk. However, if there is immediate health risk, the supply should be closed. Remedial action should be supplemented by preventive action, such as water safety planning and risk analysis.

### **Further aspects:**

Drinking water regulations should cover the entire supply process and not be limited to quality standards at the tap. Regulations on materials in contact with drinking water should be harmonized – the Czech Republic believes that future regulation in this area is possible. It would remove barriers of trade and reduce the cost of maintaining national systems of regulation. Possibly (in case of common marking of the product), it would also help to reduce marketing of materials which are not suitable for this purpose.

## Germany – Baden-Württemberg municipalities

### Access and quality of drinking water:

In Baden-Württemberg, there is a good access to safe, clean and affordable drinking water. That is, the Baden-Württemberg drinking water suppliers are trying to get a good value for money and there is a good connection to the water supply network.

According to recent results of the monitoring of drinking water, over 99% of the values of microbiological and chemical parameters comply with the requirements and the limits are not exceeded.

### Threats:

Threats to drinking water resources come mainly from: pollution from natural sources, industry, substances in direct contact with drinking water and agricultural activities. Agricultural activities represent the most serious threat.

### Quality standards in DWD:

The Baden-Württemberg municipalities are of the opinion that the current list of microbiological and chemical parameters, as well as the indicator parameters and corresponding limit values, should be maintained in the Drinking Water Directive. There is a fear that a tightening of the list would lead only to new bureaucratic burdens.

### Monitoring and control:

The Baden-Württemberg municipalities consider the current monitoring and control measures adequate in scope and frequency.

### Consumer information:

In Germany, the water companies publish the measured mean values for the parameters of the drinking water regulations.

### Actions in case of problems:

The Baden-Württemberg municipalities keep the existing provisions on remedial actions appropriate. Remedial actions should be supplemented by preventive measures, so that critical situations do not arise. In an emergency consumers should be informed immediately by modern means of communication.

### Derogations:

The status quo, in regard to approval of derogations which do not constitute a potential danger to human health, should be maintained.

## Germany - Bavarian Association of municipalities and cities

### Quality:

The drinking water in Bavaria is of extremely high quality. Most of the supply companies are small-scale structures, which have been established and proven for decades.

### Control/ Consumer information:

Bavaria has a well-functioning and adequate control and information structure, which ensures the safety of consumers. There is, therefore, no need to carry out more detailed arrangements to increase the existing administrative burden.

## Norway – Norwegian Food Safety Authority, Head Office, Section for Food Safety

### Quality standards in the Drinking Water Directive

We find it important that the number of parameters regulated with limit values are continually evaluated, to ensure that the most relevant parameters are covered, regardless of whether they are new or on the current list. Parameters that are irrelevant in most European drinking waters, or not a possible major health issue in the concentration relevant, should not be on the list.

### Monitoring and control of Drinking Water

The Norwegian authorities do support a risk-based approach to ensure good drinking water quality. We do appreciate the use of WSP method of WHO as a functional tool for the risk-based approach at the waterworks. However, if regular waterworks rather would use the risk analysis method required for waterworks putting water in bottles or containers intended for sale, that is the HACCP method, this should be equally good. The goal should be to prevent excessive monitoring without compromising human health.

In addition, monitoring should be more transparent, and results should be available online.

### Ways to inform consumers

We would like to encourage that the consumers are informed using new information tools, like SMS and Apps. This will ensure quick transfer of necessary information.

### Further aspects

Materials in contact with drinking water should be regulated in a more harmonized way.

### Positions of other institutions

№	Institution	Country	Summary of response
1	BDEW	DE	<ul style="list-style-type: none"> <li>▪ Enhanced measures for pollution prevention at source should be regulated mandatory and the reaction can be conceptually supported in the Member States. BDEW sees an urgent need for action in particular on the issues of drug and substance tracks.</li> <li>▪ Water-saving measures should be urgently implemented in the sectors of agriculture and industry in the EU today as they have the highest demand for water. Drinking water supply should take precedence over other uses, and therefore security of supply of the population should be governed by binding European legislation.</li> <li>▪ EC should conduct a technical-scientific adaptation of Water Directive. The revision is overdue and should not be blocked in some areas due to implementation gaps.</li> </ul>
2	WHP	UK	<ul style="list-style-type: none"> <li>▪ The first priority must be improving access to public water supplies rather than improving the quality of water above current standards.</li> <li>▪ Any future changes to drinking water quality standards should be based on robust scientific evidence of risks to human health.</li> <li>▪ The frequency of monitoring required for the control of drinking water should not be set by a rigid framework, rather it should be flexible and determined by a risk assessment approach using a full source to tap water safety plan to inform those responsible of the risks involved at each stage of the water supply cycle.</li> </ul>
3	ANEC	INT	<ul style="list-style-type: none"> <li>▪ Need for a regulatory framework which establishes harmonised European rules for water supply materials. Such a regulation should set requirements for all materials in contact with drinking water, covering the full water supply chain from the source to the water tap, and all parameters that may affect the quality of drinking water.</li> </ul>
4	UIE	FR	<ul style="list-style-type: none"> <li>▪ Aging networks and reservoirs is likely to contribute to the degradation of the quality of drinking water.</li> <li>▪ It might be useful to include in the monitored parameters of drinking water to some biomarkers related parameters.</li> <li>▪ Harmonization of rules on marketing materials in contact with EDCH to be based:               <ul style="list-style-type: none"> <li>– On the Drinking Water Directive (revision of Directive 98/83 EC)</li> <li>– On the settlement construction product (305/2011 Regulation).</li> </ul> </li> </ul>
5	CEIR	INT	<ul style="list-style-type: none"> <li>▪ Need for transformation of Article 10 of the Drinking Water Directive into a new European Regulation;</li> <li>▪ The self-declaration of materials, components and product safety and fitness;</li> <li>▪ Mutual recognition of material, component and product certification improvements.</li> </ul>
6	CEEP	INT	<ul style="list-style-type: none"> <li>▪ Q3: In general, the focus should be on pollution prevention and the precautionary principle (this applies, among others, to agriculture);</li> <li>▪ Q4:               <ul style="list-style-type: none"> <li>– In general, following the polluter-pays-principle, every strengthening of quality principles has to be accompanied by stronger measures against the reasons for water pollution (such as agriculture);</li> <li>– Parameters, which are directly linked to the quality of the drinking water (uranium, etc.)</li> <li>– Anthropocene substances, prioritized regarding the risk for the human health;</li> </ul> </li> <li>▪ Q6: the consumer should be informed about quality of drinking water in the framework of national prescriptions;</li> <li>▪ Q9: If it is deemed necessary to update the existing derogations, it should</li> </ul>

			<p>be done in the context of the revision of DWD.</p> <ul style="list-style-type: none"> <li>▪ Q10: <ul style="list-style-type: none"> <li>– CEEP notes that a risk management / risk assessment approach is introduced in the DWD, with regard to the proposed amendment of Annex II of DWD.</li> <li>– With the new targets for drinking water, there should absolutely be also new targets for substances in surface water and groundwater in order to avoid that drinking water companies should take more purification steps.</li> </ul> </li> </ul>
7	AquaFed	INT	<ul style="list-style-type: none"> <li>▪ AquaFed agrees that the DWD should be updated in light of new scientific findings on all the listed potential threats: it is for the health authorities, starting with the WHO, to determine which the appropriate thresholds for individual quality parameters are.</li> <li>▪ Easily understandable information to all interested parties should be promoted at both EU and Member State levels, as transparency is an important element of the HRWS. A labelling system with colours is also an acceptable solution.</li> <li>▪ The EC should respond to the call for more transparency on water matters. All public water authorities and all of their operators, whatever their status, to disclose regularly through internet and other appropriate means, comparable data on key economic, human rights and other performance indicators.</li> </ul>
8	EuChems	INT	<ul style="list-style-type: none"> <li>▪ Not relevant to questionnaire. Few pages from the document: Chemistry – changing solutions in a changing world have been attached.</li> </ul>
9	Brita	DE	<ul style="list-style-type: none"> <li>▪ Q3, sub-point 5: BRITA would like to point out that Ammonium does not in itself represent a dangerous polluting element, but rather works as a signal (as it is correctly used as an indicator parameter in the EU drinking water regulation) indicating that there is possibly a pollution, e.g. with faeces.</li> <li>▪ Q3, sub-point 6: It is a substantial problem that the regulations regarding the pollution with substances in direct contact with drinking water (e.g. pollutants from the pipes) are not so well harmonised on EU level. It is urgently necessary that a technically and legally clear line is defined to show the limits of the EU drinking water law and the regulations (and here, if possible, harmonised on a EU-level) including for piping, devices and systems apply to the follow-up treatment of drinking water.</li> <li>▪ Q4: New substances should be included only if there is a scientifically proven necessity to do so.</li> <li>▪ Q5: The principle is expressed that the quality control by the EU drinking water regulation extends to the customer's water tap itself. While this principle should be approved, it is not in itself sufficient to ensure the clarity of regulations regarding the delineation of the drinking water law and other regulative frameworks.</li> </ul>
10	EPHA	INT	<ul style="list-style-type: none"> <li>▪ Access to safe and clean drinking water and sanitation services cannot depend on how much money people have or in which neighbourhood they happen to live. The Commission must therefore as a priority support Member States in improving availability, accessibility and affordability of water.</li> <li>▪ Water is a public good, not a commodity. Water privatisation may have damaging effects. Privatisation does not lead to better quality water services, nor does it help to improve affordability or accessibility. Many examples show the adverse effects of privatising of water.</li> <li>▪ The Commission should exclude water services from trade negotiations such as TTIP and TISA.</li> </ul>
11	APDA	PT	<ul style="list-style-type: none"> <li>▪ Questionnaire attached, no comments;</li> </ul>
12	Veolia	INT	<ul style="list-style-type: none"> <li>▪ Q2.1: Aging infrastructure and climate change would require huge investments in near future;</li> <li>▪ Q3: EU wide water reuse standards seems appropriate.</li> </ul>
13	Scottish water	UK	<ul style="list-style-type: none"> <li>▪ A paper presenting the practices and policies of Scottish water with regard to water supply services has been submitted.</li> </ul>
14	United utilities	UK	<ul style="list-style-type: none"> <li>▪ Q4 : Any new parameters should be considered using a risk based site specific approach therefore minimising any significant increase in monitoring costs. Monitoring should be instigated at the appropriate stage in the source to tap supply system, and the 'polluter pays principle' endorsed.</li> <li>▪ Q5 : The monitoring frequency of parameters in drinking water should not be prescriptive but flexible and dependent on the outcomes of a full assessment of the risks from source to tap via the water safety plan</li> </ul>

			<p>approach.</p> <ul style="list-style-type: none"> <li>▪ Q6 : The information made available needs to be clear, understandable and meet the needs of customers so that they have confidence in the quality of their water supply. Where data indicates that there is an issue with a specific property the remedial action should be communicated directly to that property. In case of water deterioration, advice should be provided to the customers immediately.</li> <li>▪ Q7: In the North West customers have access to the last rolling 12 months water quality data via a postcode facility lookup tool. SMS tools could be used for actively disseminating drinking water information during times of emergencies but information should be accessed via Apps or through internet sites for routine compliance data.</li> <li>▪ Q9: Any response to deterioration in water quality needs to be proportional to the event and to the risks to health involved. Not all quality standards pose health risks when exceeded and therefore it would not be appropriate to immediately close supplies. There are benefits from a sanitation perspective to maintaining pressurised network supplies and where appropriate issue "boil" or "do not drink" notices or provide alternative drinking water sources.</li> <li>▪ Q10: The introduction of a risk based approach to the management of the water supply from source to tap would be beneficial across Europe alongside the introduction of risk based monitoring and health based standards.</li> </ul>
15	ASTE	FR	<ul style="list-style-type: none"> <li>▪ Need for an open and available free benchmark, based on uniform indicators and accompanied by a system of verification of data entered.</li> </ul>
16	Eurogeosurveys	INT	<ul style="list-style-type: none"> <li>▪ Need for a more integrated framework for linking WFD/GWD assessments and monitoring to management of the drinking water "receptor", the DWD and the two cross cutting options: improving the knowledge base and improving governance specified in the Blueprint to Safeguard Europe's Water Resources.</li> </ul>
17	DECO	PT	<ul style="list-style-type: none"> <li>▪ Threads: Subproducts from disinfectant systems;</li> <li>▪ Ways to inform customers: Information send to customers with each invoice;</li> </ul>
18	Dwr Cymru Welsh Water	UK	<ul style="list-style-type: none"> <li>▪ Q4: Any future changes to drinking water quality standards should be based on robust scientific evidence of risks to human health. Management of drinking water quality should be undertaken using a risk based approach whereby standards can be met and risks mitigated whilst minimising the need for end-of-pipe, capital intensive solutions and therefore avoid significant increases in the price of water.</li> <li>▪ Q5: The frequency of monitoring required for the control of drinking water should not be set by a rigid framework, rather it should be flexible and determined by a risk assessment approach using a full source to tap water safety plan to inform water managers of the risks involved at each stage of the water supply cycle.</li> <li>▪ Q6: The level of information made available should reflect the interests and knowledge level of the audience. In many cases consumers are interested in basic information that provides confidence that drinking water is safe to drink and provides information about actions to take should this not be the case. The more informed consumer may require more detailed information and systems should be designed to allow data to be interrogated in these cases.</li> <li>▪ Q7: The manner in which information is disseminated should reflect the needs of the user and reflect the manner in which information is needed (for example in emergency situations a more rapid process of disseminating advice and information will be needed).</li> <li>▪ Q8: The response to any deterioration in water quality should be proportional to the event and to the risks to health involved. Not all quality standards pose health risks when exceeded therefore it would not be appropriate to immediately "close" supplies.</li> <li>▪ Q9: Duration of applicability of derogations should be based on an estimate of the time needed to develop appropriate solutions.</li> <li>▪ Q10: Quantity and efficiency measures should not be within the scope of the DWD, rather additional legislative instruments should be used.</li> </ul>
19	CC Water	UK	<ul style="list-style-type: none"> <li>▪ Monitoring and treatment to be proportionate to the level of risk;</li> <li>▪ Any proposed changes to the Drinking Water Directive resulting from this consultation should be open to public consultation given the possible impact this could have on customers' bills.</li> </ul>
20	UGT	ES	<ul style="list-style-type: none"> <li>▪ Comments as per the template letter:</li> </ul>

			<ul style="list-style-type: none"> <li>- EC should support Member States in improving availability, accessibility and affordability.</li> <li>- EC should make legislative proposals which entitle all inhabitants of the EU to the human right to water and sanitation and require Member States to implement this human right.</li> <li>- EC should consider water issues exclusively under the human right approach. The market approach is completely wrong.</li> </ul>
21	UGT	ES	<ul style="list-style-type: none"> <li>■ Comments as per the template letter: <ul style="list-style-type: none"> <li>- EC should support Member States in improving availability, accessibility and affordability.</li> <li>- EC should make legislative proposals which entitle all inhabitants of the EU to the human right to water and sanitation and require Member States to implement this human right.</li> <li>- EC should consider water issues exclusively under the human right approach. The market approach is completely wrong.</li> </ul> </li> </ul>
22	SUEZ Env.	INT	<ul style="list-style-type: none"> <li>■ Control of pollution at source should always be favoured, in order to control the cost of water treatment, which can lead to an increase in the price of water. Preventive approaches should remain the priority;</li> <li>■ A risk-based approach should be promoted as a local and pragmatic approach to water quality;</li> <li>■ The list of water quality parameters should be revised in order to take into account new and emerging pollutants and reflect the latest scientific evidence. The list should focus on parameters most relevant for human health rather than aim to be exhaustive, and therefore unmanageable;</li> <li>■ Consumer information on tap water should be improved, in particular information on its quality, as well as environmental and economic benefits compared to bottle water;</li> <li>■ Introduction of innovative solutions enabling to improve perceived quality of water should be promoted. (e.g. centralized treatment of water hardness).</li> </ul>
23	Eureau	INT	<ul style="list-style-type: none"> <li>■ EUREAU supports the revision of Annex II of the Drinking Water Directive (EC/98/83) to formalise the common principles of Water Safety Plans (WSPs), the principles of which are already used by many Member States.</li> <li>■ WSPs have clear benefits to both water service providers and to water consumers. For WSPs to be effective it is important that they are not simply considered as an administrative exercise and are clearly linked to operational practices and capital investment programmes. EUREAU however recognises that WSPs do not prevent accidents and clear links should be made with emergency planning processes.</li> <li>■ The WSP approach should be based on a common vocabulary and common standard practices however new obligations need to be kept as simple and clear as possible to allow application in all supplies from large to small as well at a building level. Water suppliers do not have control of the catchment, nor do they have control on the situation in buildings and housings. In order to ensure the safety of their customers, these ends of the supply chain should form an integral part of the WSP approach, and appropriate provision must be made so that other legislation, at minimum, enables a coherent WSP approach to take place.</li> <li>■ <b>Monitoring:</b> WSP must enable tailoring of monitoring to a more inclusive risks analysis. This may yield a lower level of end-of-the pipe testing, but also some increased monitoring schemes in raw waters. When this happens to be the case, the funding issue must be addressed as part of the WSP construction.</li> <li>■ It must also be recognised that the case-by-case monitoring schemes and potentially broadened range of parameters may create financial, administrative and technical difficulties for utilities and laboratories, which may in some cases challenge their viability.</li> <li>■ <b>Information:</b> The WSP approach must also provide supporting information for any capital investment needed to protect the safety of supplies, with a view that all stakeholders have a shared understanding from which to make and support investment decisions.</li> <li>■ <b>Materials:</b> It remains in our view an incontrovertible case for a single EAS for materials and products in contact with drinking water.</li> </ul>
24	APE	INT	<ul style="list-style-type: none"> <li>■ A source control approach needs to be encouraged as the most cost-effective way to reduce the impact of hazardous substances.</li> <li>■ The risk posed by new (micro-) pollutants needs to be taken seriously into account to keep ensuring both high level of water safety and public trust.</li> <li>■ Transparency (as a way of providing useful and understandable information, not just publishing everything) and greater stakeholders'</li> </ul>

			<p>participation is crucial to raise public awareness on common challenges, thus reducing conflictual situations and increasing ownerships of decisions.</p> <ul style="list-style-type: none"> <li>▪ While Member States remain primarily responsible for ensuring the right to water, the European Commission could promote a wide debate to analyse and compare different approaches to ensure the universal access to water resources within the existing legislative framework.</li> <li>▪ While benchmarking is and should remain voluntary approach, the European Commission could support twinning, cross auditing and other form of not-for-profit partnerships between operators (especially between small and larger ones) with a view to encouraging participation in benchmarking exercises and diffusing best practices.</li> </ul>
25	Irish Coalition against Water Charges	IE	<ul style="list-style-type: none"> <li>▪ The Commission must therefore as a priority support Member States in improving availability, accessibility and affordability. Our expectations of the Commission are that it should make legislative proposals which entitle all inhabitants of the EU to the human right to water and sanitation and require Member States to implement this human right.</li> <li>▪ No access to drinking water and sanitation is a form of discrimination and definitively is a key task for the Commission, which it cannot leave to the Member States.</li> </ul>
26	Group of Slovak citizens	SK	<ul style="list-style-type: none"> <li>▪ Human right to water is not respected by the authorities of the Slovak Republic as it is evident from the state water policy and legislation making.</li> <li>▪ Economic activities (market interest) were set over the human right to water. The Slovak example proves that EU water legislation (Water Framework Directive, Drinking Water Directive) is not sufficient enough to ensure human right to water within EU. Also Communication COM (2014) 177 final, falls short of the expectations of European citizens.</li> <li>▪ The drinking water quality data are not available for consumers, thus are not under public control.</li> <li>▪ The EC should introduce principles and provisions guarantying that public interest (access to safe drinking water) is set over market interest;</li> <li>▪ The EC should limit liberalization of water services respecting the principle, that "supply of water is a service of general interest" (recital 15 of Water Framework Directive) taking into account social aspects (inability to pay);</li> <li>▪ The EC should reinforce the public good of water under public ownership and strengthen public right to co-determination on water use;</li> </ul>
27	WG Fair Water	DE	<ul style="list-style-type: none"> <li>▪ Provided documents not directly related to the questionnaire;</li> <li>▪ Attached expose and black book already sent to the attention of different officials from the EC</li> <li>▪ In Germany millions of consumers of drinking water are being charged by prices in excess from several hundred public owned (!) water suppliers. There exist severe lack of transparency and a huge lack of control of these prices in particular of those of public owned German water suppliers.</li> </ul>
28	EAFD	INT	<ul style="list-style-type: none"> <li>▪ Sensory aspects of odour, colour and taste, whilst not imposing a direct risk for human health, may be a cause for concern and indirectly pose a risk to human health. Making the choice of tap water the easy option will help to reduce any environmental impact and also reduce intake of carbonated and/or sugary drinks.</li> <li>▪ Less frequent monitoring of small water supplies could affect the development of high quality water from these supplies.</li> </ul>
29	AIC	UK	<ul style="list-style-type: none"> <li>▪ AIC is concerned that many responders of the survey may express their perceptions about the use of fertilisers and pesticides in food production and that these may disproportionately influence the Commission's thinking;</li> <li>▪ Studies suggest a beneficial physiological role of dietary nitrate in the gastro-intestinal protection against food-borne pathogens, including <i>Helicobacter pylori</i> infection which is increasingly recognised to be associated with gastric malignancy. Clearly this makes it increasingly difficult to justify further reductions in the nitrate levels of drinking water from a human health point of view.</li> <li>▪ Importance of pragmatic interpretation of water legislation based on actual risk rather than setting the standard for any one pesticide in water at effectively an arbitrary figure of zero (0.1ug/l). AIC consider that this figure should be based on the actual risk presented by each active ingredient. This would significantly reduce water treatment costs and hence costs to the water consumer as well as reducing costs to the agricultural industry.</li> </ul>
30	ANIMA	IT	<ul style="list-style-type: none"> <li>▪ Transfer of the article 10 of Drinking Water Directive into a new European</li> </ul>

			<p>Regulation;</p> <ul style="list-style-type: none"> <li>▪ Third party certification of materials, components and products can remain on a voluntary basis;</li> <li>▪ Mutual recognition of material, component and product certification improvements.</li> </ul>
31	SDGE	FR	<ul style="list-style-type: none"> <li>▪ No particular comments with regard to the questionnaire.</li> </ul>
32	AGV NW	DE	<ul style="list-style-type: none"> <li>▪ Q9: According to the Directive, national maximum 2x3 years deviations are permitted. An extension for three years again requires the approval of the European Commission.</li> <li>▪ An observation is being made that the table with new parameters in Q4 is visible only in the pdf versions of the questionnaire from the very beginning, but not in the online questionnaire, which could lead to distortions.</li> </ul>
33	AGPB	FR	<ul style="list-style-type: none"> <li>▪ No particular comments with regard to the questionnaire.</li> </ul>
34	EUROPUMP	INT	<ul style="list-style-type: none"> <li>▪ Transform Article 10 of the Drinking Water Directive into a new European Regulation, to lay down well-defined requirements and assessment methods;</li> <li>▪ Improve mutual recognition of material, component and product certification, addressing the particular situation of small surface components and products;</li> <li>▪ Third party certification of materials, components and products can remain on a voluntary basis.</li> </ul>
35	NFU	UK	<ul style="list-style-type: none"> <li>▪ Q3: It is important to consider whether risks are realistic following full risk analysis and the source-pathway-receptor approach. It is important that regulatory efforts are placed on chemicals with hazardous, persistent and bio-accumulative properties.</li> <li>▪ Q4: The pesticide limit is currently having a detrimental effect on the agricultural industry with growers in the UK being forced to consider taking land out of productive agriculture or forfeiting productivity in order to meet an unscientific standard. The 0.1 µg/liter EU limit for pesticides should be replaced with a risk based approach with individual values for each approved pesticide;</li> <li>▪ Q6: Providing both levels of detailed information (for general public, as well as for professional purposes) would be important;</li> <li>▪ Q10: The options for further rules in relation to drinking water suggested are inappropriate for action on EU level.</li> </ul>
36	SAVE GREEK WATER	GR	<ul style="list-style-type: none"> <li>▪ The questionnaire fails to address questions relevant to the two critical subjects: the integration of the UN human right to water in the EU legislation and the protection of the resource from liberalization.</li> </ul>
37	United Services Union	DE	<ul style="list-style-type: none"> <li>▪ Comments as per the template letter: <ul style="list-style-type: none"> <li>– EC should support Member States in improving availability, accessibility and affordability.</li> <li>– EC should make legislative proposals which entitle all inhabitants of the EU to the human right to water and sanitation and require Member States to implement this human right.</li> <li>– EC should consider water issues exclusively under the human right approach. The market approach is completely wrong.</li> </ul> </li> </ul>
38	Unite the Union	UK	<ul style="list-style-type: none"> <li>▪ Comments as per the template letter: <ul style="list-style-type: none"> <li>– EC should support Member States in improving availability, accessibility and affordability.</li> <li>– EC should make legislative proposals which entitle all inhabitants of the EU to the human right to water and sanitation and require Member States to implement this human right.</li> <li>– EC should consider water issues exclusively under the human right approach. The market approach is completely wrong.</li> </ul> </li> </ul>
39	CAS	UK	<ul style="list-style-type: none"> <li>▪ EC should “propose legislation implementing the human right to water and sanitation, as recognized by the United Nations, and promoting the provision of water and sanitation as essential public services for all”.</li> <li>▪ In terms of consumer information, it is important that the information provided is accessible and easy to understand. CAS also considers that careful thought must be given to the mechanisms and media for providing such information, given that not everyone will have access to digital media and communications.</li> <li>▪ The EU’s proposed action to improve urban waste water and drinking water data management, to explore benchmarking for water quality and</li> </ul>

			water services, to hold EU-wide, public consultations on the Water Quality Directive, to improve transparency in the water industry, and to stimulate innovative approaches for development assistance can make significant contributions in this key area
40	EPSU	INT	<ul style="list-style-type: none"> <li>■ Comments as per the template letter: <ul style="list-style-type: none"> <li>– EC should support Member States in improving availability, accessibility and affordability.</li> <li>– EC should make legislative proposals which entitle all inhabitants of the EU to the human right to water and sanitation and require Member States to implement this human right.</li> <li>– EC should consider water issues exclusively under the human right approach. The market approach is completely wrong.</li> </ul> </li> </ul>
41	EFFAT	INT	<ul style="list-style-type: none"> <li>■ EC must support Member States to improve water availability, accessibility and affordability, make legislative proposals that safeguard the right of all EU inhabitants to water and sanitation, and compel Member States to implement this right;</li> <li>■ EC must fulfil the intention expressed in its Communication to uphold the public good of water under public ownership through the Treaties, with local structures retaining the responsibility for decisions about the size and type of supply.</li> <li>■ EC must facilitate and support information, accountability and transparency measures at the local level; an EU-wide water information system would simply not serve citizens locally.</li> </ul>
42	VDMA	DE	<ul style="list-style-type: none"> <li>■ Drinking water resources are unevenly spread across Europe, which is why the regulations regarding the sparing of water do not make any sense in certain countries that have an abundant supply. Moreover, the reduced consumption of water could in fact bring about negative effect on the water supply system, e.g. when larger pipes need to be additionally rinsed, due to the low flow rates.</li> <li>■ In Germany, there is a list of construction materials that are suited for contact with drinking water. The list was developed by the initiative of four states (Germany, Great Britain, the Netherlands and France), but should be harmonised on a EU level.</li> </ul>
43	The James Hutton Institute	UK	<ul style="list-style-type: none"> <li>■ Q4: Considerations should be given in a risk-based approach of the likelihood of future issues for public health;</li> <li>■ Q8: I would believe that closure of affected supplies takes place presently on a risk basis and that this is acceptable. Catchment management should be part of remedial action (as part of a treatment train approach backed up with engineering infrastructure where appropriate).</li> <li>■ Q10: Further evaluation of private water supplies should be made to address whether the drinking water directive should bring these under its control in part/full.</li> </ul>
44	EFBW	INT	<ul style="list-style-type: none"> <li>■ Controls based on fixed frequencies such as those currently prescribed by Directive 98/83/EC are disconnected from real hazard points and hence do not systematically guarantee product safety. In the case of bottled water, they generate an additional burden and costs for producers, without adding to consumer safety.</li> <li>■ EFBW members therefore recommend that Table B2 be deleted in the course of the future revision of Directive 98/83/EC. Such an amendment would also have the added benefit of bringing Directive 98/83/EC in line with the provisions of the recently adopted Directive 2013/51/EURATOM of 22 October 2013, laying down requirements for the protection of the health of the general public with regard to radioactive substances in water intended for human consumption'.</li> </ul>
45	Huntsman Pigments	UK	<ul style="list-style-type: none"> <li>■ Increased use of chemical coagulants such as ferric sulphate in water treatment can potentially provide economic improvements in treated water quality and improved compliance with the drinking water directive.</li> </ul>

*INT (International) - organisation representing the interests of two or more stakeholders from more than one EU countries.*

#### *Individual positions of citizens*

<b>Nº</b>	<b>Name</b>	<b>Country</b>	<b>Summary of response</b>
1	Studio artist	HR	Everybody has the right on quality drinking water and sewerage. The public service is inpropery managed in Croatia, however

			privatization is not a solution.
2	Silvano Ravera (submitted twice)	IT	The consumer in Italy is very sensitive to the quality and cost of drinking water and at the same time has almost no trust in the information providers nor in the information itself. Is therefore crucial to create reliable and independent operators. The questionnaire requires technical knowledge in order to be able to answer the questions.
3	Margaret Mcgrath	IE	Petition to remove fluoride from the Irish drinking water
4	Dr. Gerhard Ernst Food Process Engineering Coordinator and spokesman for the Citizen action against uranium and sulfate- contaminated drinking water	DE	Described is a specific problem of about 135 000 consumers of drinking water contaminated with uranium (10 times higher than in the Drinking water in Germany). Support is requested to ensure drinking water with sufficient quality in the region.
5	Ingegerd Risborg (twice)	SE	The levels of minerals in the drinking water should be properly regulated with regard to both maximum and minimum levels, and to the ratios among the various elements. Around the world, we need increased policy awareness of this issue, with the development and enforcement of regulations which will provide us with clean, safe, demineralized water.
6	Belinda Navas	ES	The public survey is an excellent initiative
7	mauri45aho@gmail.com	Unclear	Let water be free!
8	Konrad Bock	DE	The legislation should take into account the best available technologies
9	e.mail.anschrift@web.de	DE	Filled in questionnaire attached
10	Rupert Wögerbauer	DE	Filled in questionnaire attached
11	Anésio Cardoso	Unclear	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
12	Bart Frederix	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
13	Bernard DROBENKO	FR	Attached is a reference to a book for the right to water
14	Caspar Helmer	Unclear	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
15	Cecilia GONDARD	BE	Commission to consider the issue of access to water in Europe under the aspect of human rights.
16	Dieter Hassler	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
17	Helmut Höring	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
18	Elena Dalibot	Unclear	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
19	Enzo Bernardo	IT	Call on the Commission to consider water issues exclusively

			under the human right approach. The market approach is completely wrong here
20	Family Krueger	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
21	Family Krueger (double)	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
22	Günter Wildner	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
23	Jana Haase	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
24	John Erlandsen	Unclear	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
25	José Emilio Viana	Unclear	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
26	jvarela-san@ej-gv.es	ES	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
27	Klára Kubičková	SK	Water quality and access to water varies in Europe. All citizens have right to water supply and sanitation. This services should be responsibility of the public sector. Privatization is unacceptable as it the private companies are profit oriented. The taxes for the water service should work on the principle of cost recovery. The quality of the drinking water depends on the pollution therefore preventive approach is necessary to reduce water pollution. There is insufficient information provided to the citizens. The water supply structure in the Member States is extremely diverse - as the hydrological and climatic conditions. The Commission should urge the Member States to fulfill their obligations, and must also provide assistance to them.
28	H. Platschek	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
29	Raimund Meyer	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
30	Rainer Elpelt	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
31	Rüdiger Saßnick	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
32	Stève Poudoulec	FR	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here

33	Barbara SAK	BE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
34	David Vázquez Fernández	ES	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
35	Dietmar A. Dowe	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
36	Frits Fliers	Switzerland	Filled in questionnaire is attached
37	Gillian Parker	UK	Supply quality in the EU is extremely varied. The member states must be encouraged to take steps at national level to improve things on this front. There are large numbers of people in the EU without access to clean drinking water. There are some whose homes are not even connected to a supply grid. The human right to water must be enshrined in EU law and all member states must be required to enforce it. Realizing the human right to water is the responsibility of the public sector; it cannot sensibly be fulfilled by private companies whose primary purpose is to make profit.
38	Kai Kiel	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
39	Mariangela Rosolen	IT	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
40	Sandra Krueger	DE	The human right to water must be enshrined in EU law and all member states must be required to enforce it. Member states that do not have a system for reconciling appropriate prices of water and low incomes of citizens must be prompted by the EC to set one up and be given support in doing so. The EC should take action in the event of inactivity of a government, in the areas of control and monitoring of water. Preventive measures must be taken for pollution coming from industry and agriculture, as well as consumer education. There should be transparency concerning private water suppliers.
41	Anthony Buxton	UK, Scotland	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
42	César Guia	Unclear	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
43	Karl-Heinz Thier	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
44	Bruno Halle	FR	The nitrates are beneficial to human health – without nitrates there is no life. The level of nitrogen fertilizer use has dropped by 20% in the last 15 years - from 95 units per hectare on average to 77 units per hectare on average, thanks to a better knowledge of their use.

45	Christel Drescher	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
46	Angelika Oppenheimer	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
47	w-vorderwuelbecke@t-online.de	DE	Water does not belong in the hands of large corporations, which use it for profit maximization. Water is a common property and must remain in the hands of the state or the local authorities.
48	Nicole Durant	BE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
49	Alexandre Quillet	FR	Gives example of farmers using systems like FARMSTAR and AZOFERT, which control the level of nitrogen use, and following good agricultural and environmental practices.
50	Friedel Schönell	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
51	Nathalie Pigeon	Unclear	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
52	Andreas Zundel	DE	The Free Trade Agreement TTIP, TISA, CETA are really concerning.
53	René van de Vondervoort	NL	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
54	Ina Clausen	DE	The supply of water should be left in the hands of municipalities and never in the hands of companies. EU leaders should provide clean and affordable drinking water for all.
55	Nicolas Lefèvre	FR	Farmers ensure compliance with regulations. The level of nitrogen fertilizer use has dropped by 20% in the last 15 years - from 95 units per hectare on average to 77 units per hectare on average, thanks to a better knowledge of their use.
56	Timo Ullrich	Unclear	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
57	Irene Lekaroz Agara	ES	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
58	Angela Winston	IE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
59	Peter Eccles	UK	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
60	M. Lavictoire	FR	Due to urbanization, the capture of water for processing and distribution of drinking water in agglomerations requires to be made in places more and more distant from cities. The first consequence is the drying up of smaller distant rivers. Another important consequence is the reduction of available water for

			agricultural purposes. Another concern is the wastewater process – processed water is dispensed in the soil and/or in the sea. But the quality standards of the dispensed water are rarely monitored and controlled by an independent organism.
61	Vincent Sytsma	FR	Our efforts to reduce the levels of harmful substances like nitrogen and phosphate do not lead to any visible results.
62	Frédéric Mouret	FR	Farmers are against tightening of regulations, as they have made efforts to confront nitrate problems. They consider the sanitation systems of wastewater as the main polluters.
63	Francois Chapotot	FR	Farmers are against tightening of regulations, as they have made efforts to confront nitrate problems by implementing good fertilization practices.
64	Harry Bruins/ Janny Nijhuis	NL	This is a survey on water improvement which can contribute to better overall lifestyle.
65	Harry Bruins/ Janny Nijhuis (double)	NL	This is a survey on water improvement which can contribute to better overall lifestyle.
66	Damien Vanhalst	FR	Farmers are against tightening of regulations, as they have made efforts to confront nitrate problems by implementing good fertilization practices.
67	Etienne de Magnitot	FR	Farmers are against tightening of regulations, as they have made efforts to confront nitrate problems by implementing good fertilization practices.
68	Michel Marechal	FR	Farmers are against tightening of regulations, as they have made efforts to confront nitrate problems by implementing good fertilization practices.
69	Jean-Charles Desforges	FR	Farmers are against tightening of regulations, as they have made efforts to confront nitrate problems by implementing good fertilization practices.
70	Andreas Kammerer	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
71	Britta Schmitz	DE	Call on the Commission to consider water issues exclusively under the human right approach.
72	Dayana Lucas	PT	Screenshot.
73	Hanne Ivarsson	SE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
74	Athinarayanan Sanjeevraja Independent Research Analyst	India	Consultation on the quality of drinking water within the European Union
75	Emmanuel Pailler	FR	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here
76	Alain/ Monique Gaucher	FR	Farmers are against tightening of regulations, as they have made efforts to confront nitrate problems by implementing good fertilization practices.
77	Ivo Tobias Zsiros	DE	Call on the Commission to consider water issues exclusively under the human right approach. The market approach is completely wrong here

78	Mario Schuhmacher	DE	The main concern are companies, which use drinking water to maximize their profits without any restrictions.
79	Dayana Lucas (double)	PT	A photo with the following: "The party is ours, the water is ours – don't play with our water"
80	Irina-Daniela Mihail	RO	Questions on the "Right2Water" initiative for a master thesis.







## Annex 3: Questionnaire used in the public consultation





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