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**Executive summary for the Report of the Survey of consumers of
services of centralized district heating in Yevpatoria**

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Executive summary for the Report of the Survey of consumers of services of centralized district heating in Yevpatoria

Report was prepared by the Municipal Development Institute (MDI) within the framework of the Municipal Heating Reform Project.

It contains results of a sample survey of consumers of district heating and hot water services; the survey was conducted in Yevpatoria over the period of January - February 21, 2010.

The purpose of the survey was to obtain information on the quality of services of centralized heating, provided to residents of Yevpatoria, to assess the population's ability to pay, the interest of users in implementation of energy efficiency measures and their willingness to implement them, and to evaluate the operation of homeowners associations in multi-apartment residential buildings (hereinafter HOA).

The report includes:

Part 1. The methodology of the sample survey

Part 2. Public opinion on the quality of services of centralized heating, level of tariffs and accounting for services consumed

Part 3. Population's ability to pay and their willingness to implement energy efficiency measures

Part 4. The role of operations of condominiums and their effect on provision of centralized heating and hot water services.

The survey was conducted by «face-to-face» interviews on the basis of a probability stratified sample of households using centralized heating. Primary stratification divided the population into households where condominiums were created and households where they were not created.

Within each primary stratum the population was divided into five strata in accordance with the number of microrayons of the city.

The survey results were extrapolated to the entire population based on the method of direct estimation, using statistical weights of the respondents.

On the whole, the sampled population represents the actual structure of CH services consumers based on the attribute of having a condominium, namely:

373 households represent service consumers living in houses without a condominium, their total number as of the beginning of December, 2009 made up 18 517 subscribers. This is 95.2% of all CH service consumers in Yevpatoria.

102 households represent service consumers residing in houses where condominiums were created, the total number of them as of the beginning of December, 2009 made up 927 subscribers. This makes up 4.8% all CH services consumers in Yevpatoria.

The sample size provides for quantitative and qualitative statistical analysis of results of the survey among the both categories of households, and the standard sample error does not exceed 2.5%.

About 50 per cent of households residing in buildings with condominiums have three and more members, while a corresponding share of households residing in buildings without condominiums is 35 per cent. About a third of households residing in buildings with and without condominiums have two members. The part of lone persons' households in houses with condominiums makes up 19.4%, and in houses without condominiums – 30.3%. The average size of a household makes up 2.6 and 2.3 persons, respectively.

Households with children make up 23.4% among residents of houses with condominiums and 20.5% among inhabitants of ordinary houses.

About 30% of residents of buildings with condominiums and 24% of residents of buildings without condominiums have complete and incomplete higher education. According to the social status, the

percentage of those who work full or part-time or are working pensioners makes up 52.1% among residents of houses with condominiums and 43.0% of houses without condominiums¹.

Apartments of the greater part of respondents are located in buildings of block construction or of *cjquina*, however, this percentage is higher among inhabitants of houses without condominiums and makes up 44.6% vs. 57.1% among residents of houses with condominiums. About 7% of residents of buildings with condominiums reside in buildings made of bricks. The rest of the respective groups polled live in panel houses.

As a result of the survey, the majority of respondents (both those in buildings where Condominiums were created, and those who were residents of the multi-apartment buildings without Condominiums) indicated that they had some complaints, although on the whole they were satisfied with the quality of the services of centralized heating.

The part of respondents satisfied (fully or partly) with the quality of centralized water-supply services in the city of Yevpatoria both in the houses where condominiums were created and in ordinary houses is virtually identical and makes up approximately 90% - these are answers to the direct question of the questionnaire related to satisfaction with the quality of services.

Almost equal (about 42-45%) is the percentage of households who *are absolutely satisfied with* centralized hot water-supply services both in buildings where condominiums were and were not created.

In assessment of the degree of satisfaction with centralized heating services, there is virtually no difference² between those who live in houses with and without condominiums: approximately 50-55% of respondents in each of the categories mentioned in their responses that they were absolutely satisfied with their quality.

Those who were not satisfied with the quality of services indicated the causes of their discontent; they included the fact that the actual temperature of hot water does not meet its standard value, violation of hot water supply mode. At the same time, it is worth mentioning that residents of buildings with condominiums faced the abovementioned problems rarely.

It should be taken into consideration that in the process of polling questions related to specific features of territorial location of houses with condominiums was not explored, as well as whether condominiums were predominately created in newer buildings or closer to water supply pressurizing components (closer to pump houses or elevated water storage), or buildings with fewer floors, or better/newer/larger diameter pipes.

10.9% of households residing in houses with condominiums indicated that they often encountered the problem of discrepancy between the standard and the actual temperature in the apartment. At the same time, among residents of ordinary houses 19.6% of respondents indicated that they frequently encountered these problems.

During the survey the respondents were asked their opinion as to the correspondence of amounts billed to them and volumes of district heating services consumed.

88,7% of residents of the houses where condominiums were created indicated that tariffs were too high. The respective figure for residents of ordinary houses is 81.9%. This opinion was typical not only for those who did not have meters, but also for those who paid for consumed services according to the meters readings.

The fact of having debts for payment for centralized heating services was mentioned by 14.1% of respondents living in houses where condominiums were created and 16.2% of households in houses wherever condominiums were not created.

¹ Data on education and the social status should be used cautiously, as it is unknown whether it is the respondent who is the household leader.

² The difference is under 2.2 p.p. and is not statistically significant.

Among the reasons for which the debt appeared, over 60% of households in houses with condominiums specified that their family was unable to pay for the services because of low incomes. This share is same among inhabitants of ordinary houses is twice higher.

Among the respondents who have debts, the average level of the households' income makes up 1260 UAH per month, which is lower than the respective indicator among households not having debts. For this group of households the average income level makes up 1415 UAH.

Results of the survey showed that residents of Yevpatoria had significant interest in implementing energy saving measures which, among other things, would improve their living conditions.

86.0% of all respondents supported implementation of various energy-saving measures у своїх оселях, and 95.2% of them were willing to use their own savings for funding them.

Regarding implementation of energy-saving measures in *houses*, members of condominiums were more active in the aspect of their implementation in previous years.

Based on assessment of the level of interest in implementation of energy-saving measures in *the future*, it should be noted that there is a high level of activity both groups of respondents. (Nevertheless, residents of buildings where condominiums were not created are more active).

Among the households in whose houses energy-efficiency measures *have not yet been implemented*, the share of those "interested" fluctuates within the range from 42.3 to 75.9% for specific measures (table 1).

Table 1. Comparative table of the level of interest in implementation of energy-saving measures in apartment houses of Yevpatoria (% to the number of households in whose houses the respective measures have not yet been implemented)

	Consumers in ordinary houses	Consumers in houses with condominiums
Heat insulation of external walls of the house	62.6	62.5
Repair of roofs, warming of attics, basements	75.9	63.5
Replacement of windows in the lobby with modern double glass panes	56.8	45.1
Replacement of entrance doors in the lobby with new, heat-insulated ones	64.0	42.3
Organizing in the house of an individual heating point	45.5	44.7

During the survey, respondents who were living in buildings with condominiums were asked several additional questions about their awareness of operations of associations.

Respondents were asked about the way of making decisions in condominiums. The majority of residents (85.6%) said that decisions were made at general meetings.

It should be noted that more than 60% of residents of households with Condominiums believed that associations had a positive impact on quality of services although on the whole they were satisfied with the quality of the services of centralized heating.

According to the results of the survey, taking into consideration the principle of confidentiality of information, microdata files that could be provided to interested parties were prepared. Such parties might include information and analytical departments of central authorities and local self-governments, and utility companies, academics, professional organizations, etc.