



About the WPIP / MIP V Programme

Quantitative Study Report on WPIP/MIP V Programme Wave 2

Implemented by: Data Centrum Research Institute

April 2026

Research objectives



The research has two main objectives:

- i) to measure the awareness and expectations of the residents on the WPIP/MIP V investment program aimed at improving water and wastewater services by focusing on different municipalities.

- ii) to measure the awareness and satisfaction of the residents with the water and wastewater services provided by their respective municipality.

Methodology

Method

Quantitative survey, Face-to-Face, Door-to-Door interviews using a structured questionnaire in form of CAPI (computer-assisted personal interviewing) with average length of interview 12 minutes

Sampling

The survey was conducted in the municipalities of Berat, Fier, Elbasan, Lezhe, Shkoder, Vlore

Target group

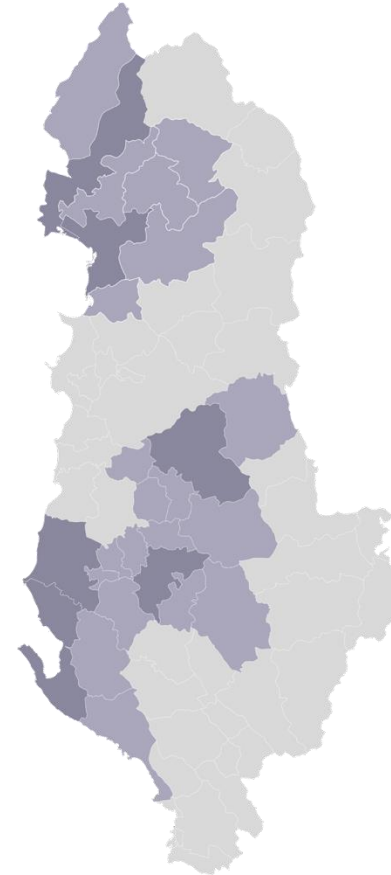
Resident in the respective Municipalities, 18+ years old, male & female
Representative sample n=800, by using multi-stratified sampling technique.

Timeline

Fieldwork dates: 01.04.2026 up to 09.04.2026

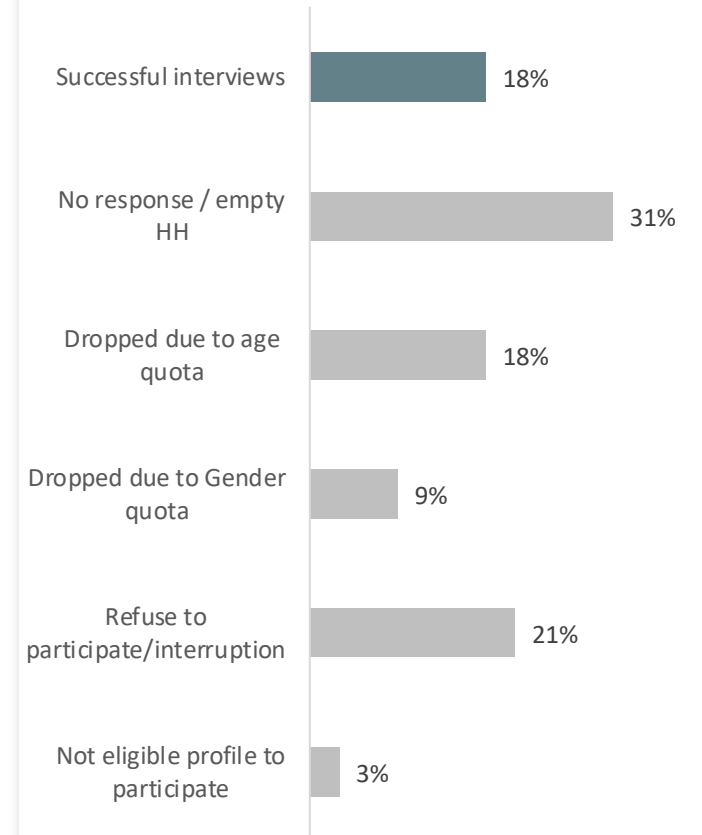
Response rate

4,422 household have been contacted in total to achieve the required sample, achieving a final response rate of 18%.



Response rate

(800 out of 4,422 contacts could be interviewed = 18%)



1. Awareness of Municipal Water and Wastewater Services

*Total Sample n=800

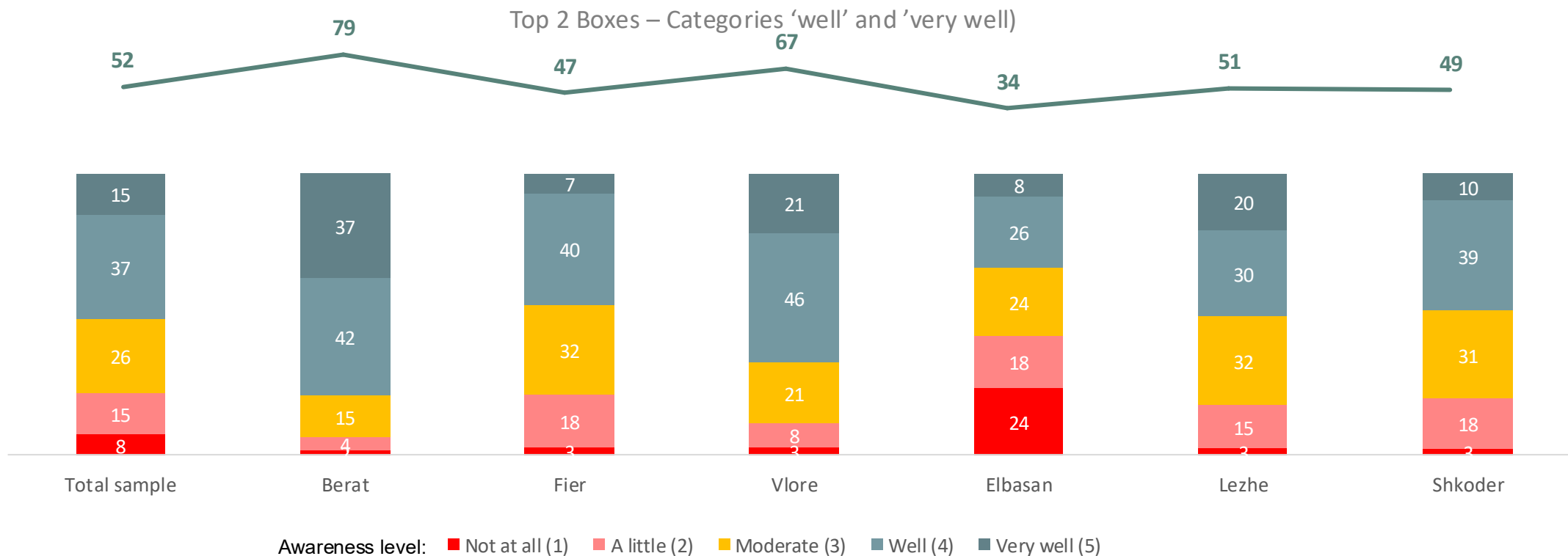
*All the data are expressed in percentages %

- *The study reveals that **52%** of respondents claim to be well-aware of the water and wastewater services provided in their municipalities.*
- *Regarding the main objectives of municipal water and wastewater services, **66%** of respondents are aware.*
- *Residents show a slightly higher awareness of water services over wastewater services.*
- *About **31%** of the respondents reported often or very often issues with water supply in their area. The main issues mentioned spontaneously are: Limitation of water supply, Poor water quality, Insufficient water quantity or low pressure, especially affecting upper floors. The residents in Elbasan and Vlore municipalities seem to encounter issues more often than others.*
- *Overall, the findings indicate a mixed awareness of municipal services, prevalent issues with supply and wastewater, and generally moderate satisfaction among the residents.*

Awareness of water and wastewater services provided in their municipality

1. How well do you know the water and wastewater services provided in your municipality?

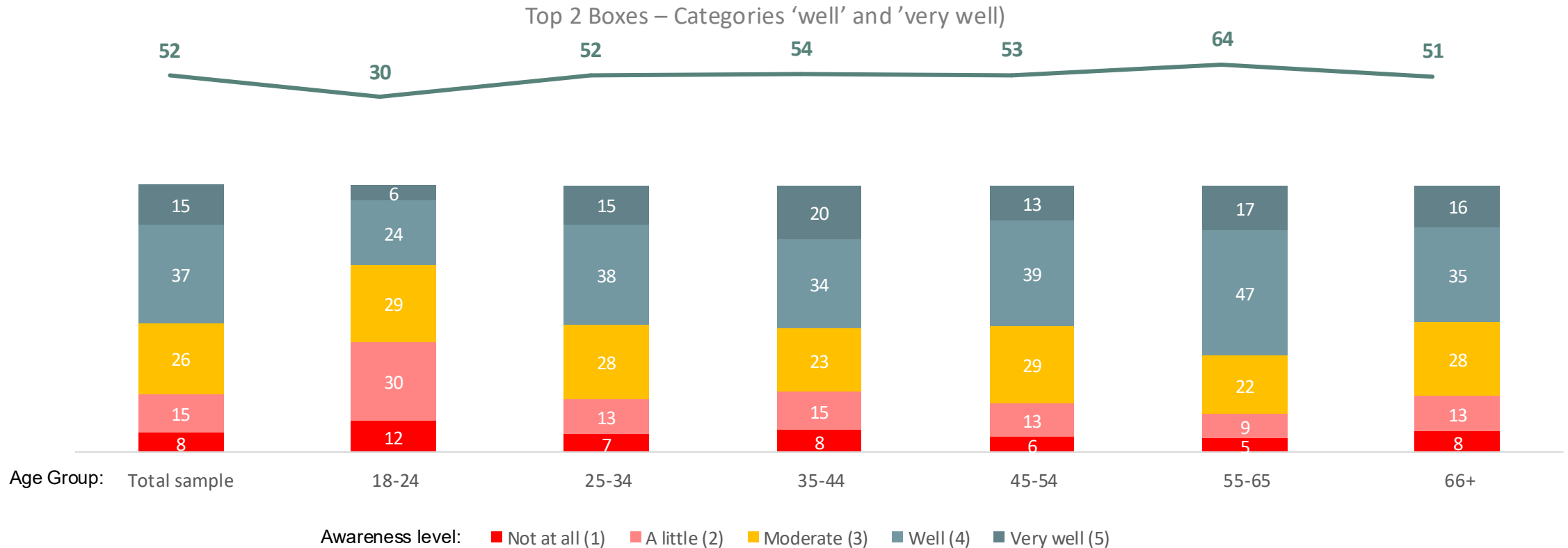
52% of respondents claim that they know well the water and wastewater services provided in their municipality, indicating a fair level of awareness overall. Awareness is notably higher in Berat (79%) and Vlore (67%), while lower levels are observed in Elbasan (34%) and Fier (47%), with other municipalities remaining closer to the average.



Awareness of water and wastewater services provided in their municipality-age group

1. How well do you know the water and wastewater services provided in your municipality?

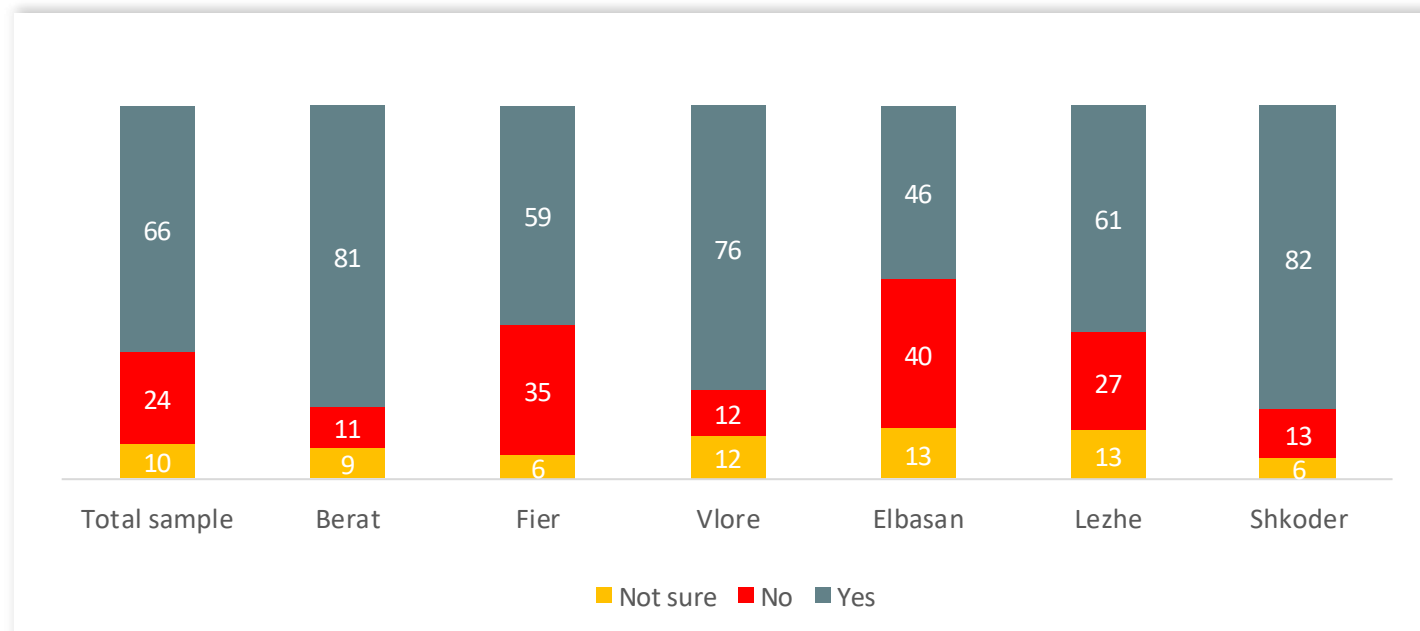
Awareness of the water and wastewater services is significantly lower among younger respondents aged 18–24 (30%), while it increases across older age groups, peaking among those aged 55–65 (64%). Other age groups remain relatively close to the average, with only minor variations.



Awareness of the main objectives of Municipality for water and wastewater services

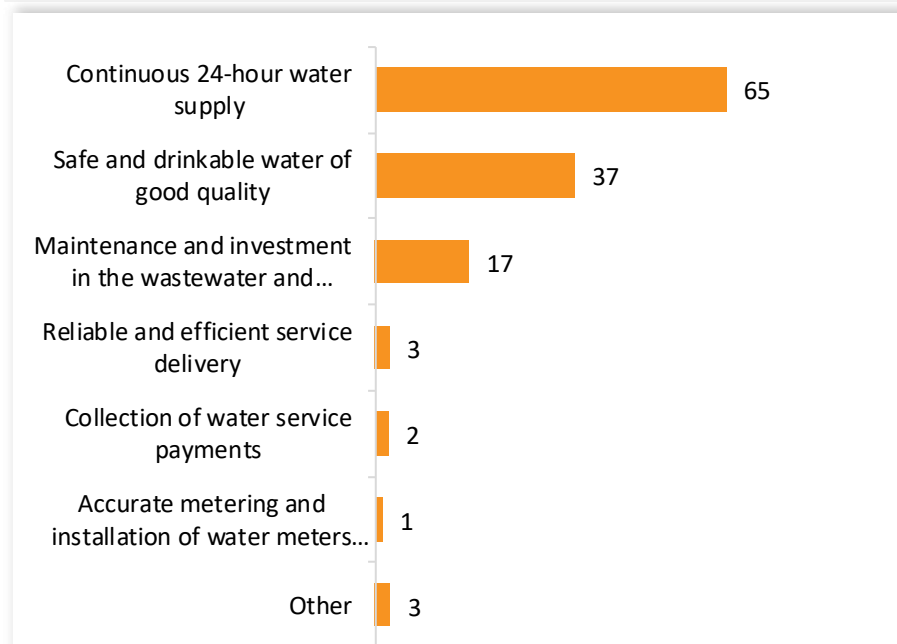
2. Do you know the main objectives of your municipality as regards water and wastewater services?

66% of the respondents claim they know the main objectives of their municipality as regards water and wastewater services, while 34% claim they don't know such objectives or are not sure. Higher awareness in Berat, Shkoder and Vlora



3. According to you, what are the objectives of the municipality as regards the water utility? Spontaneous

The objectives most mentioned spontaneously are: "24-hour/continuous water supply", "Safe and drinkable water of good quality", "Maintenance and investment in the wastewater and supply network", and "Reliable and efficient service delivery".

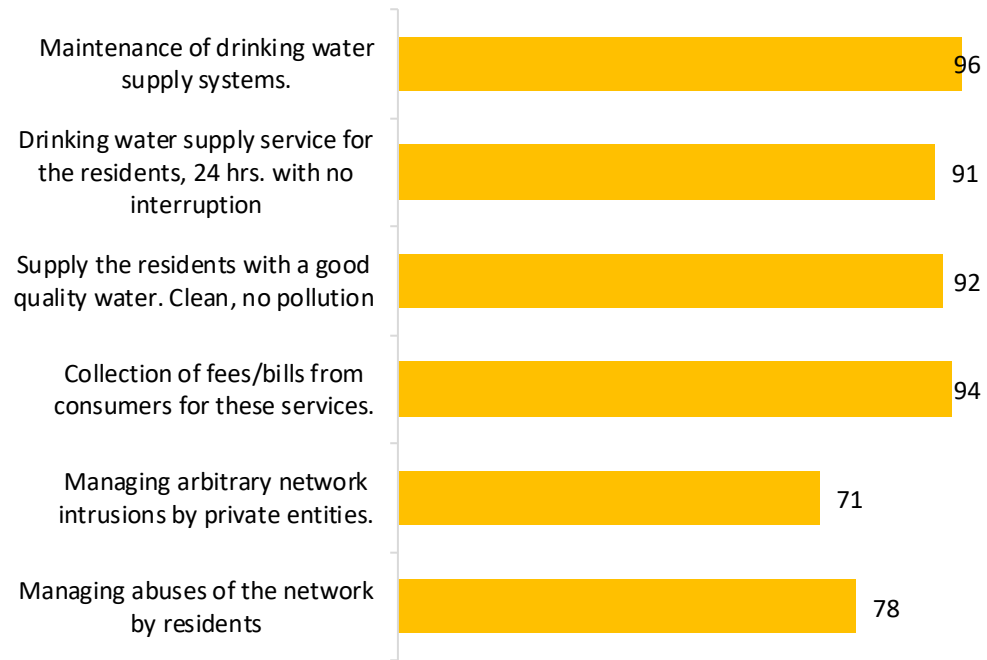


Awareness of main services provided by the municipality

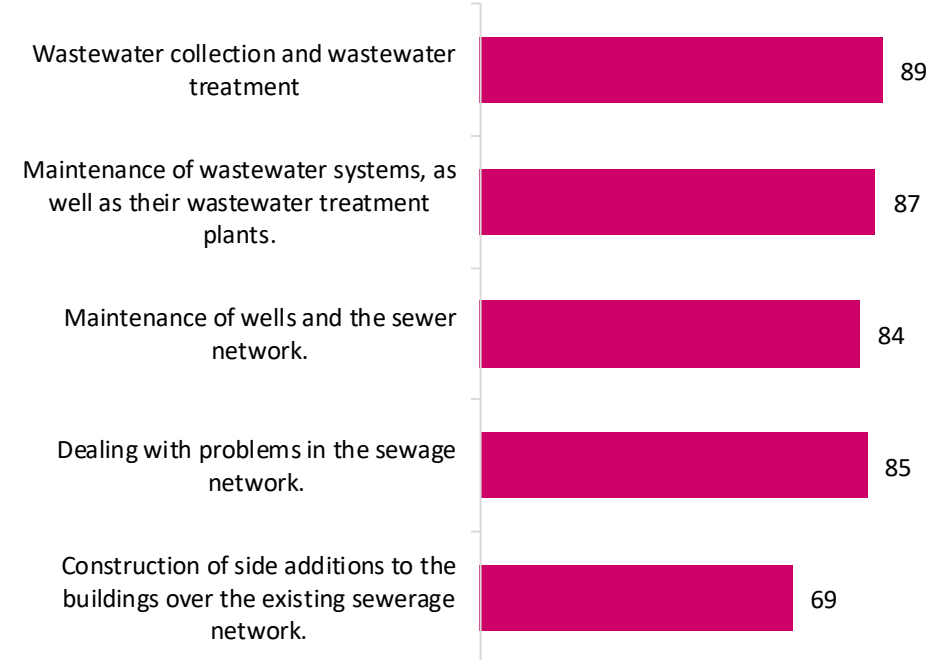
4. Let's list some of the main services provided by your municipality as regards water and wastewater, and let me know if you are aware that the municipality provides such services:

They are slightly more aware of the water services, vs. wastewater services. The water services that they are less aware of are: Managing arbitrary network intrusions by private entities and Managing abuses of the network by residents. The wastewater service that they are less aware of: Construction of side additions to the buildings over the existing sewerage network.

Awareness on water services



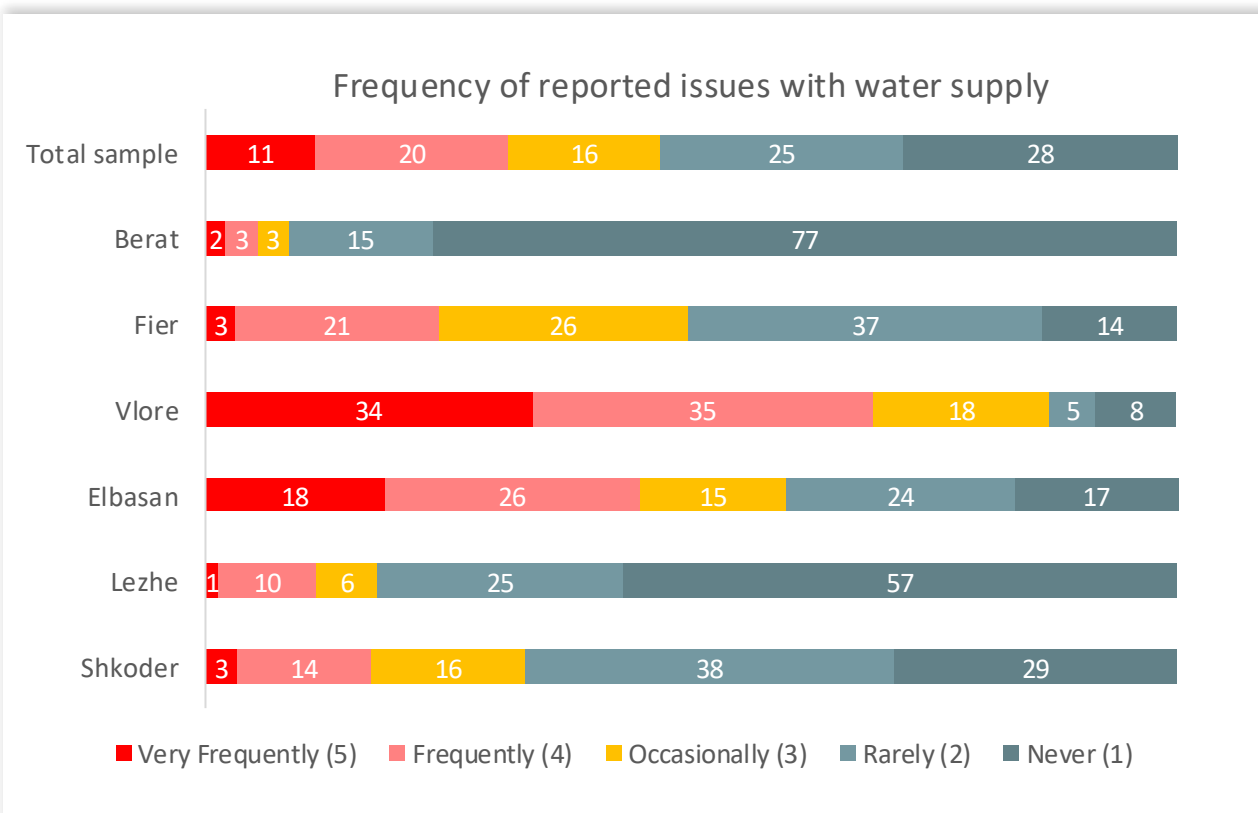
Awareness on wastewater services



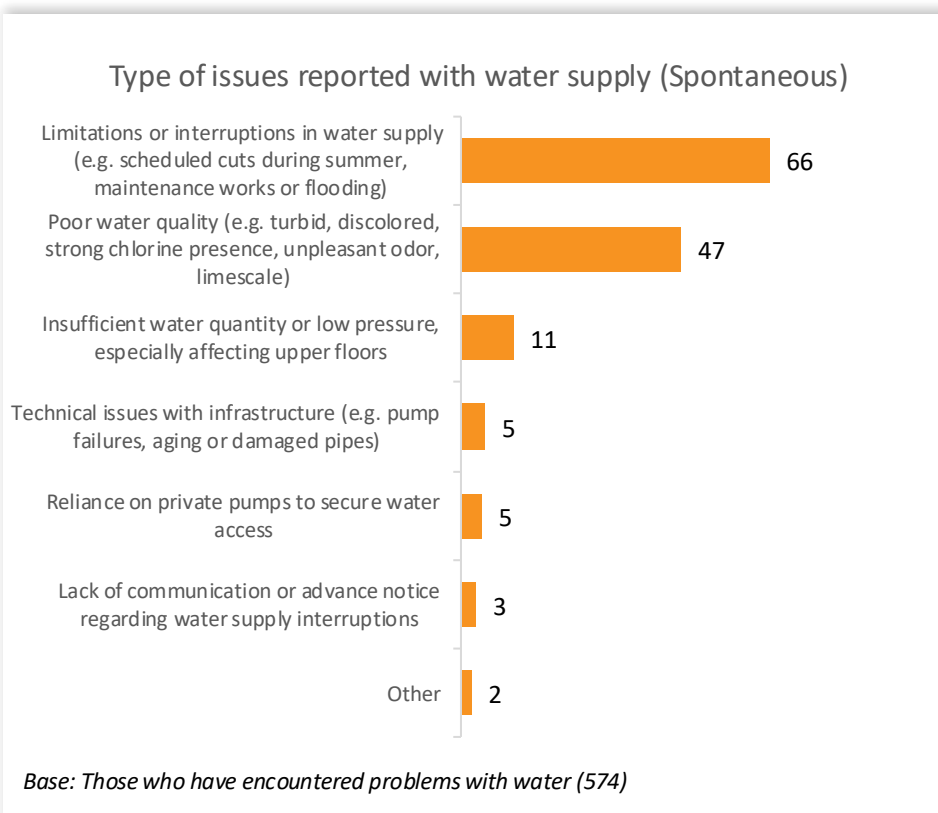
Issues with water supply and frequency

31% of the respondents reported often or very often issues with water supply in their area. The main issues mentioned spontaneously are: Limitation of water supply, Poor water quality, Insufficient water quantity or low pressure, especially affecting upper floors. The residents in Elbasan and Vlore municipalities seem to encounter issues more often than others.

5. How often do you encounter issues with water supply in your area?



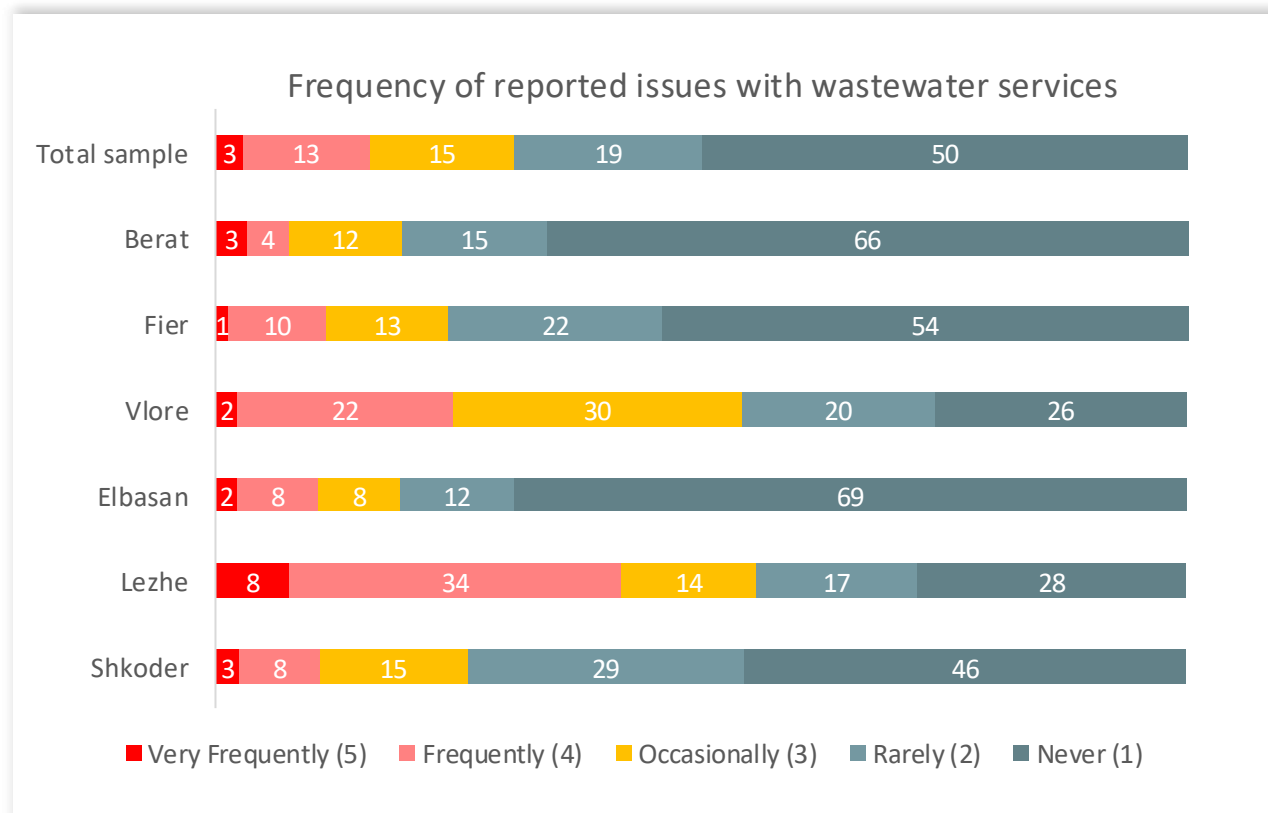
6. What types of issues do you encounter with water supply? Spontaneous



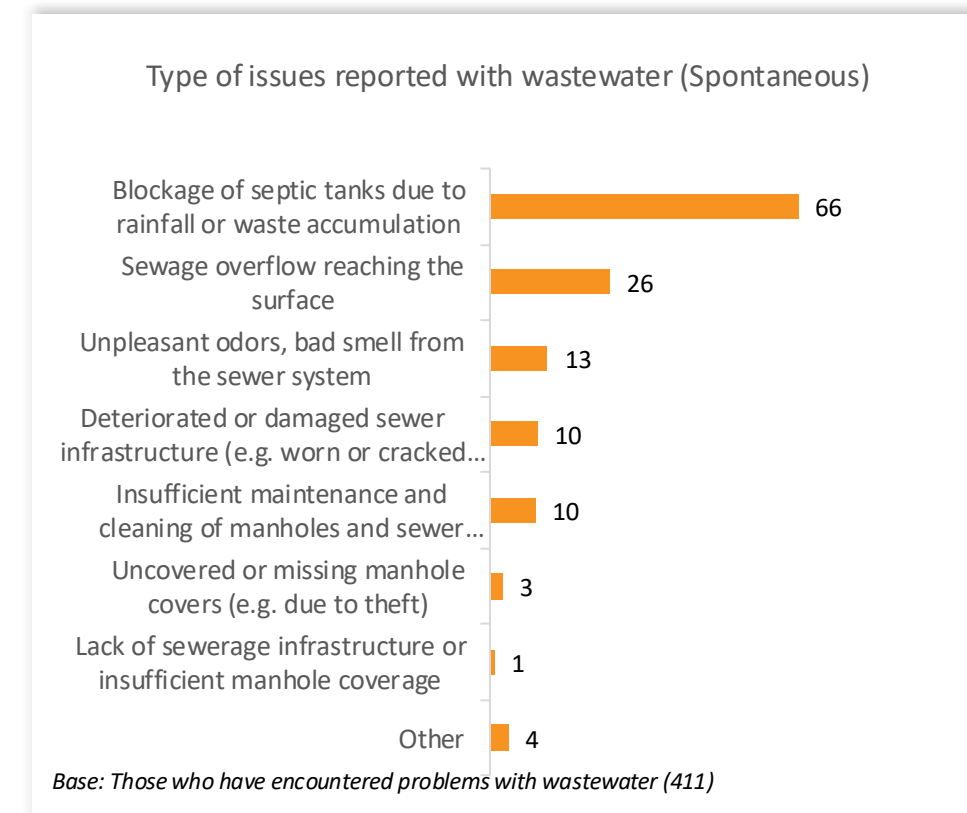
Issues with wastewater and frequency

16% of the respondents reported often or very often issues with wastewater in their area. The main issues mentioned spontaneously are: Blockage of septic tanks especially after the rain, the sewage comes to the surface and the bad smell. The residents in Lezha municipality reported the issues most frequently.

7. How often do you encounter issues with waste water services in your area?



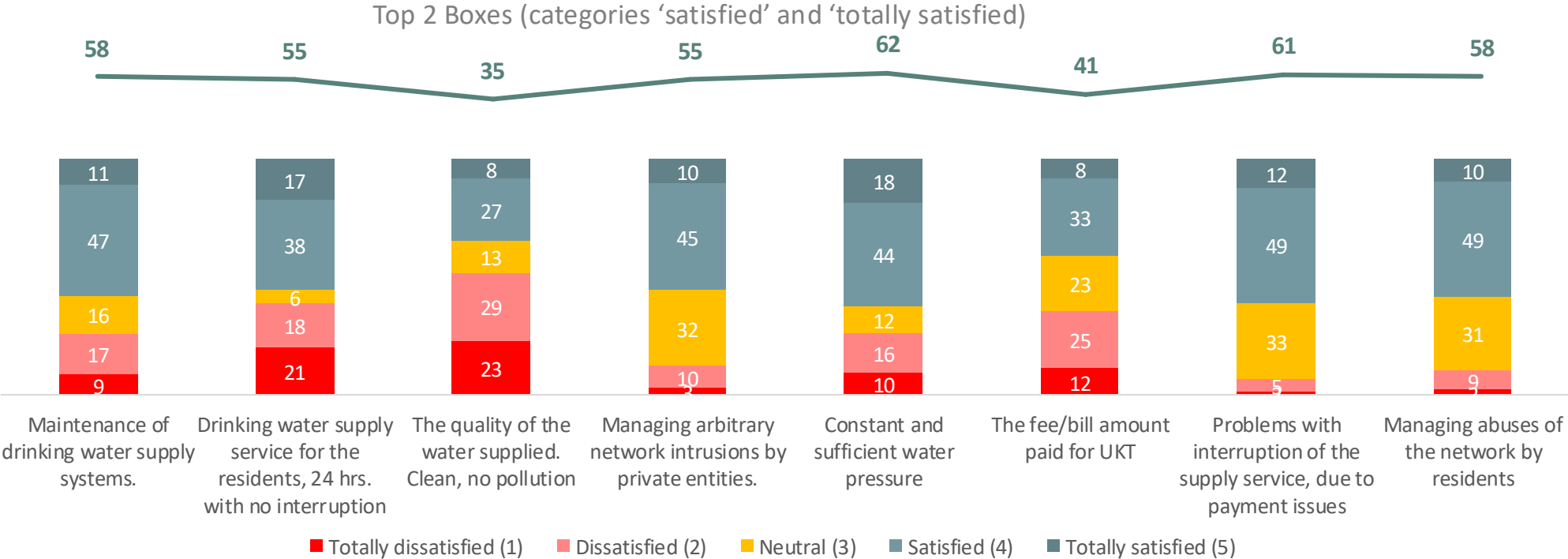
8. What types of issues do you encounter with waste water services? Spontaneous



Satisfaction with water supply services

9. How satisfied are you with the following main services provided by your municipality as regards water and wastewater? Please answer on a scale from 1-5 where 1 means totally dissatisfied, 3-Neutral and 5 Totally Satisfied

"Constant and sufficient water pressure" received the highest satisfaction rating at 62%, closely followed by the 61% of respondents who are satisfied with how the municipality handles interruptions due to payment issues. In contrast, the "Quality of the water supplied" (cleanliness/pollution) is a pain point, securing the lowest satisfaction score at only 35%. Other areas, such as the "fee/bill amount paid" and "arbitrary network intrusions," show more moderate levels of approval, hovering around 41% and 55% respectively, highlighting a clear divide between infrastructure reliability and the perceived quality and cost of the water itself.

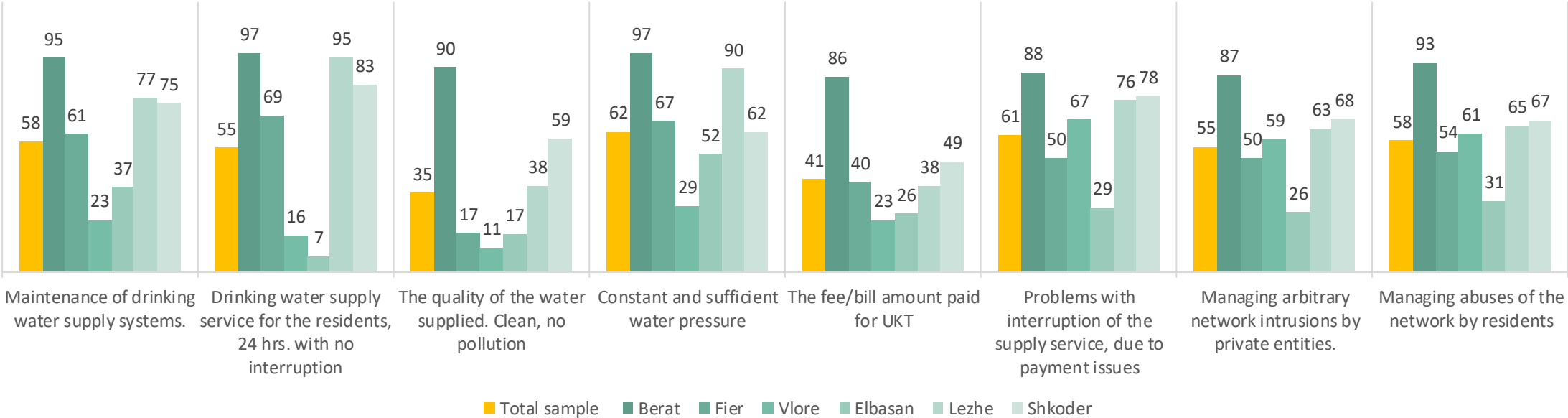


Satisfaction with water supply services

Municipality analysis (T2B – categories ‘satisfied’ and ‘totally satisfied’)

9. How satisfied are you with the following main services provided by your municipality as regards water and wastewater? Please answer on a scale from 1-5 where 1 means totally dissatisfied, 3-Neutral and 5 Totally Satisfied

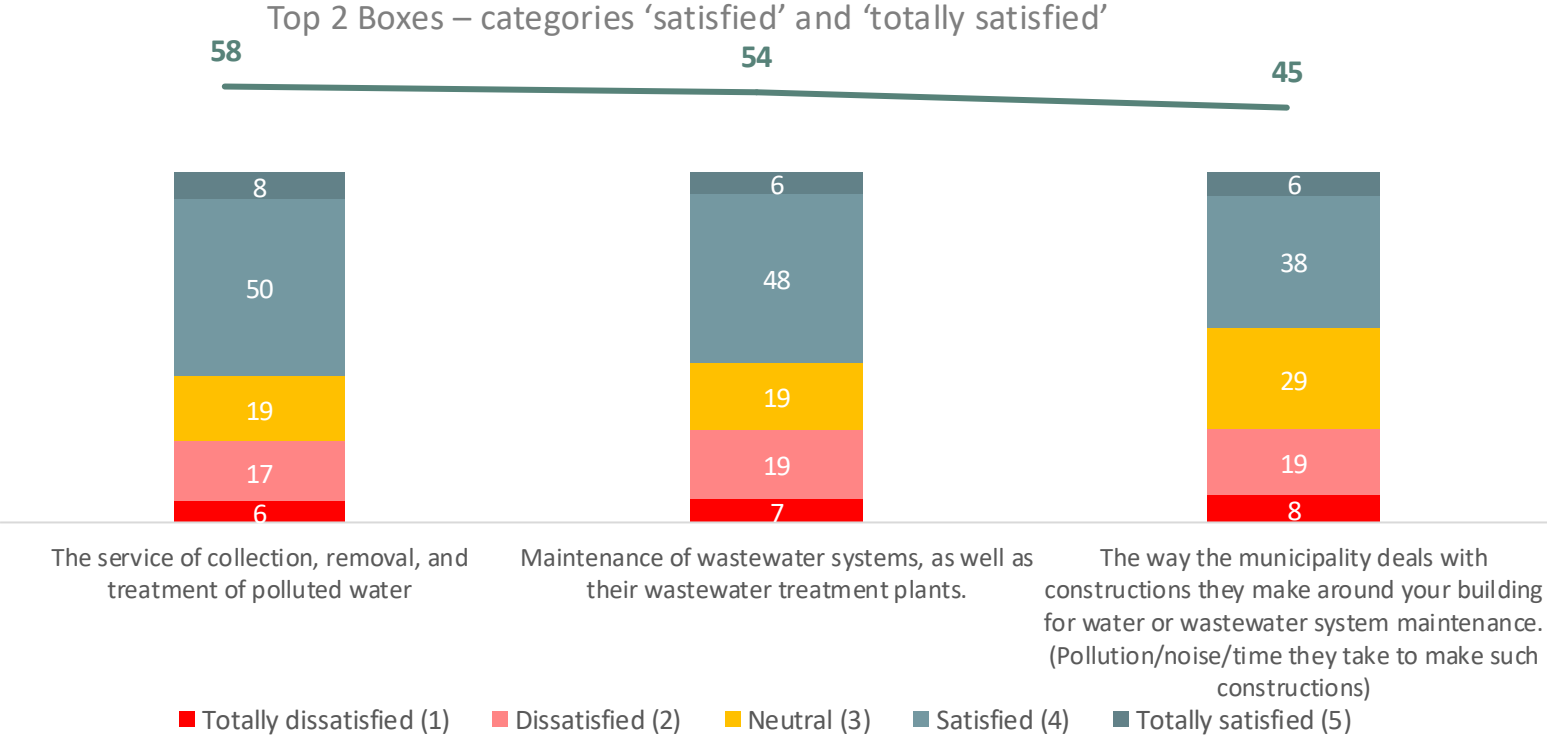
When we analyze the T2B (Top 2 boxes – the two categories ‘satisfied’ and ‘totally satisfied’), according to each municipality, it is noted that Berat and Shkoder emerging as the top performers, followed by Lezha. Berat leads the group with exceptionally high satisfaction scores, hitting 97% for both constant water pressure and 24-hour supply, and a notable 90% for water quality. On the other end of the spectrum, Vlore is consistently the lowest performer, with satisfaction plunging to just 11% for water quality and 16% for 24-hour supply. Elbasan also struggles in specific areas



Satisfaction with wastewater services

9. How satisfied are you with the following main services provided by your municipality as regards water and wastewater? Please answer on a scale from 1-5 where 1 means totally dissatisfied, 3-Neutral and 5 Totally Satisfied

When asked about wastewater services, the better performance is the collection and removal of polluted water at 58% satisfaction. The maintenance of wastewater systems follows with a 54% approval rating, though both areas face a combined dissatisfaction rate of approximately 23-26%. The weakest area is the management of maintenance-related construction, which drops to 45% satisfaction, largely due to a high neutral response of 29% and concerns regarding the noise and pollution caused by these works.

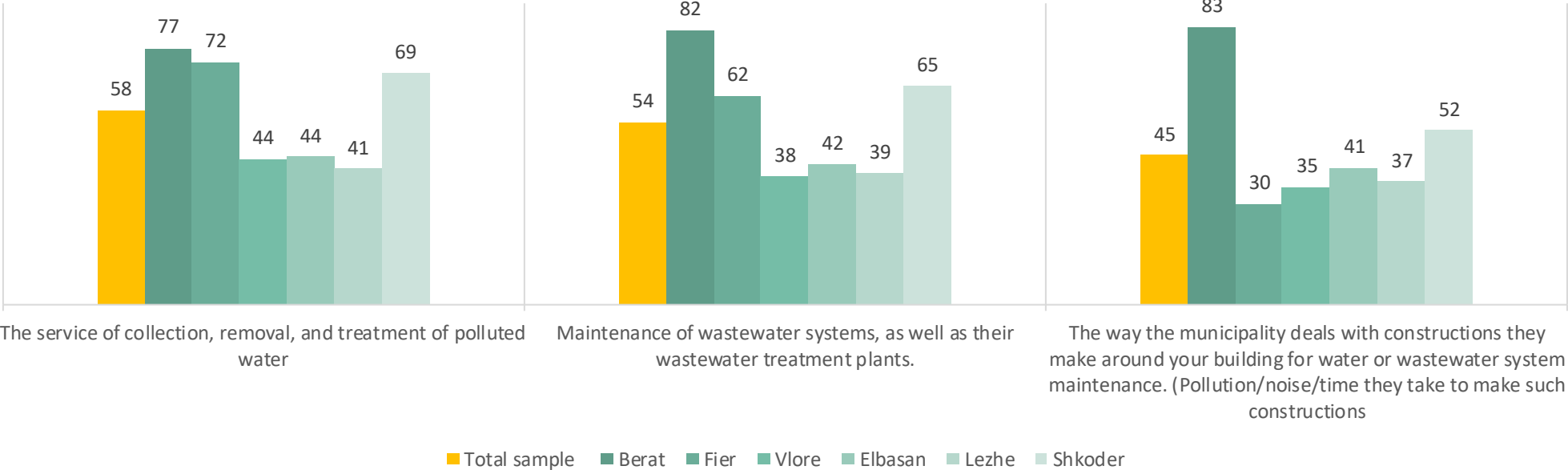


Satisfaction with wastewater supply services

Municipality analysis (T2B – categories ‘satisfied’ and ‘totally satisfied’)

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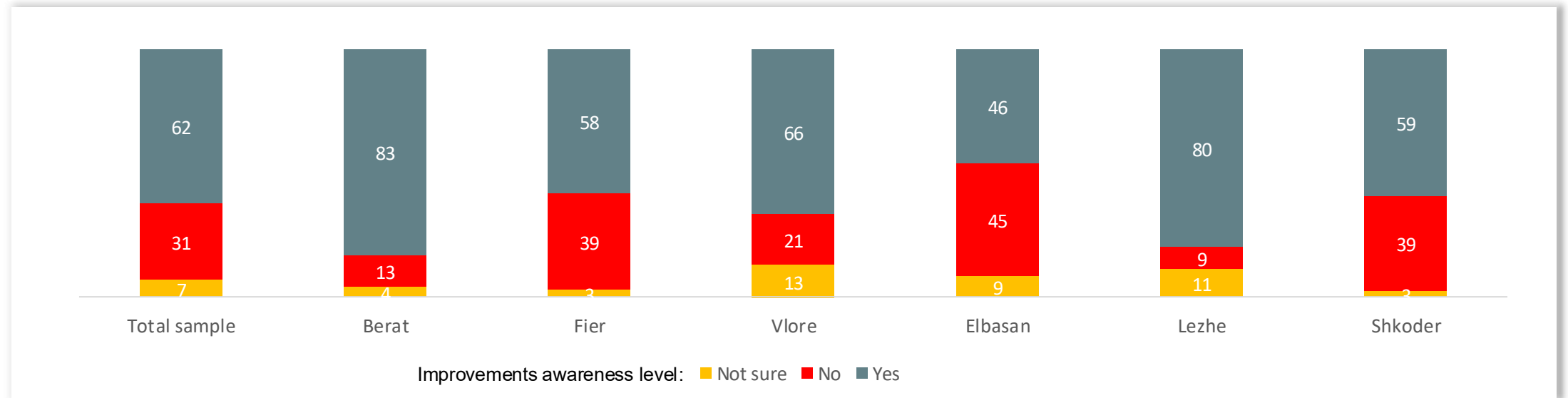
When we analyze the T2B (Top 2 boxes – the two categories ‘satisfied’ and ‘totally satisfied’), according to each municipality, it is noted that the residents in Berat Fier and Shkodër are mainly satisfied with main services provided by municipality as regards wastewater. While the residents of Vlore are less satisfied with such services.



Awareness of improvements on water and wastewater services

10. Are you aware of any recent improvements or changes to the water and wastewater services in your municipality?

62% reported that they are aware of recent improvements or changes to the water and wastewater services in their municipality, while 31% reported they are not aware, and 7% reported they are not sure if they heard of any improvements lately.

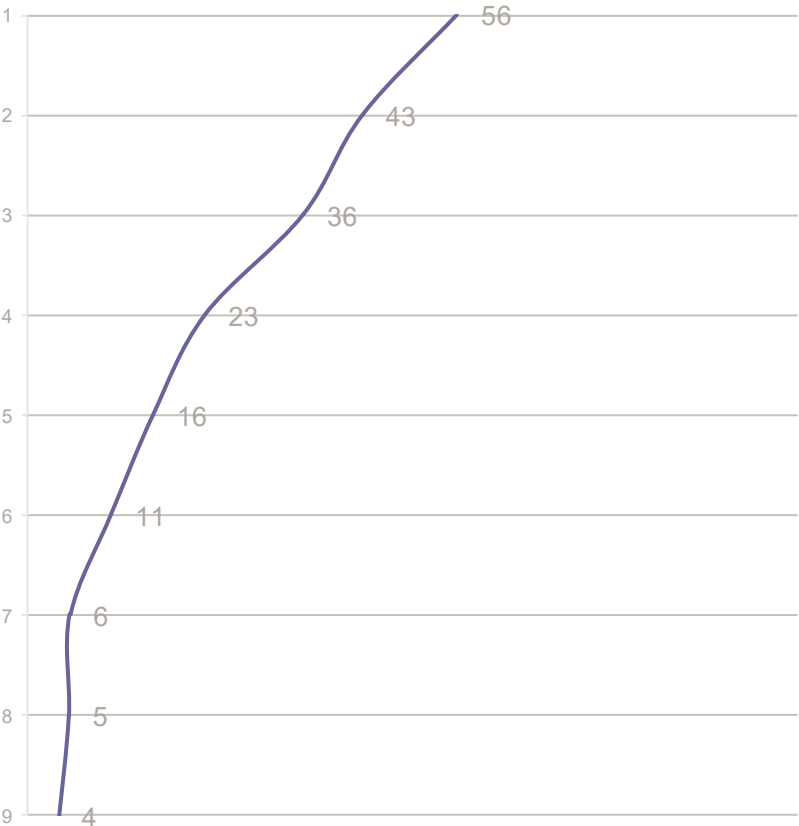


Source of information on water and wastewater services

11. Where do you usually get information about water and wastewater services? (Select all that apply)

Information flow regarding water services is heavily driven by informal communication, with Personal Networks (friends, family, and relatives) serving as the primary source for 56% of respondents. Traditional Media and Digital Platforms also play significant roles, cited by 43% and 36% respectively, indicating a blend of old and new media consumption. In contrast, official and direct communication methods are far less utilized. This reliance on word-of-mouth and general media over official municipal channels suggests a potential gap in direct engagement between the local government and its residents.

- 1. Personal Network (friends, family, and relatives)
- 2. Traditional Media (TV, radio, and newspapers)
- 3. Digital Platforms (social media)
- 4. Neighborhood Word-of-Mouth (information from neighbors)
- 5. Official Channels (local government offices)
- 6. Digital Government Services (official municipality website)
- 7. Public Forums (community meetings and town halls)
- 8. Building Management (building administrator or manager)
- 9. Direct Observation (visible works ongoing in the area)



Sources of information

2. Awareness of the WPIP / MIP V Investment Program

- Awareness of the WPIP / MIP V investment program is moderate, with 24% of respondents having heard about it.
- Among those aware of the program, 84% know it is an investment program for improving water and wastewater services, 34% know it is financed by KfW, EU, and SECO.
- After we introduced the specific details of the investment program in their municipality, there was an increase in residents' positive perception of the program with +4 pts (84% to **88%**). Berat and Lezhe emerging as the highest performers.
- Trust in the program's implementation is relatively moderate, with **37%** of respondents believing it will be implemented accordingly. While interest in obtaining more information is higher, with 55% of respondents wanting more details about the program.

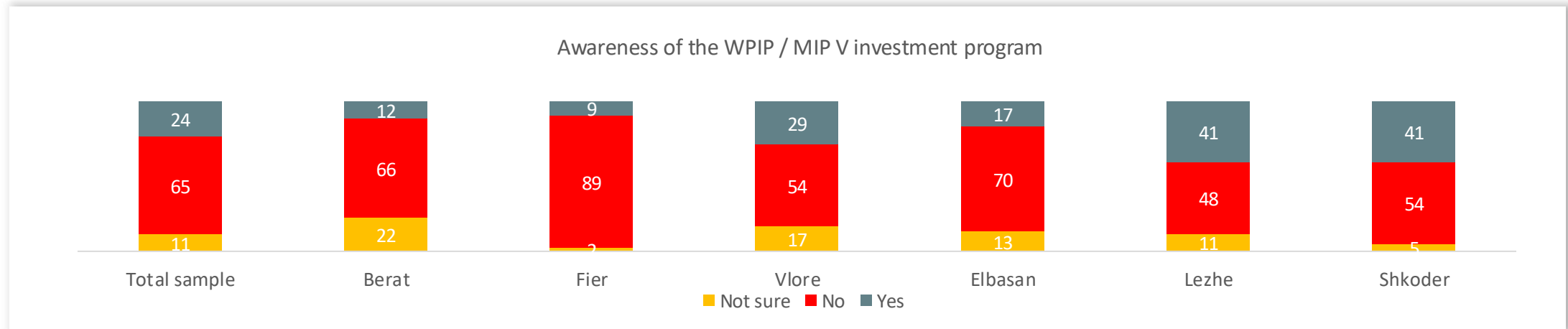
*Total Sample n=800

*All the data are expressed in percentages %

Awareness of the WPIP / MIP V investment program

24% of the sample have heard about the WPIP / MIP V investment program. Regionally, Lezhe and Shkoder are the high performers in terms of awareness, both reaching 41%, whereas Fier and Berat show the lowest engagement at 9% and 12% respectively. Among those who are aware of the program, knowledge is primarily focused on its core purpose, improving water and wastewater services (87%), while more specific details, such as its budget or its financing are known by only about a quarter of that group.

12. Have you heard about the WPIP/MIP V investment program?



13. If yes, what do you know about the WPIP/MIP V investment program? (Select all that apply)



Base: All respondents (800)

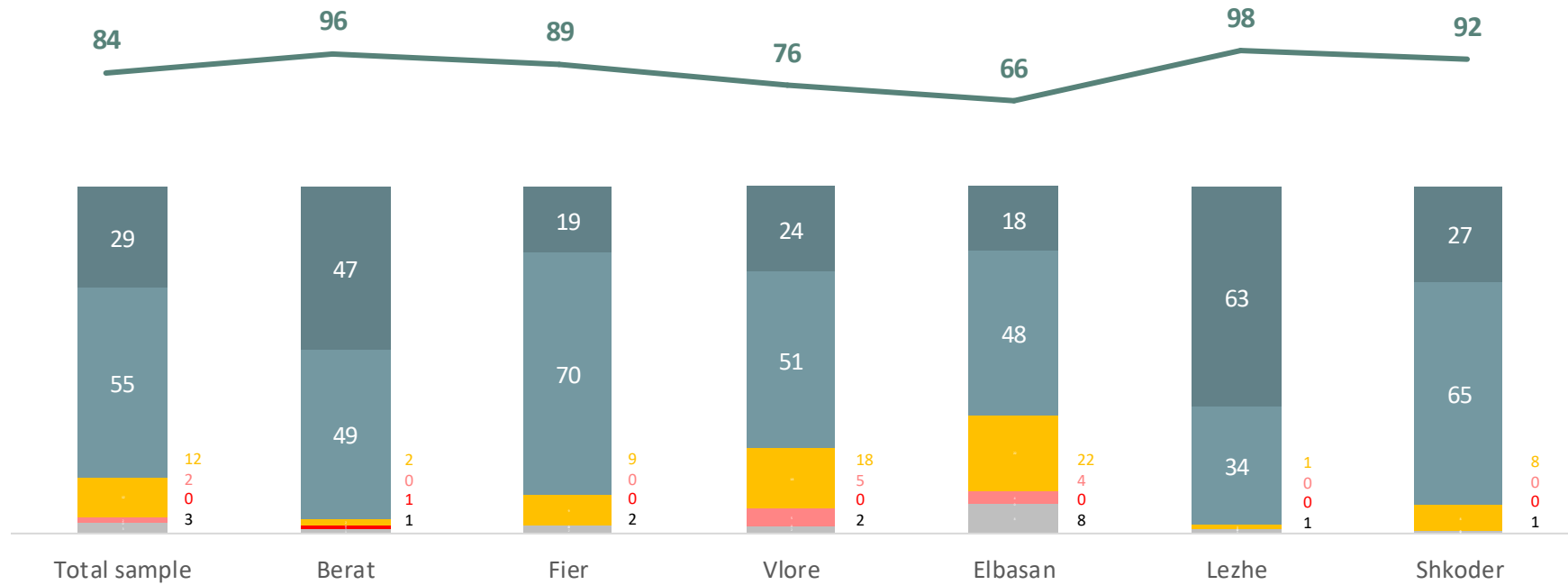
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Pre- expectations of the impact of the program in their municipality

14. How do you think the WPIP/MIP V investment program might impact your municipality?

Expectations for the program are overwhelmingly positive, with 84% of the total sample anticipating a (very) positive impact on their municipality. Lezhe and Berat stand out as the highest performers in terms of optimism, reaching 98% and 96% respectively, with Lezhe notably having the highest "very positive" sentiment at 63%. In contrast, Elbasan and Vlore are the relatively lower performers, though still positive, with approval ratings of 66% and 76%. It is significant that negative sentiment remains extremely low at just 2% across the board, though a quarter of respondents in Elbasan (22%) remain neutral.

Top 2 Boxes – categories 'positively' and 'very positively'



So, by summarizing the WPIP/MIP V investment program; it is an investment program aimed at improving water and wastewater services by focusing on different municipalities. This program is financed by KfW, EU, and SECO, up to 125 million Euros.

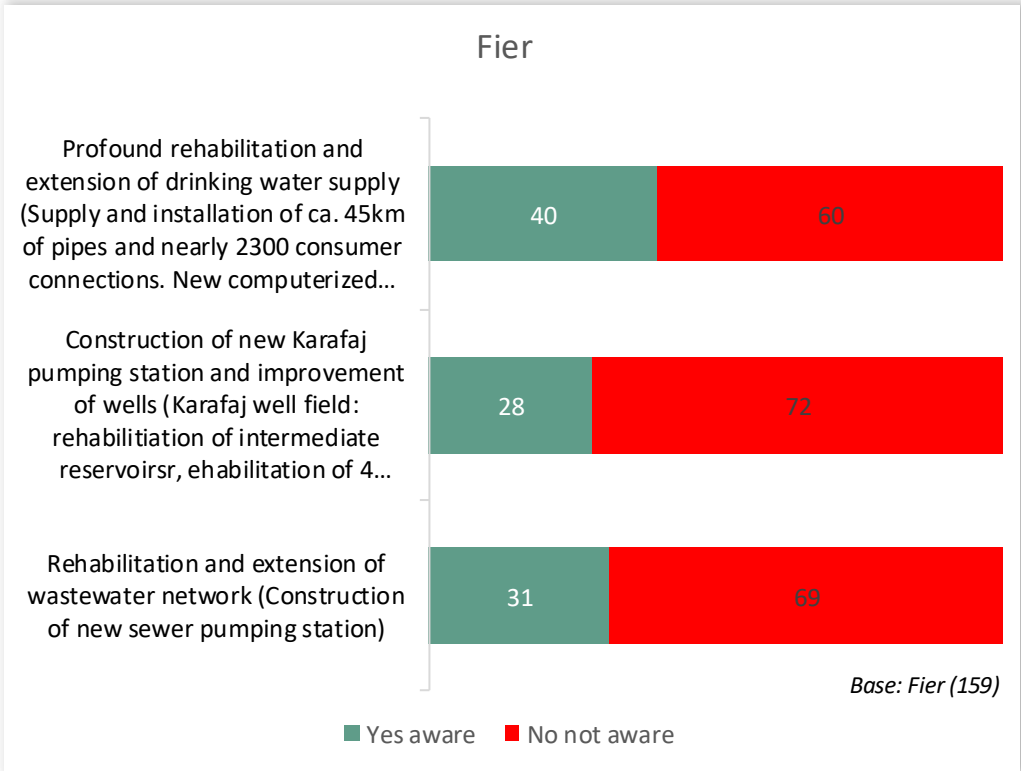
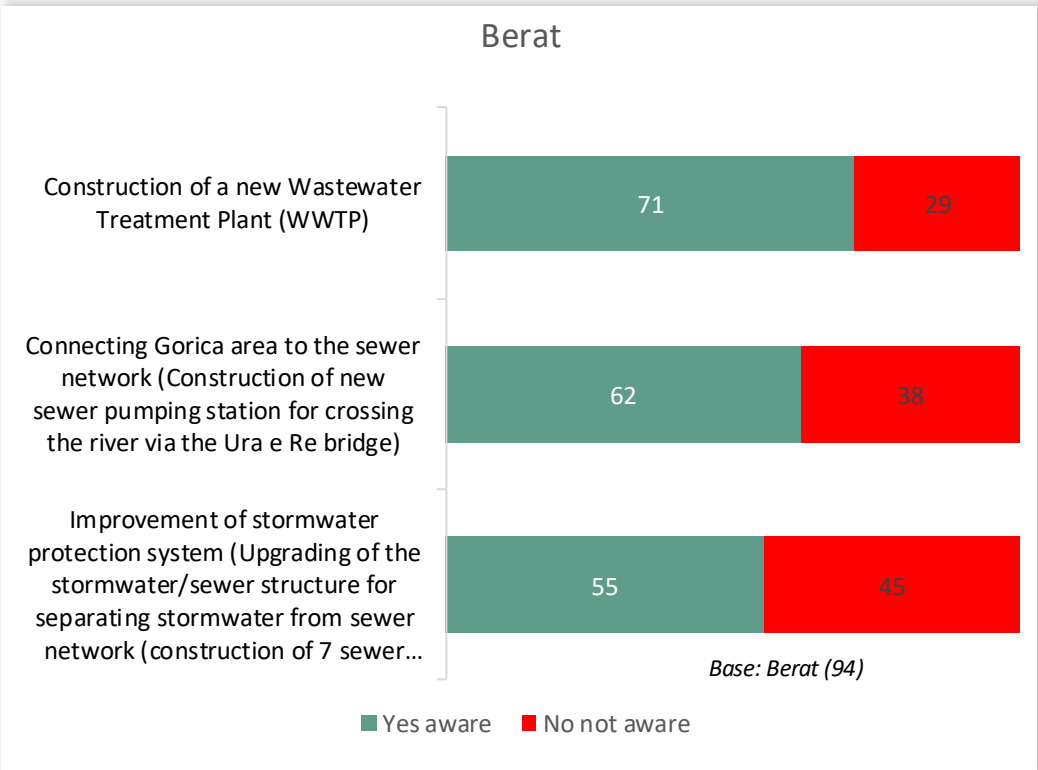
Program impact pre-expectations level: ■ Not Sure ■ Very Negatively (1) ■ Negatively (2) ■ Neutral (3) ■ Positively (4) ■ Very Positively (5)

Awareness of the details of the WPIP / MIP V investment program

As regards the levels of local awareness regarding specific project components; In Berat, there is a relatively high level of awareness for the new Wastewater Treatment Plant (71%) and the Gorica area sewer connection (62%), while the stormwater system improvements are less known at 55%. Conversely, residents in Fier show significantly lower awareness across the board; the most recognized project is the rehabilitation of the water supply (40%).

15. Let us introduce in detail the WPIP/MIP V investment program for your municipality. For each of the following let us know if you heard about such investments.

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Base: All respondents (800)

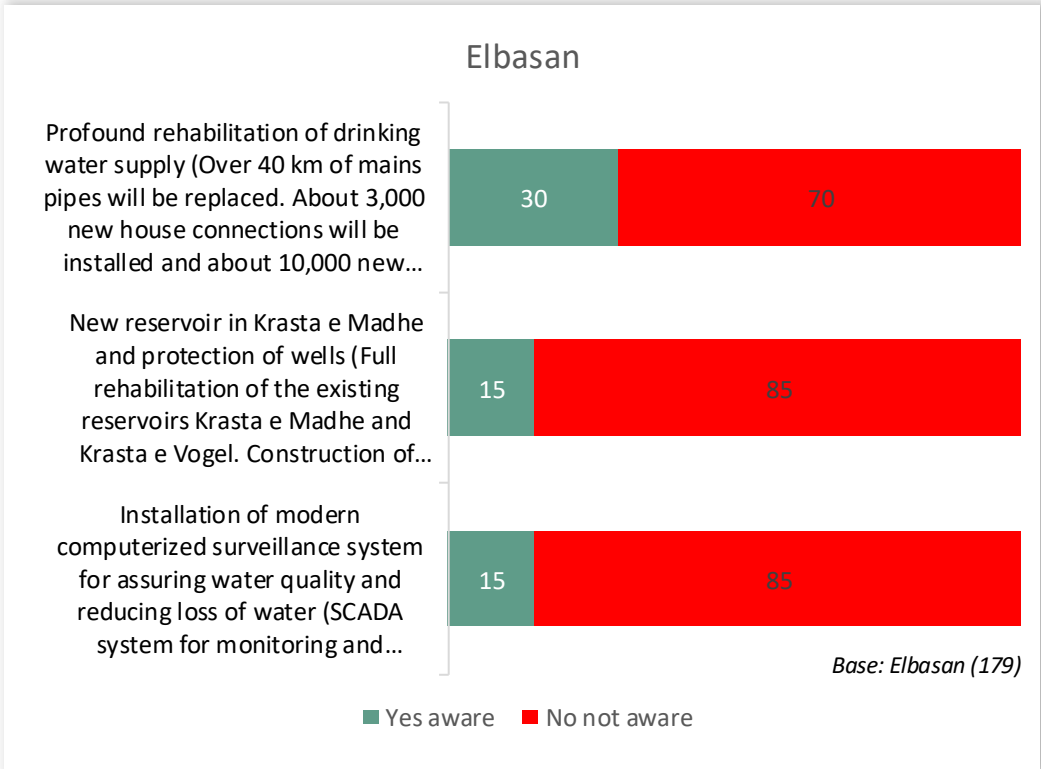
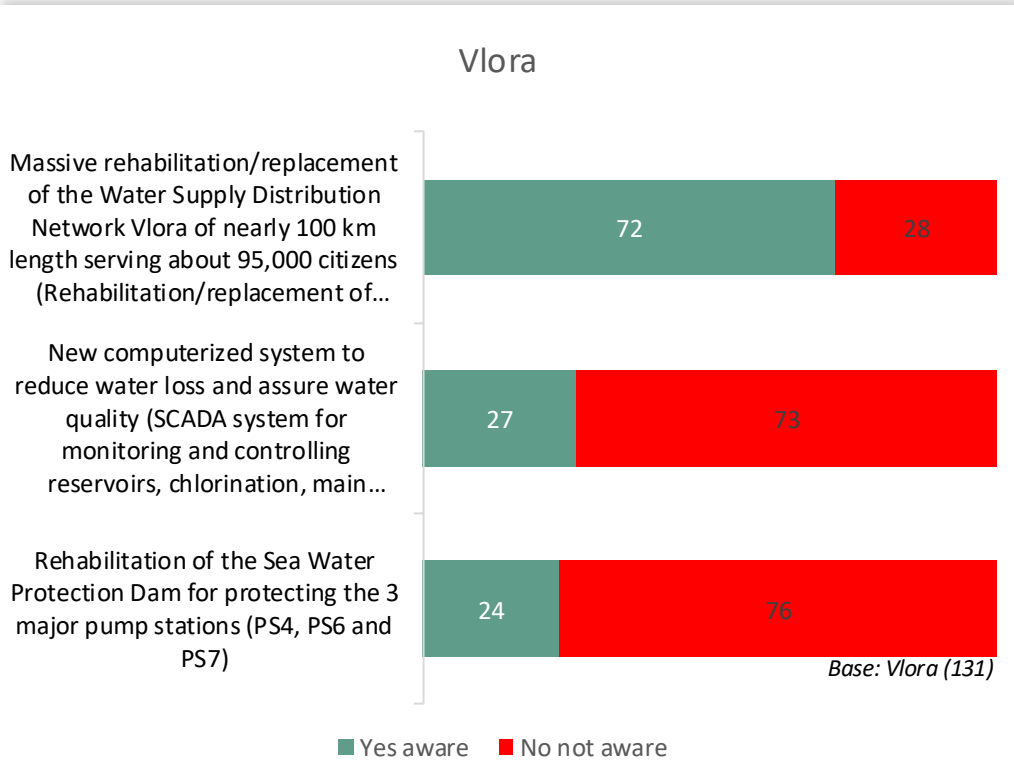
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Awareness of the details of the WPIP / MIP V investment program

As regards the levels of local awareness regarding specific project components; In Vlora, while there is a high awareness of the massive rehabilitation of the water supply network (72%), knowledge drops significantly for technical upgrades like the SCADA system (27%) and the sea water protection dam (24%). Elbasan emerges as the lowest performer for program detail recognition, with a vast majority of respondents unaware of the planned works;

15. Let us introduce in detail the WPIP/MIP V investment program for your municipality. For each of the following let us know if you heard about such investments.

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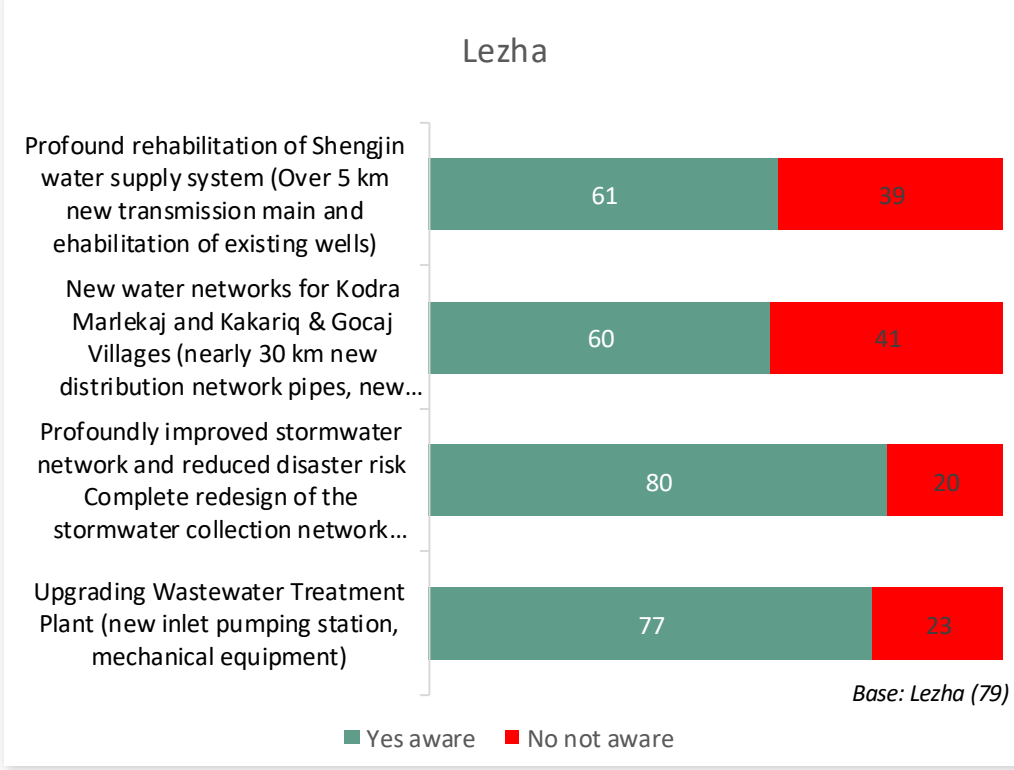
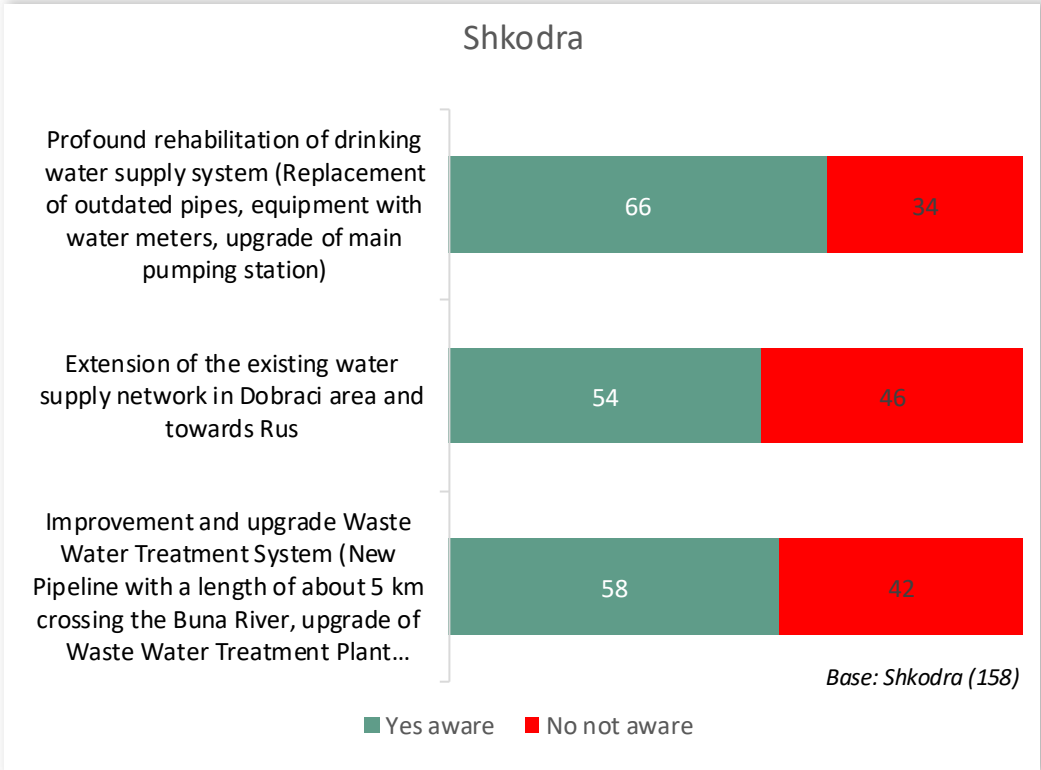


Awareness of the details of the WPIP / MIP V investment program

As regards the levels of local awareness regarding specific project components; In Shkodra, the rehabilitation of the drinking water system is the most well-known component at 66%, while the wastewater system upgrades and network extensions follow at 58% and 54% respectively. Lezha shows even more robust awareness levels, particularly for its stormwater network (80%) and the Wastewater Treatment Plant upgrade (77%).

15. Let us introduce in detail the WPIP/MIP V investment program for your municipality. For each of the following let us know if you heard about such investments.

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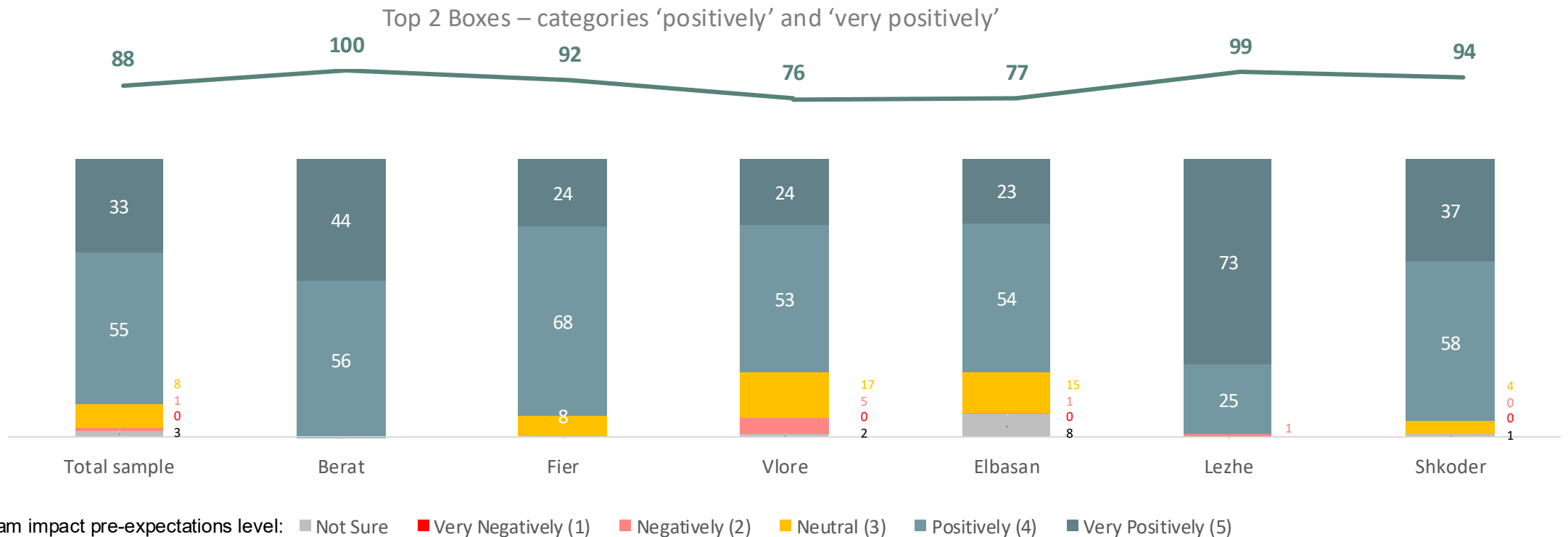


*All the data mean percentages %

Post- expectations of the impact of the program in their municipality (after reading the details of the program)

16. Now, after being introduced to the details and the specifics of the project let me ask again, how do you think the WPIP/MIP V investment program might impact your municipality?

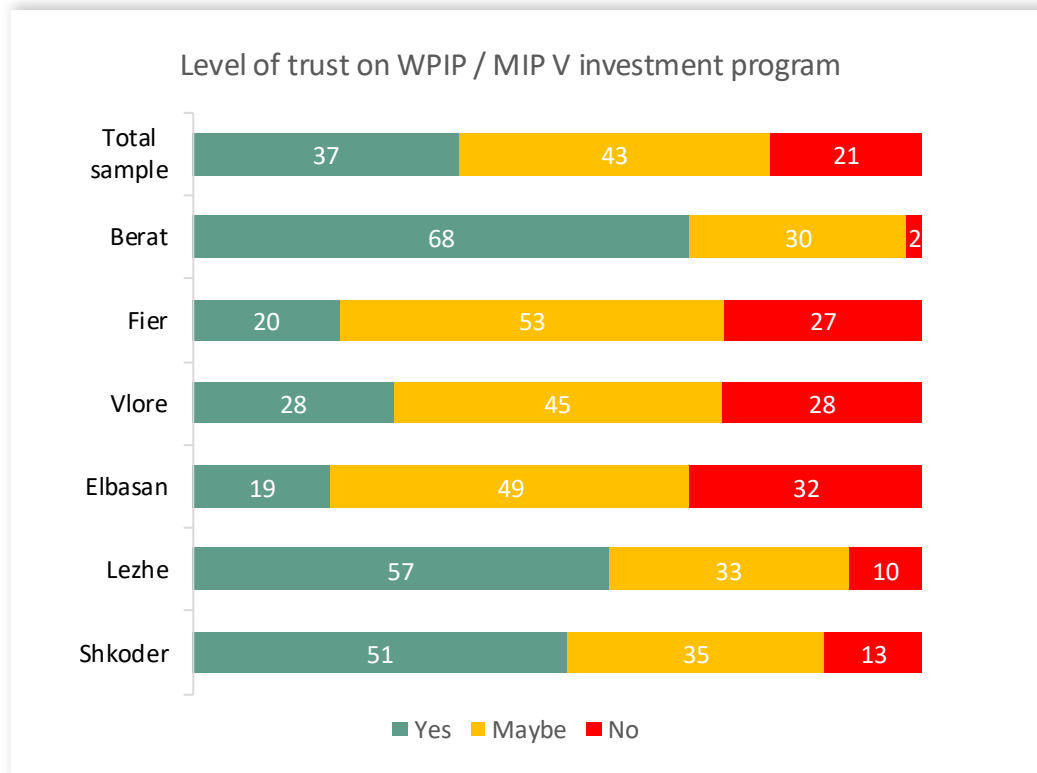
After we introduced the specific details of the investment program in their municipality, there was an increase in residents' positive perception of the program with +4 pts (84% to 88%). Currently, 88% of residents view its impact on their municipality positively or very positively, while only 1% have a negative perception. Berat and Lezhe emerging as the highest performers. Berat reached a perfect 100% positive evaluation, while Lezhe followed closely at 99%, boasting the highest "very positive" sentiment at 73%. In contrast, Vlore and Elbasan remain the relatively lower performers; while still mostly positive, they recorded the lowest approval ratings at 76% and 77% respectively.



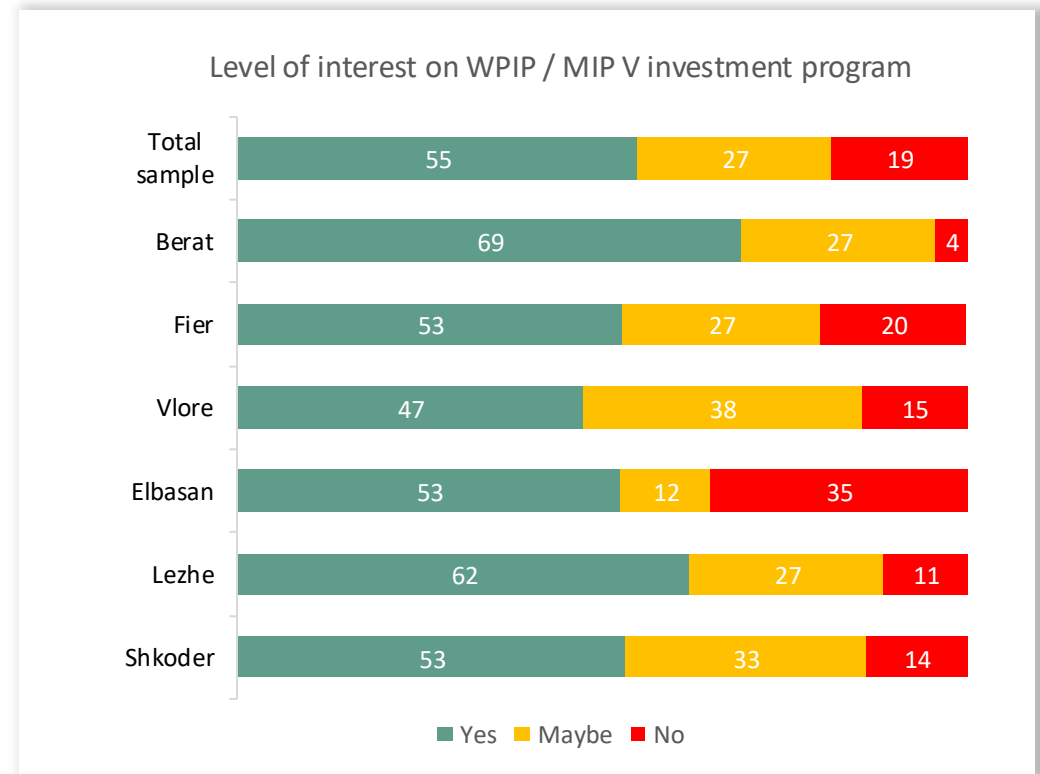
Level of trust and interest for the WPIP / MIP V investment program

Trust in the program's implementation stands at 37%, while a majority of 55% express interest in receiving more information. Berat is the clear top performer, leading in both trust (68%) and desire for further details (69%). Conversely, Elbasan and Fier are the lowest performers regarding confidence; only 19% and 20% respectively believe the program will be implemented accordingly, with Elbasan also showing the highest level of active disinterest in more information at 35%.

17. Do you think that the WPIP/MIP V investment program will be implemented accordingly?



18. Would you like more information about the WPIP/MIP V investment program?



3. Awareness of EU Water Policy and Priorities

- Awareness of the EU water policy and its priorities is relatively low among respondents, with only 15% being familiar with it.
- When informed about the EU water policy, **95% of the** respondents consider it very important for improving water and wastewater services in Albania.
- Of those aware of the EU water policy, 66% understand how it might influence water management practices in their municipality. This suggests that while overall awareness is low, those who are informed about the policy have a reasonable understanding of its potential impact.
- Respondents prefer to receive information about water policies and investment programs through public meetings (57%), followed by Social media (55%) and municipalities websites (32%). It is clearly noticed that the younger group of ages prefer more the digital online way to be informed while the older group of ages prefer the F2F method more.

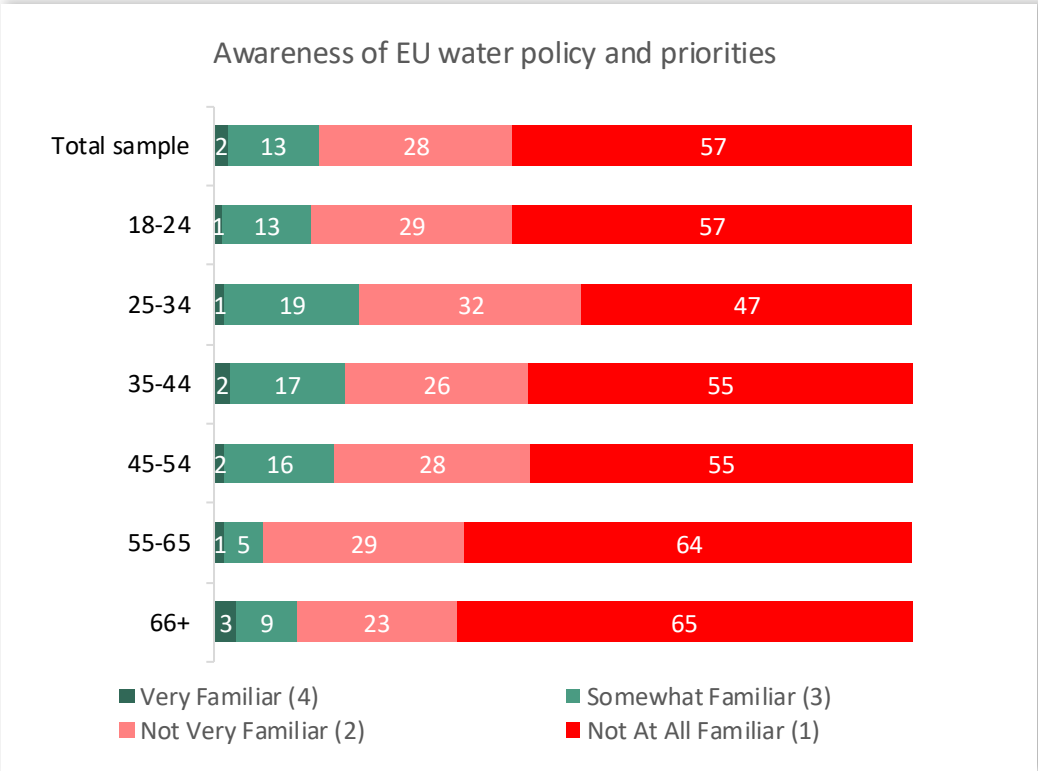
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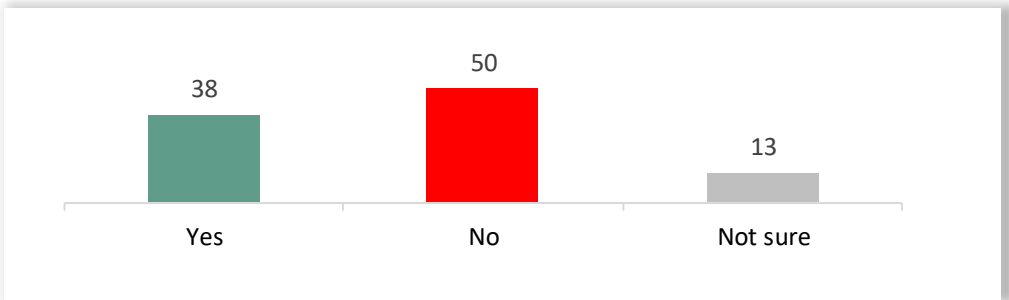
Awareness and information on EU water policy and priorities

Only 15% of the respondents are aware of the EU water policy and priorities. 38% of them that are aware, have received information or education about the EU water policy and priorities. 66% of them that are aware, know how the EU water policy might influence water management practices in their municipality.

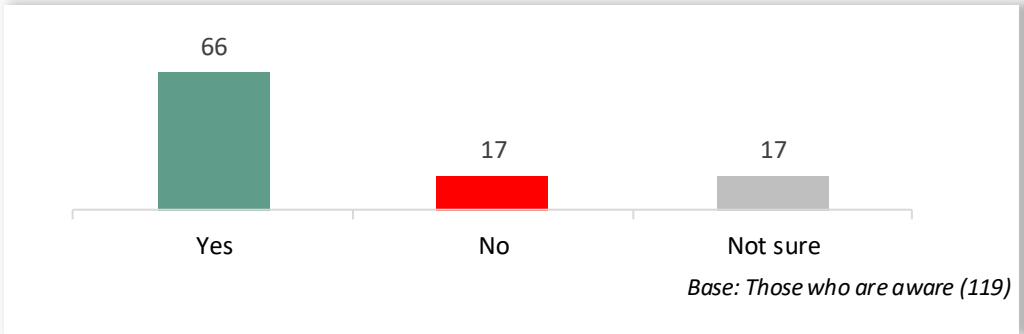
19. Are you familiar with the EU water policy and its priorities?



20. Have you ever received information or education about the EU water policy and priorities?



21. Do you know how the EU water policy might influence water management practices in your municipality?



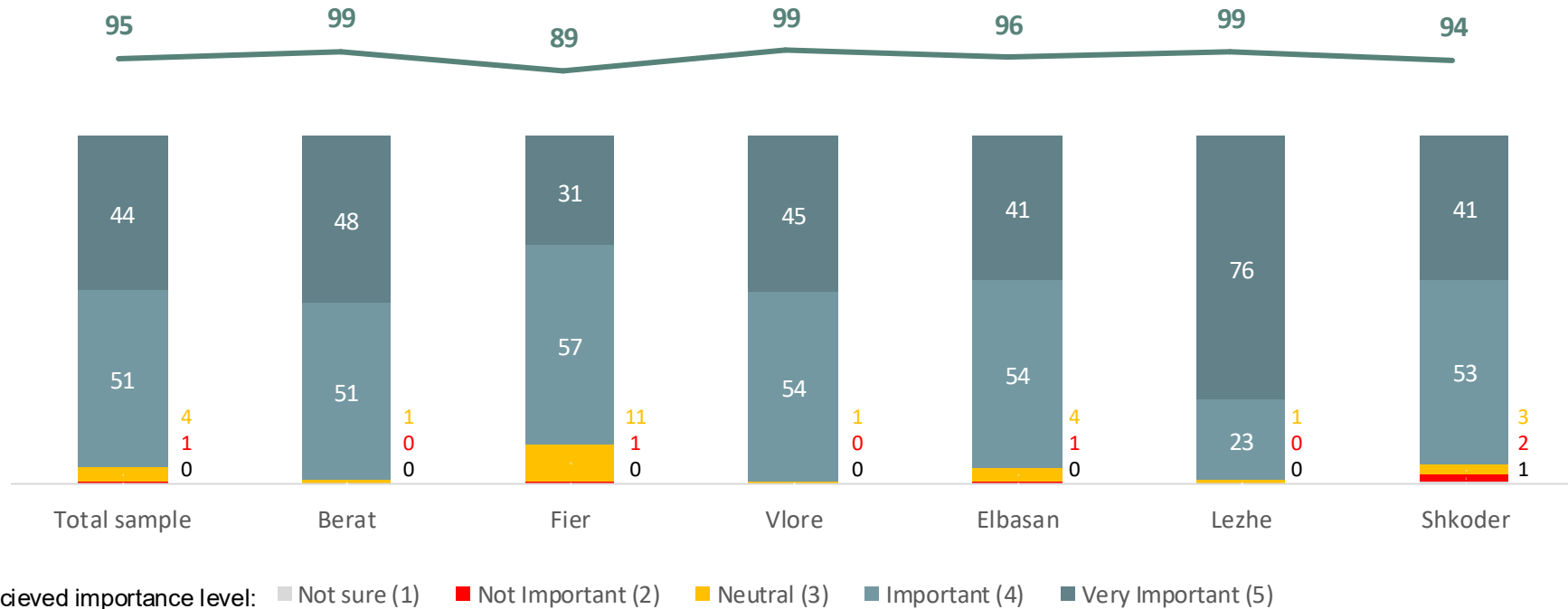
Level of importance of the EU water policy and priorities

22 How important do you think EU water policy is for improving water and wastewater services in Albania?

After we introduced the main idea of the EU water policy and priorities, 95% of the respondents think that the EU water policy is (very) important for improving water and wastewater services in Albania, while only 3% of them find it as not important. Residents of Fier, have a slightly lower positive perception of the importance of the EU water policy and priorities

Top 2 Boxes – categories 'important' and 'very important'

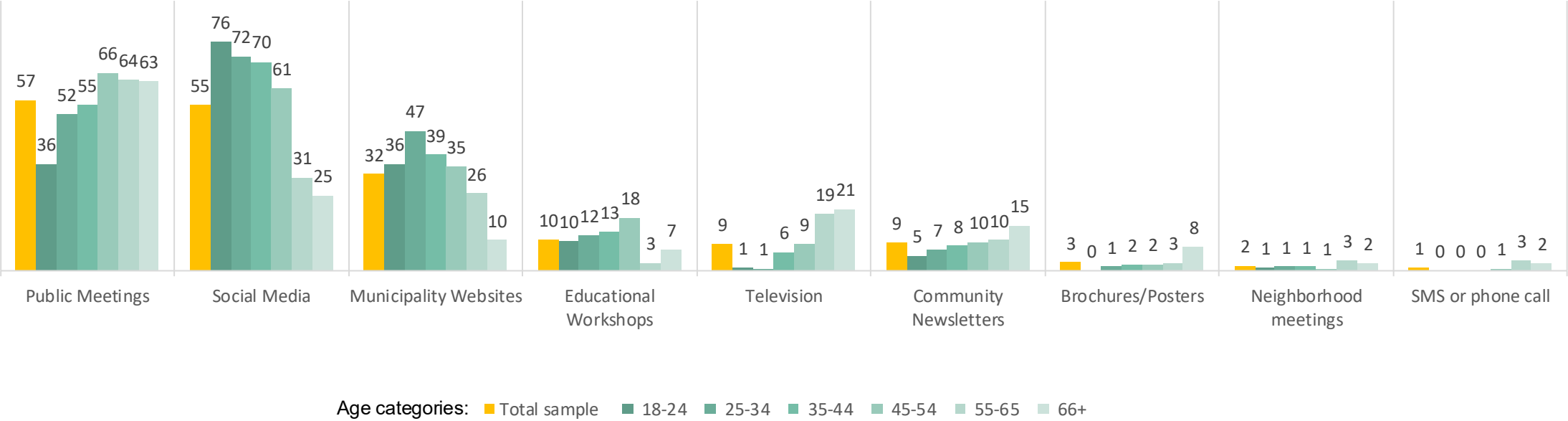
The EU's main aim is to ensure that all Europeans have access to good quality and sufficient water, and to guarantee the good status of all water bodies across Europe. EU rules aim to ensure that water is managed sustainably in the long-term, water pollution is reduced, and aquatic ecosystems are protected.



Source of information on water policies and investment programs

23 What sources would you prefer to use to receive information about water policies and investment programs? (Select all that apply)

When asked about the sources they prefer to use to receive information about water policies and investment programs, majority mention public meetings (57%), followed by Social media (55%) and municipalities websites (32%). It is clearly noticed that the younger group of ages prefer more the digital online way to be informed while the older group of ages prefer the F2F method more.



4. General Feedback – Spontaneous Suggestions

- **27%** of respondents emphasize *Responsible Water Usage*, identifying the conservation of potable water, specifically reducing its use for irrigation or washing, as the top priority for improving municipal services.
- **19%** of respondents emphasize *Public Awareness Campaigns*, suggesting that more effective educational initiatives and proactive official outreach are essential for keeping the community informed and engaged.
- **19%** of respondents emphasize *Project Transparency and Oversight*, highlighting a significant demand for clear and consistent communication regarding municipal investments and the progress of ongoing works.
- **7%** of respondents emphasize *Quality Construction and Upkeep*, focusing on the importance of high-quality workmanship during the implementation phase and the necessity of regular system maintenance.

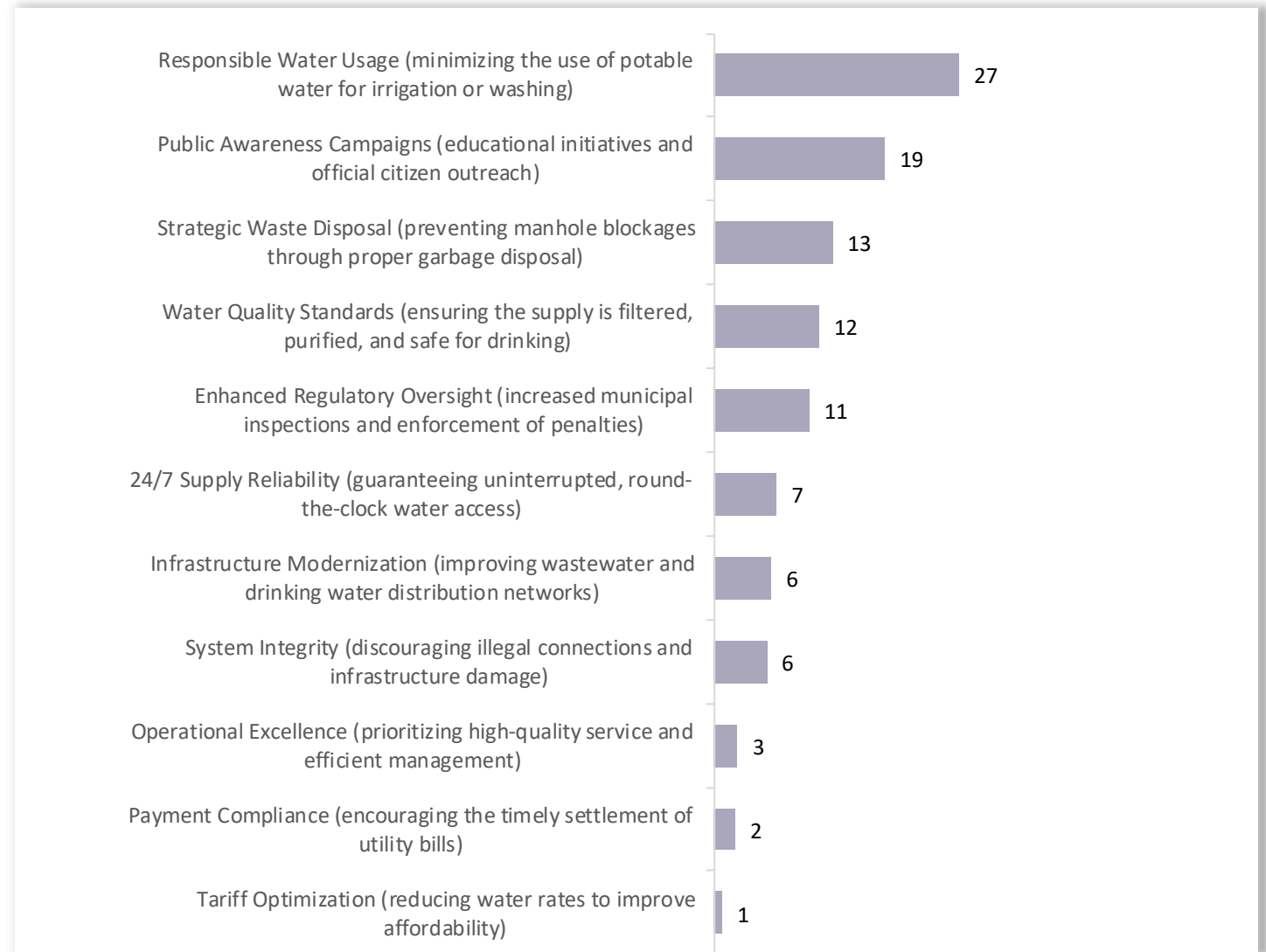
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Improvements and suggestions about municipal water and wastewater services

Mentioned spontaneously

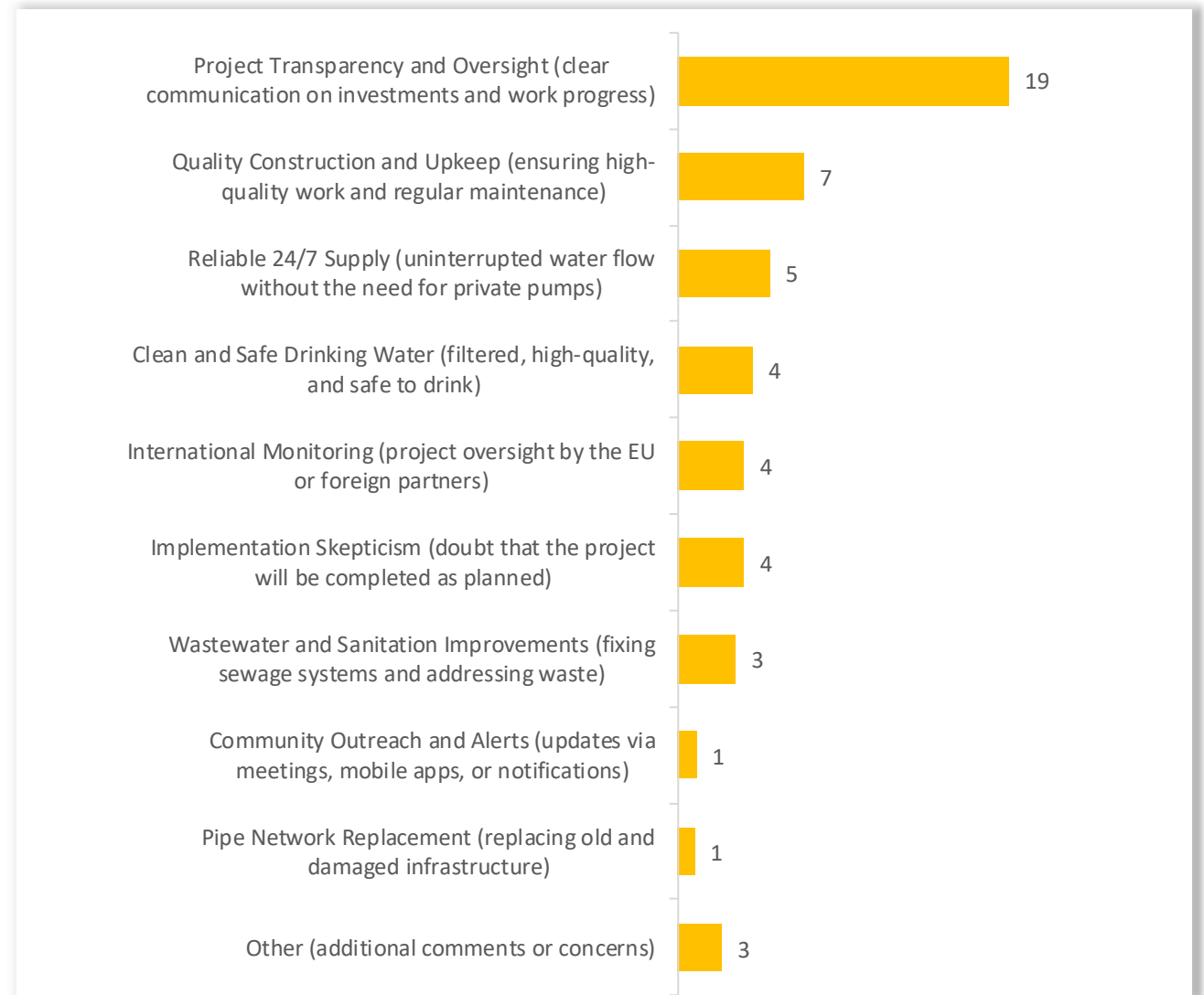
24. What improvements would you suggest for increasing public awareness about municipal water and wastewater services?



25. Do you have any additional comments or suggestions regarding water and wastewater services or related investment programs?

Additional comments or suggestions

Mentioned spontaneously



5. Price paid and price elasticity

*Total Sample n=800

*All the data are expressed in percentages %

Respondents report paying an average of 2,039 ALL per month to UKR for water services. The average payment also varies by municipality:

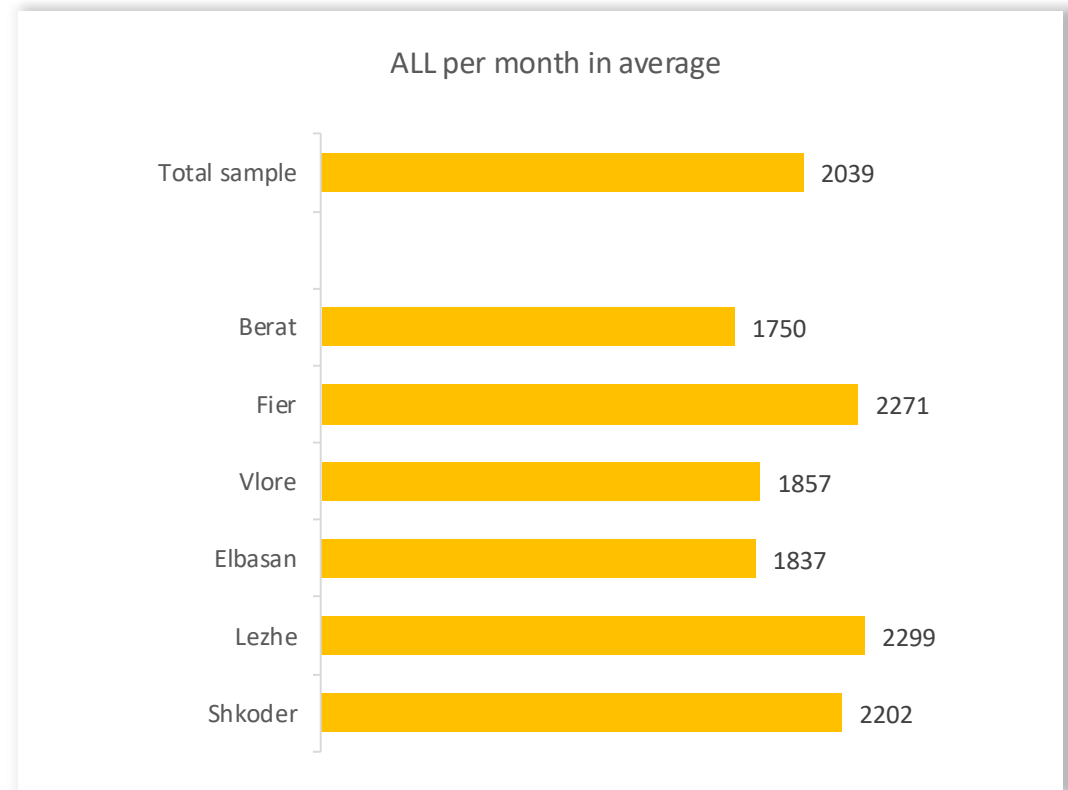
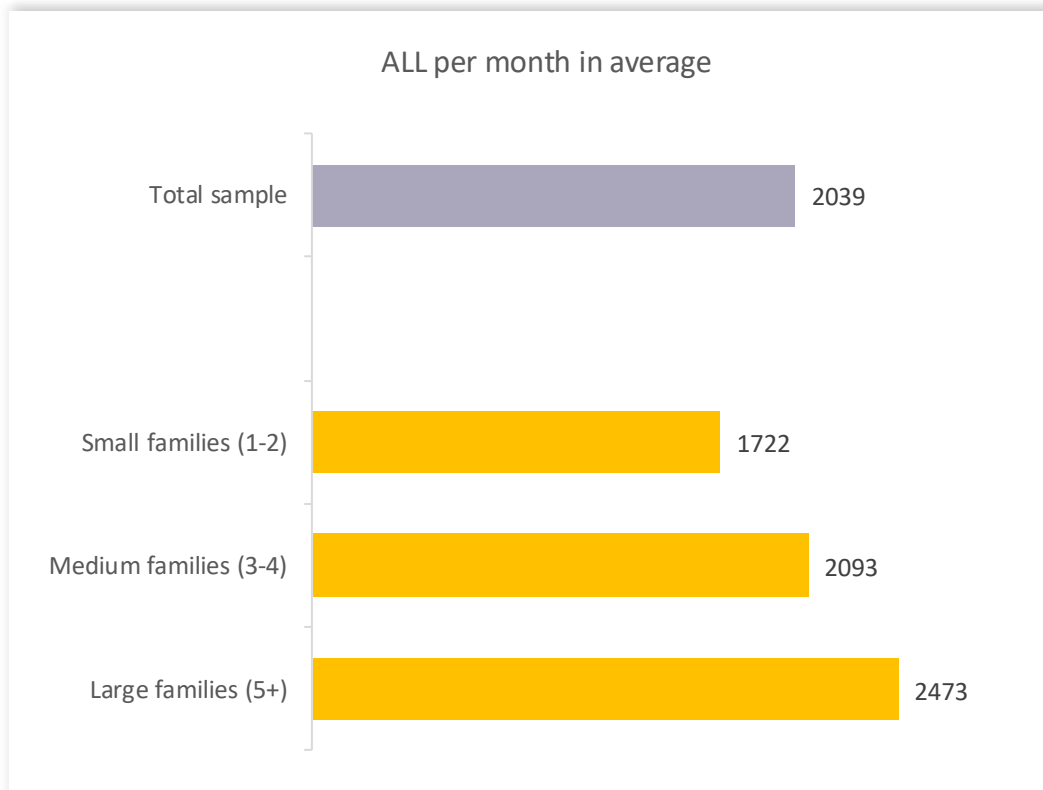
- Berat: 1,750 ALL
- Fier: 2,271 ALL
- Vlore: 1,857 ALL
- Elbasan: 1,837 ALL
- Lezhe: 2,299 ALL
- Shkoder: 2,202 ALL

50% of respondents characterize the current monthly tariff as average or normal, representing the majority view that the pricing is standard for the service provided. However, a significant 45% of respondents emphasize that the price is expensive or very expensive, indicating high price sensitivity and potential affordability concerns across nearly half the sample. In contrast, only 6% of respondents perceive the cost as cheap.

Average price paid to UKR each month

26. How much do you pay to UKR each month on average? What is the average amount of the bill?

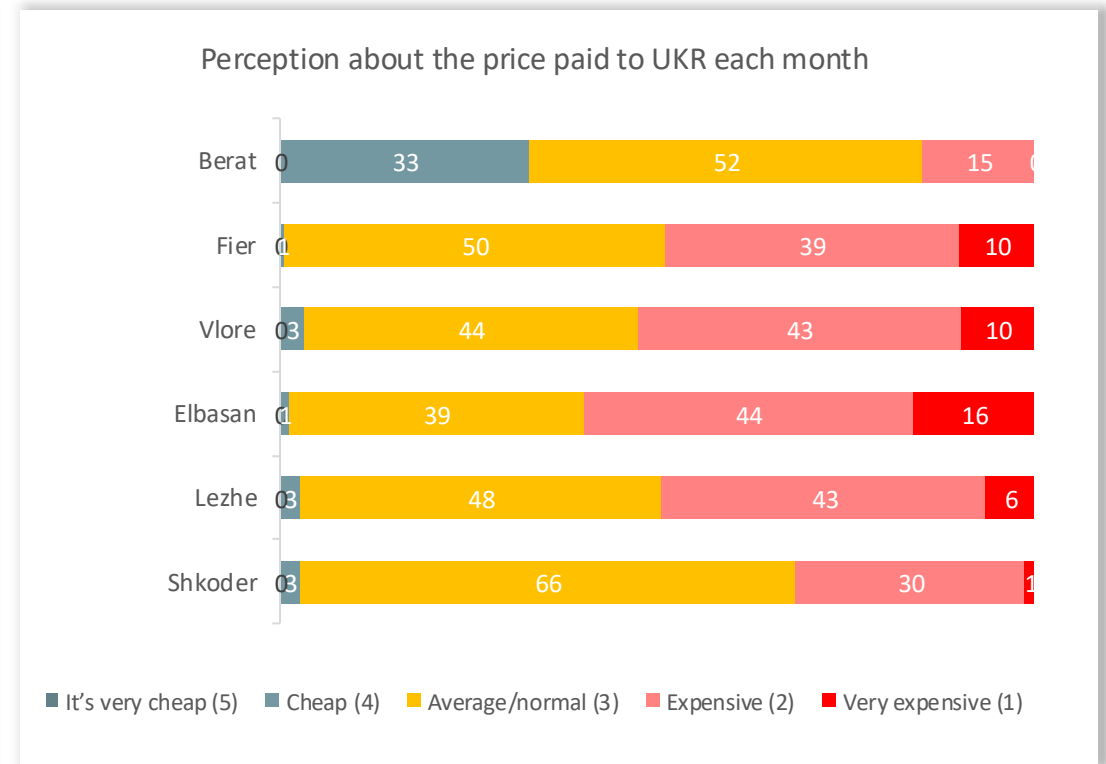
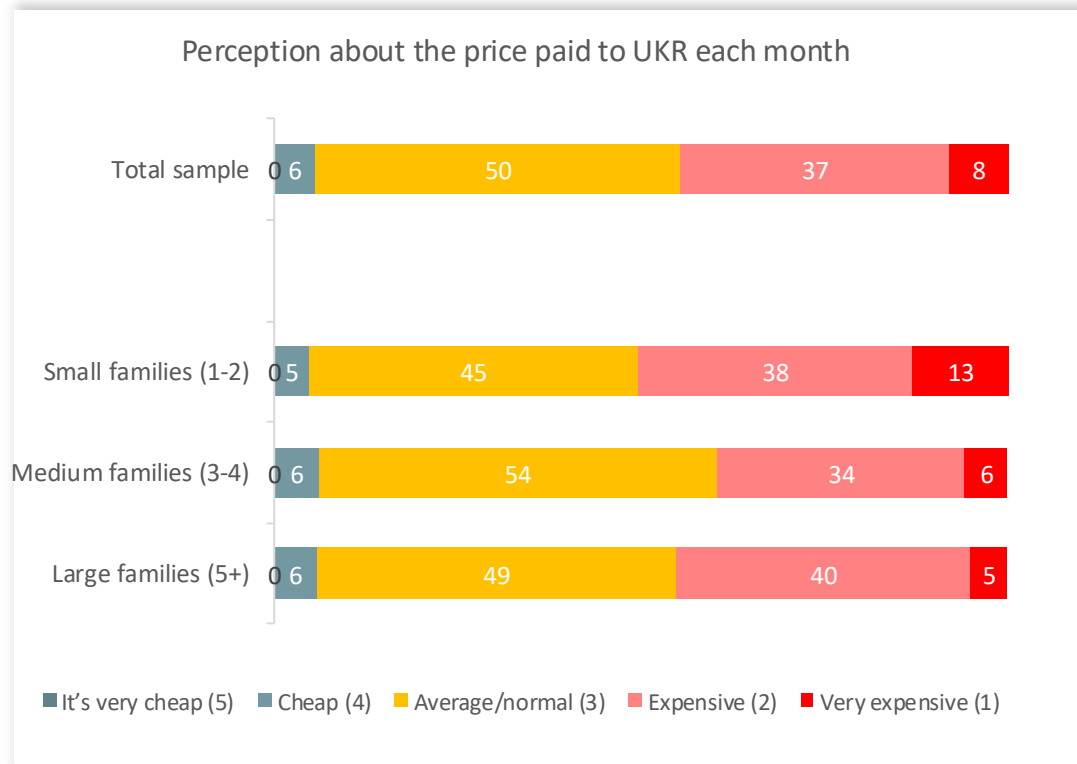
They pay 2039 ALL/month in average! The larger families, pay more 2473 ALL/month, while the smaller families pay less, 1722 ALL/Month. Residents of Berat and Elbasan pay slightly less, while the residents of Lezha, Fier and Shkodra pay slightly more than others.



Perception about the price paid to UKR each month

27. What do you think about the price paid to UKR?

50% of respondents characterize the current monthly tariff as average or normal, representing the majority view that the pricing is standard for the service provided. However, a significant 45% of respondents emphasize that the price is expensive or very expensive, indicating high price sensitivity and potential affordability concerns across nearly half the sample. In contrast, only 6% of respondents perceive the cost as cheap, suggesting that very few citizens view the current pricing as a high-value or low-cost service.



6. Respondents profile Demographics

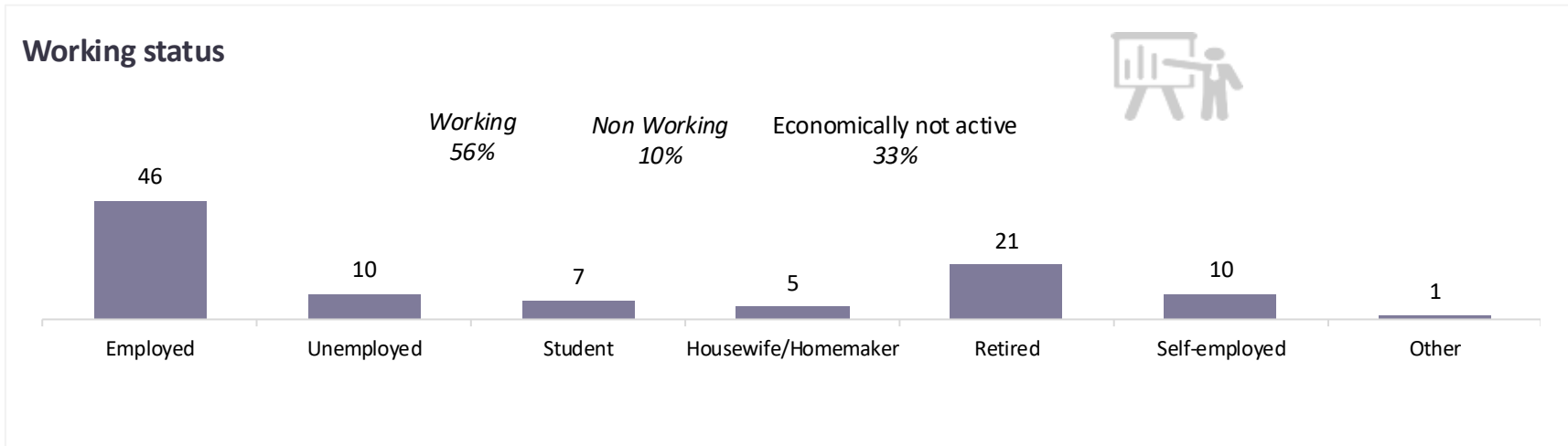
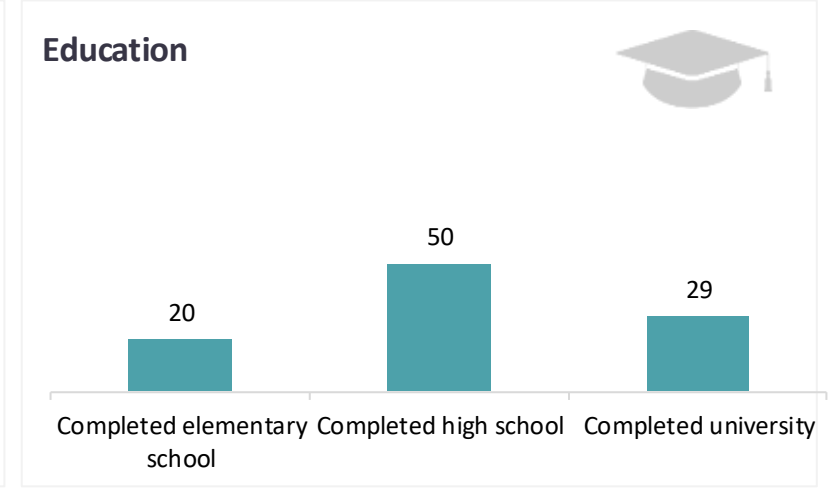
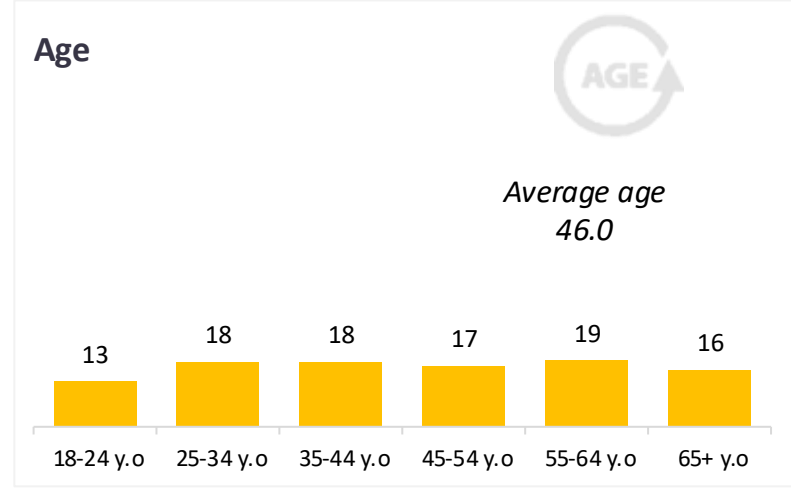
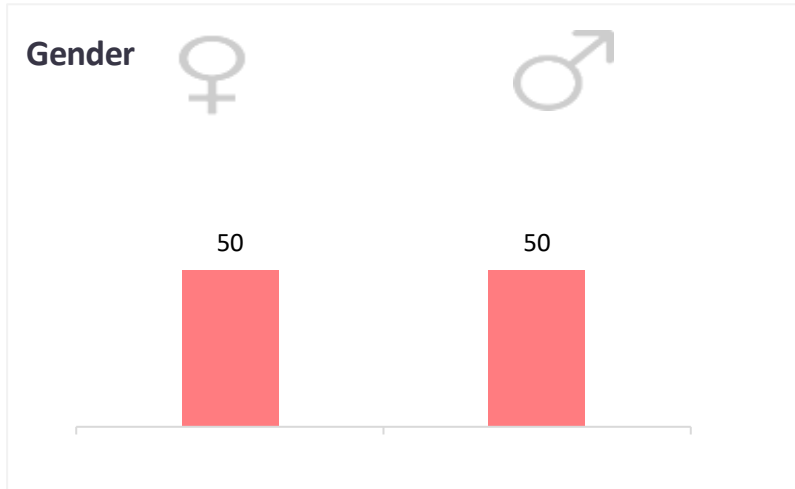


- *The survey includes a balanced gender distribution, with **50%** male and 50% female respondents.*
- *The average age of respondents is 46 years. The age groups are fairly evenly distributed, with **13%** aged 18-24, **18%** aged 25-34, **18%** aged 35-44, **17%** aged 45-54, **19%** aged 55-64, and 16% aged 65 and above. This distribution allows for insights from both younger and older residents.*
- *A significant portion of respondents (**56%**) are employed, while 33% are economically inactive.*
- *The average family size among respondents is **3.4** members.*

*Total Sample n=800

*All the data are expressed in percentages %

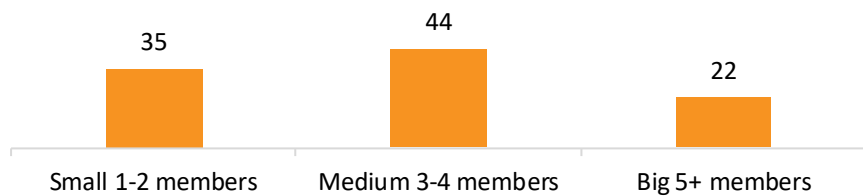
Respondents profile



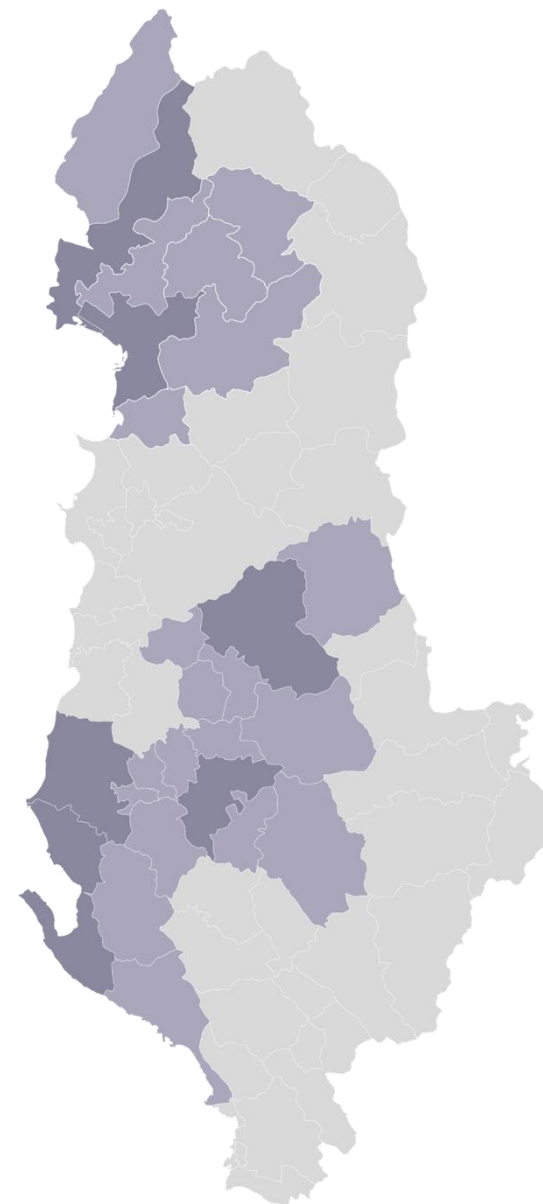
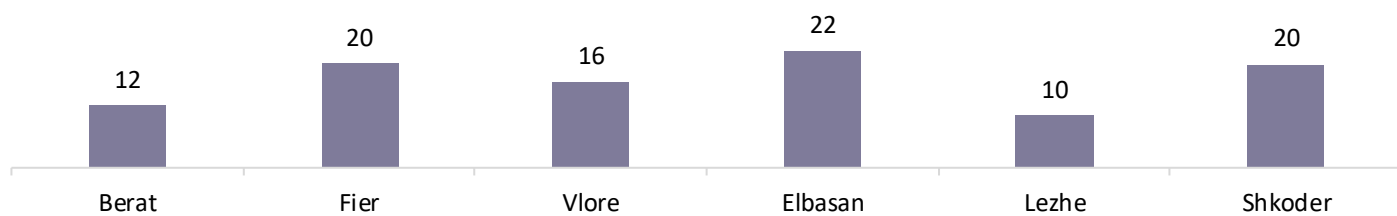
Respondents profile

Family size

3.4 members in average



Municipality of residence



7. Index of awareness of WPIP/MIP V Programme

*Total Sample n=800

*All the data are expressed in percentages %

The Awareness Index shows a strong upward trend across most municipalities, with the total score increasing by 14.3 points (from 26.2 to 40.5).

- *Top Performers: Berat and Shkoder lead in overall growth, with Berat showing the highest point increase of 28, nearly doubling its initial score. Lezhe and Shkoder also show significant momentum, with increases of 25 and 27 points respectively.*
- *Less Performers: Elbasan is the only municipality to show a decline, with awareness dropping slightly by 2.6 points. While Fier and Vlore improved, their growth was more modest compared to the top tier, increasing by 9 and 12 points respectively.*

Index of awareness of WPIP/MIP V Programme

The total sum of the averages of each area will create the index for the Awareness on the program. Such index includes all the stakeholders, the WPIP/MIP program, EU as an investor and the Municipality as implementer

Questions to Calculate the Score	Weighting Factor- importance Given
<u>WPIP/MIP V investment program</u>	
12. Have you heard about the WPIP/MIP V investment program?	30%
15. Let us introduce in detail the WPIP/MIP V investment program for your municipality. For each of the following let us know if you heard about such investments.	30%
<u>Municipality services</u>	
1. How well do you know the water and wastewater services provided in your municipality?	5%
2. Do you know the main objectives of your municipality's water and wastewater services?	5%
4. Let's list some of the main services provided by your municipality as regards water and wastewater, and let me know if you are aware that the municipality provides such services:	5%
10. Are you aware of any recent improvements or changes to the water and wastewater services in your municipality?	5%
<u>EU Policy</u>	
19. Are you familiar with the EU water policy and its priorities?	10%
21. Do you know how the EU water policy might influence water management practices in your municipality?	10%
TOTAL INDEX SCORE	100%

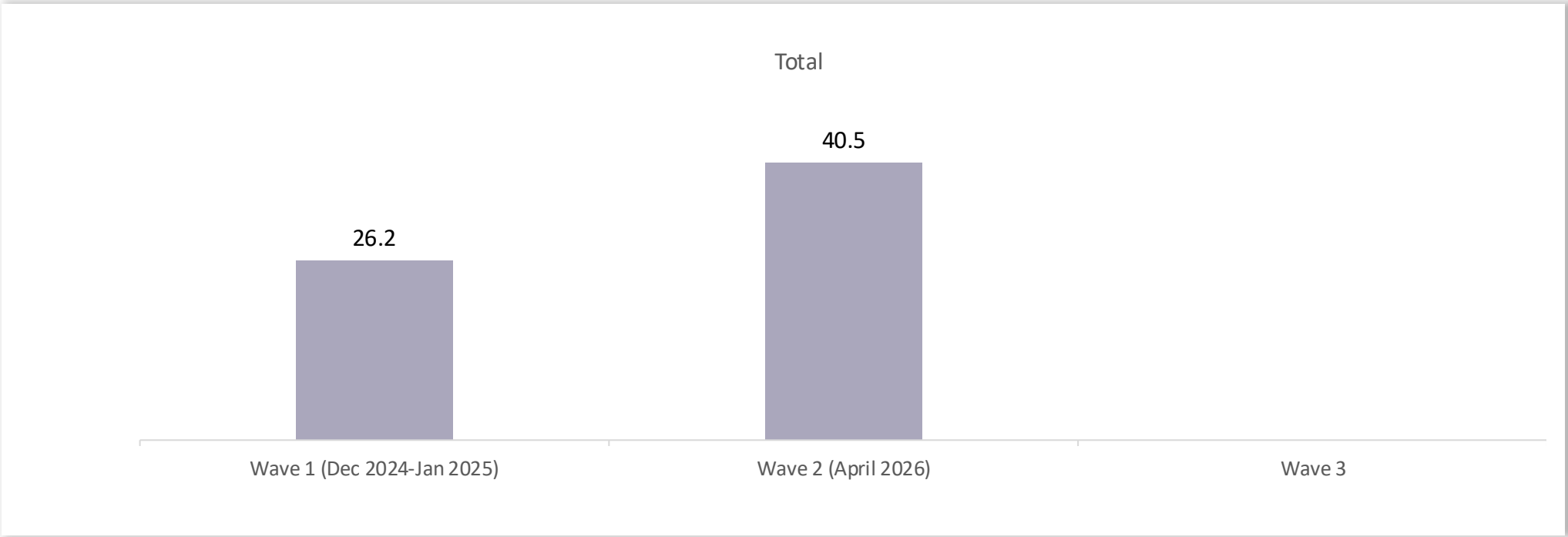
Base: All respondents (800)

*All the data mean percentages %

Index of awareness of WPIP/MIP V Programme

Total tracking

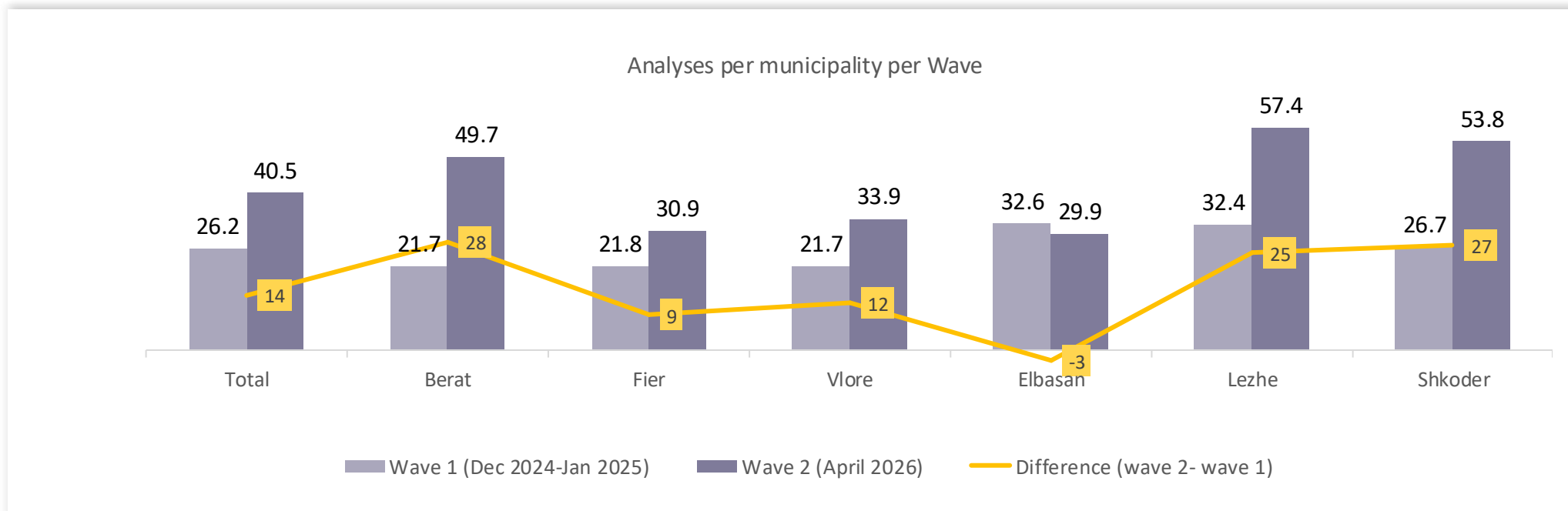
The Total Awareness Index for the WPIP/MIP V Programme has seen a significant upward trend, increasing from 26.2 in Wave 1 to **40.5** in Wave 2 (April 2026). This represents a substantial growth in public recognition of the program, the EU as an investor, and the Municipalities as implementers over the 15-month period. This positive trajectory suggests that communication efforts and project visibility are effectively reaching the stakeholders.



Index of awareness of WPIP/MIP V Programme

Analyses per municipality per wave

The Awareness Index shows a strong upward trend across most municipalities, with the total score increasing by 14.3 points (from 26.2 to 40.5). Top Performers: Berat and Shkoder lead in overall growth, with Berat showing the highest point increase of 28, nearly doubling its initial score. Lezhe and Shkoder also show significant momentum, with increases of 25 and 27 points respectively. Less Performers: Elbasan is the only municipality to show a decline, with awareness dropping slightly by 2.6 points. While Fier and Vlore improved, their growth was more modest compared to the top tier, increasing by 9 and 12 points respectively.



7.1 Index of Perception towards WPIP/MIP V Programme

*Total Sample n=800

*All the data are expressed in percentages %

The Total Positive Perception Index for the WPIP/MIP V Programme shows a healthy upward trend, increasing with +6.5 points, from 67.6 in Wave 1 to 74.1 in Wave 2. This rise indicates that as awareness of the program grows, the general sentiment among stakeholders toward the EU as an investor and the municipalities as implementers is becoming increasingly favorable. The shift suggests that the program is successfully building trust and meeting community expectations over time.

- *Top Performers: Lezhe and Berat experienced the most significant growth, with increases of 18.2 and 15.3 points respectively. Shkoder also showed strong progress with a 12.1 point rise.*
- *Less Performers: Vlore and Fier saw slight declines in positive perception, dropping slightly by -1.2 and -0.6 points respectively. While Elbasan improved, its growth of 3.8 points remains below the total sample average.*

Index of positive perception towards WPIP/MIP V Programme

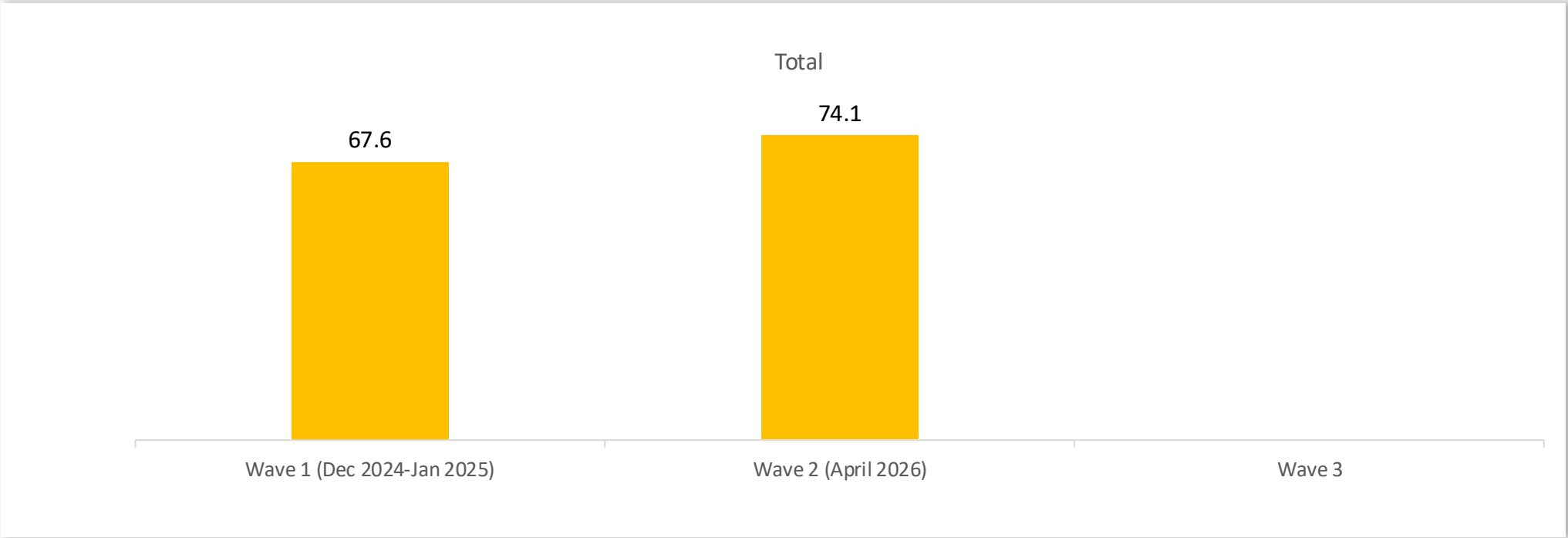
The total sum of the averages of each area will create the index for the Perception/Satisfaction. Such index includes all the stakeholders, the WPIP/MIP program, EU as an investor and the Municipality as implementer

Questions to Calculate the Score	Weighting Factor- importance Given
<u>WPIP/MIP V investment program</u>	
14. How do you think the WPIP/MIP V investment program might impact your municipality?	15%
16. Now, after being introduced to the details and the specifics of the project let me ask again, how do you think the WPIP/MIP V investment program might impact your municipality?	25%
<u>Municipality services</u>	
9. How satisfied are you with the following main services provided by your municipality as regards water and wastewater? Please answer on a scale from 1-5 where 1 means totally dissatisfied, 3-Neutral and 5 Totally Satisfied	10%
5. How often do you encounter issues with water supply in your area?	10%
7. What about the wastewater services, how often do you encounter issues?	10%
10. Are you aware of any recent improvements or changes to the water and wastewater services in your municipality?	10%
<u>EU Policy</u>	
22. How important do you think EU water policy is for improving water and wastewater services in Albania?	20%
TOTAL INDEX SCORE	100%

Index of positive perception towards WPIP/MIP V Programme

Total tracking

The Total Positive Perception Index for the WPIP/MIP V Programme shows a healthy upward trend, increasing from 67.6 in Wave 1 to **74.1** in Wave 2. This rise indicates that as awareness of the program grows, the general sentiment among stakeholders toward the EU as an investor and the municipalities as implementers is becoming increasingly favorable. The shift suggests that the program is successfully building trust and meeting community expectations over time.



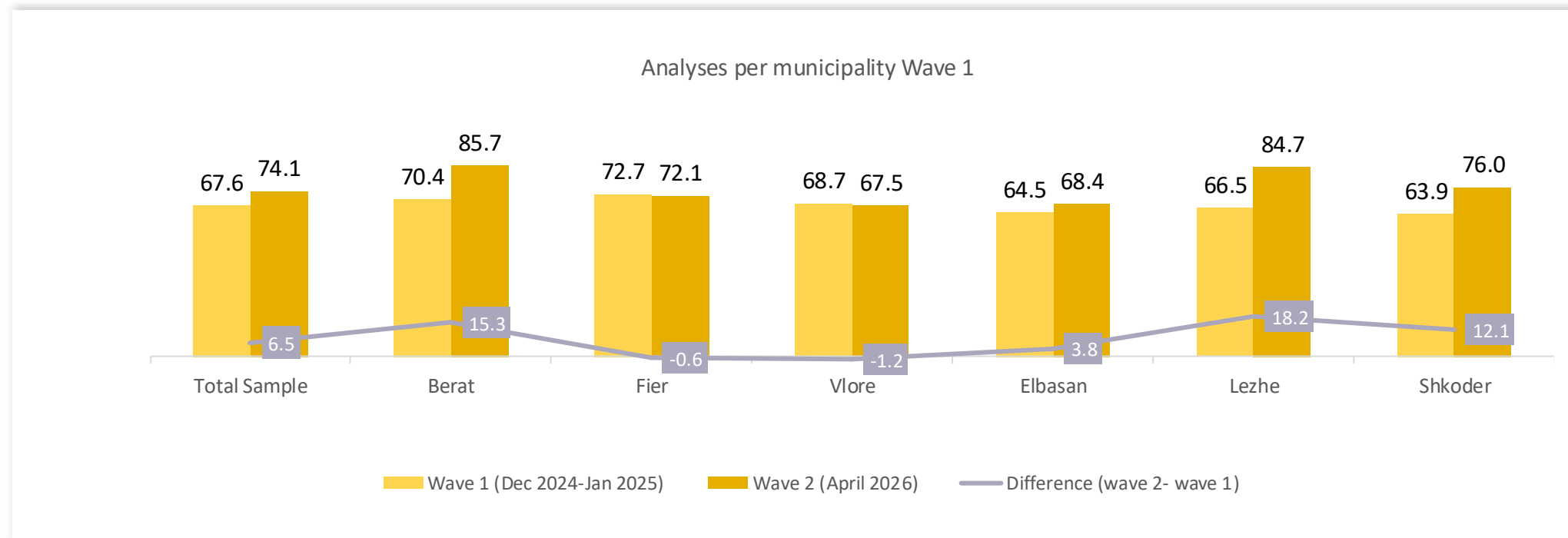
Index of positive perception towards WPIP/MIP V Programme

Analysis per municipality Wave 1

The Positive Perception Index has increased by 6.5 points overall, rising from 67.6 to 74.1.

Top Performers: Lezhe and Berat experienced the most significant growth, with increases of 18.2 and 15.3 points respectively. Shkoder also showed strong progress with a 12.1 point rise.

Less Performers: Vlore and Fier saw slight declines in positive perception, dropping slightly by -1.2 and -0.6 points respectively. While Elbasan improved, its growth of 3.8 points remains below the total sample average.



8. Tracking Results of the Main Indicators.

-Awareness

*Total Sample n=800

*All the data are expressed in percentages %

- *Public awareness of water and wastewater services has improved, with the combined "well" and "very well" categories increasing by +6 points (from 46% to 52%). Notably, the "very well" category saw a +5 points increase, while those with minimal knowledge dropped by -8 points. These shifts indicate a clear trend toward a better-informed public regarding municipal services.*

Public recognition of municipal goals and infrastructure improvements has increased significantly between the two waves:

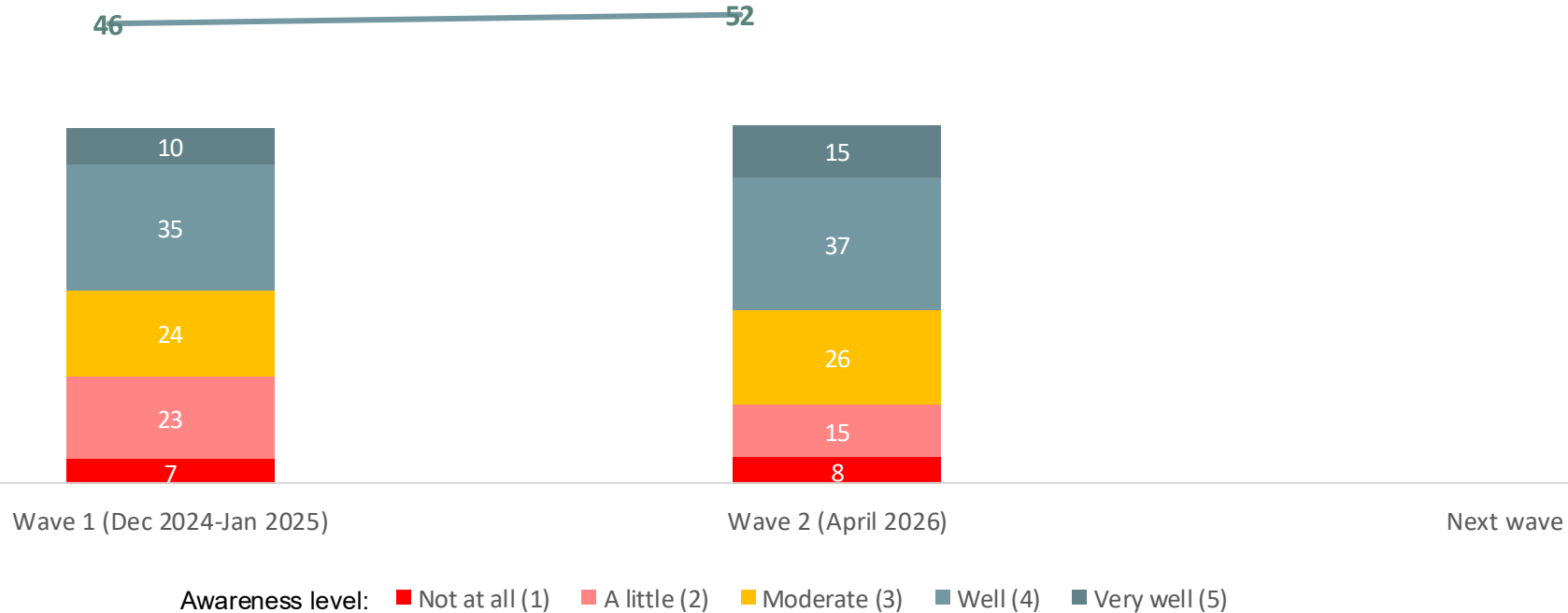
- *Awareness of Objectives: The percentage of respondents who know the municipality's main objectives for water services rose by +11 points (from 55% to 66%).*
- *Awareness of Improvements: Recognition of recent service improvements saw a major surge, growing by +29 points (from 33% to 62%).*
- *Awareness of the WPIP / MIP V investment program has seen a significant overall increase, with the total sample rising by +15 points (from 9% in Wave 1 to 24% in Wave 2).*
- *Familiarity with EU Policy: General familiarity has slightly decreased, dropping by -5 points (from 20% to 15%). Knowledge of Influence: Conversely, among those already aware, the understanding of how these policies influence local water management has increased significantly, rising by +8 points (from 58% to 66%).*

Awareness of water and wastewater services provided in their municipality

1. How well do you know the water and wastewater services provided in your municipality?

Public awareness of water and wastewater services has improved, with the combined "well" and "very well" categories increasing by +6 points (from 46% to 52%). Notably, the "very well" category saw a +5 points increase, while those with minimal knowledge dropped by -8 points. These shifts indicate a clear trend toward a better-informed public regarding municipal services.

Top 2 Boxes – Categories 'well' and 'very well'

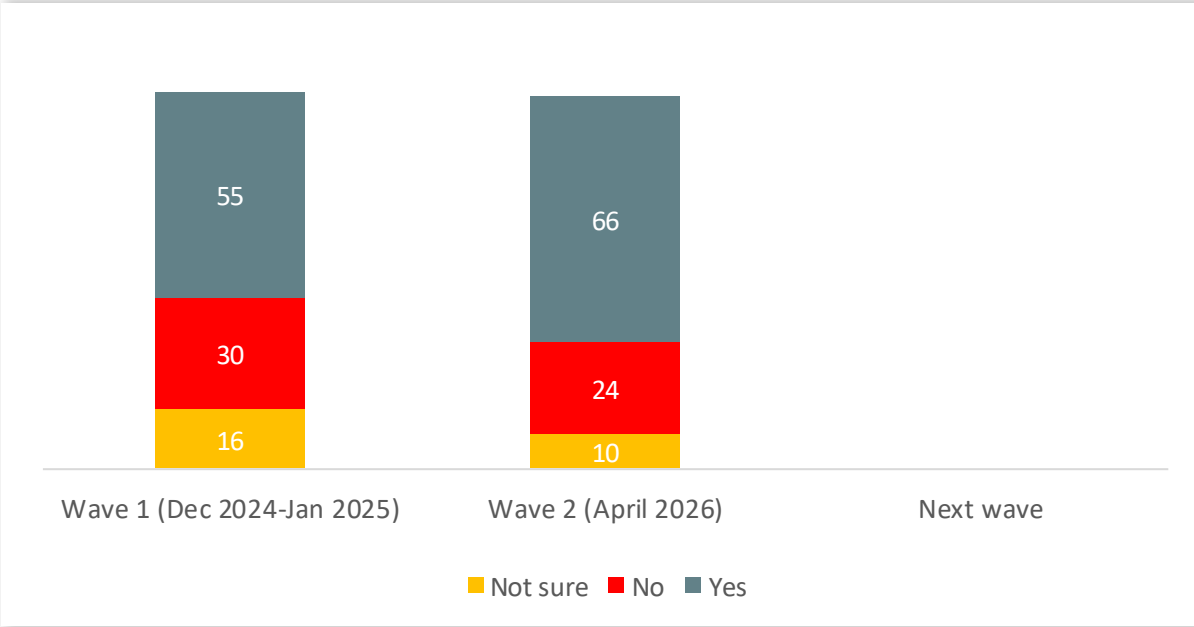


Awareness of the main objectives of Municipality and improvements for water and wastewater services

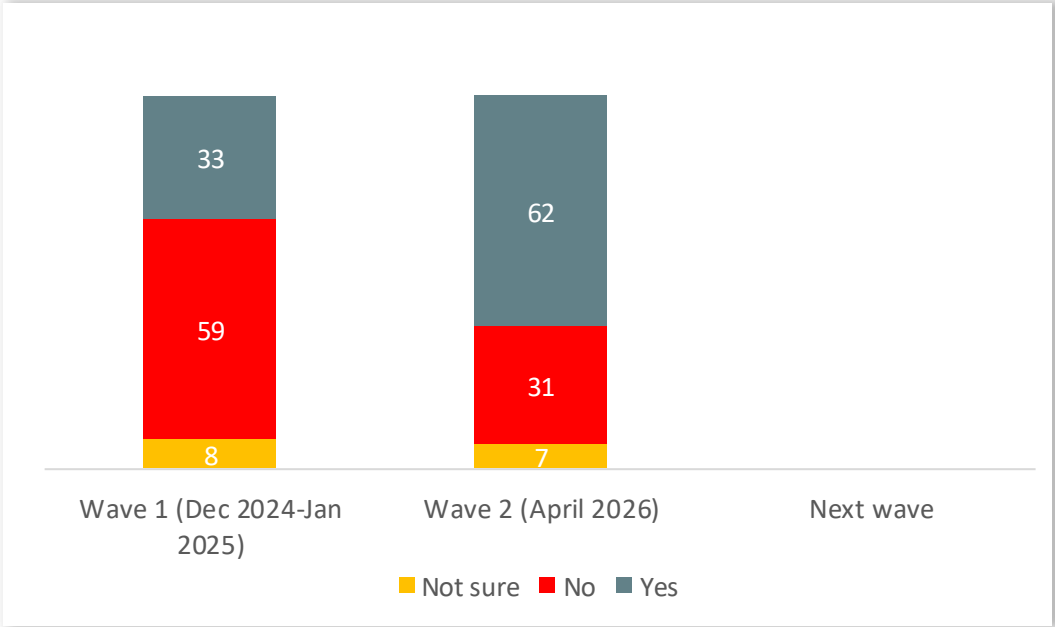
Public recognition of municipal goals and infrastructure improvements has increased significantly between the two waves:

- Awareness of Objectives: The percentage of respondents who know the municipality's main objectives for water services rose by +11 points (from 55% to 66%).
- Awareness of Improvements: Recognition of recent service improvements saw a major surge, growing by +29 points (from 33% to 62%).

2. Do you know the main objectives of your municipality as regards water and wastewater services?



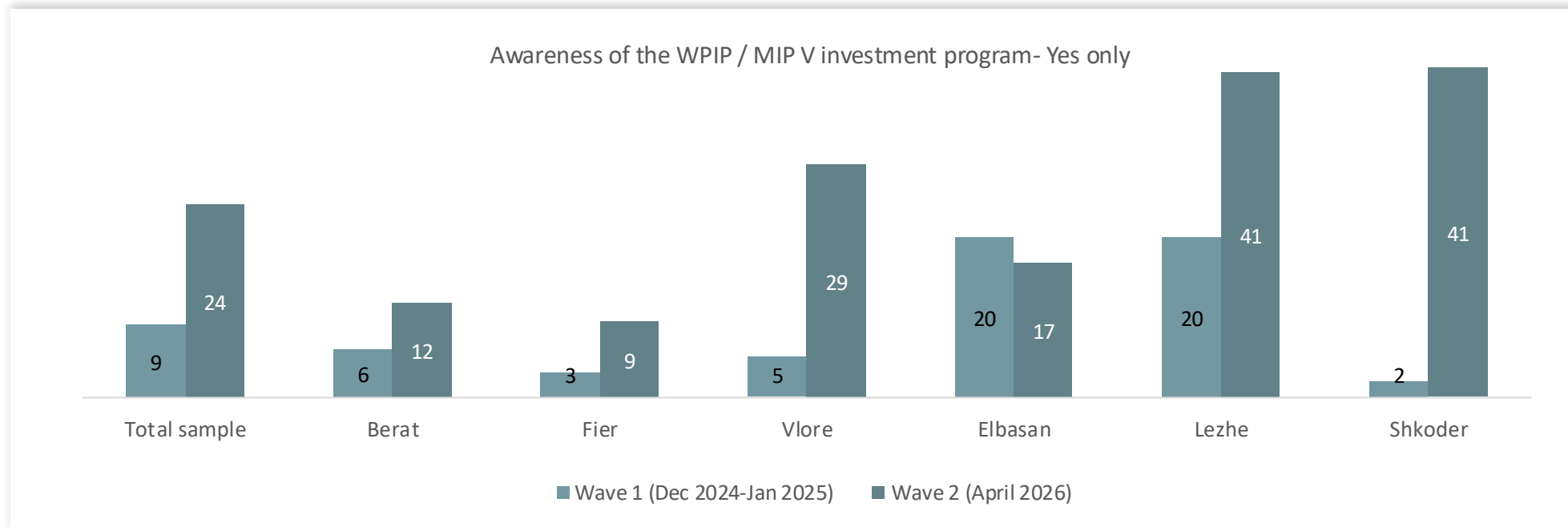
10. Are you aware of any recent improvements or changes to the water and wastewater services in your municipality?



Awareness of the WPIP / MIP V investment program

12. Have you heard about the WPIP/MIP V investment program?

Awareness of the WPIP / MIP V investment program has seen a significant overall increase, with the total sample rising by +15 points (from 9% in Wave 1 to 24% in Wave 2). Top Performers: Shkoder experienced the most dramatic surge in awareness, growing by +39 points (from 2% to 41%). Lezhe and Vlore also showed strong performance. Less Performers: Elbasan is the only municipality to show a decline, dropping by -3 points (from 20% to 17%).



Base: All respondents (800)

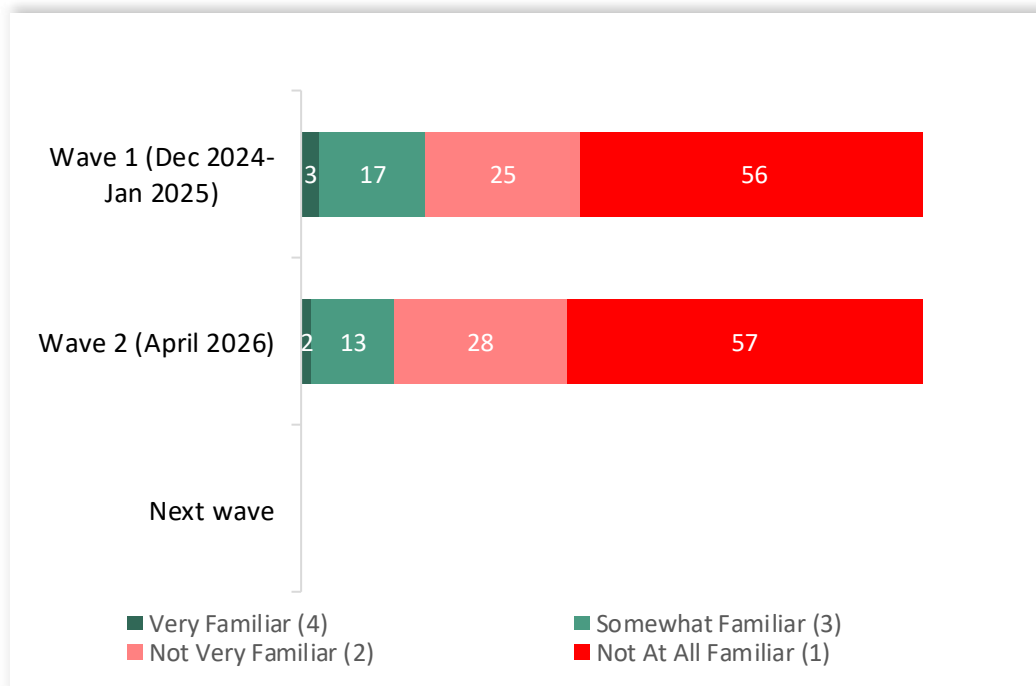
*All the data mean percentages %

Awareness and information on EU water policy and priorities

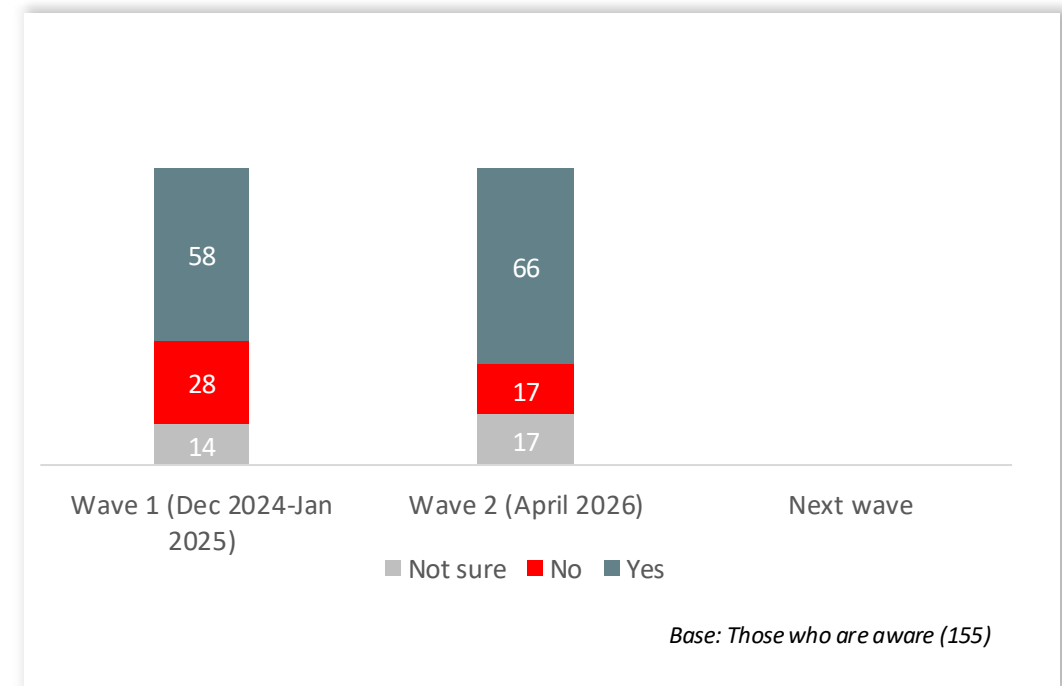
Public awareness and understanding of EU water policy show a diverging trend between familiarity and practical knowledge:

Familiarity with EU Policy: General familiarity has slightly decreased, dropping by -5 points (from 20% to 15%). Knowledge of Influence: Conversely, among those already aware, the understanding of how these policies influence local water management has increased significantly, rising by +8 points (from 58% to 66%).

19. Are you familiar with the EU water policy and its priorities?



21. Do you know how the EU water policy might influence water management practices in your municipality?



8.1 Tracking Results of the Main Indicators.

Positive Perception

*Total Sample n=800

*All the data are expressed in percentages %

The frequency of reported problems has generally decreased, showing a positive shift in service reliability:

- *Water Supply: Frequent issues dropped by -6 points, falling from 37% to 31%. Although severe interruptions grew slightly, there was a major -11 point decrease in those experiencing regular problems.*
- *Wastewater: Issues remained low and improved further, with frequent reports dropping by -4 points (from 20% to 16%).*

Satisfaction levels with water supply services have increased significantly across all measured categories, with double-digit growth in nearly every area:

- *Top 2 Performers: The highest satisfaction levels are reported for Constant and sufficient water pressure (+27 points), reaching 62%, and Managing interruptions due to payment issues (+18 points), reaching 61%.*
- *Public awareness of improvements has nearly doubled across the total sample, increasing by +29 points.*

Expectations for the program's impact remain overwhelmingly high across the board, showing a slight overall increase:

- *Total Sample: Positive expectations grew by +4 points, rising from 80% to 84%.*

Following the previous trend, post-expectations remain high as detailed program information continues to build public trust:

- *Total Sample: Positive expectations increased by +2 points, rising from 86% to 88%.*
- *The perceived importance of EU water policy and priorities has reached nearly universal consensus across the total sample. The importance of EU water policy for improving services in Albania saw a significant increase of +7 points, rising from 88% to 95%.*

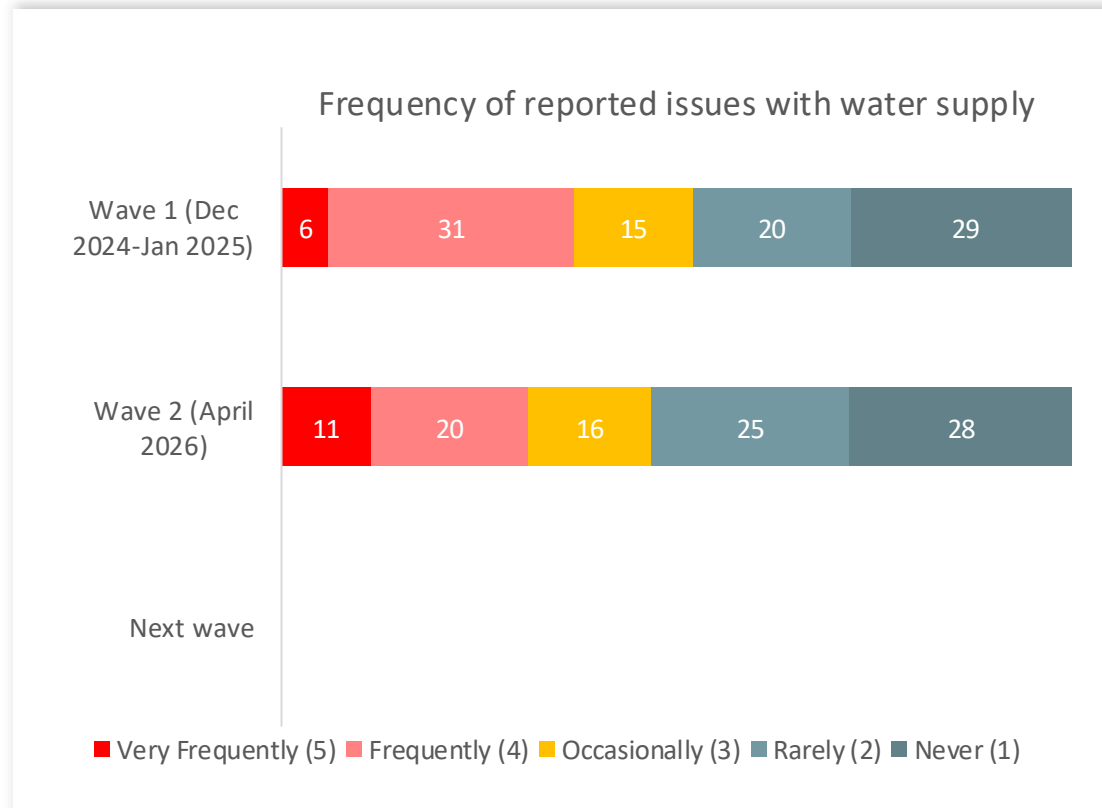
Issues with water supply and waste water

The frequency of reported problems has generally decreased, showing a positive shift in service reliability:

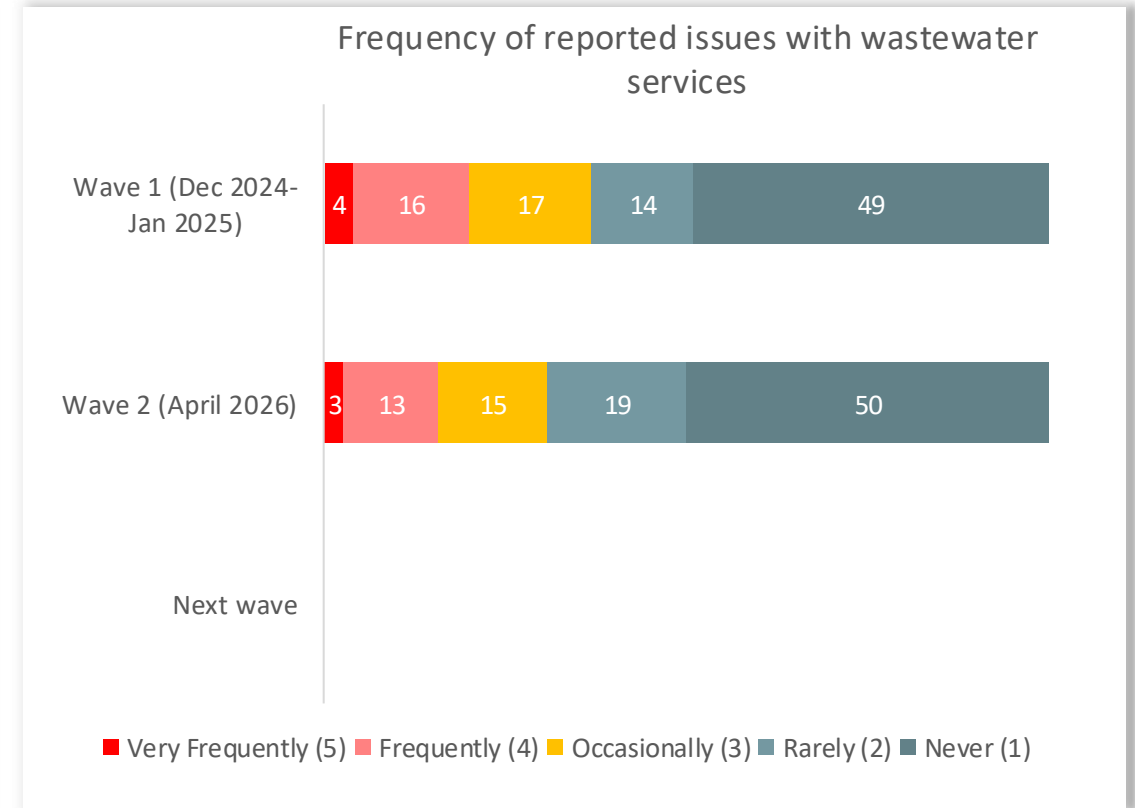
Water Supply: Frequent issues dropped by -6 points, falling from 37% to 31%. Although severe interruptions grew slightly, there was a major -11 point decrease in those experiencing regular problems.

Wastewater: Issues remained low and improved further, with frequent reports dropping by -4 points (from 20% to 16%). **Service Reliability:** A combined 69% of residents now report that they "Rarely" or "Never" face wastewater issues, a +6 point improvement from the previous wave.

5. How often do you encounter issues with water supply in your area?



7. How often do you encounter issues with waste water services in your area?

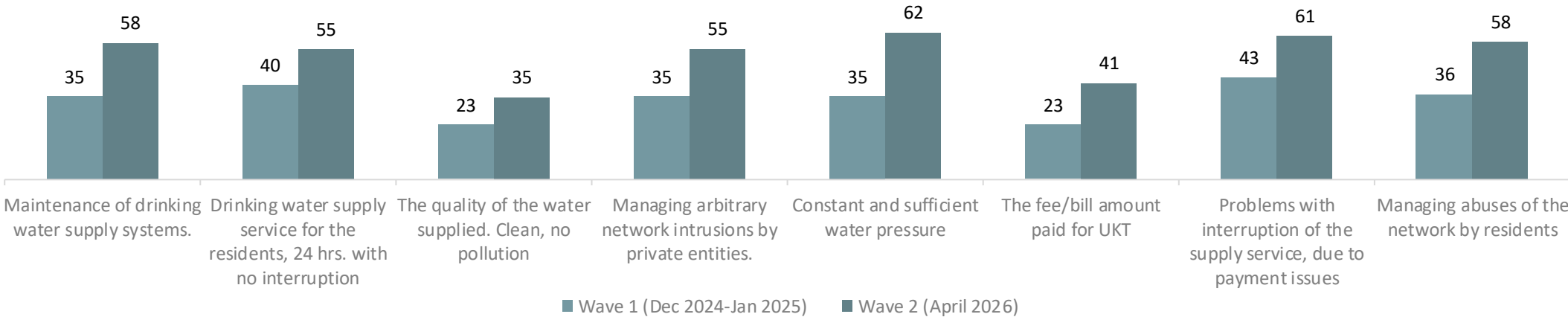


Satisfaction with water supply services

9. How satisfied are you with the following main services provided by your municipality as regards water and wastewater? Please answer on a scale from 1-5 where 1 means totally dissatisfied, 3-Neutral and 5 Totally Satisfied

Satisfaction levels have increased significantly across all measured categories, with double-digit growth in nearly every area:
 Top 2 Performers: The highest satisfaction levels are reported for Constant and sufficient water pressure (+27 points), reaching 62%, and Managing interruptions due to payment issues (+18 points), reaching 61%.

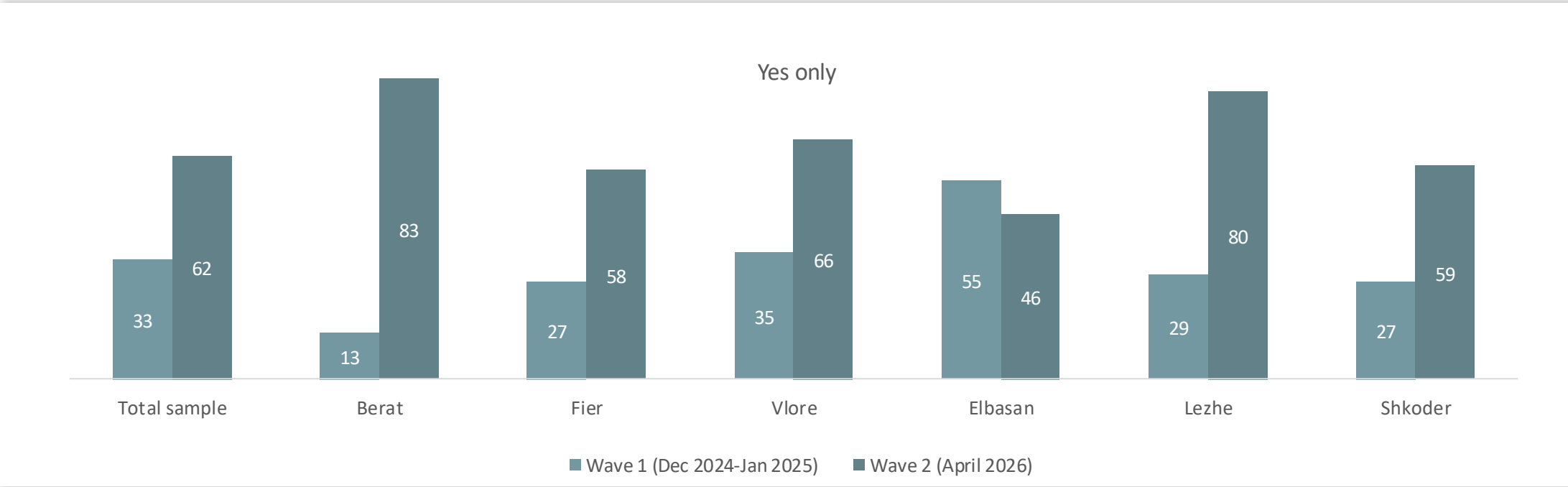
Top 2 Boxes (categories 'satisfied' and 'totally satisfied')



Awareness of improvements on water and wastewater services

10. Are you aware of any recent improvements or changes to the water and wastewater services in your municipality?

Public awareness of improvements has nearly doubled across the total sample, increasing by +29 points (from 33% to 62%).
Top Performer: Berat saw the most impressive growth, with a massive +70 point surge. Lezhe also performed exceptionally well with a +51 point increase.
Bottom Performer: Elbasan is the only municipality where awareness declined, dropping by -9 points (from 55% down to 46%), making it the only area where less than half the population is aware of recent changes.



Pre- expectations of the impact of the program in their municipality

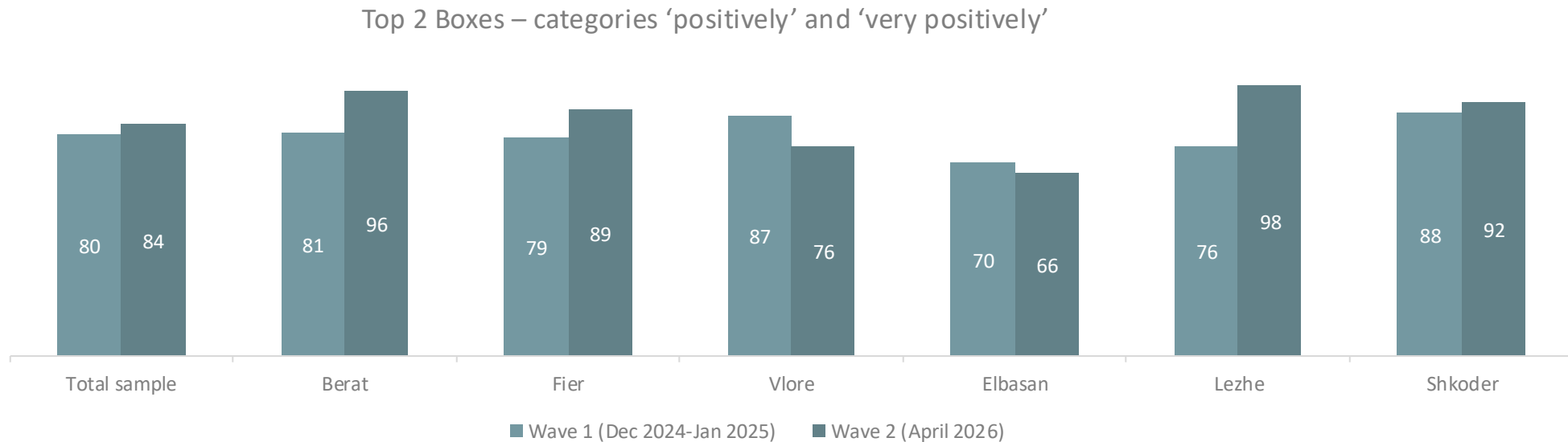
14. How do you think the WPIP/MIP V investment program might impact your municipality?

Expectations for the program's impact remain overwhelmingly high across the board, showing a slight overall increase:

Total Sample: Positive expectations ("Positively" + "Very Positively") grew by +4 points, rising from 80% to 84%.

Top Performers: Lezhe and Berat saw the most significant jumps in optimism, increasing by +22 points (to 98%) and +15 points (to 96%) respectively.

Bottom Performers: Vlore and Elbasan were the only areas to see a dip in expectations, decreasing by -11 points and -4 points respectively, though the majority in these cities still expect a positive impact.



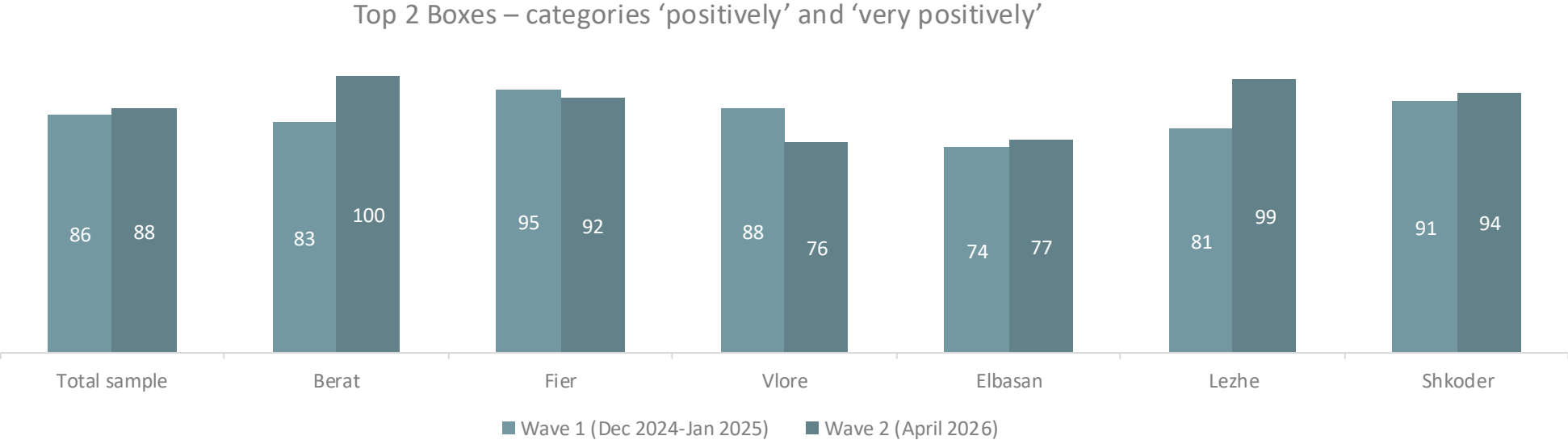
Program impact pre-expectations level:

Post- expectations of the impact of the program in their municipality (after reading the details of the program)

16. Now, after being introduced to the details and the specifics of the project let me ask again, how do you think the WPIP/MIP V investment program might impact your municipality?

Following the previous trend, post-expectations remain high as detailed program information continues to build public trust:

- Total Sample: Positive expectations ("Positively" + "Very Positively") increased by +2 points, rising from 86% to 88%.
- Top Performers: Berat and Lezhe showed the most significant growth in confidence, with increases of +17 points and +18 points respectively.
- Bottom Performers: Vlore saw the most notable decline with a -12 point drop, followed by Fier, which decreased by -3 points.



Program impact pre-expectations level:

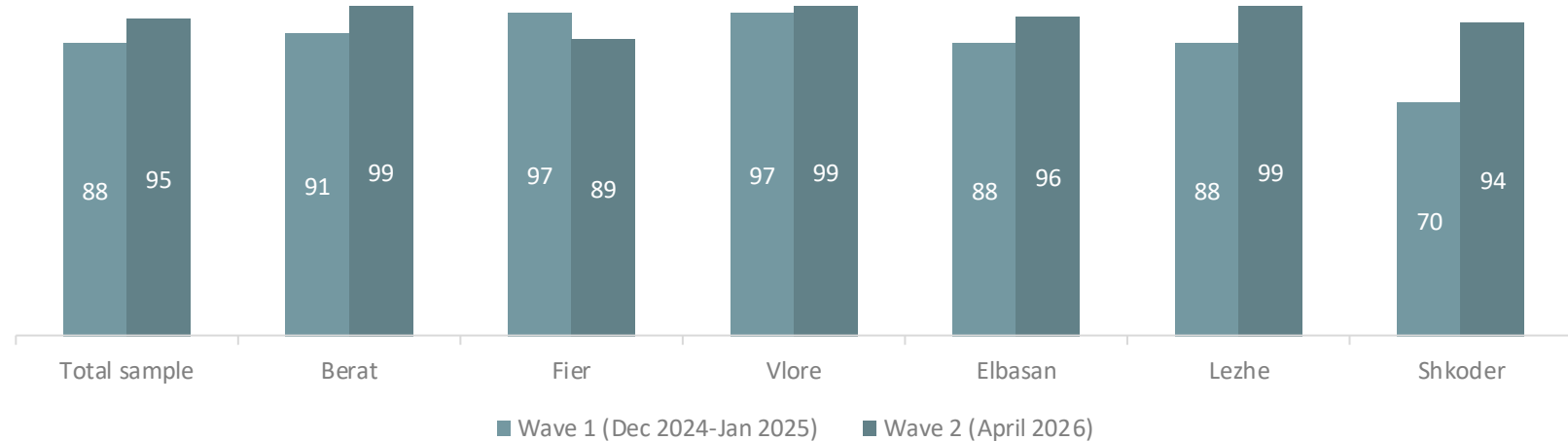
Level of importance of the EU water policy and priorities

22 How important do you think EU water policy is for improving water and wastewater services in Albania?

The perceived importance of EU water policy and priorities has reached nearly universal consensus across the total sample. The importance of EU water policy for improving services in Albania saw a significant increase of +7 points, rising from 88% to 95%.

The EU's main aim is to ensure that all Europeans have access to good quality and sufficient water, and to guarantee the good status of all water bodies across Europe. EU rules aim to ensure that water is managed sustainably in the long-term, water pollution is reduced, and aquatic ecosystems are protected.

Top 2 Boxes categories - 'important' and 'very important'





Thank you

For your trust



DATA CENTRUM
RESEARCH INSTITUTE

Independent private research agency

Mail. info@datacentrum.al

Web. www.datacentrum.al



ESOMAR
member

PhD. Sonila Çela

General Director

s.cela@datacentrum.al

M. +355 (0) 67 200 0022

