

Appendix I

Statistical Analysis

GROWS Endline Report

APPENDIX #1 Statistical Analysis

UNIVARIATE REGRESSION			
OUTCOMES	Coef/SE	95%CI	P-value
Clean Water Source (GROWS versus others)			
Water Source Operational	0.00/0.01	-0.02-0.01	0.67
Water System Break Down	0.34/0.20	-0.08-0.76	0.106
Days Repair	0.02/0.02	-0.02-0.06	0.253
Feedback used	0.16/0.13	-0.10-0.42	0.223
Complaints Filed	0.01/0.00	-0.00-0.01	*0.061
Number of Users	0.00/0.00	-0.00-0.00	0.673
Users Paid	0.00/0.00	-0.00-0.00	0.422
Water Quality Testing	0.47/0.15	0.16-0.78	0.004
Water Quality Results Time	-0.46/0.38	-1.28-0.36	0.245
User Trust	0.55/0.37	-0.22-1.31	0.152
Users Understand Technologies	0.44/0.20	0.03-0.86	**0.036
Women Users	0.19/0.32	-0.47-0.85	0.557
Disabilities Users	0.13/0.26	-0.42-0.67	0.633
Minority Users	-0.13/0.24	-0.62-0.35	0.575
Cost per 20L	0.01/0.01	-0.01-0.02	0.268
User Feedback	0.00/0.00	-0.00-0.01	0.174
COWSO Requested Feedback			
Water Source Operational	0.01/0.01	-0.01-0.02	0.417
Water System Break Down	-0.06/0.20	-0.47-0.34	0.749
Days Repair	-0.01/0.02	-0.04-0.03	0.734
Feedback used	0.32/0.09	0.13-0.52	**0.003
Complaints Filed	0.01/0.00	0.00-0.01	**0.043
Number of Users	0.00/0.00	0.00-0.00	0.501
Users Paid	0.00/0.00	0.00-0.00	0.41
Water Quality Testing	0.21/0.16	-0.11-0.54	0.185
Water Quality Results Time	-0.75/0.33	-1.47--0.03	**0.043
User Trust	0.29/0.33	-0.41-0.98	0.402
Users Understand Technologies	0.43/0.17	0.07-0.79	**0.022
Women Users	0.08/0.28	-0.51-0.67	0.772
Disabilities Users	0.08/0.23	-0.40-0.56	0.74

Minority Users	-0.08/0.22	-0.55-0.38	0.712
Cost per 20L	0.00/0.01	-0.01-0.02	0.725
User Feedback	0.00/0.00	0.00-0.01	**0.043
OUTCOMES	Coef/SE	95%CI	P-value
Communication Method 1 (Telephone or cell phone (Including SMS and WhatsApp))			
Water Source Operational	0.01/0.01	-0.01-0.02	0.459
Water System Break Down	0.26/0.18	-0.11-0.63	0.165
Days Repair	-0.01/0.02	-0.05-0.03	0.521
Feedback used	0.24/0.10	0.03-0.45	**0.028
Complaints Filed	0.01/0.00	0.00-0.01	**0.021
Number of Users	-0.00/0.00	-0.00-0.00	0.514
Users Paid	-0.00/0.00	-0.00-0.00	0.616
Water Quality Testing	0.29/0.14	-0.00-0.59	*0.05
Water Quality Results Time	-0.77/0.32	-1.46--0.08	**0.032
User Trust	0.27/0.33	-0.41-0.95	0.416
Users Understand Technologies	0.40/0.17	0.05-0.75	**0.028
Women Users	0.10/0.28	-0.48-0.67	0.736
Disabilities Users	0.06/0.23	-0.41-0.53	0.783
Minority Users	-0.24/0.20	-0.66-0.18	0.245
Cost per 20L	0.00/0.00	0.00-0.01	**0.031
User Feedback	0.00/0.00	0.00-0.01	**0.031
Communication Method 3 (Scheduled public forums)			
Water Source Operational	0.00/0.01	-0.01-0.02	0.546
Water System Break Down	-0.11/0.20	-0.53-0.31	0.578
Days Repair	0.02/0.02	-0.02-0.06	0.27
Complaints Filed	0.00/0.00	-0.00-0.01	0.209
Number of Users	-0.00/0.00	-0.00-0.00	0.121
Users Paid	-0.00/0.00	-0.00-0.00	0.282
Water Quality Testing	0.24/0.16	-0.10-0.57	0.159
Water Quality Results Time	-0.31/0.35	-1.07-0.45	0.396
User Trust	0.18/0.36	-0.57-0.93	0.62
Users Understand Technologies	0.18/0.20	-0.25-0.60	0.393
Women Users	0.00/0.30	-0.63-0.63	1
Disability Users	0.34/0.24	-0.15-0.83	0.169
Minority Users	0.32/0.21	-0.13-0.77	0.149
Cost per 20L	0.01/0.01	0.00-0.03	*0.071
User Feedback	0.00/0.00	0.00-0.01	0.402

Government Communication (Telephone or cell phone (including SMS and WhatsApp))			
Water Source Operational	0.01/0.01	0.00-0.03	**0.049
Water System Break Down	-0.27/0.21	-0.70-0.16	0.204
Days Repair	-0.01/0.02	-0.05-0.03	0.754
Feedback used	-0.01/0.13	-0.28-0.27	0.952
Complaints Filed	0.00/0.00	-0.01-0.01	0.551
Number of Users	0.00/0.00	-0.00-0.00	0.875
Users Paid	0.00/0.00	-0.00-0.00	0.925
Water Quality Testing	0.15/0.18	-0.22-0.51	0.412
Water Quality Results Time	-0.27/0.35	-1.03-0.49	0.459
User Trust	-0.05/0.38	-0.84-0.75	0.907
Users Understand Technologies	-0.51/0.19	-0.91--0.12	**0.014
Women Users	0.24/0.32	-0.42-0.90	0.461
Disabilities Users	0.07/0.26	-0.47-0.62	0.78
Minority Users	-0.13/0.24	-0.62-0.35	0.575
Cost per 20L	0.01/0.01	-0.01-0.02	0.332
User Feedback	0.00/0.00	-0.00-0.01	0.282
OUTCOMES	Coef/SE	95%CI	P-value
Govt Communication_3 (Scheduled public forums)			
Water Source Operational	-0.01/0.01	-0.02-0.01	0.426
Water System Break Down	-0.14/0.21	-0.58-0.29	0.505
Days Repair	0.02/0.02	-0.02-0.06	0.324
Feedback used	0.05/0.13	-0.22-0.32	0.715
Complaints Filed	-0.00/0.00	-0.01-0.01	0.793
Number of Users	0.00/0.00	-0.00-0.00	0.434
Users Paid	0.00/0.00	-0.00-0.00	0.49
Water Quality Testing	0.18/0.17	-0.18-0.53	0.318
Water Quality Results Time	-0.46/0.38	-1.28-0.36	0.245
User Trust	0.09/0.38	-0.70-0.88	0.813
Users Understand Technologies	-0.13/0.22	-0.58-0.31	0.542
Women Users	0.10/0.32	-0.56-0.75	0.767
Disabilities Users	-0.02/0.26	-0.56-0.52	0.936
Minority Users	0.20/0.23	-0.28-0.68	0.405
Cost per 20L	0.01/0.01	0.00-0.03	**0.042
User Feedback	0.00/0.00	-0.01-0.00	0.369
OUTCOMES	Coef/SE	95%CI	P-value
Govt Communication_4 (Ongoing inperson opportunities at the water source)			

Water Source Operational	0.01/0.01	-0.00-0.03	0.116
Water System Break Down	-0.41/0.20	-0.82--0.01	**0.047
Days Repair	-0.01/0.02	-0.05-0.03	0.433
Feedback used	-0.12/0.13	-0.39-0.15	0.363
Complaints Filed	-0.01/0.00	-0.02-0.00	**0.029
Number of Users	0.00/0.00	-0.00-0.00	0.496
Users Paid	0.00/0.00	-0.00-0.00	0.488
Water Quality Testing	-0.26/0.17	-0.62-0.09	0.132
Water Quality Results Time	0.54/0.38	-0.28-1.36	0.179
User Trust	0.05/0.38	-0.75-0.84	0.907
Users Understand Technologies	-0.38/0.20	-0.80-0.05	*0.078
Women Users	-0.24/0.32	-0.90-0.42	0.461
Disabilities Users	0.43/0.24	-0.08-0.94	*0.092
Minority Users	0.40/0.22	-0.05-0.86	*0.08
Cost per 20L	0.01/0.01	-0.00-0.03	*0.064
User Feedback	0.00/0.00	-0.01-0.00	0.15
COWSO User Communication			
Water Source Operational	0.00/0.01	-0.02-0.02	0.93
Water System Break Down	0.50/0.19	0.08-0.92	**0.022
Days Repair	-0.02/0.02	-0.08-0.05	0.531
Feedback used	0.00/0.00	0.00-0.00	**<0.001
Complaints Filed	0.01/0.00	-0.00-0.01	*0.052
Number of Users	-0.00/0.00	-0.00-0.00	0.426
Users Paid	-0.00/0.00	-0.00-0.00	0.47
Water Quality Testing	0.27/0.25	-0.27-0.81	0.299
Water Quality Results Time	0.00/0.00	0.00-0.00	**<0.001
User Trust	0.25/0.33	-0.47-0.97	0.464
Users Understand Technologies	0.50/0.19	0.08-0.92	**0.022
Women Users	0.33/0.32	-0.37-1.04	0.325
Disabilities Users	0.30/0.25	-0.24-0.84	0.249
Minority Users	0.02/0.25	-0.52-0.56	0.93
Cost per 20L	0.00/0.01	-0.01-0.02	0.848
User Feedback	0.00/0.00	-0.00-0.01	*0.055
OUTCOMES	Coef/SE	95%CI	P-value
Water Quality Comms			
Water Source Operational	0.00/0.01	-0.02-0.01	0.597
Water System Break Down	0.25/0.20	-0.16-0.66	0.215
Days Repair	-0.00/0.01	-0.03-0.03	0.941

Feedback used	0.15/0.11	-0.09-0.39	0.198
Complaints Filed	0.00/0.00	-0.01-0.00	0.479
Number of Users	-0.00/0.00	-0.00-0.00	0.527
Users Paid	-0.00/0.00	-0.00-0.00	0.675
Water Quality Testing	0.11/0.18	-0.26-0.48	0.524
Water Quality Results Time	0.00/0.00	0.00-0.00	**<0.001
User Trust	-0.26/0.46	-1.24-0.71	0.578
Users Understand Technologies	0.73/0.16	0.40-1.07	**<0.001
Women Users	-0.28/0.33	-0.98-0.42	0.416
Disabilities Users	0.10/0.28	-0.50-0.70	0.735
Minority Users	0.19/0.24	-0.32-0.69	0.447
Cost per 20L	0.02/0.01	0.00-0.04	**0.017
User Feedback	-0.00/0.00	-0.01-0.00	0.167
COWSO Monitoring			
Water Source Operational	0.00/0.01	-0.01-0.02	0.569
Water System Break Down	-0.16/0.17	-0.51-0.20	0.372
Days Repair	0.02/0.02	-0.02-0.06	0.319
Feedback used	0.12/0.10	-0.10-0.34	0.262
Complaints Filed	0.00/0.00	-0.01-0.01	0.92
Number of Users	0.00/0.00	-0.00-0.00	0.34
Users Paid	0.00/0.00	-0.00-0.00	0.256
Water Quality Testing	0.15/0.14	-0.15-0.44	0.312
Water Quality Results Time	-0.15/0.27	-0.75-0.44	0.584
User Trust	0.32/0.31	-0.32-0.95	0.309
Users Understand Technologies	0.20/0.17	-0.16-0.56	0.262
Women Users	0.24/0.26	-0.29-0.77	0.364
Disabilities Users	0.49/0.19	0.11-0.88	**0.014
Minority Users	0.30/0.18	-0.08-0.69	0.114
Cost per 20L	0.02/0.01	0.00-0.03	**0.006
User Feedback	0.00/0.00	0.00-0.00	0.843
Women COWSO Leadership			
Water Source Operational	-0.00/0.02	-0.04-0.04	0.967
Water System Break Down	0.13/0.55	-1.01-1.26	0.817
Days Repair	0.04/0.05	-0.06-0.15	0.353
Feedback used	-0.01/0.34	-0.70-0.69	0.981
Complaints Filed	0.00/0.01	-0.02-0.02	0.907
Number of Users	0.00/0.00	-0.00-0.00	*0.08
Users Paid	0.00/0.00	-0.00-0.00	0.147
Water Quality Testing	0.38/0.45	-0.54-1.31	0.402

Water Quality Results Time	1.04/0.50	-0.05-2.13	*0.06
User Trust	1.77/0.90	-0.10-3.64	*0.062
Users Understand Technologies	0.73/0.54	-0.38-1.85	0.185
Women Users	-0.14/0.82	-1.84-1.55	0.863
Disabilities Users	0.16/0.67	-1.22-1.54	0.815
Minority Users	-0.08/0.61	-1.34-1.18	0.896
Cost per 20L	0.00/0.02	-0.04-0.04	0.872
User Feedback	-0.00/0.01	-0.01-0.01	0.924
Respondent Gender			
Water Source Operational	0.01/0.01	-0.01-0.02	0.459
Water System Break Down	-0.26/0.18	-0.63-0.11	0.165
Days Repair	0.03/0.01	0.02-0.04	**0.001
Feedback used	0.18/0.11	-0.05-0.40	0.118
Complaints Filed	-0.00/0.00	-0.01-0.01	0.83
Number of Users	-0.00/0.00	-0.00-0.00	0.421
Users Paid	-0.00/0.00	-0.00-0.00	0.678
Water Quality Testing	0.06/0.15	-0.26-0.38	0.707
Water Quality Results Time	-0.77/0.32	-1.46--0.08	**0.032
User Trust	0.27/0.33	-0.41-0.95	0.416
Users Understand Technologies	0.22/0.18	-0.16-0.61	0.242
Women Users	0.10/0.28	-0.48-0.67	0.736
Disabilities Users	0.06/0.23	-0.41-0.53	0.783
Minority Users	0.17/0.20	-0.26-0.60	0.417
Cost per 20L	0.01/0.01	-0.01-0.02	0.339
User Feedback	-0.00/0.00	0.00-0.00	0.69
Years in position			
Water Source Operational	-0.02/0.04	-0.11-0.07	0.702
Water System Break Down	1.53/1.18	-0.92-3.97	0.208
Days Repair	-0.20/0.11	-0.45-0.06	0.115
Feedback used	0.71/0.73	-0.81-2.23	0.341
Complaints Filed	-0.02/0.02	-0.07-0.03	0.398
Number of Users	-0.00/0.00	-0.00-0.00	0.636
Users Paid	-0.00/0.00	-0.00-0.00	0.498
Water Quality Testing	-0.85/1.00	-2.92-1.21	0.401
Water Quality Results Time	0.38/2.36	-4.71-5.47	0.873
User Trust	-1.41/2.16	-5.89-3.07	0.521
Users Understand Technologies	0.33/1.24	-2.25-2.91	0.791

Women Users	-1.00/1.81	-4.76-2.76	0.586
Disabilities Users	-2.26/1.40	-5.18-0.65	0.121
Minority Users	-1.88/1.30	-4.59-0.82	0.162
Cost per 20L	-0.07/0.04	-0.15-0.02	0.117
User Feedback	-0.01/0.01	-0.03-0.01	0.386
Data by Household			
Water Source Operational	0.00/0.00	-0.00-0.01	0.365
Water System Break Down	0.03/0.12	-0.22-0.28	0.813
Days Repair	0.00/0.01	-0.02-0.03	0.889
Feedback used	0.14/0.07	0.01-0.28	**0.041
Complaints Filed	0.01/0.00	0.01-0.01	**<0.001
Number of Users	-0.00/0.00	-0.00-0.00	0.724
Users Paid	-0.00/0.00	-0.00-0.00	0.673
Water Quality Testing	0.29/0.08	0.14-0.45	**0.001
Water Quality Results Time	-0.50/0.15	-0.82--0.18	**0.005
User Trust	0.09/0.21	-0.35-0.53	0.673
Users Understand Technologies	0.13/0.12	-0.11-0.38	0.272
Women Users	0.29/0.17	-0.06-0.63	0.102
Disabilities Users	-0.15/0.14	-0.44-0.15	0.309
Minority Users	-0.29/0.12	-0.53--0.04	**0.025
Cost per 20L	0.00/0.00	-0.01-0.01	0.62
User Feedback	0.00/0.00	0.00-0.01	**<0.001
CBWSO Technician Available			
Water Source Operational	0.01/0.01	-0.01-0.02	0.219
Water System Break Down	-0.04/0.21	-0.48-0.39	0.84
Days Repair	-0.01/0.02	-0.05-0.03	0.641
Feedback used	0.09/0.13	-0.17-0.35	0.494
Complaints Filed	0.00/0.00	-0.01-0.01	0.705
Number of Users	0.00/0.00	-0.00-0.00	0.507
Users Paid	0.00/0.00	-0.00-0.00	0.338
Water Quality Testing	0.15/0.17	-0.21-0.50	0.398
Water Quality Results Time	0.27/0.35	-0.49-1.03	0.459
User Trust	0.14/0.37	-0.64-0.91	0.718
Users Understand Technologies	0.29/0.20	-0.13-0.71	0.171
Women Users	0.05/0.31	-0.60-0.69	0.88
Disabilities Users	0.54/0.23	0.07-1.01	**0.027
Minority Users	0.26/0.22	-0.21-0.73	0.262
Cost per 20L	0.01/0.01	-0.00-0.03	0.11
User Feedback	0.00/0.00	-0.00-0.01	0.456

Water Source Operational			
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Endline Regression Analysis Users Survey

UNIVARIATE REGRESSION			
OUTCOMES	Coef/SE	95%CI	P-value
RESPONDENT GENDER			
Reasonable price	-0.00/0.03	-0.06 - 0.05	0.920
Water payment frequency	0.02/0.03	-0.03 - 0.08	0.453
Feedback Provided (By All Actors)	0.00/0.03	-0.05 - 0.05	0.922
Feedback used	0.01/0.01	-0.01 - 0.03	0.396
Complaints Filed	-0.01/0.01	-0.03 - 0.01	0.192
Concerns addressed by Government	-0.02/0.01	-0.04 - 0.00	0.088*
Concerns Addressed by PO	0.01/0.02	-0.03 - 0.05	0.687
Concerns Addressed by COWSO	-0.03/0.01	-0.06 - -0.01	0.018**
Water Technology	0.08/0.05	-0.02 - 0.18	0.099*
Water Quality	-0.02/0.03	-0.08 - 0.04	0.505
Fair Cost of Water	0.03/0.04	-0.04 - 0.10	0.426
Appropriate use of funds	-0.05/0.03	-0.11 - 0.01	0.099*
Operational Next Year	-0.00/0.03	-0.05 - 0.05	0.985
System Maintenance	-0.06/0.03	-0.11 - 0.00	0.052*
Serve Daily Needs	0.01/0.03	-0.04 - 0.06	0.798
Water Access	0.03/0.03	-0.02 - 0.08	0.251
Service Provider Care	0.02/0.04	-0.07 - 0.10	0.678
Water use restriction	0.08/0.09	-0.11 - 0.26	0.415
HEAD OF HOUSEHOLD RESPONDING TO QUESTIONS			
Reasonable price	0.02/0.03	-0.03 - 0.08	0.452
Water payment frequency	-0.02/0.03	-0.07 - 0.03	0.466
Feedback Provided (By All Actors)	0.10/0.03	0.05 - 0.15	0.000**
Feedback used	0.04/0.01	0.02 - 0.06	0.000**
Complaints Filed	0.02/0.01	0.00 - 0.03	0.046**
Concerns addressed by Government	0.01/0.01	-0.01 - 0.03	0.206
Concerns Addressed by PO	0.02/0.02	-0.01 - 0.06	0.198
Concerns Addressed by COWSO	0.05/0.01	0.03 - 0.07	0.000**
Water Technology	-0.03/0.05	-0.12 - 0.07	0.561
Water Quality	0.05/0.03	-0.01 - 0.11	0.125
Fair Cost of Water	-0.08/0.04	-0.15 - -0.01	0.034**
Appropriate use of funds	0.13/0.03	0.07 - 0.19	0.000**
Operational Next Year	0.02/0.03	-0.03 - 0.07	0.415
System Maintenance	0.12/0.03	0.07 - 0.17	0.000**
Serve Daily Needs	0.08/0.03	0.03 - 0.13	0.001**
Water Access	0.05/0.03	0.00 - 0.09	0.071*
Service Provider Care	0.06/0.04	-0.02 - 0.14	0.144

Water use restriction	0.21/0.09	0.03 - 0.38	0.019**
	RESPONDENT AGE		
Reasonable price	-0.18/0.07	-0.31 - -0.05	0.005**
Water payment frequency	0.32/0.06	0.20 - 0.44	0.000**
Feedback Provided (By All Actors)	0.22/0.06	0.10 - 0.34	0.000**
Feedback used	-0.04/0.02	-0.08 - 0.01	0.142
Complaints Filed	0.07/0.02	0.03 - 0.11	0.001**
Concerns addressed by Government	-0.13/0.02	-0.17 - -0.08	0.000**
Concerns Addressed by PO	-0.01/0.05	-0.10 - 0.09	0.877
Concerns Addressed by COWSO	-0.13/0.03	-0.19 - -0.07	0.000**
Water Technology	0.24/0.11	0.02 - 0.47	0.031**
Water Quality	-0.17/0.07	-0.31 - -0.03	0.016**
Fair Cost of Water	-0.30/0.08	-0.46 - -0.14	0.000**
Appropriate use of funds	-0.07/0.07	-0.20 - 0.06	0.316
Operational Next Year	-0.15/0.06	-0.27 - -0.03	0.012**
System Maintenance	-0.20/0.06	-0.32 - -0.07	0.002**
Serve Daily Needs	-0.08/0.06	-0.20 - 0.04	0.183
Water Access	-0.09/0.06	-0.21 - 0.02	0.113
Service Provider Care	-0.42/0.09	-0.61 - -0.24	0.000**
Water use restriction	-0.07/0.21	-0.48 - 0.34	0.737
DISABILITY THAT AFFECT RETRIEVAL OF WATER			
Reasonable price	0.02/0.01	-0.01 - 0.05	0.130
Water payment frequency	-0.00/0.02	-0.03 - 0.03	0.846
Feedback Provided (By All Actors)	0.08/0.01	0.05 - 0.10	0.000**
Feedback used	0.02/0.01	0.01 - 0.03	0.000**
Complaints Filed	0.00/0.00	-0.01 - 0.01	0.939
Concerns addressed by Government	-0.00/0.00	-0.01 - 0.01	0.666
Concerns Addressed by PO	0.01/0.01	-0.01 - 0.04	0.221
Concerns Addressed by COWSO	0.01/0.01	-0.01 - 0.02	0.322
Water Technology	0.06/0.03	0.01 - 0.12	0.015**
Water Quality	-0.00/0.02	-0.03 - 0.03	0.939
Fair Cost of Water	-0.02/0.02	-0.05 - 0.02	0.374
Appropriate use of funds	-0.00/0.02	-0.03 - 0.03	0.953
Operational Next Year	0.00/0.01	-0.02 - 0.03	0.795
System Maintenance	0.01/0.01	-0.01 - 0.04	0.333
Serve Daily Needs	0.05/0.01	0.02 - 0.07	0.000**
Water Access	0.04/0.01	0.02 - 0.07	0.000**
Service Provider Care	-0.00/0.02	-0.04 - 0.04	0.963
Water use restriction	0.25/0.04	0.17 - 0.33	0.000**

HOUSEHOLD POOR(COMPOSITE INDICATOR) (YES/NO)			
Reasonable price	-0.17/0.03	-0.22 - -0.11	0.000**
Water payment frequency	-0.05/0.03	-0.10 - 0.01	0.083*
Feedback Provided (By All Actors)	-0.19/0.03	-0.24 - -0.14	0.000**
Feedback used	-0.05/0.01	-0.07 - -0.03	0.000**
Complaints Filed	-0.03/0.01	-0.05 - -0.02	0.000**
Concerns addressed by Government	-0.01/0.01	-0.03 - 0.01	0.170
Concerns Addressed by PO	-0.06/0.02	-0.09 - -0.02	0.002**
Concerns Addressed by COWSO	-0.04/0.01	-0.06 - -0.01	0.002**
Water Technology	-0.01/0.05	-0.10 - 0.08	0.803
Water Quality	-0.17/0.03	-0.23 - -0.11	0.000**
Fair Cost of Water	-0.02/0.04	-0.09 - 0.05	0.596
Appropriate use of funds	-0.11/0.03	-0.17 - -0.05	0.000**
Operational Next Year	-0.30/0.03	-0.35 - -0.25	0.000**
System Maintenance	-0.17/0.03	-0.22 - -0.11	0.000**
Serve Daily Needs	-0.13/0.03	-0.18 - -0.08	0.000**
Water Access	-0.11/0.03	-0.16 - -0.06	0.000**
Service Provider Care	-0.18/0.04	-0.26 - -0.10	0.000**
Water use restriction	-0.12/0.09	-0.30 - 0.06	0.178
WATER SOURCE (IMPROVED OR UNIMPROVED)			
Reasonable price	0.00/0.00	-0.00 - 0.01	0.156
Water payment frequency	-0.00/0.00	-0.01 - 0.00	0.225
Feedback Provided (By All Actors)	0.00/0.00	-0.01 - 0.01	0.964
Feedback used	0.00/0.00	0.00 - 0.01	0.009**
Complaints Filed	-0.00/0.00	-0.00 - 0.00	0.862
Concerns addressed by Government	0.00/0.00	-0.00 - 0.00	0.467
Concerns Addressed by PO	0.00/0.00	-0.00 - 0.01	0.471
Concerns Addressed by COWSO	0.00/0.00	-0.00 - 0.00	0.303
Water Technology	-0.00/0.01	-0.02 - 0.01	0.514
Water Quality	0.00/0.00	-0.00 - 0.01	0.425
Fair Cost of Water	-0.00/0.00	-0.01 - 0.00	0.424
Appropriate use of funds	-0.00/0.00	-0.01 - 0.01	0.895
Operational Next Year	0.01/0.00	-0.00 - 0.01	0.068*
System Maintenance	0.00/0.00	-0.01 - 0.01	0.699
Serve Daily Needs	-0.00/0.00	-0.01 - 0.00	0.343
Water Access	-0.00/0.00	-0.01 - 0.00	0.353
Service Provider Care	-0.00/0.00	-0.01 - 0.00	0.591
Water use restriction	-0.03/0.01	-0.05 - -0.01	0.007**
NUMBER OF DAYS OF WATER SOURCE WAS OPERATIONAL			

Reasonable price	10.77/0.80	9.20 - 12.35	0.000**
Water payment frequency	1.84/0.83	0.20 - 3.47	0.028**
Feedback Provided (By All Actors)	4.41/0.76	2.91 - 5.91	0.000**
Feedback used	2.20/0.33	1.56 - 2.85	0.000**
Complaints Filed	0.02/0.26	-0.50 - 0.54	0.931
Concerns addressed by Government	1.13/0.30	0.54 - 1.73	0.000**
Concerns Addressed by PO	3.54/0.51	2.53 - 4.55	0.000**
Concerns Addressed by COWSO	0.51/0.38	-0.24 - 1.26	0.184
Water Technology	15.31/1.38	12.61 - 18.01	0.000**
Water Quality	6.18/0.93	4.35 - 8.01	0.000**
Fair Cost of Water	2.40/1.07	0.29 - 4.51	0.026**
Appropriate use of funds	0.92/0.89	-0.81 - 2.66	0.296
Operational Next Year	10.44/0.74	8.98 - 11.89	0.000**
System Maintenance	2.76/0.83	1.14 - 4.38	0.001**
Serve Daily Needs	7.60/0.74	6.15 - 9.06	0.000**
Water Access	7.77/0.74	6.31 - 9.23	0.000**
Service Provider Care	3.71/1.24	1.28 - 6.14	0.003**
Water use restriction	0.58/2.72	-4.76 - 5.91	0.832
SYSTEM BREAK DOWN IN THE LAST SIX MONTHS			
Reasonable price	-0.19/0.03	-0.25 - -0.14	0.000**
Water payment frequency	-0.02/0.03	-0.08 - 0.03	0.419
Feedback Provided (By All Actors)	-0.08/0.03	-0.13 - -0.03	0.001**
Feedback used	-0.04/0.01	-0.06 - -0.02	0.001**
Complaints Filed	-0.01/0.01	-0.02 - 0.01	0.556
Concerns addressed by Government	-0.05/0.01	-0.07 - -0.03	0.000**
Concerns Addressed by PO	-0.06/0.02	-0.10 - -0.02	0.002**
Concerns Addressed by COWSO	-0.02/0.01	-0.05 - 0.00	0.084*
Water Technology	-0.36/0.05	-0.45 - -0.26	0.000**
Water Quality	-0.25/0.03	-0.31 - -0.19	0.000**
Fair Cost of Water	-0.15/0.04	-0.22 - -0.08	0.000**
Appropriate use of funds	-0.10/0.03	-0.16 - -0.04	0.001**
Operational Next Year	-0.27/0.03	-0.32 - -0.22	0.000**
System Maintenance	-0.09/0.03	-0.15 - -0.04	0.001**
Serve Daily Needs	-0.30/0.02	-0.35 - -0.25	0.000**
Water Access	-0.22/0.03	-0.27 - -0.17	0.000**
Service Provider Care	-0.31/0.04	-0.39 - -0.23	0.000**
Water use restriction	0.00/0.09	-0.18 - 0.18	0.976
DAYS TAKEN FOR REPAIRS (IN TIMES OF SYSTEM BREAK DOWN)			
Reasonable price	0.53/2.74	-4.84 - 5.90	0.848
Water payment frequency	6.46/1.84	2.84 - 10.08	0.001**
Feedback Provided (By All Actors)	1.45/2.78	-4.00 - 6.90	0.602
Feedback used	1.75/1.01	-0.23 - 3.72	0.083*
Complaints Filed	-1.09/1.26	-3.57 - 1.39	0.388
Concerns addressed by Government	0.99/1.12	-1.20 - 3.18	0.374
Concerns Addressed by PO	2.36/0.94	0.50 - 4.21	0.013**

Concerns Addressed by COWSO	0.17/1.16	-2.11 - 2.45	0.885
Water Technology	11.91/2.87	6.28 - 17.54	0.000**
Water Quality	1.45/2.32	-3.10 - 6.00	0.532
Fair Cost of Water	4.81/3.01	-1.10 - 10.73	0.110
Appropriate use of funds	6.69/2.48	1.83 - 11.56	0.007**
Operational Next Year	1.69/2.58	-3.36 - 6.74	0.512
System Maintenance	-2.70/2.88	-8.36 - 2.96	0.350
Serve Daily Needs	-3.42/2.55	-8.43 - 1.59	0.181
Water Access	0.41/2.57	-4.64 - 5.45	0.875
Service Provider Care	-1.41/2.91	-7.12 - 4.30	0.628
Water use restriction	0.88/9.47	-17.71 - 19.46	0.926
COST 20 LITRES OF WATER			
Reasonable price	-19.67/11.64	-42.50 - 3.15	0.091*
Water payment frequency	64.98/15.65	34.26 - 95.69	0.000**
Feedback Provided (By All Actors)	51.83/10.55	31.14 - 72.52	0.000**
Feedback used	5.25/4.91	-4.37 - 14.87	0.285
Complaints Filed	0.80/3.64	-6.34 - 7.94	0.826
Concerns addressed by Government	1.48/4.19	-6.75 - 9.70	0.725
Concerns Addressed by PO	24.14/12.88	-1.15 - 49.43	0.061*
Concerns Addressed by COWSO	6.57/5.91	-5.03 - 18.17	0.267
Water Technology	20.50/23.14	-24.92 - 65.92	0.376
Water Quality	13.80/13.47	-12.62 - 40.23	0.306
Fair Cost of Water	-45.66/16.79	-78.60 - -12.72	0.007**
Appropriate use of funds	-18.43/14.67	-47.20 - 10.35	0.209
Operational Next Year	25.81/10.79	4.64 - 46.98	0.017**
System Maintenance	-15.28/12.64	-40.08 - 9.52	0.227
Serve Daily Needs	46.81/10.50	26.22 - 67.39	0.000**
Water Access	13.87/10.59	-6.89 - 34.64	0.190
Service Provider Care	29.89/19.03	-7.43 - 67.22	0.116
Water use restriction	2.50/37.45	-70.96 - 75.96	0.947
WATER PAYMENT METHOD (CASH AT TIME OF SERVICE)			
Reasonable price	0.56/0.02	0.52 - 0.60	0.000**
Water payment frequency	-0.17/0.02	-0.21 - -0.14	0.000**
Feedback Provided (By All Actors)	0.13/0.02	0.08 - 0.17	0.000**
Feedback used	0.09/0.01	0.07 - 0.10	0.000**
Complaints Filed	-0.01/0.01	-0.03 - 0.01	0.232
Concerns addressed by Government	0.07/0.01	0.06 - 0.09	0.000**
Concerns Addressed by PO	0.12/0.02	0.08 - 0.16	0.000**
Concerns Addressed by COWSO	0.08/0.01	0.06 - 0.10	0.000**
Water Technology	0.38/0.04	0.31 - 0.46	0.000**
Water Quality	0.29/0.03	0.24 - 0.34	0.000**
Fair Cost of Water	0.08/0.02	0.04 - 0.13	0.000**
Appropriate use of funds	0.04/0.02	0.00 - 0.08	0.062*
Operational Next Year	0.25/0.02	0.20 - 0.29	0.000**
System Maintenance	0.09/0.02	0.05 - 0.14	0.000**

Serve Daily Needs	0.34/0.02	0.30 - 0.39	0.000**
Water Access	0.38/0.02	0.34 - 0.42	0.000**
Service Provider Care	0.13/0.03	0.07 - 0.19	0.000**
Water use restriction	0.14/0.08	-0.02 - 0.31	0.079*
VILLAGE LEADERSHIP REQUEST FEEDBACK			
Reasonable price	0.22/0.07	0.08 - 0.36	0.002**
Water payment frequency	0.08/0.06	-0.03 - 0.20	0.153
Feedback Provided (By All Actors)	0.14/0.06	0.01 - 0.27	0.030**
Feedback used	-0.06/0.03	-0.11 - -0.01	0.019**
Complaints Filed	0.04/0.02	-0.01 - 0.08	0.096*
Concerns addressed by Government	-0.05/0.03	-0.10 - 0.00	0.044**
Concerns Addressed by PO	0.01/0.03	-0.05 - 0.06	0.840
Concerns Addressed by COWSO	-0.18/0.03	-0.24 - -0.12	0.000**
Water Technology	0.51/0.11	0.30 - 0.72	0.000**
Water Quality	0.35/0.07	0.21 - 0.50	0.000**
Fair Cost of Water	-0.22/0.09	-0.39 - -0.05	0.012**
Appropriate use of funds	-0.15/0.07	-0.29 - -0.01	0.034**
Operational Next Year	-0.03/0.07	-0.16 - 0.10	0.623
System Maintenance	-0.27/0.07	-0.40 - -0.14	0.000**
Serve Daily Needs	0.17/0.06	0.04 - 0.29	0.010**
Water Access	0.21/0.06	0.09 - 0.34	0.001**
Service Provider Care	0.00/0.10	-0.20 - 0.19	0.962
Water use restriction	-0.02/0.23	-0.46 - 0.43	0.940
FEEDBACK ANONYMOUS			
Reasonable price	0.40/0.09	-0.59 - -0.22	0.000**
Water payment frequency	-0.14/0.08	-0.29 - 0.01	0.068*
Feedback Provided (By All Actors)	-0.16/0.07	-0.29 - -0.03	0.016**
Feedback used	-0.08/0.04	-0.16 - -0.01	0.028**
Complaints Filed	-0.03/0.02	-0.06 - 0.01	0.167
Concerns addressed by Government	-0.17/0.03	-0.22 - -0.11	0.000**
Concerns Addressed by PO	0.01/0.05	-0.10 - 0.11	0.916
Concerns Addressed by COWSO	-0.09/0.04	-0.17 - -0.01	0.027**
Water Technology	0.34/0.23	-0.12 - 0.79	0.146
Water Quality	0.10/0.09	-0.08 - 0.28	0.286
Fair Cost of Water	-0.29/0.09	-0.46 - -0.12	0.001**
Appropriate use of funds	-0.12/0.07	-0.26 - 0.02	0.095*
Operational Next Year	-0.36/0.08	-0.51 - -0.21	0.000**
System Maintenance	0.05/0.07	-0.09 - 0.18	0.500
Serve Daily Needs	-0.23/0.08	-0.38 - -0.07	0.005**
Water Access	-0.05/0.08	-0.20 - 0.11	0.570
Service Provider Care	-0.54/0.12	-0.78 - -0.31	0.000**
Water use restriction	0.17/0.21	-0.24 - 0.58	0.412

COWSO REQUEST FEEDBACK

Reasonable price	0.07/0.07	-0.06 - 0.20	0.276
Water payment frequency	0.17/0.06	0.06 - 0.29	0.002**
Feedback Provided (By All Actors)	0.21/0.06	0.09 - 0.32	0.001**
Feedback used	-0.10/0.02	-0.15 - -0.05	0.000**
Complaints Filed	-0.01/0.02	-0.04 - 0.03	0.789
Concerns addressed by Government	-0.16/0.02	-0.21 - -0.12	0.000**
Concerns Addressed by PO	0.05/0.03	-0.01 - 0.10	0.121
Concerns Addressed by COWSO	-0.14/0.03	-0.19 - -0.08	0.000**
Water Technology	0.42/0.10	0.21 - 0.62	0.000**
Water Quality	0.35/0.07	0.22 - 0.49	0.000**
Fair Cost of Water	-0.39/0.08	-0.55 - -0.24	0.000**
Appropriate use of funds	-0.02/0.06	-0.15 - 0.10	0.703
Operational Next Year	-0.11/0.06	-0.23 - 0.02	0.094*
System Maintenance	0.05/0.06	-0.07 - 0.17	0.433
Serve Daily Needs	-0.10/0.06	-0.22 - 0.01	0.084*
Water Access	0.08/0.06	-0.04 - 0.20	0.199
Service Provider Care	-0.48/0.09	-0.66 - -0.29	0.000**
Water use restriction	0.21/0.21	-0.20 - 0.62	0.315

NUMBER OF MASS COMMUNICATION MESSAGES SENT FROM LOCAL GOVERNMENT IN LAST SIX MONTHS

Reasonable price	0.41/0.05	0.30 - 0.51	0.000**
Water payment frequency	0.00/0.05	-0.10 - 0.11	0.977
Feedback Provided (By All Actors)	0.19/0.05	0.09 - 0.29	0.000**
Feedback used	0.13/0.02	0.09 - 0.18	0.000**
Complaints Filed	0.04/0.02	0.01 - 0.08	0.016**
Concerns addressed by Government	0.23/0.02	0.19 - 0.27	0.000**
Concerns Addressed by PO	0.11/0.03	0.05 - 0.17	0.000**
Concerns Addressed by COWSO	0.08/0.03	0.03 - 0.13	0.003**
Water Technology	0.64/0.09	0.46 - 0.82	0.000**
Water Quality	0.04/0.06	-0.09 - 0.17	0.522
Fair Cost of Water	0.26/0.07	0.11 - 0.40	0.000**
Appropriate use of funds	0.15/0.06	0.03 - 0.27	0.014**
Operational Next Year	0.41/0.05	0.31 - 0.51	0.000**
System Maintenance	-0.07/0.06	-0.18 - 0.04	0.221
Serve Daily Needs	0.31/0.05	0.22 - 0.41	0.000**
Water Access	0.29/0.05	0.19 - 0.39	0.000**
Service Provider Care	0.52/0.08	0.36 - 0.68	0.000**
Water use restriction	0.10/0.18	-0.25 - 0.45	0.587

MASS COMMUNICATIONS ABOUT MONEY

Reasonable price	0.27/0.08	0.12 - 0.42	0.000**
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Water payment frequency	-0.13/0.07	-0.26 - 0.00	0.045**
Feedback Provided (By All Actors)	0.01/0.05	-0.09 - 0.11	0.851
Feedback used	0.18/0.03	0.13 - 0.24	0.000**
Complaints Filed	-0.04/0.03	-0.10 - 0.02	0.222
Concerns addressed by Government	0.26/0.03	0.21 - 0.31	0.000**
Concerns Addressed by PO	0.06/0.05	-0.05 - 0.16	0.268
Concerns Addressed by COWSO	0.23/0.03	0.18 - 0.29	0.000**
Water Technology	-0.17/0.22	-0.60 - 0.25	0.424
Water Quality	0.44/0.07	0.30 - 0.57	0.000**
Fair Cost of Water	0.12/0.08	-0.03 - 0.27	0.118
Appropriate use of funds	0.28/0.06	0.16 - 0.39	0.000**
Operational Next Year	0.27/0.06	0.14 - 0.39	0.000**
System Maintenance	0.25/0.05	0.15 - 0.36	0.000**
Serve Daily Needs	0.47/0.06	0.34 - 0.59	0.000**
Water Access	0.43/0.06	0.31 - 0.55	0.000**
Service Provider Care	0.30/0.12	0.06 - 0.54	0.015**
Water use restriction	0.04/0.15	-0.26 - 0.34	0.784
NUMBER OF TIMES MASS COMMUNICATION MESSAGES FROM PRIVATE OPERATOR TO USERS			
Reasonable price	0.06/0.02	0.03 - 0.10	0.001**
Water payment frequency	-0.06/0.02	-0.11 - -0.01	0.011**
Feedback Provided (By All Actors)	0.16/0.02	0.13 - 0.19	0.000**
Feedback used	0.05/0.01	0.03 - 0.06	0.000**
Complaints Filed	0.02/0.01	0.01 - 0.03	0.003**
Concerns addressed by Government	0.02/0.01	0.01 - 0.03	0.001**
Concerns Addressed by PO	0.08/0.02	0.05 - 0.12	0.000**
Concerns Addressed by COWSO	0.04/0.01	0.02 - 0.05	0.000**
Water Technology	0.12/0.04	0.05 - 0.20	0.001**
Water Quality	0.04/0.02	0.00 - 0.08	0.078*
Fair Cost of Water	-0.00/0.03	-0.05 - 0.05	0.979
Appropriate use of funds	0.05/0.02	0.01 - 0.09	0.027**
Operational Next Year	0.04/0.02	0.01 - 0.07	0.022**
System Maintenance	0.06/0.02	0.02 - 0.10	0.002**
Serve Daily Needs	0.11/0.02	0.08 - 0.14	0.000**
Water Access	0.10/0.02	0.07 - 0.13	0.000**
Service Provider Care	0.10/0.03	0.04 - 0.16	0.000**
Water use restriction	0.43/0.06	0.32 - 0.54	0.000**
NUMBER OF TIMES OF MASS COMMUNICATION MESSAGES FROM CBWSO TO USERS			
Reasonable price	0.36/0.04	0.27 - 0.44	0.000**
Water payment frequency	0.16/0.05	0.06 - 0.25	0.001**
Feedback Provided (By All Actors)	0.29/0.04	0.21 - 0.37	0.000**
Feedback used	0.12/0.02	0.09 - 0.16	0.000**
Complaints Filed	0.04/0.01	0.01 - 0.07	0.005**
Concerns addressed by Government	0.00/0.02	-0.03 - 0.03	0.929

Concerns Addressed by PO	0.13/0.03	0.07 - 0.18	0.000**
Concerns Addressed by COWSO	0.11/0.02	0.06 - 0.15	0.000**
Water Technology	0.65/0.08	0.49 - 0.80	0.000**
Water Quality	0.17/0.05	0.06 - 0.27	0.002**
Fair Cost of Water	0.07/0.06	-0.06 - 0.19	0.283
Appropriate use of funds	0.29/0.05	0.18 - 0.39	0.000**
Operational Next Year	0.42/0.04	0.34 - 0.50	0.000**
System Maintenance	0.51/0.05	0.41 - 0.60	0.000**
Serve Daily Needs	0.24/0.04	0.16 - 0.32	0.000**
Water Access	0.25/0.04	0.17 - 0.33	0.000**
Service Provider Care	0.31/0.07	0.17 - 0.45	0.000**
Water use restriction	0.04/0.15	-0.25 - 0.32	0.799
WATER QUALITY COMMUNICATIONS RECEIVED			
Reasonable price	0.27/0.03	0.22 - 0.32	0.000**
Water payment frequency	-0.06/0.03	-0.12 - 0.00	0.037**
Feedback Provided (By All Actors)	0.15/0.02	0.10 - 0.20	0.000**
Feedback used	0.11/0.01	0.09 - 0.13	0.000**
Complaints Filed	0.01/0.01	-0.01 - 0.03	0.205
Concerns addressed by Government	0.04/0.01	0.02 - 0.06	0.000**
Concerns Addressed by PO	0.10/0.02	0.07 - 0.14	0.000**
Concerns Addressed by COWSO	0.11/0.01	0.08 - 0.13	0.000**
Water Technology	0.25/0.05	0.16 - 0.35	0.000**
Water Quality	0.14/0.03	0.08 - 0.20	0.000**
Fair Cost of Water	0.06/0.04	-0.01 - 0.14	0.085*
Appropriate use of funds	0.12/0.03	0.06 - 0.18	0.000**
Operational Next Year	0.18/0.03	0.13 - 0.23	0.000**
System Maintenance	0.20/0.03	0.14 - 0.25	0.000**
Serve Daily Needs	0.23/0.02	0.19 - 0.28	0.000**
Water Access	0.24/0.02	0.19 - 0.29	0.000**
Service Provider Care	0.17/0.04	0.09 - 0.25	0.000**
Water use restriction	0.24/0.09	0.07 - 0.42	0.006**

Endline Regression Analysis Village Leadership Survey

UNIVARIATE REGRESSION			
OUTCOMES	Coef/SE	95%CI	P-value
Respondent Gender			
Household Use Weekly	-0.00/0.00	-0.00 - 0.00	0.618
Water Source Operational	0.00/0.00	-0.00 - 0.01	0.342
Operational Last 6 Months	-0.07/0.06	-0.20 - 0.06	0.270
Water Source Operational 2	0.00/0.00	-0.00 - 0.01	0.397
Operational Last 6 Months 2	-0.07/0.09	-0.26 - 0.12	0.459
Water Source Operational 3	0.00/0.00	-0.01 - 0.01	0.508

Operational Last 6 Months 3	-0.09/0.17	-0.44 - 0.26	0.612
Water Source Operational 4	0.00/0.01	-0.01 - 0.02	0.706
Operational Last 6 Months 4	-0.08/0.30	-0.74 - 0.58	0.787
Village Feedback	-0.00/0.00	-0.00 - 0.00	0.606
Water Feedback	-0.00/0.00	-0.00 - 0.00	0.644
Feedback Used	0.04/0.03	-0.01 - 0.10	0.109
Government Complaints	-0.00/0.01	-0.02 - 0.02	0.776
Water Quality Testing	0.04/0.04	-0.04 - 0.13	0.323
System Maintenance Trust	0.04/0.04	-0.04 - 0.11	0.291
Water Users Understand Tech	-0.03/0.05	-0.13 - 0.08	0.638
Number of Women	0.03/0.03	-0.04 - 0.10	0.442
Disabilities Users	0.08/0.07	-0.07 - 0.22	0.319
Minority Users	0.07/0.08	-0.08 - 0.23	0.344
	Position Length		
Household Use Weekly	-0.00/0.00	-0.00 - 0.00	0.513
Water Source Operational	0.02/0.04	-0.07 - 0.11	0.696
Operational Last 6 Months	0.66/1.17	-1.70 - 3.02	0.574
Water Source Operational 2	-0.04/0.05	-0.14 - 0.06	0.415
Operational Last 6 Months 2	-1.79/1.61	-5.05 - 1.47	0.273
Water Source Operational 3	0.04/0.08	-0.12 - 0.21	0.578
Operational Last 6 Months 3	0.28/2.73	-5.36 - 5.93	0.919
Water Source Operational 4	-0.08/0.13	-0.36 - 0.20	0.525
Operational Last 6 Months 4	-3.76/5.20	-15.21 - 7.68	0.484
Village Feedback	-0.01/0.01	-0.03 - 0.01	0.441
Water Feedback	-0.01/0.01	-0.04 - 0.02	0.517
Feedback Used	0.86/0.40	0.06 - 1.66	0.035**
Government Complaints	-0.09/0.14	-0.37 - 0.20	0.552
Water Quality Testing	1.39/0.66	0.07 - 2.71	0.039**
System Maintenance Trust	-0.63/0.57	-1.78 - 0.51	0.272
Water Users Understand Tech	0.92/0.81	-0.70 - 2.54	0.259
Number of Women	0.08/0.53	-0.99 - 1.15	0.882
Disabilities Users	-1.25/1.14	-3.53 - 1.03	0.275
Minority Users	0.31/1.18	-2.06 - 2.68	0.793
	Year in Community		
Household Use Weekly	-0.00/0.00	-0.01 - 0.00	0.510
Water Source Operational	-0.27/0.18	-0.64 - 0.09	0.139
Operational Last 6 Months	8.68/4.68	-0.77 - 18.12	0.071*
Water Source Operational 2	0.02/0.20	-0.38 - 0.43	0.904
Operational Last 6 Months 2	13.50/6.06	1.19 - 25.80	0.033**
Water Source Operational 3	-0.01/0.30	-0.62 - 0.60	0.971
Operational Last 6 Months 3	8.81/10.04	-11.90 - 29.52	0.389
Water Source Operational 4	-0.01/0.41	-0.91 - 0.89	0.984
Operational Last 6 Months 4	-34.25/13.26	-63.43 - -5.07	0.025**
Village Feedback	0.03/0.04	-0.05 - 0.12	0.435
Water Feedback	0.11/0.06	-0.01 - 0.24	0.076*
Feedback Used	-0.69/1.82	-4.35 - 2.98	0.709

Government Complaints	0.12/0.63	-1.13 - 1.38	0.847
Water Quality Testing	-5.29/2.91	-11.13 - 0.55	0.075*
System Maintenance Trust	-0.90/2.53	-5.99 - 4.18	0.723
Water Users Understand Tech	-1.87/3.57	-9.04 - 5.30	0.603
Number of Women	-0.14/2.34	-4.83 - 4.55	0.952
Disabilities Users	-6.11/4.97	-16.09 - 3.87	0.225
Minority Users	-4.80/5.14	-15.12 - 5.53	0.355
	Village Population		
Household Use Weekly	0.36/0.30	-0.25 - 0.97	0.238
Water Source Operational	-3.97/21.46	-47.25 - 39.32	0.854
Operational Last 6 Months	-609.59/557.24	-1,733.37 - 514.19	0.280
Water Source Operational 2	3.11/23.47	-44.54 - 50.76	0.895
Operational Last 6 Months 2	-457.25/756.39	-1,992.81 - 1,078.31	0.549
Water Source Operational 3	64.45/29.55	3.48 - 125.43	0.039**
Operational Last 6 Months 3	-874.97/1,100.96	-3,147.23 - 1,397.29	0.435
Water Source Operational 4	54.01/39.39	-32.68 - 140.70	0.198
Operational Last 6 Months 4	819.67/1,730.71	-2,989.61 - 4,628.94	0.645
Village Feedback	1.22/4.52	-7.86 - 10.29	0.789
Water Feedback	-4.60/5.48	-16.27 - 7.07	0.414
Feedback Used	95.90/198.82	-303.24 - 495.03	0.632
Government Complaints	23.52/68.23	-113.47 - 160.50	0.732
Water Quality Testing	24.39/327.60	-633.29 - 682.06	0.941
System Maintenance Trust	213.11/275.22	-339.41 - 765.63	0.442
Water Users Understand Tech	-308.14/388.35	-1,087.78 - 471.50	0.431
Number of Women	3.86/255.06	-508.19 - 515.91	0.988
Disabilities Users	-305.62/548.79	-1,407.36 - 796.12	0.580
Minority Users	74.58/565.81	-1,061.32 - 1,210.49	0.896
	Water Source Name		
Household Use Weekly	0.00/0.00	-0.00 - 0.00	0.344
Water Source Operational	-0.03/0.02	-0.07 - 0.00	0.072*
Operational Last 6 Months	1.20/0.44	0.30 - 2.09	0.010**
Water Source Operational 2	0.00/0.02	-0.04 - 0.04	0.851
Operational Last 6 Months 2	0.06/0.62	-1.21 - 1.33	0.924
Water Source Operational 3	0.02/0.03	-0.03 - 0.08	0.387
Operational Last 6 Months 3	-1.65/0.91	-3.54 - 0.23	0.083*
Water Source Operational 4	-0.04/0.03	-0.11 - 0.03	0.208
Operational Last 6 Months 4	-1.00/1.40	-4.09 - 2.09	0.491
Village Feedback	-0.00/0.01	-0.02 - 0.01	0.463
Water Feedback	-0.02/0.01	-0.05 - 0.01	0.156
Feedback Used	-0.16/0.18	-0.53 - 0.21	0.379
Government Complaints	-0.08/0.06	-0.20 - 0.04	0.193
Water Quality Testing	-0.32/0.33	-0.99 - 0.34	0.330
System Maintenance Trust	-0.24/0.26	-0.76 - 0.28	0.364
Disabilities Users	-0.21/0.52	-1.27 - 0.84	0.687
Minority Users	0.31/0.56	-0.81 - 1.43	0.574
	Feedback Requested		
Household Use Weekly	-0.00/0.00	-0.00 - 0.00	0.349

Water Source Operational	0.02/0.02	-0.01 - 0.05	0.264
Operational Last 6 Months	0.51/0.40	-0.31 - 1.33	0.214
Water Source Operational 2	-0.01/0.02	-0.04 - 0.03	0.602
Operational Last 6 Months 2	-0.66/0.54	-1.76 - 0.44	0.233
Water Source Operational 3	0.01/0.03	-0.05 - 0.07	0.726
Operational Last 6 Months 3	-0.13/0.98	-2.14 - 1.88	0.895
Water Source Operational 4	-0.03/0.04	-0.12 - 0.06	0.446
Operational Last 6 Months 4	-1.75/1.67	-5.42 - 1.92	0.317
Village Feedback	0.01/0.00	0.01 - 0.02	0.001**
Water Feedback	0.01/0.01	-0.00 - 0.02	0.066*
Feedback Used	0.78/0.12	0.53 - 1.02	0.000**
Government Complaints	0.03/0.06	-0.09 - 0.14	0.636
Water Quality Testing	0.59/0.26	0.08 - 1.11	0.024**
System Maintenance Trust	-0.23/0.22	-0.68 - 0.22	0.310
Water Users Understand Tech	0.50/0.31	-0.12 - 1.13	0.113
Number of Women	0.12/0.21	-0.30 - 0.54	0.569
Disabilities Users	0.03/0.45	-0.88 - 0.94	0.949
Minority Users	0.37/0.46	-0.56 - 1.29	0.429
Feedback Requested Method 2 (By Phone (SMS, Calls, WhatsApp))			
Household Use Weekly	-0.00/0.00	-0.00 - 0.00	0.853
Water Source Operational	-0.01/0.01	-0.03 - 0.01	0.409
Operational Last 6 Months	0.16/0.24	-0.35 - 0.66	0.523
Water Source Operational 2	-0.00/0.01	-0.02 - 0.02	0.780
Operational Last 6 Months 2	-0.38/0.52	-1.47 - 0.72	0.478
Water Source Operational 3	-0.00/0.01	-0.03 - 0.02	0.729
Operational Last 6 Months 3	-0.42/0.54	-1.60 - 0.76	0.453
Water Source Operational 4	-0.03/0.02	-0.06 - 0.01	0.153
Village Feedback	-0.00/0.00	-0.00 - 0.00	0.686
Water Feedback	-0.00/0.00	-0.00 - 0.00	0.672
Feedback Used	0.06/0.06	-0.07 - 0.19	0.354
Government Complaints	0.03/0.02	-0.01 - 0.07	0.165
Water Quality Testing	-0.20/0.13	-0.47 - 0.07	0.136
System Maintenance Trust	-0.19/0.16	-0.52 - 0.15	0.264
Water Users Understand Tech	0.25/0.34	-0.46 - 0.96	0.473
Number of Women	-0.07/0.12	-0.33 - 0.19	0.570
Disabilities Users	0.09/0.24	-0.40 - 0.59	0.695
Minority Users	0.09/0.24	-0.40 - 0.59	0.695
Feedback Requested Method 4 (Verbal or In-Person)			
Household Use Weekly	0.00/0.00	0.00 - 0.00	0.692
Water Source Operational	0.01/0.01	-0.01 - 0.03	0.359
Operational Last 6 Months	-0.19/0.18	-0.59 - 0.20	0.307
Water Source Operational 2	0.00/0.01	-0.01 - 0.02	0.895
Operational Last 6 Months 2	-0.88/0.35	-1.63 - -0.12	0.025**

Water Source Operational 3	-0.01/0.01	-0.03 - 0.02	0.452
Operational Last 6 Months 3	0.25/0.47	-0.79 - 1.29	0.606
Water Source Operational 4	-0.01/0.02	-0.05 - 0.03	0.614
Operational Last 6 Months 4	omitted		
Village Feedback	0.00/0.00	-0.00 - 0.00	0.497
Water Feedback	0.00/0.00	-0.00 - 0.00	0.980
Feedback Used	0.06/0.05	-0.04 - 0.16	0.247
Government Complaints	-0.02/0.02	-0.05 - 0.02	0.275
Water Quality Testing	-0.03/0.10	-0.24 - 0.19	0.800
System Maintenance Trust	-0.03/0.13	-0.30 - 0.23	0.789
Number of Women	0.07/0.09	-0.13 - 0.27	0.460
Disabilities Users	-0.18/0.18	-0.55 - 0.20	0.335
Minority Users	-0.18/0.18	-0.55 - 0.20	0.335
Feedback Anonymous			
Household Use Weekly	-0.00/0.00	-0.00 - 0.00	0.856
Water Source Operational	-0.00/0.01	-0.02 - 0.02	0.956
Operational Last 6 Months	0.29/0.14	-0.02 - 0.59	0.065*
Water Source Operational 2	-0.00/0.01	-0.02 - 0.01	0.515
Operational Last 6 Months 2	-0.13/0.35	-0.88 - 0.63	0.728
Water Source Operational 3	0.01/0.01	-0.02 - 0.03	0.560
Operational Last 6 Months 3	-0.17/0.41	-1.06 - 0.73	0.689
Water Source Operational 4	0.00/0.01	-0.03 - 0.03	0.776
Operational Last 6 Months 4	omitted		
Village Feedback	-0.00/0.00	-0.00 - 0.00	0.744
Water Feedback	-0.00/0.00	-0.00 - 0.00	0.708
Feedback Used	0.05/0.04	-0.04 - 0.13	0.270
Government Complaints	-0.01/0.01	-0.04 - 0.02	0.619
Water Quality Testing	-0.12/0.08	-0.30 - 0.05	0.156
System Maintenance Trust	0.02/0.11	-0.20 - 0.25	0.831
Water Users Understand Tech	-0.10/0.22	-0.56 - 0.36	0.658
Number of Women	0.00/0.08	-0.17 - 0.17	1.000
Disabilities Users	-0.14/0.15	-0.45 - 0.17	0.358
Minority Users	0.12/0.15	-0.20 - 0.43	0.445
Water Feedback Requested			
Household Use Weekly	-0.00/0.00	-0.00 - 0.00	0.537
Water Source Operational	0.02/0.01	-0.01 - 0.04	0.143
Operational Last 6 Months	0.34/0.27	-0.21 - 0.89	0.225
Water Source Operational 2	-0.01/0.01	-0.03 - 0.02	0.504
Operational Last 6 Months 2	-0.47/0.37	-1.22 - 0.27	0.203
Water Source Operational 3	0.00/0.02	-0.04 - 0.04	0.873
Operational Last 6 Months 3	-0.07/0.65	-1.42 - 1.27	0.912
Water Source Operational 4	-0.01/0.03	-0.07 - 0.05	0.668
Operational Last 6 Months 4	-1.25/1.10	-3.67 - 1.17	0.279
Village Feedback	0.00/0.00	-0.00 - 0.01	0.071*
Water Feedback	-0.00/0.00	-0.01 - 0.01	0.692
Feedback Used	0.49/0.07	0.34 - 0.64	0.000**

Government Complaints	0.01/0.03	-0.06 - 0.08	0.684
Water Quality Testing	0.33/0.16	0.01 - 0.65	0.041**
System Maintenance Trust	-0.22/0.14	-0.49 - 0.06	0.115
Water Users Understand Tech	0.31/0.19	-0.08 - 0.70	0.112
Number of Women	0.01/0.13	-0.25 - 0.27	0.965
Disabilities Users	-0.07/0.28	-0.63 - 0.49	0.816
Minority Users	0.09/0.29	-0.49 - 0.66	0.767
	Village Leadership Participation 1		
Household Use Weekly	0.00/0.00	-0.00 - 0.00	0.190
Water Source Operational	0.00/0.00	-0.01 - 0.01	0.838
Operational Last 6 Months	0.06/0.13	-0.20 - 0.31	0.654
Water Source Operational 2	-0.01/0.00	-0.02 - 0.00	0.297
Operational Last 6 Months 2	-0.24/0.16	-0.56 - 0.07	0.130
Water Source Operational 3	-0.00/0.01	-0.02 - 0.01	0.664
Operational Last 6 Months 3	-0.17/0.23	-0.64 - 0.30	0.453
Water Source Operational 4	0.00/0.01	-0.01 - 0.02	0.706
Operational Last 6 Months 4	-0.08/0.30	-0.74 - 0.58	0.787
Village Feedback	0.00/0.00	-0.00 - 0.00	0.201
Water Feedback	0.00/0.00	-0.00 - 0.01	0.381
Feedback Used	0.02/0.05	-0.08 - 0.11	0.740
Government Complaints	0.03/0.02	-0.00 - 0.06	0.051*
Water Quality Testing	-0.01/0.08	-0.16 - 0.14	0.907
System Maintenance Trust	-0.04/0.06	-0.17 - 0.09	0.545
Water Users Understand Tech	0.04/0.09	-0.15 - 0.22	0.693
Number of Women	0.08/0.06	-0.03 - 0.20	0.162
Disabilities Users	0.05/0.13	-0.21 - 0.30	0.718
Minority Users	0.24/0.13	-0.01 - 0.50	0.059*
	Village Leadership Participation 2		
Household Use Weekly	0.00/0.00	-0.00 - 0.00	0.255
Water Source Operational	0.00/0.00	-0.01 - 0.01	0.685
Operational Last 6 Months	-0.00/0.12	-0.24 - 0.24	0.986
Water Source Operational 2	-0.01/0.00	-0.02 - -0.01	0.002**
Operational Last 6 Months 2	-0.08/0.16	-0.41 - 0.24	0.612
Water Source Operational 3	0.00/0.01	-0.01 - 0.02	0.406
Operational Last 6 Months 3	-0.13/0.20	-0.55 - 0.29	0.525
Water Source Operational 4	0.01/0.01	-0.02 - 0.03	0.576
Operational Last 6 Months 4	-0.17/0.41	-1.06 - 0.73	0.689
Village Feedback	-0.00/0.00	-0.00 - 0.00	0.830
Water Feedback	-0.00/0.00	-0.01 - 0.00	0.437
Feedback Used	0.05/0.04	-0.04 - 0.14	0.259
Government Complaints	0.03/0.01	0.00 - 0.06	0.027**
Water Quality Testing	0.06/0.07	-0.08 - 0.21	0.405
System Maintenance Trust	-0.06/0.06	-0.18 - 0.06	0.323
Water Users Understand Tech	0.08/0.09	-0.09 - 0.25	0.366
Number of Women	0.01/0.06	-0.10 - 0.13	0.794

Disabilities Users	0.02/0.12	-0.22 - 0.27	0.863
Minority Users	0.22/0.12	-0.03 - 0.46	0.077*
	Village Leadership Participation 4		
Household Use Weekly	-0.00/0.00	-0.00 - 0.00	0.584
Water Source Operational	0.01/0.00	-0.00 - 0.01	0.191
Operational Last 6 Months	-0.10/0.12	-0.34 - 0.14	0.423
Water Source Operational 2	-0.01/0.00	-0.02 - -0.01	0.002**
Operational Last 6 Months 2	-0.08/0.16	-0.41 - 0.24	0.612
Water Source Operational 3	-0.00/0.01	-0.02 - 0.01	0.664
Operational Last 6 Months 3	-0.17/0.23	-0.64 - 0.30	0.453
Water Source Operational 4	0.01/0.01	-0.02 - 0.03	0.576
Operational Last 6 Months 4	-0.17/0.41	-1.06 - 0.73	0.689
Village Feedback	-0.00/0.00	-0.00 - 0.00	0.523
Water Feedback	-0.00/0.00	0.00 - 0.00	0.440
Feedback Used	-0.00/0.04	-0.09 - 0.09	0.937
Government Complaints	0.00/0.02	-0.03 - 0.03	0.926
Water Quality Testing	-0.01/0.07	-0.16 - 0.13	0.874
System Maintenance Trust	-0.06/0.06	-0.18 - 0.06	0.323
Water Users Understand Tech	0.08/0.09	-0.09 - 0.25	0.366
Number of Women	0.06/0.06	-0.05 - 0.17	0.300
Disabilities Users	0.02/0.12	-0.22 - 0.27	0.863
Minority Users	0.22/0.12	-0.03 - 0.46	0.077*
	Village Leadership Participation 5		
Household Use Weekly	0.00/0.00	-0.00 - 0.00	0.883
Water Source Operational	0.00/0.01	-0.01 - 0.02	0.348
Operational Last 6 Months	-0.01/0.14	-0.29 - 0.26	0.914
Water Source Operational 2	0.01/0.01	0.00 - 0.02	0.022**
Operational Last 6 Months 2	-0.34/0.17	-0.70 - 0.01	0.054*
Water Source Operational 3	0.01/0.01	-0.01 - 0.02	0.526
Operational Last 6 Months 3	-0.01/0.30	-0.64 - 0.61	0.962
Water Source Operational 4	0.02/0.01	-0.01 - 0.05	0.176
Operational Last 6 Months 4	-0.50/0.54	-1.70 - 0.70	0.377
Village Feedback	0.00/0.00	-0.00 - 0.00	0.816
Water Feedback	-0.00/0.00	-0.00 - 0.00	0.730
Feedback Used	0.03/0.05	-0.07 - 0.13	0.593
Government Complaints	0.01/0.02	-0.03 - 0.04	0.630
Water Quality Testing	-0.00/0.08	-0.17 - 0.16	0.967
System Maintenance Trust	-0.02/0.07	-0.16 - 0.12	0.761
Water Users Understand Tech	0.00/0.10	-0.19 - 0.20	0.984
Number of Women	-0.05/0.06	-0.17 - 0.08	0.469
Disabilities Users	0.10/0.14	-0.18 - 0.37	0.481
Minority Users	0.08/0.14	-0.20 - 0.36	0.583
	Communication Methods 1		

Household Use Weekly	-0.00/0.00	-0.00 - 0.00	0.582
Water Source Operational	0.00/0.00	-0.01 - 0.01	0.701
Operational Last 6 Months	0.26/0.10	0.06 - 0.46	0.013**
Water Source Operational 2	-0.00/0.00	-0.01 - 0.01	0.722
Operational Last 6 Months 2	-0.21/0.15	-0.51 - 0.09	0.169
Water Source Operational 3	-0.00/0.01	-0.02 - 0.01	0.862
Operational Last 6 Months 3	0.16/0.25	-0.36 - 0.67	0.529
Water Source Operational 4	0.01/0.01	-0.02 - 0.03	0.437
Operational Last 6 Months 4	-0.25/0.47	-1.29 - 0.79	0.606
Village Feedback	-0.00/0.00	-0.00 - 0.00	0.716
Water Feedback	-0.00/0.00	-0.00 - 0.00	0.575
Feedback Used	0.05/0.04	-0.03 - 0.12	0.210
Government Complaints	0.01/0.01	-0.01 - 0.04	0.351
Water Quality Testing	-0.06/0.06	-0.18 - 0.07	0.363
System Maintenance Trust	-0.05/0.05	-0.15 - 0.05	0.344
Number of Women	-0.01/0.05	-0.11 - 0.08	0.803
Disabilities Users	-0.05/0.10	-0.26 - 0.15	0.603
Minority Users	0.04/0.11	-0.17 - 0.25	0.717
	Communication Methods 3		
Household Use Weekly	0.00/0.00	-0.00 - 0.00	0.456
Water Source Operational	0.02/0.00	0.01 - 0.03	0.000**
Operational Last 6 Months	-0.35/0.14	-0.62 - -0.08	0.013**
Water Source Operational 2	0.00/0.01	-0.01 - 0.02	0.540
Operational Last 6 Months 2	-0.38/0.18	-0.75 - -0.02	0.041**
Water Source Operational 3	0.01/0.01	-0.01 - 0.02	0.496
Operational Last 6 Months 3	-0.03/0.29	-0.64 - 0.58	0.922
Water Source Operational 4	0.01/0.01	-0.01 - 0.04	0.352
Operational Last 6 Months 4	0.25/0.47	-0.79 - 1.29	0.606
Village Feedback	0.00/0.00	-0.00 - 0.00	0.147
Feedback Used	0.10/0.05	0.00 - 0.21	0.047**
Government Complaints	-0.01/0.02	-0.05 - 0.02	0.518
Water Quality Testing	0.21/0.08	0.05 - 0.38	0.013**
System Maintenance Trust	-0.04/0.07	-0.19 - 0.10	0.545
Water Users Understand Tech	0.07/0.10	-0.13 - 0.28	0.474
Number of Women	0.06/0.07	-0.07 - 0.20	0.356
Disabilities Users	0.24/0.14	-0.05 - 0.52	0.104
Minority Users	0.00/0.00	-0.00 - 0.00	0.456
	Government Communication		
Household Use Weekly	0.00/0.00	-0.00 - 0.00	0.092*
Water Source Operational	0.02/0.01	-0.01 - 0.05	0.172
Operational Last 6 Months	-0.48/0.35	-1.19 - 0.23	0.180
Water Source Operational 2	-0.00/0.02	-0.03 - 0.03	0.914
Operational Last 6 Months 2	-0.78/0.48	-1.76 - 0.19	0.111
Water Source Operational 3	0.01/0.02	-0.04 - 0.06	0.640
Operational Last 6 Months 3	-0.67/0.84	-2.40 - 1.06	0.434

Water Source Operational 4	0.03/0.02	-0.02 - 0.07	0.222
Operational Last 6 Months 4	-0.75/0.90	-2.73 - 1.23	0.423
Village Feedback	-0.00/0.00	-0.01 - 0.01	0.800
Water Feedback	-0.00/0.00	-0.01 - 0.01	0.524
Feedback Used	0.16/0.15	-0.15 - 0.46	0.308
Government Complaints	0.11/0.05	0.01 - 0.21	0.039**
Water Quality Testing	-0.08/0.25	-0.59 - 0.43	0.762
System Maintenance Trust	-0.15/0.21	-0.58 - 0.28	0.491
Water Users Understand Tech	0.13/0.30	-0.48 - 0.73	0.678
Number of Women	0.28/0.19	-0.11 - 0.67	0.151
Disabilities Users	0.24/0.42	-0.62 - 1.09	0.580
Minority Users	0.39/0.43	-0.48 - 1.26	0.376
	Women Users		
Household Use Weekly	-0.00/0.00	-0.00 - 0.00	0.359
Water Source Operational	-0.00/0.00	-0.01 - 0.01	0.618
Operational Last 6 Months	0.07/0.13	-0.18 - 0.32	0.583
Water Source Operational 2	-0.00/0.01	-0.01 - 0.01	0.743
Operational Last 6 Months 2	0.27/0.17	-0.08 - 0.62	0.125
Water Source Operational 3	-0.01/0.01	-0.03 - -0.00	0.002**
Operational Last 6 Months 3	0.16/0.31	-0.47 - 0.79	0.607
Water Source Operational 4	0.00/0.01	-0.02 - 0.03	0.802
Operational Last 6 Months 4	-0.25/0.65	-1.67 - 1.17	0.707
Village Feedback	-0.00/0.00	-0.00 - 0.00	0.446
Water Feedback	-0.00/0.00	-0.00 - 0.00	0.634
Feedback Used	-0.01/0.05	-0.11 - 0.08	0.752
Government Complaints	-0.00/0.02	-0.04 - 0.03	0.769
Water Quality Testing	-0.06/0.05	-0.18 - 0.05	0.271
System Maintenance Trust	0.10/0.11	-0.11 - 0.33	0.341
Water Users Understand Tech	0.11/0.09	-0.07 - 0.29	0.211
Number of Women	-0.08/0.06	-0.19 - 0.04	0.195
Disabilities Users	-0.03/0.13	-0.28 - 0.23	0.821
Minority Users	-0.04/0.13	-0.31 - 0.22	0.733

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares)

Covariates Controlled (for multivariate regression): Respondent Gender, Village, District, Head of Household, Respondent Age, Disability Status, Water Collection Responsibility.

From academic literature, these variables have been found to influence access and utilization of water facilities. As such, controlling them takes away any possible bias they may impose.

Outcomes	Univariate Regression			Multivariate Regression		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Improved Water Sources	0.03/0.00	0.22 – 0.40	< 0.001 **	0.03/0.00	0.02 – 0.04	< 0.001 **
Weekly Water Collection	0.01/0.01	-0.01 – 0.39	0.302	0.00/0.01	-0.03 – 0.03	0.917
Water from other sources	-0.16/0.02	-0.20 – -0.12	< 0.001 **	-0.17/0.02	-0.21 – -0.13	< 0.001 **
Water Source Operational	3.30/0.51	2.30 – 4.31	< 0.001 **	2.62/0.52	1.59 – 3.66	< 0.001 **
System Break Down	-0.06/0.19	-0.10 – 0.02	0.003 *	-0.04/0.02	-0.07 – 0.00	0.063 *
Days of Repair of water source	-25.9/2.27	-30.4 – -21.44	< 0.001 **	-23.03/2.43	-27.80 – -18.27	< 0.001 **
Cost per 20L of Water	-15.8/4.00	-23.67 – -7.98	< 0.001 **	-16.6/4.20	-24.90 – -8.39	< 0.001 **
Reasonable Price	0.26/0.15	0.24 – 0.30	< 0.001 **	0.25/0.02	0.22 – 0.28	< 0.001 **
Water Payment (Cash at the time of service)	0.18/0.01	0.15 – 0.20	< 0.001 **	0.16/0.02	0.13 – 0.18	< 0.001 **
Water Payment (Cash in Advance)	0.00/0.00	-0.00 – 0.00	0.980	0.00/0.00	-0.00 – 0.00	0.928
Water Payment (Cash after time of service)	-0.07/0.00	-0.09 – 0.06	< 0.001 **	-0.07/0.00	-0.09 – -0.06	< 0.001 **
Water Payment (Electronically in advance)	0.00/0.00	-0.00 – 0.00	0.446	0.00/0.00	-0.00 – 0.00	0.679
Water Payment (Electronically after time of service)	0.00/0.00	-0.00 – 0.00	0.281	0.00/0.00	-0.00 – 0.00	0.223
Water Payment Frequency (Longer Frequency Payment Patterns)	0.71/0.02	0.68 – 0.74	< 0.001 **	0.69/0.02	0.65 – 0.72	< 0.001 **
Feedback Provided (Village Leadership)	-0.26/0.02	-0.30 – 0.23	< 0.001 **	-0.22/0.02	-0.26 – -1.78	< 0.001 **
Feedback Provided (Private Operator)	-0.00/0.00	-0.00 – 0.00	0.163	-0.00/0.00	-0.00 – 0.00	0.289
Feedback Provided (CBWSO)	-0.05/0.02	-0.08 – 0.01	0.007 **	-0.01/0.02	-0.05 – 0.02	0.553
No Feedback Provided	0.38/0.02	0.34 – 0.34	< 0.001 **	0.32/0.02	0.28 – 0.36	< 0.001 **
Feedback Method (Paper Forms)	0.31/0.02	0.26 – 0.35	< 0.001 **	0.28/0.02	0.23 – 0.33	< 0.001 **
Feedback Method (By Phone [SMS, Calls, WhatsApp])	0.74/0.02	0.70 – 0.78	< 0.001 **	0.69/0.02	0.64 – 0.73	< 0.001 **

* Significant at 90% confidence level (p-value ≤ 0.10)

** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares)

Covariates Controlled (for multivariate regression): Respondent Gender, Village, District, Head of Household, Respondent Age, Disability Status, Water Collection Responsibility.

From academic literature, these variables have been found to influence access and utilization of water facilities. As such, controlling them takes away any possible bias they may impose.

Outcomes	Univariate Regression			Multivariate Regression		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Feedback Method (Email or social media)	0.00/0.00	-0.00 – 0.00	0.290	0.00/0.00	-0.00 – 0.00	0.796
Feedback Method (Verbal or in-person methods)	-0.61/0.03	-0.68 – 0.04	< 0.001 **	-0.64/0.03	-0.70 – 0.58	< 0.001 **
Village Leadership Request Feedback	-0.07/0.03	-0.14 – 0.00	0.050 *	-0.04/0.04	-0.11 – 0.03	0.279
Village Leadership Feedback Method (Paper Forms)	0.26/0.02	0.21 – 0.30	< 0.001 **	0.25/0.02	0.20 – 0.30	< 0.001 **
Village Leadership Feedback Method (By Phone [SMS, Calls, WhatsApp])	0.79/0.02	0.75 – 0.83	< 0.001 **	0.74/0.02	0.70 – 0.79	< 0.001 **
Village Leadership Feedback Method (Email or social media)	0.00/0.00	-0.00 – 0.02	0.080 *	0.01/0.00	-0.00 – 0.02	0.045 *
Village Leadership Feedback Method (Verbal or in-person methods)	-0.71/0.03	-0.76 – 0.65	< 0.001 **	-0.69/0.03	-0.75 – -0.64	< 0.001 **
Anonymous Feedback Received	0.02/0.01	-0.00 – 0.04	0.107	0.02/0.01	-0.00 – 0.05	0.156
Private operators request feedback	0.55/0.04	0.46 – 0.63	< 0.001 **	0.53/0.04	0.44 – 0.62	< 0.001 **
Private operator feedback method (Paper Forms)	0.50/0.07	0.36 – 0.64	< 0.001 **	0.47/0.06	0.34 – 0.59	< 0.001 **
Private operator feedback method (Verbal or in-person methods)	-0.82/0.04	-0.90 – 0.74	< 0.001 **	-0.81/0.04	-0.89 – -0.73	< 0.001 **
Private operator feedback anonymous	0.02/0.03	-0.04 – 0.09	0.469	0.05/0.04	-0.02 – 0.12	0.147
COWSO Request Feedback	-0.02/0.02	-0.07 – 0.02	0.336	-0.01/0.02	-0.03 – 0.06	0.599
COWSO feedback method (Paper Forms)	0.25/0.02	0.21 – 0.31	< 0.001 **	0.24/0.03	0.19 – 0.29	< 0.001 **
COWSO feedback method (By Phone [SMS, Calls, WhatsApp])	0.80/0.02	0.75 – 0.85	< 0.001 **	0.76/0.02	0.72 – 0.81	< 0.001 **
COWSO feedback method (Verbal or in-person methods)	-0.69/0.03	-0.75 – 0.64	< 0.001 **	-0.70/0.03	-0.76 – -0.64	< 0.001 **

* Significant at 90% confidence level (p-value ≤ 0.10)

** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares)

Covariates Controlled (for multivariate regression): Respondent Gender, Village, District, Head of Household, Respondent Age, Disability Status, Water Collection Responsibility.

From academic literature, these variables have been found to influence access and utilization of water facilities. As such, controlling them takes away any possible bias they may impose.

Outcomes	Univariate Regression			Multivariate Regression		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
COWSO feedback anonymous	0.03/0.01	0.00 – 0.06	0.012**	0.04/0.02	0.00 – 0.07	0.015**
Feedback used	0.22/0.06	0.10 – 0.34	0.001**	0.29/0.07	0.16 – 0.42	<0.001**
Number of complaints filed in past six months	-0.06/0.04	-0.12 – 0.02	0.128	0.00/0.04	-0.07 – 0.08	0.958
Why no complaints filed (The system served me well, so I had no complaints)	0.22/0.21	0.19 – 0.27	<0.001**	0.22/0.21	0.18 – 0.26	<0.001**
Why no complaints filed (I am too busy to file a complaint)	-0.02/0.00	-0.04 – 0.00	0.055*	-0.02/0.01	-0.04 – 0.00	0.082*
Why no complaints filed (It is too difficult to file a complaint)	-0.20/0.01	-0.23 – -1.78	<0.001**	-0.20/0.01	-0.23 – -1.78	<0.001**
Why no complaints filed (I didn't know how to file a complaint)	0.15/0.02	0.11 – 0.19	<0.001**	0.15/0.02	0.10 – 0.19	<0.001**
Why no complaints filed (I believed my complaint might not make a difference)	-0.22/0.01	-0.24 – -0.19	<0.001**	-0.22/0.01	-0.24 – -0.19	<0.001**
Water Payment in full	-0.05/0.05	-0.16 – 0.06	0.383	-0.06/0.06	-0.17 – 0.05	0.268
Number of times respondent is unable to pay in full the past two weeks	-0.16/0.07	-0.30 – -0.18	0.027**	-0.14/0.07	-0.28 – 0.00	0.063*
Mass Communication received from local government	-0.57/0.04	-0.64 – -0.49	<0.001**	-0.56/0.04	-0.64 – -0.48	<0.001**
Mass Communication from local government about money	1.23/0.03	1.20 – 1.33	<0.001**	1.22/0.03	1.15 – 1.29	<0.001**
Mass Communications from Local Government Method (Paper Forms)	0.22/0.01	0.19 – 0.25	<0.001**	0.21/0.01	0.18 – 0.24	<0.001**
Mass Communications from Local Government Method (By Phone [SMS, Calls, WhatsApp])	0.79/0.01	0.76 – 0.82	<0.001**	0.77/0.01	0.74 – 0.80	<0.001**

* Significant at 90% confidence level (p-value ≤ 0.10)

** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares)

Covariates Controlled (for multivariate regression): Respondent Gender, Village, District, Head of Household, Respondent Age, Disability Status, Water Collection Responsibility.

From academic literature, these variables have been found to influence access and utilization of water facilities. As such, controlling them takes away any possible bias they may impose.

Outcomes	Univariate Regression			Multivariate Regression		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Mass Communications from Local Government Method (Email or Social Media)	0.00/0.00	-0.00 – 0.00	0.199	0.00/0.00	-0.00 – 0.00	0.368
Mass Communications from Local Government Method (Verbal or in-person methods)	-0.19/0.03	-0.27 – -0.17	<0.001**	-0.22/0.03	-0.27 – -0.17	<0.001**
Mass Communication received from private operators	0.03/0.00	0.01 – 0.04	<0.001**	0.03/0.00	0.02 – 0.05	<0.001**
Mass Communication from private operators about money	1.39/0.02	1.36 – 1.43	<0.001**	1.39/0.02	1.36 – 1.43	<0.001**
Mass Communications from Private operator Method (Paper Forms)	0.17/0.01	0.14 – 0.19	<0.001**	0.18/0.01	0.15 – 0.20	<0.001**
Mass Communications from Private operator Method (By Phone [SMS, Calls, WhatsApp])	0.24/0.01	0.21 – 0.27	<0.001**	0.25/0.01	0.22 – 0.28	<0.001**
Mass Communications from Private operator Method (Email or Social Media)	–	–	–	–	–	–
Mass Communications from Private operator Method (Verbal or in-person methods)	0.06/0.00	0.04 – 0.07	<0.001**	0.06/0.00	0.04 – 0.07	<0.001**
Mass Communication received from COWSO	-0.35/0.04	-0.42 – -0.28	<0.001**	-0.34/0.04	-0.42 – -0.27	<0.001**
Mass Communication from COWSO about money	1.36/0.02	1.32 – 1.41	<0.001**	1.37/0.02	1.33 – 1.42	<0.001**
Mass Communications from COWSO Method (Paper Forms)	0.23/0.01	0.20 – 0.26	<0.001**	0.22/0.01	0.19 – 0.25	<0.001**
Mass Communications from COWSO Method	0.81/0.01	0.79 – 0.84	<0.001**	0.79/0.01	0.77 – 0.82	<0.001**

* Significant at 90% confidence level (p-value ≤ 0.10)

** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares)

Covariates Controlled (for multivariate regression): Respondent Gender, Village, District, Head of Household, Respondent Age, Disability Status, Water Collection Responsibility.

From academic literature, these variables have been found to influence access and utilization of water facilities. As such, controlling them takes away any possible bias they may impose.

Outcomes	Univariate Regression			Multivariate Regression		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
(By Phone [SMS, Calls, WhatsApp])						
Mass Communications from COWSO Method (Email or Social Media)	-0.43/0.02	-0.47 – -0.38	< 0.001 **	-0.44/0.02	-0.49 – -0.40	< 0.001 **
Mass Communications from COWSO Method (Verbal or in-person methods)	0.37/0.02	0.33 – 0.41	< 0.001 **	0.35/0.02	0.31 – 0.40	< 0.001 **
Communication received on water quality	-0.12/0.02	-0.16 – -0.07	< 0.001 **	-0.13/0.02	-0.17 – -0.08	< 0.001 **
Water Quality communication method (Telephone or cell phone)	0.16/0.02	0.13 – 0.20	< 0.001 **	0.16/0.02	0.13 – 0.20	< 0.001 **
Water Quality communication method (Electronic Communication (email, WhatsApp, etc.))	0.02/0.00	0.00 – 0.04	0.001 **	0.02/0.00	0.00 – 0.04	0.004 **
Water Quality communication method (Scheduled public forums/village meetings)	-0.09/0.02	-0.12 – -0.06	< 0.001 **	-0.11/0.02	-0.14 – -0.08	< 0.001 **
Water Quality communication method (Ongoing in-person opportunities at the water source)	0.01/0.00	0.00 – 0.02	0.036 **	0.01/0.00	-0.00 – 0.02	0.052 *
Frequency of receiving information about water quality	-0.47/0.05	-0.57 – -0.38	< 0.001 **	-0.51/0.05	-0.61 – -0.41	< 0.001 **
How often are concerns addressed by local government (frequency)	1.32/0.03	1.26 – 1.39	< 0.001 **	1.31/0.03	1.24 – 1.37	< 0.001 **
How often are concerns addressed by private operators (frequency)	0.42/0.04	0.34 – 0.50	< 0.001 **	0.38/0.04	0.30 – 0.46	< 0.001 **
How often are concerns addressed by COWSO (frequency)	1.58/0.04	1.50 – 1.67	< 0.001 **	1.53/0.04	1.44 – 1.61	< 0.001 **

* Significant at 90% confidence level (p-value ≤ 0.10)

** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares)

Covariates Controlled (for multivariate regression): Respondent Gender, Village, District, Head of Household, Respondent Age, Disability Status, Water Collection Responsibility.

From academic literature, these variables have been found to influence access and utilization of water facilities. As such, controlling them takes away any possible bias they may impose.

Outcomes	Univariate Regression			Multivariate Regression		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Water Technology secure and reliable	0.12/0.00	0.10 – 0.14	<0.001**	0.11/0.01	0.09 – 0.13	<0.001**
Perception on water quality	0.14/0.01	0.12 – 0.17	<0.001**	0.13/0.01	0.11 – 0.16	<0.001**
Fair cost of water	0.18/0.01	0.16 – 0.20	<0.001**	0.17/0.01	0.14 – 0.19	<0.001**
Appropriate use of funds	0.50/0.04	0.41 – 0.59	<0.001**	0.48/0.04	0.39 – 0.57	<0.001**
Water system operational next year	0.23/0.01	0.20 – 0.25	<0.001**	0.22s/0.01	0.19 – 0.25	<0.001**
Private operators monitored by authorities	0.84/0.12	0.61 – 1.07	<0.001**	0.84/0.12	0.60 – 1.07	<0.001**
System maintained properly by private operators	0.41/0.06	0.29 – 0.53	<0.001**	0.41/0.06	0.29 – 0.53	<0.001**
Water system serve all needs	0.21/0.01	0.19 – 0.23	<0.001**	0.21/0.01	0.19 – 0.23	<0.001**
Water Access	0.21/0.01	0.19 – 0.23	<0.001**	0.21/0.01	0.19 – 0.23	<0.001**
Number of household using water system	0.03/0.05	-0.07 – 0.14	0.532	0.00/0.05	-0.10 – 0.11	0.917
Service providers care about you	0.08/0.00	0.06 – 0.09	<0.001**	0.08/0.00	0.06 – 0.09	<0.001**
Water use ever restricted	-0.20/0.01	-0.22 – -0.18	<0.001**	-0.21/0.01	-0.23 – -0.19	<0.001**
If water restricted, is it restricted equally?	-0.88/0.04	-0.96 – -0.80	<0.001**	-0.89/0.04	-0.97 – -0.81	<0.001**

* Significant at 90% confidence level (p-value ≤ 0.10)

** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares). Bootstrapping with 1000 replications was conducted for the multivariate regression due to the small sample size

Covariates Controlled (for multivariate regression): Respondent Gender, Respondent Age, Years in position, Village Population, Households in village

From academic literature, these variables have been found to influence access and utilization of water facilities. As such, controlling them takes away any possible bias they may impose.

Outcomes	Univariate Regression			Multivariate Regression (with Bootstrapping of 1000 replications)		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Hand Dug Wells with Pump	0.81/0.53	-0.25 – 1.88	0.129	0.80/0.60	-0.39 – 1.99	0.186
Hand Dug Wells Open	2.44/2.33	-2.23 – 7.12	0.299	1.47/2.61	-3.64 – 6.57	0.574
Drilled boreholes	-0.19/0.31	-0.81 – 0.44	0.556	-0.27/0.42	-1.10 – 0.55	0.520
Protected Springs	1.81/1.16	-0.51 – 4.14	0.123	1.92/1.34	-0.71 – 4.56	0.153
Pipeline Taps	-1.56/1.80	-5.16 – 2.05	0.390	0.38/2.10	-3.74 – 4.50	0.857
Water Source 1(Household Use Weekly)	297.37/191.2	-87.07 – 681.80	0.126	185.70/173.12	-153.62 – 525.02	0.283
Water Source 1(Operational Last 6 Months)	0.07/0.14	-0.21 – 0.34	0.624	0.15/0.18	-0.20 – 0.49	0.399
Water Source 1 (Days to be repaired)	-17.76/9.08	-37.12 – 1.60	0.069*	-22.78/40.03	-101.24 – 55.68	0.569
Additional Water Source	0.21/0.13	-0.05 – 0.48	0.108	0.16/0.16	-0.15 – 0.48	0.311
Water Source 2 (Operational Last 6Months)	0.02/0.13	-0.23 – 0.28	0.847	0.13/0.19	-0.24 – 0.50	0.484
Water Source 2 (Household Use Weekly)	490.67/281.92	-83.59 – 1064.92	0.091*	212.20/325.98	-426.71 – 851.11	0.515
Water Source 2 (Additional Water Source)	0.06/0.18	-0.30 – 0.42	0.739	0.07/0.30	-0.51 – 0.65	0.814
Water Source 3 (Household Use Weekly)	385.89/449.85	-572.95 – 1344.72	0.404	55.03/4691.633	-9140.4 – 9250.46	0.991
Water Source 3 (Operational Last 6 Months)	-0.43/0.17	-0.07 - -0.78	0.021*	-0.33/0.38	-1.08 – 0.42	0.386
Water Source 3 (Additional Water Source)	0.01/0.24	-0.50 – 0.52	0.953	-0.23/7.57	-15.08 – 14.61	0.976
Village Feedback	- 415.78/212.97	-843.13 – 11.58	0.056*	- 423.37/225.40	-865.15 – 18.40	0.060*

* Significant at 90% confidence level (p-value ≤ 0.10)

** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares). Bootstrapping with 1000 replications was conducted for the multivariate regression due to the small sample size

Covariates Controlled (for multivariate regression): Respondent Gender, Respondent Age, Years in position, Village Population, Households in village

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Outcomes	Univariate Regression			Multivariate Regression (with Bootstrapping of 1000 replications)		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Water Feedback	- 984.70/661.3 5	-2394.34 – 424.94	0.157	-1328.32/ 12829.58	-26473.84 - 23817.18	0.918
Feedback Form 2 (By Phone)	0.13/0.14	-0.15 – 0.42	0.357	0.10/0.15	-0.20 – 0.40	0.528
Feedback Form 4 (Other)	-0.78/0.13	-0.52 - -1.04	<0.001 **	-0.92/0.19	-0.54 – 1.30	<0.001* *
Feedback Form 0 (There was no feedback received)	0.41/0.15	0.10 - 0.72	0.011* *	0.35/0.18	-0.01 – 0.70	0.055*
Feedback Requested	0.07/0.29	-0.50 – 0.65	0.797	0.20/0.43	-0.64 – 1.04	0.645
Feedback Requested Method 1 (Paper forms)	-0.04/0.06	-0.17 – 0.09	0.571	-0.09/0.09	-0.27 – 0.09	0.320
Feedback Requested Method 2 (By Phone)	0.44/0.10	0.24 – 0.64	<0.001 **	0.40/0.17	0.07 – 0.74	0.019**
Feedback Requested Method 4 (Verbal or in-person)	0.30/0.19	-0.09 – 0.68	0.128	0.30/0.26	-0.22 – 0.81	0.257
Feedback Anonymous	0.22/0.18	-0.17 – 0.62	0.245	0.54/1.10	-1.61 – 2.70	0.621
Water Feedback Requested	-0.30/0.25	-0.80 – 0.21	0.241	-0.26/0.36	-0.96 – 0.44	0.469
Water Feedback Requested Method 1 (Paper forms)	-0.17/0.14	-0.46 – 0.13	0.246	-0.14/0.72	-1.56 – 1.28	0.846
Water Feedback Requested Method 2 (By Phone)	0.17/0.17	-0.18 – 0.52	0.332	0.07/0.24	-0.41 – 0.54	0.778
Water Feedback Requested Method 4 (Verbal or In-Person)	-0.04/0.14	-0.34 – 0.26	0.776	-0.21/0.70	-1.58 – 1.15	0.759
Water Feedback Anonymous	0.25/0.13	-0.03 – 0.53	0.074*	0.64/0.30	0.04 – 1.24	0.036**

* Significant at 90% confidence level (p-value ≤ 0.10)

** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares). Bootstrapping with 1000 replications was conducted for the multivariate regression due to the small sample size

Covariates Controlled (for multivariate regression): Respondent Gender, Respondent Age, Years in position, Village Population, Households in village

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Outcomes	Univariate Regression			Multivariate Regression (with Bootstrapping of 1000 replications)		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Feedback Used	-92.89/92.57	-278.64 – 92.87	0.320	- 166.21/183.97	-526.78 – 194.37	0.366
Government Complaints	- 315.96/194.46	-706.17 – 74.24	0.110	- 245.63/168.59	-576.05 – 84.79	0.145
Water Quality Testing	-0.52/0.14	-0.23 - -0.80	0.001*	-0.60/0.21	-1.01 - -0.19	0.004
Poor Water Quality Results	-0.19/0.12	-0.42 – 0.04	0.106	-0.20/0.14	-0.48 – 0.07	0.150
Village Leadership Participation 1 (Setting the price of water)	-0.11/0.13	-0.38 – 0.16	0.412	-0.21/0.18	-0.56 – 0.14	0.249
Village Leadership Participation 2 (Maintenance Scheduling)	-0.11/0.13	-0.38 – 0.15	0.402	-0.25/0.16	-0.57 – 0.06	0.117
Village Leadership Participation 3 (Maintenance Payments)	-0.22/0.13	-0.48 – 0.03	0.086*	-0.25/0.16	-0.57 – 0.06	0.117
Village Leadership Participation 4 (Water System Operations)	-0.15/0.13	-0.41 – 0.12	0.268	-0.27/0.15	-0.57 – 0.04	0.084*
Village Leadership Participation 5 (They are not directly involved with water system operations and maintenance)	-0.33/0.13	-0.08 - - 0.59	0.011*	-0.28/0.15	-0.59 – 0.02	0.065*
Communication Methods 1 (Telephone or mobile phone)	0.19/0.08	0.03 – 0.34	0.019*	0.18/0.10	-0.03 – 0.38	0.087*
Communication Methods 2 (Electronic communication-email)	0.04/0.04	-0.04 – 0.11	0.322	0.08/0.05	-0.03 – 0.19	0.139

* Significant at 90% confidence level (p-value ≤ 0.10)

** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares). Bootstrapping with 1000 replications was conducted for the multivariate regression due to the small sample size

Covariates Controlled (for multivariate regression): Respondent Gender, Respondent Age, Years in position, Village Population, Households in village

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Outcomes	Univariate Regression			Multivariate Regression (with Bootstrapping of 1000 replications)		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Communication Methods 3 (Scheduled public forums/village)	-0.41/0.10	-0.60 - -0.21	< 0.001 **	-0.52/0.13	-0.27 - -0.77	< 0.001 * *
Communication Methods 4 (Ongoing in-person opportunities at water source)	0.07/0.05	-0.03 – 0.18	0.155	0.08/0.05	-0.03 – 0.18	0.146
Water Quality Comms	0.52/0.11	0.28 – 0.75	< 0.001 **	0.61/0.13	0.35 – 0.87	< 0.001 * *
Water Quality Comms Type 3 (Scheduled public forums/village meetings)	-0.08/0.06	-0.20 – 0.03	0.160	-0.07/0.08	-0.23 – 0.08	0.371
Water Quality Comms Type 4 (Ongoing in-person opportunities at the water source)	0.08/0.06	-0.03 – 0.20	0.160	0.07/0.08	-0.09 – 0.23	0.377
System Maintenance Trust	-0.26/0.16	-0.58 – 0.06	0.108	-0.27/0.19	-0.65 – 0.11	0.161
Water Users Understand Tech	-0.48/0.16	-0.17 - -0.80	0.004 * *	-0.63/0.18	-0.27 - -0.98	0.001 **
COWSO Understand Tech	0.22/0.10	0.02 – 0.42	0.031 *	0.18/0.15	-0.11 – 0.47	0.215
Water Use Restricted	-0.04/0.04	-0.11 – 0.04	0.322	-0.04/0.05	-0.13 – 0.05	0.383

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** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares). Bootstrapping with 1000 replications was conducted for the multivariate regression due to the small sample size

Covariates Controlled (for multivariate regression): Respondent Gender, Respondent Age, Years in position

From academic literature, these variables have been found to influence access and utilization of water facilities. As such, controlling them takes away any possible bias they may impose.

Outcomes	Univariate Regression			Multivariate Regression (with Bootstrapping of 1000 replications)		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Hand dug well with pump	0.93/0.71	-0.52 – 2.37	0.202	0.99/0.71	-0.41 – 2.38	0.166
Hand dug well open	5.01/2.56	-0.18 – 10.20	0.058*	5.09/2.56	-1.27 – 11.47	0.117
Drilled boreholes	0.42/0.60	-0.79 – 1.63	0.486	0.32/0.64	-0.94 – 1.58	0.617
Protected Springs	2.63/1.64	-0.70 – 5.95	0.118	2.55/1.80	-0.98 – 6.07	0.157
Taps from pipeline	-0.56/2.81	-6.26 – 5.14	0.844	-0.97/2.75	-6.37 – 4.43	0.724
Collect data by household	-0.27/0.11	-0.50 – 0.04	0.023**	-0.25/0.11	-0.46 – -0.04	0.020**
Days (last month) water source was operational	3.77/4.64	-5.63 – 13.18	0.421	4.77/5.15	-5.32 – 14.86	0.354
Water system breakdown	-0.28/0.16	-0.61 – 0.05	0.094*	-0.33/0.16	-0.64 – -0.02	0.039**
Cost of per 20L water	-3.07/6.01	-15.26 – 9.12	0.613	-2.66/6.83	-16.04 – 10.73	0.697
User provided feedback	- 65.94/43.84	-155.02 – 23.15	0.142	-73.78/43.98	-159.98 – 12.41	0.093*
User Feedback Method (By phone [SMS, Calls, WhatsApp])	0.50/0.21	0.03 – 0.97	0.040**	0.50/0.48	-0.43 – 1.43	0.293
Number of times COWSO requested feedback from users	0.18/0.17	-0.18 – 0.53	0.317	0.15/0.17	-0.18 – 0.48	0.379
COWSO Feedback Method (By phone [SMS, Calls, WhatsApp])	0.25/0.38	-0.79 – 1.29	0.541	0.14/0.20	-2.40 – 0.53	0.465
COWSO Feedback Method (Verbal or in-person methods)	-0.25/0.38	-1.29 – 0.79	0.541	-0.71/0.19	-1.09 – -0.33	<0.001**
Feedback Used	-0.22/0.24	-0.72 – 0.27	0.369	-0.24/0.23	-0.69 – 0.21	0.301
Number of times complaints filed	2.17/1.45	-0.77 – 5.11	0.144	1.99/1.54	-1.04 – 5.00	0.198
Number of times complaints were addressed	2.10/2.18	-3.06 – 7.26	0.368	1.80/5.43	-8.85 – 12.45	0.740
Number of Users of water system	631.92/648.96	-684.24 – 1948.08	0.337	635.38/712.57	-761.23 – 2032.00	0.373
Number of Users paid	479.08/644.60	-828.23 – 1786.39	0.462	368.21/697.60	-999.06 – 1735.48	0.598

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** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares). Bootstrapping with 1000 replications was conducted for the multivariate regression due to the small sample size

Covariates Controlled (for multivariate regression): Respondent Gender, Respondent Age, Years in position

From academic literature, these variables have been found to influence access and utilization of water facilities. As such, controlling them takes away any possible bias they may impose.

Outcomes	Univariate Regression			Multivariate Regression (with Bootstrapping of 1000 replications)		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Water Quality Testing	-0.07/0.06	-0.19 – 0.06	0.280	-0.05/0.05	-0.16 – 0.05	0.320
Communication of water test results (By phone [SMS, Calls, WhatsApp])	0.19/0.09	0.01 – 0.36	0.035**	0.16/0.09	-0.00 – 0.34	0.062*
Communication of water test results (Scheduled public forums)	-0.50/0.11	-0.72 – -0.28	<0.001**	-0.50/0.13	-0.77 – -0.24	<0.001**
Communication of water test results (Ongoing in-person opportunities at the water source)	0.19/0.09	0.01 – 0.36	0.035**	0.18/0.10	-0.02 – 0.38	0.084*
Communication of water test results (Others)	0.25/0.09	0.06 – 0.44	0.012**	0.29/0.11	0.07 – 0.52	0.011**
Government communication (By phone [SMS, Calls, WhatsApp])	0.43/0.13	0.14 – 0.71	0.004**	0.43/0.15	0.14 – 0.72	0.004**
Government communication (Scheduled public forums)	-0.56/0.11	-0.78 – -0.34	<0.001**	-0.54/0.12	-0.77 – -0.31	<0.001**
Government communication (Ongoing in-person opportunities at the water source)	0.81/0.09	0.64 – 0.99	<0.001**	0.79/0.11	0.58 – 1.00	<0.001**
Government communication (Other Methods)	0.13/0.07	-0.02 – 0.27	0.093*	0.15/0.08	-0.00 – 0.31	0.059*
Number of mass communication sent to water users last six months	-0.66/0.39	-1.44 – 0.13	0.098*	-0.72/0.38	-1.47 – 0.02	0.055*
Number of mass communication about money sent to water users last six months	-0.36/0.37	-1.12 – 0.42	0.345	-0.20/0.56	-1.29 – 0.89	0.721
Recent Water Quality results shared with users	-0.20/0.15	-0.49 – 0.10	0.185	-0.23/0.18	-0.59 – 0.13	0.205

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** Significant at 95% confidence level (p-value ≤ 0.05)

MIDLINE STATISTICAL ANALYSIS

Regression Type to detect impact estimates: Linear Probability Regression (Ordinary Least Squares). Bootstrapping with 1000 replications was conducted for the multivariate regression due to the small sample size

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Outcomes	Univariate Regression			Multivariate Regression (with Bootstrapping of 1000 replications)		
	Coef/SE	95% CI	P-value	Coef/SE	95% CI	P-value
Water Communications (Scheduled public forums/village meetings)	-0.13/0.08	-0.29 – 0.04	0.125	-0.11/0.09	-0.29 – 0.07	0.243
Water Communications (Other Communication channels)	0.13/0.08	-0.04 – 0.29	0.125	0.11/0.08	-0.06 – 0.27	0.199
How quickly are results shared with users	-0.58/0.25	-1.09 – -0.07	0.028**	-0.48/0.29	-1.05 – 0.08	0.095*
Service authorities monitor COWSO	0.16/0.16	-0.16 – 0.48	0.321	0.13/0.16	-0.19 – 0.45	0.431
Users Trust COWSO	-0.13/0.07	-0.27 – 0.02	0.093*	-0.11/0.07	-0.26 – 0.03	0.112
Users understand technologies	-0.43/0.14	-0.71 – -0.14	0.004**	-0.46/0.15	-0.75 – -0.16	0.003**
Women holding leadership positions in COWSO	0.02/0.40	-0.80 – 0.83	0.966	0.23/0.47	-0.69 – 1.16	0.620
COWSO considers the situation of women users separately	-0.35/0.14	-0.62 – -0.07	0.016**	-0.30/0.13	-0.56 – -0.04	0.024**
COWSO considers the situation of users with disability separately	-0.05/0.12	-0.30 – 0.20	0.680	-0.10/0.13	-0.36 – 0.16	0.450
COWSO considers the situation of users with minority background separately	0.02/0.15	-0.28 – 0.32	0.879	0.00/0.15	-0.28 – 0.29	0.973
Water ever restricted	-0.09/0.07	-0.24 – 0.06	0.226	-0.09/0.06	-0.20 – 0.03	0.136

NB: Variables not present here are those without observations which STATA eliminated during the statistical operations.

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** Significant at 95% confidence level (p-value ≤ 0.05)