

SEMESTER ONE CUSTOMER SURVEY SYNTHESIS REPORT FOR LAGOS

ISLAND/VICTORIA ISLAND DISTRIBUTION SERVICE AREA

- 1. INTRODUCTION:** This is a report on the first semester survey of the opinions of water consumers in the Lagos Island/Victoria Island distribution service area of the Lagos State Water Corporation (LSWC) carried out by The Better Society Foundation (TBSF) between March and April, 2009. The survey covered water consumers in Lagos Island, Ikoyi, Victoria Island, Victoria Island Extension and Lekki who are served by the LSWC. It also covered water consumers in Lagos Island, Ikoyi, Victoria Island, and Lekki who are not served by the LSWC. The survey was carried out in accordance with the mandate of the LSWC as contained in the contract document.

- 2. SURVEY DESIGN METHODOLOGY:** With the aid of street maps and details of sub-distribution areas provided by the LSWC headquarters and on field descriptions given by LSWC offices in the service area, a survey plan was drawn up by TBSF consultants which detailed five supervisors and 10 trained enumerators to cover various aspects of the distribution service area. This was to ensure sufficient spread and representation in the survey as well as minimise time wasted in tracing streets. The personal interview method was utilised along with a questionnaire pre-agreed and pre-tested in Onikan- Lagos

- 3. FORMAT OF QUESTIONNAIRE:** The questionnaire for the served population was designed to cover the following sub-areas:
 - a. Water Service issues
 - b. Service reliability and performance
 - c. Health related issues
 - d. Drinking water consumption behaviour
 - e. Complementary / Alternative sources of water
 - f. Consumers' participation, billing, metering and other institutional matters.
 - g. Water and sanitation

On the other hand the questionnaire for the un-served population covered only the following issues:

- a. Water availability issues
- b. Health and sanitation issues
- c. Projections

4. **SAMPLE SIZE:** A sample size of 200 (two hundred) for the served population and 50 (fifty) for the un-served population was found adequate even though the population of the distribution area covered may have suggested a higher sample size. This was because water availability issues simply require a representative but well spread sample.
5. **RESULT OF SURVEY:** The outcome of the survey is hereby submitted in statistical format on several tables. (See attached tables detailed in percentage format)
6. **CRITICAL ISSUES FROM SURVEY:** We would like to draw your attention to the following critical issues arising from the survey.

Served Population

- a. **Water supply in the service area:** A significant percentage of respondents in the distribution service area claimed that they have not been served water in the last five years (Lagos Island-35.42%, Ikoyi-15.63%, Victoria Island-40.82%, Victoria Island Extension-44.44% and Lekki-6.82%) See consolidated report page 2, item 5. Similarly a significant percentage of respondents claimed that they are not supplied at all even though connected (Lagos Island- 35.42%, Ikoyi-37.50 %, Victoria Island-65.31 Victoria Island Extension- 33.33, Lekki-25.00%). See consolidated report page 3, item 10 Lastly the respondents assert that water supply is their utmost consideration and are not that bothered with other issues like billing etc (Lagos Island-66.67, Ikoyi-78.13, Victoria Island-65.31, Victoria Island Extension-48.15 and Lekki-27.27) See consolidated report page 5, item 4.
- b. **Water quality issues:** A very significant percentage of respondents were willing to pay more for water if the quality improves (Lagos Island-77.08, Ikoyi-81.25, Victoria Island- 73.47, Victoria Island Extension- 92.59 and Lekki-75.00). See consolidated report page 7, item 2. Similarly a significant percentage of respondents claimed that there was health risk posed by water supplied by LSWC (Lagos Island-43.75, Ikoyi-50.00, Victoria Island- 34.69, Victoria Island Extension- 29.63 and Lekki-38.64). See consolidated report page 7, item 3.

- c. **Leakage:** A significant percentage of respondents had not experienced or observed incidence of water leakage in the distribution area (Lagos Island-64.58, Ikoyi-78.13, Victoria Island- 81.63, Victoria Island Extension- 85.19 and Lekki-72.73). See consolidated report page 2 item 8.
- d. **Billing Issue:** A significant percentage of respondents considered price paid for water to be moderate (Lagos Island-39.58, Ikoyi-25.00, Victoria Island-10.20, Victoria Island Extension- 33.33 and Lekki-9.09). See consolidated report page 5 item 3.
- e. **Main improvement LSWC water consumer's want:** Among contending issues the majority of consumers would like to see an expansion in water distribution network (Lagos Island-72.92, Ikoyi-59.38, Victoria Island- 57.14, Victoria Island Extension-59.26 and Lekki-43.18). See consolidated report page 16 item 13.

Un-served Population

- a. **Source of drinking water:** Sources of drinking water varied in the service area as follows: Dug Well (Lagos Island-72.92, Ikoyi-59.38, Victoria Island-57.14, and Lekki-43.18). Bore Hole (Lagos Island-20.00, Ikoyi-40.00, Victoria Island- 40.00, and Lekki-40.00). Water Tanker supply- (Lagos Island-0%, Ikoyi-33.33, Victoria Island- 6.67, and Lekki-10.00). Kegs-in-Cart (Lagos Island-10.00 Ikoyi-6.67, Victoria Island- 6.67, and Lekki-0%). Sachet Water (Lagos Island-50%, Ikoyi-13.33, Victoria Island- 6.67, and Lekki-0%) Bottled Water (Lagos Island-0%, Ikoyi-6.67, Victoria Island- 20.00, and Lekki-50%) See consolidated report for un-served population page 1 item 2.

7. COMMENDATION TO LSWC STAFF IN THE DISTRIBUTION SERVICE AREA:

- a. **Management Staff:** We would like to use this opportunity to express our sincere appreciation to the management staff of LSWC offices in Lagos Island, Ikoyi, Victoria Island, Victoria Island Extension and Lekki for the wonderful cooperation they extended to us before, during and even after the survey exercise.

b. Staff: We observed that the staff maintained a very cordial relationship with the public in all the locations. In particular we were initially unable to carry out the exercise in some parts of Lagos Island. Our team were only allowed when LSWC staff in Onikan-Lagos escorted them. They opened up doors for us wherever we went.

8. OBSERVATIONS ON QUESTIONNAIRE: Although all the consultants accepted the questionnaire format from the onset, on field trial has shown conclusively that it is too comprehensive and too lengthy. We believe that the questionnaire should be pruned down to not more than 20 (twenty) key questions for the served population and not more than 10 (ten) for the un-served population. This will no doubt eliminate the drudgery faced by respondents and engender more willingness on the part of the respondents as well as more accuracy on the part of the enumerators.

9. CONCLUSION: We believe that the results will help the corporation improve on its service delivery in spite of formidable challenges posed by the ever-expanding population and several ongoing construction works in the service area.

LAGOS WATER CORPORATION

SECOND NATIONAL URBAN WATER SECTOR REFORM PROJECT

(2NUWSRP) CREDIT 4086-UNI

CUSTOMER SURVEY SYNTHESIS REPORT

SEMESTER ONE

For

LAGOS ISLAND/VICTORIA ISLAND

DISTRIBUTION SERVICE AREA

(SERVED AREAS)

MARCH – APRIL 2009

THE BETTER SOCIETY FOUNDATION
(TBSF)

TABLE OF CONTENTS (SERVED POPULATION)

1. Semester one customer survey synthesis report for Lagos Island/Victoria Island
Distribution Service Area
2. Consolidated results of survey in percentages
3. Appendix 1- Lagos Island Responses
4. Appendix 2- Ikoyi Responses
5. Appendix 3- Victoria Island Responses
6. Appendix 4 -Victoria Island Extension Responses
7. Appendix 5 -Lekki Responses
8. Appendix 6 -Percentage score table -Lagos Island
9. Appendix 7 -Percentage score table - Ikoyi
10. Appendix 8-Percentage score table -Victoria Island
11. Appendix 9-Percentage score table -Victoria Island Extension
12. Appendix 10-Percentage score table - Lekki
13. Appendix 11- Scoring Code
14. Appendix 12-List of Enumerators and Respondents

LAGOS STATE WATER CORPORATION (LSWC)

**CONSOLIDATED RESPONDENTS' OPINION RATINGS IN PERCENTAGES (%) FOR SERVED
POPULATION IN LAGOS ISLAND/IKOYI/VICTORIA ISLAND/LEKKI SERVICE AREA,
(MARCH/APRIL, 2009 WATER CONSUMERS' ENUMERATION SURVEY
AS SURVEYED BY THE BETTER SOCIETY FOUNDATION (TBSF)**

A. WATER SERVICES ISSUES

1. Year customer's household/organization was connected to LSWC

Year of connection	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1950-1970	8.33	3.13%	-	-	-
1971-1980	10.42	9.38%	-	-	-
1981-1990	29.17	6.25%	-	7.41%	-
1991-1995	-	-	26.53%	7.41%	2.27%
1996-2000	16.67	40.63%	10.20%	14.81%	25.00%
2000-Date	12.50	3.13%	24.49%	29.63%	15.91%
NO RESPONSE	22.92	37.50	38.78%	40.74%	56.82%
TOTAL	100	100%	100%	100%	100%

2. Household/organization's Customer Categorization

CUSTOMER CATEGORY	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Basic Household	60.42	78.13%	40.82%	66.67%	77.27%
Commercial	33.33	18.75%	51.02%	25.93%	18.18%
Government	2.08	3.13%	4.08%	3.70%	-
Schools	-	-	-	-	-
Other:	2.08	-	-	-	-
NO RESPONSE	2.08	-	4.08%	3.70%	4.55%
TOTAL	100	100%	100%	100%	100%

3. Number of people living/working in premises of enumerated house/organization

No. of Residents/Workers	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1-10	39.58	62.50%	53.06%	59.26%	63.64%
11-20	14.58	12.50%	20.41%	25.93%	11.36%
21-40	14.58	12.50%	8.16%	-	-
41-60	10.42	-	2.04%	3.70%	2.27%
61-90	2.08	3.13%	2.04%	-	2.27%
Above 90 residents	4.17	3.13%	2.04%	-	4.55%
NO RESPONSE	14.58	6.25%	12.24%	11.11%	15.91%
TOTAL	100	100%	100%	100%	100%

4. The use to which household/organization put LSWC water

WATER USAGE	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Drinking	66.67	40.63%	24.49%	33.33%	29.55%
Bathing	16.67	43.75%	38.78%	37.04%	38.64%
Cloth washing/Laundry	2.08	-	12.24%	14.81%	15.91%
Sanitation	8.33	6.25%	6.12%	3.70%	4.55%
Gardening	-	-	-	-	-
Manufacturing/Production	-	-	-	-	-
Agriculture	2.08	-	-	-	-
Other:	-	3.13%	4.08%	-	2.27%
NO RESPONSE	4.17	6.25%	14.29%	11.11%	9.09%
TOTAL	100	100%	100%	100%	100%

5. The last time respondent was supplied water by LSWC

Month/Year	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Less than One Week	4.17	15.63%	4.08%	11.11%	22.73%
Bw One WK and 2 Wks	-	3.13%	-	3.70%	4.55%
Bw 2Wks and I Month	-	-	-	3.70%	-
Bw 1month and 2months	-	-	-	-	4.55%
Bw 2months and 4 months	8.33	-	-	-	2.27%
Bw 4months and 1year	4.17	3.13%	-	-	-
Bw 1yr and 5 yrs	22.92	46.88%	28.57%	22.22%	36.36%
More than 5 yrs	35.42	15.63%	40.82%	44.44%	6.82%
NO RESPONSE	25.00	15.63%	26.53%	14.81%	22.73%
TOTAL	100	100%	100%	100%	100%

6. Quantity of water consumed by the entire household/organization in a day through LSWC supply (No. of 4-Gallon buckets)

Volume per day	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
10 bk	8.33	18.75%	10.20%	-	-
Bw 10bk and 30bks	10.42	-	6.12%	3.70%	-
Bw 30bks and 60bks	2.08	-	-	-	-
More than 60 bks	8.33	21.88%	10.20%	7.41%	6.82%
NO RESPONSE	70.83	59.38%	73.47%	88.89%	93.18%
TOTAL	100	100%	100%	100%	100%

7. Quantity of water used or consumed by each member of this household in a day through LSWC supply

No. of Buckets per person per day	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1 bk	25.00	6.25%	16.33%	11.11%	2.27%
Bw 1bk and 3bks	8.33	15.63%	4.08%	-	6.82%
Bw 3bks and 6 bks	-	6.25%	2.04%	-	4.55%
More than 6 bks	12.50	6.25%	-	-	-
NO RESPONSE	54.17	65.63%	77.55%	88.89%	86.36%
TOTAL	100	100%	100%	100%	100%

8. Respondent's experience of water leakage

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	27.08	18.75%	4.08%	7.41%	6.82%
No	64.58	78.13%	81.63%	85.19%	72.73%
NO RESPONSE	8.33	3.13%	14.29%	7.41%	20.45%
TOTAL	100	100%	100%	100%	100%

9. Sections of the distribution system where leakage is experienced.

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Distribution pipes in the premises	20.83	3.13%	2.04%	3.70	2.27%
Distribution pipes in the street or area	6.25	12.50%	2.04%	3.70	2.27%
Control valves in the premises	2.08	3.13%	-	-	-
Control valves in the street/area	-	3.13%	-	-	-
Water storage tanks	6.25	3.13%	6.12%	-	-
NO RESPONSE	64.58	75%	89.71%	92.59	95.45%
TOTAL	100	100%	100%	100%	100%

10. Frequency of water supply or availability from LSWC

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Daily	37.50	21.88%	4.08%	14.81%	20.45%
Once or twice a week	16.67	28.13%	14.29%	29.63%	38.64%
One week in a month	-	3.13%	6.12%	-	4.55%
2 to 3 weeks in a month	4.17	3.13%	-	3.70%	-
Don't get supplied at all	35.42	37.50%	65.31%	33.33%	-25.00%
NO RESPONSE	6.25	6.25%	10.20%	18.52%	11.36%
TOTAL	100	100%	100%	100%	100%

11. Number of hours' respondents are supplied water by LSWC in a day

Number of hours per day	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1-3 Hours	8.33	12.50%	10.20%	3.70%	34.09%
3-6 Hours	6.25	15.63%	2.04%	14.81%	2.27%
6-12 Hours	10.42	18.75%	2.04%	3.70%	-
12-18 Hours	2.08	6.25%	-	3.70%	-
18-24 Hours	12.50	9.38%	-	-	4.55
No Response	60.42	37.50%	85.71%	74.07%	59.09%
Total	100	100%	100%	100%	100%

12. Availability of water storage facility for storing LSWC's water in respondent's premises?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	39.58	75%	32.65%	77.78%	75.00%
No	60.42	25%	53.06%	14.81%	20.45%
No Response	-	-	16.33%	7.41%	4.55%
Total	100	100%	100%	100%	100%

13. Pressure of water supplied by LSWC (OK or not OK)

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	36.29	25%	6.12%	29.63%	38.64%
No	64.71	71.88%	77.55%	59.26%	45.45%
No Response	-	3.13%	16.33%	11.11%	15.91%
Total	100	100%	100%	100%	100%

14. The use of suction pump on water supplied by LSWC by respondents because of low pressure

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	18.75	28.13%	16.33%	74.07%	63.64%
No	72.92	71.88%	65.31%	14.81%	29.55%
No Response	8.33	-	18.37%	11.11%	6.82%
Total	100	100%	100%	100%	100%

15. The period of the day respondents need water most

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
00hrs-06hr	4.17	3.13%	6.12%	3.70%	13.64
06hr-12hr	41.67	18.75%	22.45%	11.11%	9.09
12hr-18hr	4.17	-	-	3.70%	-
18hr-24hr	8.33	6.25%	4.08%	-	2.27
All of the above periods	37.50	71.88%	59.18%	55.56%	59.09
No Response	4.17	-	8.16%	25.93%	15.91
Total	100	100%	100%	100%	100%

B. SERVICE RELIABILITY & PERFORMANCE

1a. *The percentage of respondents that rate Water Supply, Billing, Customer Care, Maintenance and New Water Expansion Projects with the rating #1(Highest)*

RATING #1	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Water supply	6.26	12.50	2.04	7.41	11.36
Billing	4.17	-	-	-	-
Customer care	8.33	6.25	-	3.70	6.82
Maintenance	2.08	3.125	2.04	-	6.82
New water expansion projects	47.92	56.25	53.06	48.15	29.55
No Response	31.25	21.87	42.86	40.74	45.45
Total	100	100	100	100	100

1b. *The percentage of respondents that rate Water Supply, Billing, Customer Care, Maintenance and New Water Expansion Projects with the rating #2*

RATING #2	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Water supply	18.75	21.87	10.20	22.22	11.36
Billing	16.67	28.12	12.24	22.22	20.45
Customer care	14.58	9.37	16.33	7.41	13.64
Maintenance	18.75	15.62	18.37	3.70	2.27
New water expansion projects	-	-	-	3.70	2.27
No Response	31.25	25.00	42.86	40.74	50.00
Total	100	100	100	100	100

1c. *The percentage of respondents that rate Water Supply, Billing, Customer Care, Maintenance and New Water Expansion Projects with the rating #3*

RATING #3	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Water supply	10.42	9.375	10.20	3.70	6.82
Billing	33.33	28.125	12.24	18.52	4.55
Customer care	16.67	18.75	16.33	14.81	18.18
Maintenance	2.08	15.625	18.37	14.81	18.18
New water expansion projects	4.17	3.125	-	7.41	6.82
No Response	33.33	25.00	42.86	40.74	45.45
Total	100	100	100	100	100

1d. *The percentage of respondents that rate Water Supply, Billing, Customer Care, Maintenance and New Water Expansion Projects with the rating #4*

RATING #4	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Water supply	-	-	6.12	7.41	6.82
Billing	8.33	9.375	12.24	7.41	4.55
Customer care	20.83	28.125	20.41	29.63	18.18
Maintenance	37.50	37.5	18.37	14.81	18.18
New water expansion projects	2.08	3.125	-	-	6.82
No Response	31.25	21.875	42.86	40.74	45.45
Total	100	100	100	100	100

1e. *The percentage of respondents that rate Water Supply, Billing, Customer Care, Maintenance and New Water Expansion Projects with the rating #5*

RATING #5	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Water supply	33.33	31.25	34.69	18.52	13.64
Billing	4.17	9.375	10.20	11.11	11.36
Customer care	8.33	12.5	4.08	3.70	4.55
Maintenance	8.33	6.25	6.12	25.93	11.36
New water expansion projects	12.50	15.625	4.08	-	13.64
No Response	33.33	25.00	40.82	40.74	45.45
Total	100	100	100	100	100

2. Service aspects that will elicit willingness to pay

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Water supply	66.67	78.125	65.31	48.15	27.27
Billing	12.50	12.5	12.24	-	4.55
Customer care	-	-	-	3.70	4.55
Maintenance	2.08	-	-	14.81	25.00
New water expansion projects		-	-	3.70	4.55
Other:		-	-	3.70	-
No Response	18.75	3.125	22.45	25.93	34.09
Total	100	100	100	100	100

3. Respondents' perception of the price paid for water

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Low	6.25	3.125	6.12	3.70	-
Moderate	39.58	25.00	10.20	33.33	9.09
High	22.92	21.875	10.20	40.74	43.18
Don't Know	25.00	43.75	55.10	14.81	29.55
No Response	6.25	6.25	18.37	7.41	18.18
Total	100	100	100	100	100

4. Respondents' rating of the current performance of LSWC and the reliability of its water services

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Poor	41.67	56.25	71.43	29.63	40.91
Fair	35.42	25.00	12.24	33.33	36.36
Good	20.83	12.50	4.08	29.63	11.36
Very Good	2.08	3.125	-	-	-
Excellent	-	-	-	-	2.27
No Response	-	3.125	12.24	7.41	9.09
Total	100	100	100	100	100

5. Incidents of Illegal Connection, Vandalism and Illegal Sales of LSWC's water in respondents' community

	Nature of Response	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Illegal connection	Yes	6.25	-	4.08	7.41	-
	No	79.17	71.875	61.22	81.48	93.18
	No response	14.58	28.125	34.69	11.11	6.82
	Total	100	100	100	100	100
Vandalization	Yes	6.25	3.125	4.08	-	4.55
	No	77.08	68.75	61.22	88.89	86.36
	No response	16.67	28.125	34.69	11.11	9.09
	Total	100	100	100	100	100
Sale of LSWC water illegally	Yes	4.17	-	4.08	3.70	-
	No	79.17	71.875	61.22	85.19	90.91
	No response	16.17	28.125	34.69	11.11	9.09
	Total	100	100	100	100	100

6. Have respondents ever been disconnected by LSWC before?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	27.08	15.625	12.24	7.41	20.45
No	66.67	75.00	63.27	81.48	70.45
No Response	6.25	9.375	24.49	11.11	9.09
Total	100	100	100	100	100

7. Reasons advanced by respondents for disconnection

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Default in payment of water bill	10.42	12.50	4.08	-	43.18
Maintenance works	2.08	-	2.04	3.70	4.55
Major water leakage in the area	18.75	-	2.04	-	-
Due to error on the part of LSWC	-	-	28.57	3.70	6.82
No Response	68.75	84.375	53.06	92.59	45.45
Total	100	100	100	100	100

8. Reasons advanced by respondents who have never experienced disconnection by LSWC

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Prompt payment of water bills	29.17	34.375	14.29	48.15	43.18
LSWC doesn't disconnect defaulting customers	6.25	6.25	2.04	14.81	4.55
LSWC faces difficulty disconnecting	2.08	-	2.04	-	-
Not LSWC legal customer	20.83	28.125	28.57	3.70	6.82
No Response	41.67	31.25	53.06	33.33	45.45
Total	100	100	100	100	100

9a. Number of times respondents were disconnected for **Default in Payment of Water Bill**

FREQUENCY FOR REASON #1: Default in payment of water bill	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1-3 Times	-	-	-	-	-
4-6 Times	-	9.375	4.08	-	13.64
7-10 Times	-	-	-	3.70	-
11-15 Times	-	-	-	-	-
More than 15 Times	4.17	-	-	-	-
Can't remember	-	-	-	-	-
No Response	95.83	90.625	95.92	96.30	86.36
Total	100	100	100	100	100

9b. Number of times respondents were disconnected for **Maintenance Works**

FREQUENCY FOR REASON #2: Maintenance Works	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1-3 Times	-	-	-	-	-
4-6 Times	-	-	-	3.70	-
7-10 Times	-	-	4.08	-	-
11-15 Times	-	-	-	-	-
More than 15 Times	-	-	-	-	-
Can't remember	-	-	-	-	-
No Response	100	100	95.92	96.30	100
Total	100	100	100	100	100

9c. Number of times respondents were disconnected for **Water Leakage in the Area**

FREQUENCY FOR REASON #3: Major Water Leakage in the Area	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1-3 Times	-	-	-	-	-
4-6 Times	-	-	-	-	-
7-10 Times	-	-	-	-	-
11-15 Times	-	-	-	-	-
More than 15 Times	-	-	-	-	-
Can't remember	-	-	-	-	-
No Response	100	100	100	100	100
Total	100	100	100	100	100

9d. Number of times respondents were disconnected for **Error on the part of LSWC**

FREQUENCY FOR REASON #4: Error on the part of LSWC	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1-3 Times	-	-	-	-	-
4-6 Times	-	-	-	-	-
7-10 Times	-	-	-	-	-
11-15 Times	-	-	-	-	-
More than 15 Times	-	-	-	-	-
Can't remember	-	3.125	8.16	-	4.55
No Response	100	96.875	91.84	100	95.45
Total	100	100	100	100	100

10. Reasons usually advanced by LSWC whenever water services are not provided

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Maintenance works	27.08	31.25	22.45	11.11	6.82
Breakdown of treatment plant	6.25	3.125	10.20	7.41	11.36
Breakdown of water intake structure	8.33	21.876	4.08	18.52	22.73
Construction works other than by LSWC	6.25	6.25	12.24	7.41	2..27
Network expansion project by LSWC	-	-	-	-	2..27
Lack of treatment chemicals	-	3.125	2.04	-	-
Insufficient raw water	2.08	3.125	4.08	3.70	2..27
Seasonal variation of water table	-	-	-	3.70	2..27
No Response	50	31.25	44.90	48.15	50.00
Total	100	100	100	100	100

C. HEALTH-RELATED ISSUES

1. The objectionable matters experienced by respondents in the quality of water supplied by LSWC

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Taste	29.17	25.00	38.78	11.11	18.18
Colour	16.67	25.00	6.12	25.93	29.55
Odour	8.33	3.125	2.04	-	4.55
Sediments	-	-	-	-	4.55
Contaminants	-	-	2.04	3.70	-
Other:	2.08	-	2.04	-	2.27
None of the above	36.42	37.50	18.37	44.44	27.27
No Response	8.33	9.375	30.61	14.81	13.64
Total	100	100	100	100	100

2. Will respondents develop willingness-to-pay more for water if water quality improves?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	77.08	81.25	73.47	92.59	75.00
No	10.42	15.625	24.49	-	6.82
No Response	12.50	3.125	2.04	7.41	18.18
Total	100	100	100	100	100

3. Are there identifiable health risks posed by water supplied by LSWC?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	43.75	50	34.69	29.63	38.64
No	37.50	40.625	34.69	55.56	34.09
No Response	18.75	9.375	30.61	14.81	27.27
Total	100	100	100	100	100

4. List of health risks identified by respondents in water supplied by LSWC

	HEALTH RISK	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1	SKIN DISEASES	25	46.875	30.61	85.19	22.73
2	TYPHOID	2.08	-	-	-	-
3	CHOLERA	-	-	-	-	-
	No Response	72.92	53.125	69.39	14.81	77.27
	Total	100	100	100	100	100

5. Are there identifiable health risks posed by water from alternative sources or water vendors?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	54.17	59.375	46.94	44.44	29.55
No	37.50	28.125	28.57	33.33	36.36
No Response	8.33	12.50	24.49	22.22	34.09
Total	100	100	100	100	100

6. List of health risks identified by respondents in water from alternative sources

	HEALTH RISK	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1	TYPHOID	29.17	43.75	42.86	37.04	18.18
2	DIARRHEA	-	-	-	-	-
3		-	-	-	-	-
	No Response	70.83	56.25	57.14	62.96	81.82
	Total	100	100	100	100	100

7. Do respondents sometimes have to treat water supplied by LSWC?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	43.75	40.625	36.73	48.15	52.27
No	39.58	37.50	34.69	40.74	25.00
No Response	16.67	21.875	28.57	11.11	22.73
Total	100	100	100	100	100

8. Reasons advanced by respondents for treating water supplied by LSWC

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Because of contaminants/sediments	25.00	28.125	24.49	22.22	20.45
Because of color, odor, taste etc	10.42	3.125	10.20	22.22	22.73
Just for assurance purposes	4.17	3.125	6.12	-	-
Just as a matter of routine practice	-	-	-	3.70	-
Don't have any reason	8.33	15.625	-	11.11	15.91
No Response	52.08	50	57.14	40.74	40.91
Total	100	100	100	100	100

9. The ways respondents treat water supplied by LSWC

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Boil it	37.50	43.75	44.90	22.22	29.55
Filter it	8.33	9.375	8.16	3.70	13.64
Chlorinate it	2.08	-	2.04	11.11	4.55
Disinfect it	2.08	3.125	2.04	-	2.27
Let it stand and settle	12.50	6.25	-	3.70	6.82
Other:	12.50	6.25	-	22.22	9.09
No Response	25.00	31.25	42.86	37.04	34.09
Total	100	100	100	100	100

10. Respondents' rate of cleaning their water storage tank/reservoir to prevent contamination/pollution and what they use to clean it with

CLEANING RATE	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Every month	25.00	40.625	32.65	44.44	40.91
Every 2-3 months	10.42	21.875	24.49	18.52	27.27
Every 4-6 months	10.42	-	12.24	7.41	9.09
Every 7-9 months	-	3.125	2.04	-	-
Every 10-12 months and above	-	6.25	-	-	4.55
Not at all	18.75	9.375	-	7.41	4.55
No Response	35.42	18.75	26.53	22.22	13.64
Total	100	100	100	100	100

CLEANING TOOL	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Soap and Sponge	4.17	-	-	-	-
Detergent	4.17	-	-	-	-
Not at all	-	-	-	-	-
No Response	91.67	100	100	100	100
Total	100	100	100	100	100

D. DRINKING WATER CONSUMPTION BEHAVIOUR

1. Respondent's general water consumption behaviors

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Drink LSWC water direct from tap	37.50	21.875	2.04	14.81	13.64
Drink home-treated LSWC water	12.50	9.375	4.08	29.63	6.82
Drink bottled water	31.25	56.25	71.43	44.44	47.73
Drink sachet 'pure' water	14.58	9.375	8.16	3.70	11.36
No Response	4.17	3.125	14.29	7.41	20.45
Total	100	100	100	100	100

2. Respondents' specific consumption habits on LSWC-supplied water

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Drink without filtering	37.50	18.75	2.04	11.11	9.09
Drink after filtering	2.08	12.50	8.16	14.81	13.64
Drink after chilling	-	21.875	4.08	-	4.55
Drink after boiling	25.00	-	6.12	22.22	11.36
No Response	35.42	46.876	79.59	51.85	61.36
Total	100	100	100	100	100

3. Reasons respondents do not drink LSWC-supplied water

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Do not think it is pure	25.00	34.375	28.57	25.93	4.55
Do not think it is safe	14.58	9.375	8.16	3.70	15.91
Do not like the taste	2.08	3.125	2.04	-	6.82
Do not like the smell	4.17	-	-	-	2.27
Not a water drinker	6.25	18.75	-	7.41	4.55
No Response	47.92	34.375	48.98	62.96	65.91
Total	100	100	100	100	100

E. COMPLIMENTARY/ALTERNATIVE SOURCES OF WATER

1. Other alternative sources of water supply patronized by respondents in addition to LSWC

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Dug Well	-	25.00	12.24	7.41	11.36
Borehole	37.50	40.625	42.86	25.93	61.36
Organized Private Water Vendors i.e. Water Tankers etc	12.50	12.50	10.20	29.63	11.36
Organized Private Water Selling Points along the streets	10.42	-	4.08	3.70	2.27
Streams, Rivers, Lagoons etc..	-	-	-	-	-
Public Stand Pipes	-	-	-	-	-
'Kegs-in-Cart' Water Vendors	31.25	15.625	-	7.42	-
'2Buckets-Across-the-Shoulders' Water Vendors	-	-	-	-	-
Sachet 'Pure' Water	-	6.25	4.08	7.41	2.27
Bottled Water	-	-	12.24	11.11	4.55
No Response	8.33	-	14.29	7.41	6.82
Total	100	100	100	100	100

2. Are there times respondents are disappointed by their vendor or alternative sources of water supply?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	54.17	43.75	30.61	11.11	15.91
No	37.50	56.25	48.98	77.78	59.09
No Response	8.33	-	20.41	11.11	25.00
Total	100	100	100	100	100

3. Rate at which respondents buy water from a vendor or that they have to depend on their alternative sources for potable water

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Every day	66.67	12.5	4.08	3.70	-
At least once a Week	14.58	46.875	12.24	22.22	13.64
At least once a Month	2.08	3.125	28.57	33.33	25.00
Very occasionally	8.33	21.875	22.45	18.52	15.91
In the dry season	-	-	6.12	-	2.27
Other:	-	9.375	10.20	-	4.55
No Response	8.33	6.25	16.33	22.22	38.64
Total	100	100	100	100	100

4. The quantity of water bought by respondents on each occasion in No. of 4-Gallon buckets

No. of Buckets per person per day	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1 bk	-	-	-	-	-
Bw 1bk and 3bks	-	3.125	2.04	-	-
Bw 3bks and 6 bks	-	-	55.10	3.70	-
More than 6 bks	79.17	87.5	-	51.85	36.36
No Response	20.83	9.375	42.86	44.44	63.64
Total	100	100	100	100	100

5. The price paid per container i.e. 4-Gallon bucket by respondents

Cost per container	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
5 Naira	-	3.125	-	-	2.27
5-10 Naira	-	-	-	-	-
10-15 Naira	-	-	-	7.41	-
15-20 Naira	27.08	-	-	-	-
Above 20 Naira	52.08	84.375	59.18	62.96	38.64
No Response	20.83	12.50	40.82	29.63	59.09
Total	100	100	100	100	100

6. Reasons why respondents patronize these other sources in addition to LSWC?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Water supplied by LSWC not enough	6.25	6.25	18.37	71	4.55
Breakdown in LSWC water equipment	37.50	12.6	10.20	11.11	6.82
Inconsistent water supply from LSWC	41.67	59.375	28.57	44.44	31.82
Alternative sources are cheaper	-	-	-	-	2.27
Others:	2.08	6.25	16.33	18.52	20.45
No Response	12.50	15.625	26.53	18.52	34.09
Total	100	100	100	100	100

F. CONSUMERS' PARTICIPATION, BILLING, METERING AND OTHER INSTITUTIONAL MATTERS

1. *Respondents' rating of customer participation in issues about water services*

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Poor	35.42	50.00	46.94	18.52	22.73
Fair	35.42	34.375	6.12	29.63	45.45
Good	22.92	6.25	10.20	37.04	18.18
Very Good	-	6.25	8.16	3.70	-
Excellent	-	3.125	4.08	-	2.27
No Response	6.25	-	24.49	11.11	11.36
Total	100	100	100	100	100

2. *Does LSWC water services delivery give consideration to the plight/role of women and children?*

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	20.83	6.25	2.04	7.41	13.64
No	64.58	78.125	77.55	77.78	56.82
No Response	14.58	15.625	20.41	14.81	29.55
Total	100	100	100	100	100

3. *Do customers have water complaint centres in their LGA? Who do water users report to?*

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	20.83	28.125	16.33	25.93	40.91
No	68.75	68.75	61.22	40.74	43.18
No Response	10.42	3.125	22.45	33.33	15.91
Total	100	100	100	100	100

<i>Reporting to:</i>	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
LSWC HQ	-	6.25	2.04	11.11	9.09
Zonal Offices	6.25	6.25	4.08	3.70	2.27
Nearest Water Works	-	-	-	-	2.27
No Response	93.75	87.5	93.88	85.19	86.36
Total	100	100	100	100	100

4. *Respondents' awareness that there is a water law in Lagos State*

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	39.58	18.75	14.29	14.81	40.91
No	58.33	75.00	69.39	74.07	47.73
No Response	2.08	6.25	16.33	11.11	11.36
Total	100	100	100	100	100

5. Respondents' answers to questions on installed water meters.

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes, 'have meter	-	6.25	28.57	7.41	29.55
No, 'have no meter (Flat Rate Customer)	89.58	53.125	20.41	44.44	36.36
I want a meter installed in my premises	-	15.625	-	18.52	20.45
No Response	10.42	25	51.02	29.63	13.64
Total	100	100	100	100	100

5b. Respondents' answers to questions on installed water meters.

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes, 'have meter	25.00	-	-	-	-
No, 'have no meter (Flat Rate Customer)	-	-	-	-	-
I want a meter installed in my premises	-	-	-	-	-
No Response	75.00	-	-	-	-
Total	100	-	-	-	-

6. Do Respondents have outstanding bills that they are yet to pay? And the amount.

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	18.75	12.5	2.04	-	
No	62.50	81.25	67.35	81.48	
No Response	18.75	6.25	30.61	18.52	
Total	100	100	100	100	

Outstanding Amount In NAIRA	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1-1,000	4.17	-	-	-	
1,001-3,000	4.17	3.125	-	-	
3,001-7,000	-	-	-	-	
7,001-10,000	-	-	-	-	
10,001-20,000	6.25	-	-	-	
20,001-30,000	-	-	-	-	6.82
30,001-50,000	-	-	-	-	-
More than 50,000	-	-	-	-	6.82
No Response	85.42	96.875	100	100	86.36
Total	100	100	100	100	100

7. Respondents' rating of LSWC's procedure for applying for new connections and meters.

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Poor	27.08	25.00	44.90	-	22.73
Fair	25.00	28.125	.16	25.93	20.45
Good	29.17	37.5	12.24	25.93	20.45
Very Good	6.25	6.25	2.04	18.52	6.82
Excellent	-	-	-	-	2.27
No Response	12.50	3.125	-	29.63	27.27
Total	100	100	100	100	100

8a. Percentage of customers that rated the following options for receiving monthly water bills with **Rating #1(Highest)**

RATING #1	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
By post	4.17	-	16.33	14.81	2.27
By hand delivery through LSWC courier	10.42	12.5	4.08	7.41	6.82
By direct collection from LSWC	12.50	3.125	4.08	3.70	13.64
By Email	10.42	12.5	6.12	3.70	2.27
By Text Message (SMS)	6.25	15.625	12.24	-	9.09
No Response	56.25	56.25	57.14	70.37	65.91
Total	100	100	100	100	100

8b. Percentage of customers that rated the following options for receiving monthly water bills with **Rating #2**

RATING #2	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
By post	10.42	9.375	4.08	7.41	13.64
By hand delivery through LSWC courier	43.75	25.00	18.37	48.15	31.82
By direct collection from LSWC	8.33	-	-	-	4.55
By Email	-	9.375	2.04	3.70	13.64
By Text Message (SMS)	20.83	21.875	10.20	11.11	11.36
No Response	16.67	34.375	65.31	29.63	25.00
Total	100	100	100	100	100

8c. Percentage of customers that rated the following options for receiving monthly water bills with **Rating #3**

RATING #3	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
By post	12.50	6.25	6.12	3.70	2.27
By hand delivery through LSWC courier	4.17	6.25	4.08	7.41	13.64
By direct collection from LSWC	8.33	3.125	12.24	3.70	4.55
By Email	8.33	15.625	4.08	3.70	11.36
By Text Message (SMS)	-	6.25	-	3.70	4.55
No Response	66.67	62.50	73.47	77.78	63.64
Total	100	100	100	100	100

8d. Percentage of customers that rated the following options for receiving monthly water bills with **Rating #4**

RATING #4	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
By post	10.42	15.625	-	3.70	9.09
By hand delivery through LSWC courier	4.17	3.125	4.08	7.41	2.27
By direct collection from LSWC	6.25	6.25	6.12	3.70	9.09
By Email	-	6.25	14.29	3.70	6.82
By Text Message (SMS)	12.50	-	4.08	3.70	4.55
No Response	66.67	68.75	71.43	77.78	68.18
Total	100	100	100	100	100

8e. Percentage of customers that rated the following options for receiving monthly water bills with **Rating #5**

RATING #5	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
By post	14.58	6.25	6.12	-	-
By hand delivery through LSWC courier	6.25	6.25	2.04	-	6.82
By direct collection from LSWC	10.42	15.625	-	14.81	4.55
By Email	-	-	8.16	3.70	11.36
By Text Message (SMS)	4.17	-	2.04	3.70	9.09
No Response	64.58	71.875	81.63	77.78	68.18
Total	100	100	100	100	100

9. Does LSWC handle and respond to complaints and requests from customers promptly?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	27.08	9.375	2.04	25.93	22.73
No	58.33	90.625	67.35	59.26	54.55
No Response	14.58	-	30.61	14.81	22.73
Total	100	100	100	100	100

10. Do customers sometimes receive water bills covering months during which you were not supplied any water by LSWC?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	50.00	46.875	30.61	62.96	38.64
No	41.67	43.75	40.82	14.81	38.64
No Response	8.33	9.375	28.57	22.22	22.73
Total	100	100	100	100	100

11. Is there any document from LSWC stating those customer obligations that they are supposed to be aware of?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	12.50	6.25	4.08	14.81	6.82
No	81.25	93.75	69.39	70.37	63.64
No Response	6.25	-	26.53	14.81	29.55
Total	100	100	100	100	100

12. Is there any customer service agreement between household/organization and LSWC?

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	10.42	3.125	-	3.70	6.82
No	81.25	96.875	75.51	81.48	68.18
No Response	8.33	-	24.49	14.81	25.00
Total	100	100	100	100	100

13. *Main improvements customers would like LSWC to make*

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Expand water distribution network	72.92	59.375	57.14	59.26	43.18
Improve water quality	10.42	28.125	4.08	22.22	25.00
Test water more often	2.08	-	6.12	-	-
Provide more information on water	2.08	9.375	2.04	-	-
Reduce water bill	2.08	-	-	3.70	4.55
Other:	-	-	-	-	2.27
None/Don't Know	-	3.125	-	-	-
No Response	10.42	-	26.53	14.81	25.00
Total	100	100	100	100	100

14. *Does LSWC notify consumers of impending service disruptions before they take place?*

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	12.50	3.125	2.04	3.70	4.55
No	72.92	93.75	69.39	77.78	61.36
No Response	14.58	-	28.57	18.52	34.09
Total	100	100	100	100	100

15. *Do customers sometimes experience either over-billing or under-billing or non-reflection of past payments?*

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	35.42	21.875	14.29	51.85	34.09
No	45.83	68.75	55.10	25.93	34.09
No Response	18.75	9.375	30.61	22.22	31.82
Total	100	100	100	100	100

G. WATER AND SANITATION1. *Do Customers use water supplied by LSWC for sanitation purposes also?*

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	66.67	53.125	24.49	62.96	47.73
No	25.00	37.50	38.78	18.52	25.00
No Response	8.33	9.375	36.73	18.52	27.27
Total	100	100	100	100	100

2. *If your answer to the above is 'Yes', is the volume of water supplied enough to take care of your sanitation needs?*

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Yes	54.17	34.375	12.24	44.44	13.64
No	10.42	31.25	16.33	18.52	27.27
No Response	35.42	34.375	71.43	37.04	59.09
Total	100	100	100	100	100

3. Type of toilet facility members of respondents household/organization use

	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
Water Closet/Flush/Soak Away	60.42	71.875	79.59	85.19	86.36
Water Closet/Pour Flush/Soak Away	29.17	21.875	4.08	7.41	4.55
Piped sewer system	2.08	-	-	-	-
Ventilated improved pit (VIP) latrine	2.08	-	-	-	-
Pit latrine with slab	-	3.125	-	-	-
Pit latrine without slab/open pit	-	-	-	-	-
No facilities or bush or field	-	-	-	-	-
No Response	6.25	-	16.33	7.41	59.09
Total	100	100	100	100	100

4. Number of functional toilets in the household/organization

Number of Toilets	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1	12.50	3.125	8.16	-	34.09
2	20.83	-	4.08	3.70	9.09
3	12.50	6.25	-	-	2.27
4	6.25	31.25	16.33	25.93	6.82
5	4.17	25.00	28.57	40.74	31.82
6	12.50	12.50	8.16	7.41	4.55
7	2.08	3.125	10.20	11.11	-
8	8.33	6.25	-	-	2.27
More than 8	12.50	6.25	8.16	3.70	-
No Response	8.33	6.25	16.33	7.41	9.09
Total	100	100	100	100	100

5. Approximate number of 4-Gallon buckets used by each member of the house/company per day for sanitation

No. of Buckets per person per day	LAGOS ISLAND	IKOYI	VICTORIA ISLAND	VICTORIA ISLAND EXT	LEKKI
1 bk	14.58	9.375	2.04	14.81	2.27
Bw 1bk and 3bks	6.25	-	2.04	-	-
Bw 3bks and 6 bks	8.33	6.25	-	7.41	-
More than 6 bks	25.00	56.25-	32.65	7.41	2.27
No Response	45.83	28.125	63.27	70.37	95.45
Total	100	100	100	100	100

APPENDIX 6

% SCORES FOR ANSWERS TO QUESTIONS FROM LAGOS ISLAND SECTION B

B1a	5=3	6.25
	4=2	4.17
	3=4	8.33
	2=1	2.08
	1=23	47.92
	0=15	31.25
		100.00
B1b	5=9	18.75
	4=8	16.67
	3=7	14.58
	2=9	18.75
	0=15	31.25
B1c	5=5	10.42
	4=16	33.33
	3=8	16.67
	2=1	2.08
	1=2	4.17
	0=16	33.33
		100.00
B1d	4=4	8.33
	3=10	20.83
	2=18	37.50
	1=1	2.08
	0=15	31.25
B1e	5=16	33.33
	4=2	4.17
	3=4	8.33
	2=4	8.33
	1=6	12.50
	0=16	33.33
		100.00
B2	6=32	66.67
	5=6	12.50
	3=1	2.08
	0=9	18.75
		100.00
B3	4=3	6.25
	3=19	39.58
	2=11	22.92
	1=12	25.00
	0=3	6.25
		100.00
B4	5=20	41.67
	4=17	35.42
	3=10	20.83
	2=1	2.08
		100.00
B5a	2=3	6.25
	1=38	79.17
	0=7	14.58
		100.00

B5b	2=3	6.25
	1=37	77.08
	0=8	16.67
		100.00
B5c	2=2	4.17
	1=38	79.17
	0=8	16.67
		100.00
B6	2=13	27.08
	1=32	66.67
	0=3	6.25
		100.00
B7	4=5	10.42
	3=1	2.08
	1=9	18.75
	0=33	68.75
		100.00
B8	4=14	29.17
	3=3	6.25
	2=1	2.08
	1=10	20.83
	0=20	41.67
		100.00
B9a	2=2	4.17
	0=46	95.83
		100.00
B9b	0=48	100.00
B9c	0=48	100.00
B9d	0=48	100.00
B10	8=13	27.08
	7=3	6.25
	6=4	8.33
	5=3	6.25
	2=1	2.08
	0=24	50.00
		100.00

APPENDIX 6

% SCORES FOR ANSWERS TO QUESTIONS FROM LAGOS ISLAND SECTION C

C1	7=14	29.17
	6=8	16.67
	5=4	8.33
	2=1	2.08
	1=17	35.42
	0=4	8.33
		100.00
C2	2=37	77.08
	1=5	10.42
	0=6	12.50
	100.00	
C3	2=21	43.75
	0=18	37.50
	0=9	18.75
	100.00	
C4	3=12	25.00
	2=1	2.08
	0=35	72.92
	100.00	
C5	2=26	54.17
	1=18	37.50
	0=4	8.33
	100.00	
C6	3=14	29.17
	0=34	70.83
	100.00	
C7	2=21	43.75
	1=19	39.58
	0=8	16.67
	100.00	
C8	5=12	25.00
	4=5	10.42
	3=2	4.17
	1=4	8.33
	0=25	52.08
	100.00	
C9	6=18	37.50
	5=4	8.33
	4=1	2.08
	3=1	2.08
	2=6	12.50
	1=6	12.50
	0=12	25.00
	100.00	
C10a	6=12	25.00
	5=5	10.42
	4=5	10.42
	1=9	18.75
	0=17	35.42
	100.00	
C10b	3=2	4.17
	2=2	4.17
	0=44	91.67
	100.00	

APPENDIX 6

% SCORES FOR ANSWERS TO QUESTIONS FROM LAGOS ISLAND SECTION D

D1	4=18	37.50
	3=6	12.50
	2=15	31.25
	1=7	14.58
	0=2	4.17
		100.00
D2	4=18	37.50
	3=1	2.08
	1=12	25.00
	0=17	35.42
		100.00
D3	5=12	25.00
	4=7	14.58
	3=1	2.08
	2=2	4.17
	1=3	6.25
	0=23	47.92
		100.00

APPENDIX 6

% SCORES FOR ANSWERS TO QUESTIONS FROM LAGOS ISLAND SECTION E

E1	9=18	37.50
	8=6	12.50
	7=5	10.42
	4=15	31.25
	0=4	8.33
		100.00
E2	2=26	54.17
	1=18	37.50
	0=4	8.33
		100.00
E3	6=32	66.67
	5=7	14.58
	4=1	2.08
	3=4	8.33
	0=4	8.33
		100.00
E4	1=38	79.17
	0=10	20.83
		100.00
E5	2=13	27.08
	1=25	52.08
	0=10	20.83
		100.00
E6	5=3	6.25
	4=18	37.50
	3=20	41.67
	1=1	2.08
	0=6	12.50
		100.00

APPENDIX 6

% SCORES FOR ANSWERS TO QUESTIONS FROM LAGOS ISLAND SECTION F

F1	5=17	35.42
	4=17	35.42
	3=11	22.92
	0=3	6.25
		100.00
F2	2=10	20.83
	1=31	64.58
	0=7	14.58
		100.00
F3a	2=10	20.83
	1=33	68.75
	0=5	10.42
		100.00
F3b	2=3	6.25
	0=45	93.75
		100.00
F4	2=19	39.58
	1=28	58.33
	0=1	2.08
		100.00
F5a	1=43	89.58
	0=5	10.42
		100.00
F5b	2=12	25.00
	0=36	75.00
		100.00
F6a	2=9	18.75
	1=30	62.50
	0=9	18.75
		100.00
F6b	8=2	4.17
	7=2	4.17
	4=3	6.25
	0=41	85.42
		100.00
F7	5=13	27.08
	4=12	25.00
	3=14	29.17
	2=3	6.25
	0=6	12.50
		100.00
F8a	5=2	4.17
	4=5	10.42
	3=6	12.50
	2=5	10.42
	1=3	6.25
	0=27	56.25
		100.00

F8b	5=5	10.42
	4=21	43.75
	2=4	8.33
	1=10	20.83
	0=8	16.67
		100.00
F8c	5=6	12.50
	4=2	4.17
	3=4	8.33
	2=4	8.33
	0=32	66.67
		100.00
F8d	5=5	10.42
	4=2	4.17
	3=3	6.25
	1=6	12.50
	0=32	66.67
		100.00
F8e	4=7	14.58
	3=3	6.25
	2=5	10.42
	1=2	4.17
	0=31	64.58
		100.00
F9	2=13	27.08
	1=28	58.33
	0=7	14.58
		100.00
F10	2=24	50.00
	1=20	41.67
	0=4	8.33
		100.00
F11	2=6	12.50
	1=39	81.25
	0=3	6.25
		100.00
F12	2=5	10.42
	1=39	81.25
	0=4	8.33
		100.00
F13	7=35	72.92
	6=5	10.42
	5=1	2.08
	4=1	2.08
	3=1	2.08
	0=5	10.42
		100.00
F14	2=6	12.50
	1=35	72.92
	0=7	14.58
		100.00
F15	2=17	35.42
	1=22	45.83
	0=9	18.75
	PAGE 2	100.00

APPENDIX 6

% SCORES FOR ANSWERS TO QUESTIONS FROM LAGOS ISLAND SECTION G

G1	2=32	66.67
	1=12	25.00
	0=4	8.33
		100.00
G2	2=26	54.17
	1=5	10.42
	0=17	35.42
		100.00
G3	7=29	60.42
	6=14	29.17
	5=1	2.08
	4=1	2.08
	0=3	6.25
		100.00
G4	9=6	12.50
	8=10	20.83
	7=6	12.50
	6=3	6.25
	5=2	4.17
	4=6	12.50
	3=1	2.08
	2=4	8.33
	1=6	12.50
	0=4	8.33
		100.00
G5	4=7	14.58
	3=3	6.25
	2=4	8.33
	1=12	25.00
	0=22	45.83
		100.00

APPENDIX 7

% SCORE ANALYSIS IKOY1 SECTION B

B1a	5=4(12.5)	12.5
	3=2(6.25)	6.25
	2=1(3.13)	3.125
	1=18(56.25)	56.25
	0=7(21.88)	21.875
	100	
B1b	5=7(21.88)	21.875
	4=9(28.13)	28.125
	3=3(9.38)	9.375
	2=5(15.63)	15.625
	0=8(25)	25
	100	
B1c	5=3(9.38)	9.375
	4=9(28.13)	28.125
	3=6(18.75)	18.75
	2=5(15.63)	15.625
	1=1(3.13)	3.125
0=8(25)	25	
	100	
B1d	4=3(9.38)	9.375
	3=9(28.13)	28.125
	2=12(37.5)	37.5
	1=1(3.13)	3.125
	0=7(21.88)	21.875
	100	
B1e	5=10(21.25)	31.25
	4=3(9.38)	9.375
	3=4(12.5)	12.5
	2=2(6.25)	6.25
	1=5(15.63)	15.625
0=8(25)	25	
	100	
B2	6=25(78.13)	78.125
	5=4(12.5)	12.5
	3=2(6.25)	6.25
	0=1(3.13)	3.125
	100	
B3	4=1(3.13)	3.125
	3=8(25)	25
	2=7(21.88)	21.875
	1=14(43.75)	43.75
0=2(6.25)	6.25	
	100	
B4	5=18(56.25)	56.25
	4=8(25)	25
	3=4(12.5)	12.5
	2=1(3.13)	3.125
0=1(3.13)	3.125	
	100	

B5a	1=23(71.88)	71.875
	0=9(28.13)	28.125
		100
B5b	2=1(3.13)	3.125
	1=22(68.75)	68.75
	0=9(28.13)	28.125
		100
B5c	1=23(71.88)	71.875
	0=9(28.13)	28.125
		100
B6	2=5(15.63)	15.625
	1=24(75)	75
	0=3(9.38)	9.375
		100
B7	4=4(12.5)	12.5
	0=27(84.38)	84.375
	1=1(3.13)	3.125
		100
B8	4=11(34.38)	34.375
	2=2(6.25)	6.25
	1=9(28.13)	28.125
	0=10(21.25)	31.25
		100
B9a	5=3(9.38)	9.375
	0=29(90.63)	90.625
		100
B9b	0=32(100)	100
B9c	0=32(100)	100
B9d	0=31(96.88)	96.875
	1=1(3.13)	3.125
		100
B10	8=10(21.25)	31.25
	7=1(3.13)	3.125
	6=7(21.88)	21.875
	5=2(6.25)	6.25
	3=1(3.13)	3.125
	2=1(3.13)	3.125
	0=10(21.25)	31.25
		100

APPENDIX 7

% SCORE ANALYSIS IKOY1 SECTION C

C1	7=8	25
	6=8	25
	5=1	3.125
	1=12	37.5
	0=3	9.375
		100
C2	2=26	81.25
	1=5	15.625
	0=3	3.125
		100
C3	2=16	50
	1=13	40.625
	0=1	9.375
		100
C4	3=15	46.875
	0=17	53.125
		100
C5	2=19	59.375
	1=9	28.125
	0=4	12.5
		100
C6	3=14	43.75
	0=18	56.25
		100
C7	2=13	40.625
	1=12	37.5
	0=7	21.875
		100
C8	5=9	28.125
	4=1	3.125
	3=1	3.125
	1=5	15.625
	0=16	50
		100
C9	6=14	43.75
	5=3	9.375
	3=1	3.125
	2=2	6.25
	1=2	6.25
	0=10	31.25
		100
C10a	6=13	40.625
	5=7	21.875
	4=1	3.125
	2=2	6.25
	1=3	9.375
	0=6	18.75
		100
C10b	0=32	100

APPENDIX 7

% SCORE ANALYSIS IKOY1 SECTION D

D1	4=7	21.875
	3=3	9.375
	2=18	56.25
	1=3	9.375
	0=1	3.125
		100
D2	4=6	18.75
	3=4	12.5
	1=7	21.875
	0=15	46.875
		100
D3	5=11	34.375
	4=3	9.375
	3=1	3.125
	1=6	18.75
	0=11	34.375
		100

APPENDIX 7

% SCORE ANALYSIS IKOY1 SECTION E

E1	10=8	25
	9=13	40.625
	8=4	12.5
	4=5	15.625
	2=2	6.25
		100
E2	2=14	43.75
	1=18	56.25
		100
E3	6=4	12.5
	5=15	46.875
	4=1	3.125
	3=7	21.875
	1=3	9.375
	0=2	6.25
		100
E4	3=1	3.125
	1=28	87.5
	0=3	9.375
		100
E5	5=1	3.125
	1=27	84.375
	0=4	12.5
		100
E7	5=2	6.25
	4=4	12.5
	3=19	59.375
	1=2	6.25
	0=5	15.625
		100

APPENDIX 7

% SCORE ANALYSIS IKOY1 SECTION F

F1	5=16	50
	4=11	34.375
	3=2	6.25
	2=2	6.25
	1=1	3.125
		100
F2	2=2	6.25
	1=25	78.125
	0=5	15.625
		100
F3a	2=9	28.125
	1=22	68.75
	0=1	3.125
		100
F3b	3=2	6.25
	2=2	6.25
	0=28	87.5
		100
F4	2=6	18.75
	1=24	75
	0=2	6.25
		100
F5	3=2	6.25
	2=17	53.125
	1=5	15.625
	0=8	25
		100
F6a	2=4	12.5
	1=26	81.25
	0=2	6.25
		100
F6b	7=1	3.125
	0=31	96.875
		100
F7	5=8	25
	4=9	28.125
	3=12	37.5
	2=2	6.25
	0=1	3.125
		100
F8a	4=4	12.5
	3=1	3.125
	2=4	12.5
	1=5	15.625
	0=18	56.25
		100
F8b	5=3	9.375
	4=8	25
	2=3	9.375
	1=7	21.875
	0=11	34.375
		100

F8c	5=2	6.25
	4=2	6.25
	3=1	3.125
	2=5	15.625
	1=2	6.25
	0=20	62.5
		100
F8d	5=5	15.625
	4=1	3.125
	3=2	6.25
	2=2	6.25
	0=22	68.75
F8e	5=2	6.25
	4=2	6.25
	3=5	15.625
	0=23	71.875
F9	2=3	9.375
	1=29	90.625
		100
F10	2=15	46.875
	1=14	43.75
	0=3	9.375
		100
F11	2=2	6.25
	1=30	93.75
		100
F12	2=1	3.125
	1=31	96.875
		100
F13	7=19	59.375
	6=9	28.125
	4=3	9.375
	1=1	3.125
		100
F14	2=1	3.125
	1=30	93.75
	0=1	3.125
		100
F15	2=7	21.875
	1=22	68.75
	0=3	9.375
		100

APPENDIX 7

% SCORE ANALYSIS IKOY1 SECTION G

G1	2=17	53.125
	1=12	37.5
	0=3	9.375
		100
G2	2=11	34.375
	1=10	31.25
	0=11	34.375
		100
G3	7=23	71.875
	6=7	21.875
	3=1	3.125
	0=1	3.125
		100
G4	9=1	3.125
	7=2	6.25
	6=10	31.25
	5=8	25
	4=4	12.5
	3=1	3.125
	2=2	6.25
	1=2	6.25
	0=2	6.25
		100
G5	4=3	9.375
	3=2	6.25
	1=18	56.25
	0=9	28.125
		100

APPENDIX 2

NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM IKOYI SECTION B SERVICE AREA																		
			B1a	B1b	B1c	B1d	B1e	B2	B3	B4	B5a	B5b	B5c	B6	B7	B8	B9a	B9b	B9c	B9d	B10
1	Alhaja Okiki	Obalende Ikoyi	1	3	4	2	5	6	3	3	1	1	1	1	0	2	0	0	0	0	6
2	Mr. Kehinde Hassan	Obalende Ikoyi	1	2	4	3	5	6	1	3	1	1	1	1	0	4	0	0	0	0	6
3	Mr. Dotun Babson	Moshalashi Str.	0	0	0	0	0	6	2	5	1	1	1	1	0	4	0	0	0	0	8
4	Mr. Eugbene	Ijeh Police Barrack	0	0	0	0	0	0	0	4	1	1	1	1	0	4	0	0	0	0	8
5	Ali Garuba	Osborne Ikoyi	1	5	4	2	3	3	2	3	1	1	1	1	0	2	0	0	0	0	8
6	Mr. Gerrard Osang	Park View Estate	1	5	2	3	4	3	1	5	1	1	1	1	0	1	0	0	0	0	8
7	Mr. Yusuf Yushohu	Park View Estate	1	4	3	2	5	6	4	5	1	1	1	2	4	0	0	0	0	0	0
8	Mr. Christopher Ohiani	Park View Estate	0	0	0	0	0	5	2	5	0	0	0	1	0	1	0	0	0	0	2
9	Mr. Makweye Kennedy	Park View Estate	0	0	0	0	0	5	1	5	0	0	0	2	1	0	0	0	0	1	0
10	Mr. Gog's House	Queens Drive Ikoyi	0	0	0	0	0	5	1	5	0	0	0	0	0	0	0	0	0	0	0
11	Jamil Anamja	Obalende Ikoyi	5	2	3	4	1	6	1	5	1	1	1	1	0	0	0	0	0	0	6
12	Mr. Emma	Obalende Ikoyi	5	4	2	3	1	6	2	4	1	1	1	1	0	1	0	0	0	0	6
13	Abdul Azeez	Ikoyi Southwest	5	4	1	3	2	6	2	4	1	1	1	1	0	4	0	0	0	0	6
14	John Chuckwu	Ikoyi Southwest	5	3	2	4	1	5	3	2	1	1	1	2	4	0	5	0	0	0	8
15	Mrs. Blessing	Ijeh Police Barrack	0	0	0	0	0	6	2	4	1	1	1	1	0	1	0	0	0	0	8
16	Mrs. Damilola	Obalende Ikoyi	0	0	0	0	0	6	2	5	1	1	1	2	4	0	5	0	0	0	8
17	Mr. Gbenga	Cameron Rd. Ikoyi	1	5	4	2	3	6	1	5	1	1	1	1	0	1	0	0	0	0	6
18	Mr. Abdul Amusa	Cameron Rd. Ikoyi	1	0	0	2	0	6	1	5	1	1	1	1	0	4	0	0	0	0	5
19	Mrs. Uche	Bedwell Rd. Ikoyi	1	4	5	2	3	6	3	5	1	2	1	1	0	4	0	0	0	0	5
20	Mr. Issic	Bedwell Rd. Ikoyi	1	5	4	3	2	6	3	5	1	1	1	1	0	4	0	0	0	0	8
21	Mabata House	Ikoyi Southwest	1	2	4	3	5	6	1	5	1	1	1	1	0	1	0	0	0	0	7
22	Bolujoko O. R.	Osborne Ikoyi	3	5	4	2	1	6	1	4	1	1	1	1	0	4	0	0	0	0	0
23	Andrew Abe	Falomo Ikoyi	3	5	4	2	1	6	3	4	1	1	1	2	4	0	5	0	0	0	0
24	Mr. Owolabi Akinola	Lugard Ikoyi	1	3	5	2	4	6	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Mr. Qudus Anifowose	Moshood Olugbani	2	5	3	1	4	6	3	3	1	1	1	1	0	4	0	0	0	0	0
26	Chief Folarin Coker	Gerrard Ikoyi	1	4	2	3	5	6	1	4	1	1	1	0	0	0	0	0	0	0	0
27	Mrs. Fakeye	Lugard Ikoyi	1	4	5	2	3	6	3	4	1	1	1	1	0	4	0	0	0	0	3
28	Mr. Alisige	Dolphin Ikoyi	1	4	2	3	5	6	1	5	0	0	0	1	0	1	0	0	0	0	6
29	Alhaja Suleiman Ajara	Dolphin Ikoyi	1	2	4	3	5	6	1	5	0	0	0	1	0	1	0	0	0	0	8
30	Achilonu Joseph	Dolphin Ikoyi	1	4	3	2	5	6	1	5	0	0	0	1	0	0	0	0	0	0	0
31	Chief Sosanya	Dolphin Ikoyi	1	2	3	4	5	6	1	5	0	0	0	1	0	1	0	0	0	0	8
32	Ofili Jimmy	Dolphin Ikoyi	1	4	3	2	5	6	3	5	0	0	0	1	0	4	0	0	0	0	0

APPENDIX 8

% SCORING OF RESPONSES FROM V.I SECTION B

B1a	5=1	2.04
	2=1	2.04
	1=26	53.06
	0=21	42.86
		100.00
B1b	5=3	6.12
	4=11	22.45
	3=7	14.29
	2=7	14.29
	0=21	42.86
		100.00
B1c	5=5	10.20
	4=6	12.24
	3=8	16.33
	2=9	18.37
	0=21	42.86
		100.00
B1d	5=3	6.12
	4=6	12.24
	3=10	20.41
	2=9	18.37
	0=21	42.86
		100.00
B1e	5=17	34.69
	4=5	10.20
	3=2	4.08
	2=3	6.12
	1=2	4.08
	0=20	40.82
		100.00
B2	6=32	65.31
	5=6	12.24
	0=11	22.45
		100.00
B3	4=3	6.12
	3=5	10.20
	2=5	10.20
	1=27	55.10
	0=9	18.37
		100.00
B4	5=35	71.43
	4=6	12.24
	3=2	4.08
	0=6	12.24
		100.00

B5a	2=2	4.08
	1=30	61.22
	0=17	34.69
		100.00
B5b	2=2	4.08
	1=30	61.22
	0=17	34.69
		100.00
B5c	2=2	4.08
	1=30	61.22
	0=17	34.69
		100.00
B6	2=6	12.24
	1=31	63.27
	0=12	24.49
		100.00
B7	4=2	4.08
	3=1	2.04
	1=4	8.16
	0=42	85.71
		100.00
B8	4=7	14.29
	3=1	2.04
	2=1	2.04
	1=14	28.57
	0=26	53.06
		100.00
B9a	5=2	4.08
	0=47	95.92
		100.00
B9b	3=2	4.08
	0=47	95.92
		100.00
B9c	0=49	100.00
B9d	1=4	8.16
	0=45	91.84
		100.00
B10	8=11	22.45
	7=5	10.20
	6=2	4.08
	5=6	12.24
	3=1	2.04
	2=2	4.08
	0=22	44.90
		100.00

APPENDIX 8

% ANALYSIS OF RESPONSES FROM V.I SECTION C

C1	7=19	38.78
	6=3	6.12
	5=1	2.04
	3=1	2.04
	2=1	2.04
	1=9	18.37
	0=15	30.61
		100.00
C2	2=36	73.47
	1=12	24.49
	0=1	2.04
	100.00	
C3	2=17	34.69
	1=17	34.69
	0=15	30.61
	100.00	
C4	3=15	30.61
	0=34	69.39
	100.00	
C5	2=23	46.94
	1=14	28.57
	0=12	24.49
	100.00	
C6	3=21	42.86
	0=28	57.14
	100.00	
C7	2=18	36.73
	1=17	34.69
	0=14	28.57
	100.00	
C8	5=12	24.49
	4=5	10.20
	3=3	6.12
	0=28	57.14
	1=1	2.04
	100.00	
C9	6=22	44.90
	5=4	8.16
	4=1	2.04
	3=1	2.04
	0=21	42.86
	100.00	
C10a	6=16	32.65
	5=12	24.49
	4=6	12.24
	3=1	2.04
	1=1	2.04
	0=13	26.53
	100.00	
C10b	0=49	100.00

APPENDIX 8

% ANALYSIS OF RESPONSES FROM V.I SECTION D

D1	4=1	2.04
	3=2	4.08
	2=35	71.43
	1=4	8.16
	0=7	14.29
		100.00
D2	4=1	2.04
	3=4	8.16
	2=2	4.08
	1=3	6.12
	0=39	79.59
		100.00
D3	5=14	28.57
	4=4	8.16
	3=1	2.04
	1=6	12.24
	0=24	48.98
		100.00

APPENDIX 8

% ANALYSIS OF RESPONSES FROM V.I SECTION E

E1	10=6	12.24
	9=21	42.86
	8=5	10.20
	7=2	4.08
	2=2	4.08
	1=6	12.24
	0=7	14.29
	100.00	
E2	2=15	30.61
	1=24	48.98
	0=10	20.41
	100.00	
E3	6=2	4.08
	5=6	12.24
	4=14	28.57
	3=11	22.45
	2=3	6.12
	1=5	10.20
	0=8	16.33
	100.00	
E4	3=1	2.04
	1=27	55.10
	0=21	42.86
	100.00	
E5	1=29	59.18
	0=20	40.82
	100.00	
E6	5=9	18.37
	4=5	10.20
	3=14	28.57
	1=8	16.33
	0=13	26.53
	100.00	

APPENDIX 8

% ANALYSIS OF RESPONSES FROM V.I SECTION F

F1	5=23	46.94
	4=3	6.12
	3=5	10.20
	2=4	8.16
	1=2	4.08
	0=12	24.49
		100.00
F2	2=1	2.04
	1=38	77.55
	0=10	20.41
		100.00
F3a	2=8	16.33
	1=30	61.22
	0=11	22.45
		100.00
F3b	3=1	2.04
	2=2	4.08
	0=46	93.88
		100.00
F4	2=7	14.29
	1=34	69.39
	0=8	16.33
		100.00
F5	2=14	28.57
	1=10	20.41
	0=25	51.02
		100.00
F6a	2=1	2.04
	1=33	67.35
	0=15	30.61
		100.00
F6b	0=49	100.00
F7	5=22	44.90
	4=4	8.16
	3=6	12.24
	2=1	2.04
	0=16	32.65
		100.00
F8a	5=8	16.33
	4=2	4.08
	3=2	4.08
	2=3	6.12
	1=6	12.24
	0=28	57.14
		100.00
F8b	5=2	4.08
	4=9	18.37
	2=1	2.04
	1=5	10.20
	0=32	65.31
		100.00

F8c	5=3	6.12
	4=2	4.08
	3=6	12.24
	2=2	4.08
	0=36	73.47
		100.00
F8d	4=2	4.08
	3=3	6.12
	2=7	14.29
	1=2	4.08
	0=35	71.43
		100.00
F8e	5=3	6.12
	4=1	2.04
	2=4	8.16
	1=1	2.04
	0=40	81.63
		100.00
F9	2=1	2.04
	1=33	67.35
	0=15	30.61
		100.00
F10	2=15	30.61
	1=20	40.82
	0=14	28.57
		100.00
F11	2=2	4.08
	1=34	69.39
	0=13	26.53
		100.00
F12	1=37	75.51
	0=12	24.49
		100.00
F13	7=28	57.14
	6=2	4.08
	5=3	6.12
	4=1	2.04
	1=2	4.08
	0=13	26.53
		100.00
F14	2=1	2.04
	1=34	69.39
	0=14	28.57
		100.00
F15	2=7	14.29
	1=27	55.10
	0=15	30.61
		100.00

APPENDIX 8

% ANALYSIS OF RESPONSES FROM V.I SECTION G

G1	2=12	24.49
	1=19	38.78
	0=18	36.73
		100.00
G2	2=6	12.24
	1=8	16.33
	0=35	71.43
		100.00
G3	7=39	79.59
	6=2	4.08
	0=8	16.33
		100.00
G4	9=4	8.16
	8=2	4.08
	6=8	16.33
	5=14	28.57
	4=4	8.16
	3=5	10.20
	1=4	8.16
	0=8	16.33
		100.00
G5	5=1	2.04
	4=1	2.04
	1=16	32.65
	0=31	63.27
		100.00

APPENDIX 9

% SCORE ANALYSIS OF V.I EXTENSION

B1a	5=2	7.41
	3=1	3.70
	1=13	48.15
	0=11	40.74
		100.00
B1b	5=6	22.22
	4=6	22.22
	3=2	7.41
	2=1	3.70
	1=1	3.70
	0=11	40.74
		100.00
B1c	5=1	3.70
	4=5	18.52
	3=4	14.81
	2=4	14.81
	1=2	7.41
	0=11	40.74
		100.00
B1d	5=2	7.41
	4=2	7.41
	3=8	29.63
	2=4	14.81
	0=11	40.74
		100.00
B1e	5=5	18.52
	4=3	11.11
	3=1	3.70
	2=7	25.93
	0=11	40.74
		100.00
B2	6=13	48.15
	4=1	3.70
	3=4	14.81
	2=1	3.70
	1=1	3.70
	0=7	25.93
		100.00
B3	4=1	3.70
	3=9	33.33
	2=11	40.74
	1=4	14.81
	0=2	7.41
		100.00
B4	5=8	29.63
	4=9	33.33
	3=8	29.63
	0=2	7.41
		100.00

B5a	2=2	7.41
	1=22	81.48
	0=3	11.11
		100.00
B5b	1=24	88.89
	0=3	11.11
		100.00
B5c	2=1	3.70
	1=23	85.19
	0=3	11.11
		100.00
B6	2=2	7.41
	1=22	81.48
	0=3	11.11
		100.00
B7	3=1	3.70
	1=1	3.70
	0=25	92.59
		100.00
B8	4=13	48.15
	3=4	14.81
	1=1	3.70
	0=9	33.33
		100.00
B9a	4=1	3.70
	0=26	96.30
		100.00
B9b	5=1	3.70
	0=26	96.30
		100.00
B9c	0=27	100.00
B9d	0=27	100.00
B10	8=3	11.11
	7=2	7.41
	6=5	18.52
	5=2	7.41
	2=1	3.70
	1=1	3.70
	0=13	48.15
		100.00

APPENDIX 9

% SCORE ANALYSIS OF V.I EXTENSION

C1	7=3	11.11
	6=7	25.93
	3=1	3.70
	1=12	44.44
	0=4	14.81
		100.00
C2	2=25	92.59
	0=2	7.41
		100.00
C3	2=8	29.63
	1=15	55.56
	0=4	14.81
		100.00
C4	3=23	85.19
	0=4	14.81
		100.00
C5	2=12	44.44
	1=9	33.33
	0=6	22.22
		100.00
C6	3=10	37.04
	0=17	62.96
		100.00
C7	2=13	48.15
	1=11	40.74
	0=3	11.11
		100.00
C8	5=6	22.22
	4=6	22.22
	2=1	3.70
	1=3	11.11
	0=11	40.74
		100.00
C9	6=6	22.22
	5=1	3.70
	4=3	11.11
	2=1	3.70
	1=6	22.22
	0=10	37.04
		100.00
C10a	6=12	44.44
	5=5	18.52
	4=2	7.41
	1=2	7.41
	0=6	22.22
		100.00
C10b	0=27	100.00

APPENDIX 9

% SCORE ANALYSIS OF V.I EXTENSION

D1	4=4	14.81
	3=8	29.63
	2=12	44.44
	1=1	3.70
	0=2	7.41
		100.00
D2	4=3	11.11
	3=4	14.81
	1=6	22.22
	0=14	51.85
		100.00
D3	5=7	25.93
	4=1	3.70
	1=2	7.41
	0=17	62.96
		100.00

APPENDIX 9

% SCORE ANALYSIS OF V.I EXTENSION

E1	10=2	7.41
	9=7	25.93
	8=8	29.63
	7=1	3.70
	4=2	7.41
	2=2	7.41
	1=3	11.11
	0=2	7.41
		100.00
E2	2=3	11.11
	1=21	77.78
	0=3	11.11
		100.00
E3	6=1	3.70
	5=6	22.22
	4=9	33.33
	3=5	18.52
	0=6	22.22
		100.00
E4	2=1	3.70
	1=14	51.85
	0=12	44.44
	100.00	
E5	3=2	7.41
	1=17	62.96
	0=8	29.63
	100.00	
E6	5=2	7.41
	4=3	11.11
	3=12	44.44
	1=5	18.52
	0=5	18.52
		100.00

APPENDIX 9

% SCORE ANALYSIS OF V.I EXTENSION

F1	5=5	18.52
	4=8	29.63
	3=10	37.04
	0=3	11.11
	2=1	3.70
		100.00
F2	2=2	7.41
	1=21	77.78
	0=4	14.81
		100.00
F3a	2=7	25.93
	1=11	40.74
	0=9	33.33
		100.00
F3b	3=3	11.11
	2=1	3.70
	0=23	85.19
		100.00
F4	2=4	14.81
	1=20	74.07
	0=3	11.11
		100.00
F5	3=2	7.41
	2=12	44.44
	1=5	18.52
	0=8	29.63
		100.00
F6a	1=22	81.48
	0=5	18.52
		100.00
F6b	0=27	100.00
F7	4=7	25.93
	3=7	25.93
	2=5	18.52
	0=8	29.63
		100.00
F8a	5=4	14.81
	4=2	7.41
	3=1	3.70
	2=1	3.70
	0=19	70.37
		100.00
F8b	5=2	7.41
	4=13	48.15
	2=1	3.70
	1=3	11.11
	0=8	29.63
		100.00

F8c	5=1	3.70
	4=2	7.41
	3=1	3.70
	2=1	3.70
	1=1	3.70
	0=21	77.78
		100.00
F8d	5=1	3.70
	4=2	7.41
	3=1	3.70
	2=1	3.70
	1=1	3.70
	0=21	77.78
		100.00
F8e	3=4	14.81
	2=1	3.70
	1=1	3.70
	0=21	77.78
		100.00
F9	2=7	25.93
	1=16	59.26
	0=4	14.81
		100.00
F10	2=17	62.96
	1=4	14.81
	0=6	22.22
		100.00
F11	2=4	14.81
	1=19	70.37
	0=4	14.81
		100.00
F12	2=1	3.70
	1=22	81.48
	0=4	14.81
		100.00
F13	7=16	59.26
	6=6	22.22
	3=1	3.70
	0=4	14.81
		100.00
F14	2=1	3.70
	1=21	77.78
	0=5	18.52
		100.00
F15	2=14	51.85
	1=7	25.93
	0=6	22.22
		100.00

APPENDIX 9

% SCORE ANALYSIS OF V.I EXTENSION

G1	2=17	62.96
	1=5	18.52
	0=5	18.52
		100.00
G2	2=12	44.44
	1=5	18.52
	0=10	37.04
		100.00
G3	7=23	85.19
	6=2	7.41
	0=2	7.41
		100.00
G4	8=1	3.70
	6=7	25.93
	5=11	40.74
	4=2	7.41
	3=3	11.11
	1=1	3.70
	0=2	7.41
		100.00
G5	4=4	14.81
	2=2	7.41
	1=2	7.41
	0=19	70.37
		100.00

APPENDIX 11

QUESTIONNAIRE ANALYSIS CODE (SERVED POPULATION)

NO	CODE	REMARK
A1	50-70 (6) 71-80 (5) 81-90 (4) 91-95 (3) 96-2000(2) 2000-Date (1)	Year
A2	BH (5) COM (4) GOVT (3) SCH (2) OTHER (1)	TYPE OF H
A3	1-10 (6) 11-20 (5) 21-40 (4) 41-60 (3) 61-90 (2) 90+ (1)	Residents
A4	Dr (8) Ba (7) Lau (6) San (5) Gard (4) Man (3) Ag (2) Other (1)	Water Use
A5	<1wk (8) 1-2wk (7) 2-4wk(6) 1-2mth (5) 2-4mt (4) 4-12mths (3) 1-5yr (2) >5yr (1)	Date last served
A6	10bks (4) 10bks-30bks (3) 30-60 bks (2) >60bks (1)	Used by all
A7	1bk (4) 1-3bk (3)3-6bks (2) >6bks (1)	Used by each
A8	Yes (2) No (1)	Leakage
A9	DPP (5) DPS (4) CVP (3) CVS (2) WST (1)	Leakage type
A10	Daily (5) 1ce/2ce (4) 1wk in mth (3) 2-3wks in mth (2) None (1)	Water Supply
A11	1-3hrs (5) 3-6 hrs (4) 6-12 hrs (3) 12-18hrs (2) 18-24 hrs (1)	Hours Supplied
A12	Yes (2) No (1)	Storage
A13	Yes (2) NO (1)	Pressure
A14	Yes (2) No (1)	Sunction Pump
A15	12noon-6am (5) 6-12noon (4) 12-6pm (3)6pm-12night (2) All (1)	Period needed
B1 (a)	Water Supply (1) ,(2), (3), (4) , (5)	Importance rate
(b)	Billing (1), (2), (3) ,(4). (5)	„
(c)	Customer Care (1), (2), (3), (4), (5)	„
(d)	Maintenance (1), (2), (3), (4), (5)	„
(e)	New Water Expansion Projects	„
B2	A (6) B (5) C (4) D (3) E (2) F (1)	Will to pay
B3	A (4) B (3) C (2) D (1)	Water Price
B4	A (5) B (4) C(3) D (2) E (1)	Performance
B5 a	Il Con Yes(2) No (1)	Incidents
b	Vand Yes (2) No (1)	
c	Sale of LSWC Water Yes (2) No (1)	
B6	Been Disconnected Yes(2) No (1)	Disconnection
B7	Reason for Disconnection A(4) B (3) C (2) D (1)	Disconnection ?
B8	Not Disconnected A (4) B (3) C (2) D (1)	NoDisconnected
B9 (a)	Default 1-3 (5) 4-6 (4) 7-10 (3) 11-15 (2) >15 (1)	Non-Payment
B9 (b)	Maintenance 1-3 (5) 4-6 (4) 7-10 (3) 11-15 (2) >15 (1)	Maintenance
B9(c)	Leakage Water 1-3 (5) 4-6 (4) 7-10 (3) 11-15 2) >15 (1)	Leakage
B9(d)	LSWC Error 1-3 (5) 4-6 (4) 7-10 (3) 11-15 (2) >15 (1)	Error
B10	A(8) B (7) C (6) D (5) E (4) F (3) G (2) H (1)	Reason to cut
C1	A (7) B (6) C (5) D (4) E (3) F (2) G (1)	Water Quality
C2	Yes (2) No (1)	Pay More

C3	Yes (2) No (1)	Health Risks
C4	Health Risks 1 (3) 2 (2) 3 (1)	Types %
C5	Yes (2) No (1)	Other Water
C6	Health Risks 1(3) 2 (2) 3 (1)	Types %
C7	Yes (2) No (1)	Treat Water
C8	Reason to treat A (5) B (4) C (3) D (2) E (1)	Reason
C9	How you treat A (6) B (5) C (4) D (3) E (2) F (1)	Way to treat
C10a	Cleaning of Tank A(6) B(5) C(4) D(3) E(2) F(1)	Frequency
C10b	Cleaning means A (3) B(2) C (1)	Means
D1	Consumption behaviour A (4) B(3) C (2) D (1)	Behaviour
D2	Consumption Habit A (4) B(3) C (2) D (1)	Habit
D3	Why not drink LSWC water A (4) B(3) C (2) D (1)	Reason
E1	Other Water A (10) B(9) C(8) D(7) E(6)F(5)G(4)H(3)I(2) J(1)	Type of supply
E2	Vendor disappointment Yes (2) No (1)	Yes or No
E3	Frequency of purchase A (6) B (5) C(4) D (3) E (2) F (1)	Frequency
E4	Quantity Purchased 1bk (4) 1-3 bks (3) 3-6bks (2) >6bks (1)	Quantity
E5	Price per 4 gall bkt N5 (5) N5-N10 (4) N10-N15 (3) N15-N20 (2) >N20 (1)	Price
E6	Reason for purchase A (5) B (4) C (3) D (2) E (1)	Reason
F1	Customer participation P (5) F(4) G (3) VG (2) Exc (1)	Interest
F2	Plight of wom & Kids Yes (2) No (1)	Plight issues
F3 a	Customer complaint centres Yes (A) No (B)	Comp Centres
F3b	Who report to A (3) B (2) C (1)	Report sent to
F4	Knowledge of water law Yes (2) No (1)	Know law
F5	Need for meter Flat rate (2) Need metre (1)	Meter
F6 a	Outstanding Bill Yes (2) No (1)	Bill unpaid
F6 b	Amount unpaid 1-1000 (8) 1001-3000 (7) 3001-7000 (6) 7000-10000 (5) 10001-20000 (4) 20001-30000 (3) 30001-50000 (2) >50000 (1)	Amount unpaid
F7	Pro for connect & metres P (5) F(4) G(3) VG (2) Exc (1)	Rating
F8 a	A (5) B (4) C (3) D (2) E (1)	
F8 b	A (5) B (4) C (3) D (2) E (1)	
F8 c	A (5) B (4) C (3) D (2) E (1)	
F8 d	A (5) B (4) C (3) D (2) E (1)	
F8 e	A (5) B (4) C (3) D (2) E (1)	
F9	Prompt Response to complaints Yes (2) No (1)	Prob solving
F10	Faulty water bills Yes (2) No (1)	Faulty bills
F11	Correspondence of customer rights Yes (2) No (1)	Customer rights
F12	Service agreement Yes (2) No (1)	Agreement

F13	Improvements suggested A (7)B(6)C(5)D(4)E(3)F(2) G(1)	Improve cues
F14	Service disruption notice Yes (2) No (1)	Disruptions
F15	Wrong billing Yes (2) No (1)	Wrong billing
G1	Use of water for sanitation also Yes (2) No (1)	Sanitation use
G2	Is water supply enough to do this Yes (2) No (1)	Enough or not
G3	Type of toilet A (7) B (6) C (5) D (4) E (5) F (6) G (7)	Toilet
G4	A (9) B(8) C(7) D (6) E (5) F(4) G(3) H(2) I(1)	No of toilets
G5	Water usage for sanitation 1bk (4) 1-3bks(3) 3-6bks (2) >6bks (1)	Buckets

INFORMATION ON SERVED CUSTOMERS OF LAGOS STATE WATER CORPORATION

No	Enumerator	Area	Sub-Area	Respondent	Address	Tel/ E-mail	
1	Mrs. Thani Habibat	Lagos Island	Onikan	Mr. Adigwe Christpher	17/27, Moloney Street, Onikan, Lagos.	08029283174	
				Bishopsgate International Nig. Ltd	26, Moloney Street, Onikan Lagos.	08065085544	
			Apongbon	Elegbede's Family	15, Daddy Alaja Street, Apongbon, Lagos.		
				Alhaji L. A. Adejumo	25, Daddy Alaja Street, Apongbon, Lagos.		
				Alhaja Aromire	162, Nnamdi Azikwe Street, Apongbon, Lagos.		
			Ikoyi	Obalande	Mr Kehinde Hassan	4, Odo Street,	07041844336
					Alhaja okiki	18 Odod Street,	
		Victoria Island	Eko L'emeridien Bar beach	Mr. Paul	7, Adeyemo Alakija Street		
				Mr. Oriyomi	67b, Adeyemi Alakija Street		
				Mr. Okoli	14, Oyin Jolayemi Street,		
				Mr. Garba	7, Oyin Jolayemi Street,		
				Mrs. Tokunbo Ojjobi	19, Oyin Jolayemi Street,		
				Mr. Moses Omidiji	19, Adeola Hopewell		
				Mr. David Tejumola	14, Adeola Hopewell		
		Victoria Island Ext.	Atlantic Beach	Mr. Solomon	15b, Kayode Abraham Street		
				Mr. Olukunle Ayinmolu	14, Kayode Abraham Street	08081007576	
				Gate Keeper (Solid Home)	1, Kayode Abraham		
				Mr. Mudashiru Balogun	12c, Koyade Abraham Street	01-2712333	
		Lekki Phase 1		Mr. Peter	12, Dapo Sholanke	08088347722	
				Mr. Dapo Sholanke	4, Dapo Sholanke		
				Mr. Joseph	17, Admiralty Road,	08062098941	
				Mr. Paul	5a/b Oluwole Onitiri Avenue	08039137344	

2	Oloyede Tomi	Lagos Island	Onikan	Mr. Kehinde	Tafawabalewa Square Management	
			Apongbon	Alhaji Rasaq Salisu	26, Holloway Street	08033283790
				Yusuf Onitiju	27, Holloway Street	07041098353
				Mr. Shakiru Ologbon-Ori	146, Nnamdi Azikwe	08060249371
				Chief Dosa Ogundare	148/150, Nnamdi Azikwe	
		Ikoyi	Obalende	Mr. Dotun Babson	8, Moshalashi Street,	08023464993
			Ijeh	Mr. Eugene Igbokwe	Ijeh Police Barrack	07038454030
		Victoria Island Ext.	Round about side	Mr. Dennis Silver	293, Ajose Adeogun	
				Mr. Patrick Okolosi	291, Ajose Adeogun	08033275090
		Victoria Island Ext.	Atlantic Beach	Mr. Joseph Sunday	260, Etim Inyang Crescent	07062180186
				Mr John Ochi	68, Omolade Okoya	
				Alhaja	15, Sinari Adaranijo street	
				Mr. Kayode Sunday	12b Kayode Abraham	08057383248
				Mr. Mubasiru	14c, Kayode Abraham	01-7633547
				Mr. Bola Adeyemi	15c, Kayode Abraham	08066111749
				Mr. O. Rowland (Global Fleet Oil & Gas Company)	25c, Kayode Abraham	
		Lekki Phase 1		Mr. Emmanuel Odundare	12, Jerry IriabeStreet	07056165158
				Mr. Jackson	13, Dapo Sholanke	
				Mr. Haruna Jubril (ITB Nig. Ltd.)	20, BLK 22, Dapo Sholanke	08020766533
				Mr. Clement Ayogo	30, Admiralty Way	07088865711
				Mr. Oscar	16 Admiralty Road	
				Mr. Alli	12, Fatai Arobieke Street,	
				Mr Sunday Akam	7, Cross Avenue	08061231497
3.	Akinyemi Fayokunmi	Lagos Island	Isale Eko	Mr. Yemi Afolabi	75, Dosumu Street	08023271307
			Mr. Julius Ikolaba	8, Ajayi Bembe Street,	08033352144	
		Oke Popo	Mr. Waheed Olowookere	94, Vincent Street	08023670736	
			Mrs. Adebisi Bello	20, Vincent Street	08080752668	
		Ikoyi	Osborne	Alli Garuba	8, Osborne Road,	08033975841
			Park View	Mr. Gerrard Asang	37, Olusegun Aina Street	08057326687
				Mr. Yusuf Yushohu	14a, Olusegun Aina Street	08063039480

		Victoria Island Ext.	Atlantic Beach	Mr. Godwin Inyang	223a/b, Etim Iyang Street	08026601433
			Roundabout side	Mr. Animashaun Rafiu	283b, Ajose Adeolu Street	01-4610956
				Omoshekeji Mero	187, Moshood Olugbani Street	08056178184
		Atlantic Beach	Mr. Toyin Oluwagbeyinde	1a, Koyaode Abraham	08033326095	
		Lekki Phase 1		Mr. Matthew Aron	16a, Dapo Solanke Close	08051843727
				Master Tobi Shitta	1, Adedapo Williams Street	
				Mr. Isong Edo	34, Blk 15, Admiralty Way	08027312816
				Prof. Cole Onitiri	11, Olawale Cole-Onitiri Avenue	08023034939
				Alhaja Adijat Fahni	15b, Fatai Idowu Arobieke	08023182348
		4	Oyewole Olasunkunmi	Lagos Island	Oke Popo	Mrs. Olatoyosi Yusuf
Isale Eko	Alhaji Aabdulateef Tokos Oluwa				48 Tokos Oluwa Street	01-7480482
	Mr. Yusuf Yaya				12, Ajose Street,	07095148990
	Mr. Sikiru			28, Ajose	08027020509	
Ikoyi	Park View			Mr. Christopher Ohiani	1, Blk 3, Niger Street,	08054646033
				Mr. Makwuye Kennedy	1 Plot 12 Niger Street,	08023145454
	Ikoyi Southwest			Mr. Gog's Aduse	18, Division Queens Drive	07025435808
Victoria Island	Eko L'emeridien Bar beach			Yone Travels & Tour Ltd	10, Ologub Agbaje	01-2705716 yonetravels@hotmail.com
				Mr. Bidemi (Bashorun Estate)	10, Idowu Martins	08069839846
				Rocky Plaza	24, Rocky Plaza	07055784889
				First Stockbrokers Ltd.	78, Adeola Odeku	08023430961
				Skye Bank Plc	Skye Bank Adeola Odeku	08065538045
				James Akinwale	6, Goriola Street, V.I.	08098030007 james.akinwale@yahoo.com
				Vital Construction Company	87, Ozumba Nbadiwe	08053519665
				Mr. Joseph	12, Femipeexi Street, Ozumba Nbadiwe	08037191943
				Mr. Kofo (Vim Nig. Ltd.)	4, Ozumba Nbadiwe	08058964533

				Mr. Bola (Blosoma & Felix)	2, Ozumba Nbadiwe	08029499383
				Chimemulu Uzowulu O. (C & I Leasing Plc.)	1, C & I Leasing Drive	01-7414949
		Lekki Phase 1		Mr. Muhammed	2, Admiralty Road,	07089052462
				Mr. Dotun	37, Fatai Idowu Arobieke	08033728093
5.	Taiwo John	Lagos Island	Onikan	Hanaba Medical Centre	23, Boyle Street,	01-8721927
				Engr. Femi Ogunshina (Sandle Wood Nig. Ltd.)	25, Boyle Street,	08086020919
			Popo Aguda	Dayo Ogunlana	10b, Catholic Mission Street	08077876258
				Living Proof Printing Press	15, Catholic Mission Street	
			Apongbon	Alhaja Okeowo	16, Griffith Street	08060807099 08023890599
				Iya Rahman	2/3, Griffith Street	08033933714
		Ikoyi	Obalende	Jamil Anamja	Blk 6 Obalende Barrack St. Gregory Road	08027330957
				Mr. Emma (Lumaco Pharmaceutical & Supermarket)	1, Toyin Street, St. Gregory	01-4703345
			Ikoyi Southeast	Abdul Azeez	40, Raymond Njoku	08056309525
				John Chuckwu	39, Raymond Njoku	08057235166
		Victoria Island	Roundabout side	Receptionist (Omakek Ventures Plc.)	22c, Ligali Ayorinde Street	
				Mr. Dukah	288, Ajose Adeogun	01-7342037
					172, Moshhod Olugbani	
			Atlantic Beach	Mr. Philips	6b, Atlantic Beach Estate	08077766818
				Driver	12a, Atlantic Beach Estate	
				Housemaid	2a, Atlantic Beach Estate	
		Lekki Phase 1		Miss Olushi (Cobranet Internet Solution Provider)	Plot 8 Rafiu Babatunde Street	01-2716269
				Olamide Johnson (Daytona People Pharmacy)	21, Admiralty Road	
				Mr. Abu (Gateman)	24, Admiralty Way	

				Medinat (Secretary Standard Bearers School)	18, Jerry Iriabe Street	01-2719591
				Miss Elizabeth	9, Cross Avenue	
6.	Adeniyi Adenrele	Lagos Island	Onikan	Mrs. J. A. Johnson	31, King George Raod	08023436513
				Abayomi's Family	19, King George Road	
			Popo Aguda	Mr. Eke (Fire Service Brigade)	1, Campus street	08028494488
				Fasasi Jimi	5, Campus Street	08034018472 jimmyfasasi@yahoo.com
				Mr. Ikena (Sinma Travels Ltd.)	37, Campbell Street	01-2711512
				Mr. Kayoed	3, Bee court Street	
				Mr. Malic	33, Bee Court Street	
		Ikoyi	Obalende	Mis Damilola	54, Moshalashi Street Obalende	
				Ikoyi	Mr. Kenneth	48, Afribank Street, VI
			Mr. Gbenga		28, Cameroon Road Ikoyi	
			Mr. Abdul Amusa		21b, Cameroon Road, Ikoyi	
			Miss. Uche		8, Bedwell Road, Ikoyi	
			Mr. Isaac		6, Bedwell Road, Ikoyi	08032153583
			Ijeh	Mis Blessing	Blk 8, Ijeh Barrack	
		Victoria Island	Eko L'emeridien Bar beach	Miss. Williams	Plot 68 Idowu Taylor Street	01-7260120
				Mr. Tunbosun	28, Idowu Taylor Street	08030545914
				Miss. Funmilayo	13, Idowu Taylor Street	08027034734
				Mr. Tony	18, Idowu Taylor Street	08032471583
				Alhaji Epemolu Family Ezekiel (Munches)	20 Idowu Taylor Street	08066200318
					Plot 686 Idowu Taylor Street	
Lekki Phase 1		Olaiya Adeniye	Plot 1b, Blk 12 Admiralty Road,	08023048873 adeniye107@yahoo.com		
		Mr. Samson	16, Admiralty Raod	08072757469		
			Plot 8a, Babatunde Ajose	07034771399		
		Mr. Saliu	7a, Christ Close Off Admiralty			

				Miss. Ifeanyi Onwuemeka	17, Fatai Idwo Arobieke	
7.	Ogunsowobo Owolabi	Lagos Island	Onikan	Yemisi Ransome-Kuti	24, Ajasa Street	08034796881
			Apongbon	Iya Biodun	22, Gbajumo Street	01-4703346
				Alhaji Buba	15, Gbajumo Street	08023662447
			Popo Aguda	Alhaja Fatai Jejenewa	60, Lewis Street	08064181412
				J. B. Molake	14, Lewis Street	08027549159
		Ikoyi	Ikoyi Southeast	Mabata House	124, Awolowo Road	
		Victoria Island Ext.	Roundabout side	Tunde (Access Bank Guest House)	185b, Moshood Olugbani Street	08060945186
				Manager (Touch of Glamour)	116, Ligali Ayorinde Street	
				Security	284b, Ajose Adeogun Street	
			Atlantic Beach	Mr. Mumuni	14a, Atlantic Beach Estate	07065963144
				Ovie Brume Youth Centre	29a, Fasfar Animashaun Str.	01-2702326
				Abdul	8b, Atlantic Beach Estate	08029193302
				Mrs. Toyin Oyewo	23a, Atlantic Beach Estate	
		Mr. Phillips Orumah	Atlantic Estate	07025377871		
		Lekki Phase 1	Mr. John Ubi	17, Dapo Sholanke Close	08053151348	
			Mr. Isaac	Plot 29, Oluwale Cole Onitiri Avenue	07041118822	
			Mustapha Mohammed	Plot 8 Jerry Iriabe Street	08079444053	
Mr. Amidu	18b, Dapo Sholanke Close					
Mr. Abdul	Plot 3, Jerry Iriabe Street		08026329664			
Mr. Abdulai	Plot 2, Olawale Cole Onitiri		07041868850			
Mr. Andrew	20, Dapo Sholanke Close		08061294513			
Mr. Hakeem	8, Fatai Idowu Arobieke Str.		08052344255			
8.	Odenusi Olakunle	Lagos Island	Isale Eko	Madam Rachael Omotayo sokeye	10a, Oluwa Street	08023776773
			Nurudeen Kayode Ajaga	46, Obun Eko Street		
		Oke Popo	Alhaja Kikelomo Eti Bakare (Ayoola Omotajo)	4, King Street	07058074232	

			Onikan	Mr. Muyiwa (Ashby Nig. Ltd)	17/19, Boyle Street, Onikan	08034037807
				Mr. Sunkanmi (Agape)	12a, Strarchan Street,	08039342334
		Ikoyi	Osborne	Bolajoko O. R. (WHO)	10, Osborne Road	08033490574 timibolu@yahoo.com
			Ikoyi Southeast	Andrew Abe (Ineh-Mic Autos Co. Ltd.)	13, Kingsway Road, Falomo	08033725979
		Victoria Island	Eko L'emeridien Bar beach	Mrs. Henrietta Ugeh (Channelit Nig Ltd.)	Plot 1434, Amodu Tijani Street	01-4616716-8
				Olafaji Bolaji (Cosharis Motors)	Plot 1435 Sanusi Fafunwa Street	08023564248 bol_blj@yahoo.com
				Admin. Personnel (FAO Technologies)	Plot 1435a, Sanusi Fafunwa Street	01-4610498
		Lekki Phase 1		Mr. Nelson	13, Fatai Idowu Arobieke	08069805986
9.	Awoniyi Olusoji	Lagos Island	Isale Eko	Mr. Ishau Fashina	71b, Dosumu Street	08053107033
				Inspector Ikuse S. Onwe	Blk A, Ajayi Bembe Police Barracks	08038258865
				Alhaja Sulimon	33, Palm Church Street	08023459512
				Mr. Agboola	22, Palm Church Street	07040729614
		Ikoyi	Roundabout Side	Mr. David Anifowose	Plot 182, Moshood Olugbani	08060477187
				Mr. Owolabi Akinola	Lugard	08089610933
					Chief Folarin Coker	Gerard Road
		Victoria Island Ext.	Atlantic Beach	Mr. Oladipo Banbe	Omolade Okoya Thomas	07025839166
				Abiodun L. Ebili	27a, Gafar Animashaun Str.	
				Mallam Ibrahim Aliyu	49a, Sinari Adaronijo Street	08055445484
				Mr. Ladi Owolabi	8, Etim Inyang Crescent	
		Lekki Phase 1		Mr. David Ogaji	Plt 8, Blk 59, Admiralty Way	07061106610
				Mr. Umaru Muhammed	Admiralty Road,	08077634232
				Mrs. Adewale	Olawale Cole-Onitiri Ave.	07025839166
				Mr. Femi Adejumo	42, Admiralty Road	08034749120
				Mr. Akin Johnson	Fatai Idowu Arobieke	08033053152
Mr. Jackson Igoin	Admiralty Way			08082938939		
10.	Gwaidia Jude	Lagos Island	Isale Eko	Mr. Anoma	2, Adams Street	01-7645113

			Alhaji Tajudeen Hassan	28, Okoya Street	08022840239
			Mama Boye	22, Okoya Street	
	Ikoyi	Dolphin	Mr. Alonge	78, Ikorodu Crescent	
			Alhaja Sulainmun Ajara	242 Hannat Balogun	
			Achilonu Joseph	142, Co-operative Drive	08023021536
			Chief Sosanya	64, Co-operative Drive	
			Ofilu Jummy	186, Isale Eko Drive	grandjimoff@yahoo.com
	Victoria Island	Borny Camp / Bar Beach	Mr. Barry	241b, Ahmadu Bello Way	08099730614
			Sgt. Kingsley Ehormechine	Blk 35, Other Rank Police Barrack, Ahmadu Bello	elomechineonyeka@yahoo.com
			Corporal Isa Mohammed	Blk 82 Flt 12 Other Ranks	
			Mrs. Roselyn	Flat 33, Blk 21 Bonny Camp Barrack	
			Mr Sulaiman Musa	SSS Quarters By Bar Beach	
			Master Warrant Officer Ado	Blk 75, Flt 6, Legico Barracks Nig Air force	
			Mr. Jones Okorie	16, Solomon Close, Borny Camp Bar Beach	
		Eko L'emeridien Bar beach	Udabor Ebosele	Plot 1664, Ademola Adetokunbo	07073130964
			Chukwunyenye Okonkwo	180a Ademola Adetokunbo	chllyano@yahoo.com
			Mr. Essay Ogene	196 Ademola Adetokunbo	07028864262
			Mr. Oscar Cyril Ezeachi	180b Ademola Adetokunbo	01-7312524
			Mrs. Chukwu Juliet (Delta Engineering)	Oko-Awe Junction Ademola Adetokunbo	08028560330
			Manager (St. Michael Restaurant)	86, Ademola Adetokunbo	
			Mr. Okaeme	Plot 1724 Ademola Adetokunbo	

LAGOS WATER CORPORATION

SECOND NATIONAL URBAN WATER SECTOR REFORM PROJECT

(2NUWSRP) CREDIT 4086-UNI

CUSTOMER SURVEY SYNTHESIS REPORT

SEMESTER ONE

For

LAGOS ISLAND/VICTORIA ISLAND

DISTRIBUTION SERVICE AREA

(UNSERVED AREAS)

MARCH – APRIL 2009

THE BETTER SOCIETY FOUNDATION
(TBSF)

TABLE OF CONTENTS (UNSERVED POPULATION)

1. Consolidated results of survey in percentages
2. Appendix 1- Lagos Island Responses
3. Appendix 2 -Ikoyi Responses
4. Appendix 3 -Victoria Island Responses
5. Appendix 4 –Lekki Responses
6. Appendix 5 -Percentage score table Lagos Island
7. Appendix 6 -Percentage score table Ikoyi
8. Appendix 7 -Percentage score table Victoria Island
9. Appendix 8 -Percentage score table Lekki
10. Appendix 9 -Scoring Code

APPENDIX 1

LAGOS STATE WATER CORPORATION (LSWC)
CONSOLIDATED RESPONDENTS' OPINION RATING IN PERCENTAGES (%) FOR
UN-SERVED POPULATION IN LAGOS ISLAND, IKOYI, VICTORIA ISLAND AND
LEKKI AREA, (MARCH/APRIL, 2009 WATER CONSUMERS' ENUMERATION SURVEY
BY THE BETTER SOCIETY FOUNDATION (TBSF))

A. WATER AVAILABILITY ISSUES

1. *Number of persons living/working in respondent's household/organization*

No. of Residents/Workers	LAGOS	IKOYI	V.I	LEKKI
1-10	80	60	33.33	80
11-20	10	13.33	26.67	10
21-40	10	20	26.67	10
41-60	-	-	6.67	-
61-90	-	-	-	-
Above 90 residents	-	6.67	-	-
NO RESPONSE	-	-	6.67	-
TOTAL	100	100	100	100

2. *Main sources of **drinking-water** for members of respondent's household/organisation*

	LAGOS	IKOYI	V.I	LEKKI
Dug Well	20	-	13.33	-
Borehole	20	40	40	40
Organised Private Water Vendors i.e. Water Tankers etc	-	33.33	6.67	10
Organised Private Water Selling Points along the streets	-	-	6.67	-
Streams, Rivers, Lagoons etc..	-	-	-	-
Public Stand Pipes	-	-	-	-
'Kegs-in-Cart' Water Vendors	10	6.67	6.67	-
'2Buckets-Across-the-Shoulders' Water Vendors	-	-	-	-
Sachet 'Pure' Water	50	13.33	6.67	-
Bottled Water	-	6.67	20	50
NO RESPONSE	-	-	-	-
TOTAL	100	100	100	100

3. *Are there times when respondents don't find water at these sources*

	LAGOS	IKOYI	V.I	LEKKI
Yes	20	40	40	50
No	80	60	60	50
NO RESPONSE	-	-	-	0
TOTAL	100	100	100	100

4. The main sources of water used by respondent's household/organisation for other purposes such as cooking and hand washing, bathing, cloth washing, gardening etc?

	LAGOS	IKOYI	V.I	LEKKI
Dug Well	-	-	13.33	-
Borehole	60	40	60	80
Organised Private Water Vendors i.e. Water Tankers etc	10	40	13.33	20
Organised Private Water Selling Points along the streets	-	-	6.67	-
Streams, Rivers, Lagoons etc..	-	-	-	-
Public Stand Pipes	-	-	-	-
'Kegs-in-Cart' Water Vendors	10	-	6.67	-
'2Buckets-Across-the-Shoulders' Water Vendors	-	-	-	-
Sachet 'Pure' Water	20	-	-	-
Bottled Water	-	13.33	-	-
NO RESPONSE	-	6.67	-	-
TOTAL	100	100	100	100

5. The length of time taken by respondents to go to the source, get water, and come back

Time (Minutes)	LAGOS	IKOYI	V.I	LEKKI
5-20 Minutes	-	-	-	-
21-40 Minutes	-	6.67	-	-
41-60 Minutes	-	20	6.67	-
61-120 Minutes	-	6.67	-	-
More than 120 Minutes	-	-	-	-
Don't Know	100	66.67	93.33	100
NO RESPONSE	-	-	-	-
TOTAL	100	100	100	100

6. The person who goes to this source to fetch water for the respondent's household/organisation

	LAGOS	IKOYI	V.I	LEKKI
Adult woman	10	-	6.67	-
Adult man	60	53.33	53.33	80
Female child	-	-	-	-
Male child	-	13.33	-	-
All of the above	30	26.67	6.67	10
NO RESPONSE	0	6.67	33.33	10
TOTAL	100	100	100	100

7. Do respondents buy water from vendors?

	LAGOS	IKOYI	V.I	LEKKI
Yes	60	53.33	60	70
No	40	46.67	40	20
NO RESPONSE	0	0	-	10
TOTAL	100	100	100	100

8. *The rate at which respondents buy water from water vendors*

	LAGOS	IKOYI	V.I	LEKKI
Every day	60	-	6.67	10
At least once a Week	-	66.67	40	40
At least once a Month	-	6.67	6.67	10
Very occasionally	-	6.67	13.33	-
In the dry season	-	6.67	-	-
NO RESPONSE	40	13.33	33.33	40
TOTAL	100	100	100	100

9. *Quantity of water respondents buy on each occasion (No. of 4-Gallon buckets)*

No. of Buckets per person per day	LAGOS	IKOYI	V.I	LEKKI
1 bk	-	-	-	-
Bw 1bk and 3bks	-	-	-	-
Bw 3bks and 6 bks	-	-	6.67	-
More than 6 bks	50	73.33	53.33	40
NO RESPONSE	50	26.67	40	60
TOTAL	100	100	100	100

10. *The amount of money respondents pay per container*

Cost per container	LAGOS	IKOYI	V.I	LEKKI
5 Naira	-	-	-	-
5-10 Naira	-	-	-	-
10-15 Naira	-	-	-	-
15-20 Naira	-	-	-	-
Above 20 Naira	50	73.33	46.67	50
NO RESPONSE	50	26.67	53.33	50
TOTAL	100	100	100	100

11. *Reasons why respondents buy water from vendors*

	LAGOS	IKOYI	V.I	LEKKI
Lack of assistance from home	10	-	-	-
Proximity/Time	10	-	-	10
Cost	-	6.67	-	-
Inadequacy	-	-	-	30
No other source/restricted access	20	13.33	6.67	-
Quality	-	13.33	6.67	-
No public tap	10	-	6.67	-
No LSWC connections around	10	6.67	40	30
NO RESPONSE	40	6.67	40	30
TOTAL	100	100	100	100

B. HEALTH AND SANITATION ISSUES1. *Do respondents treat your water in any way to make it safer to drink?*

	LAGOS	IKOYI	V.I	LEKKI
Yes	40	66.67	60	40
No	60	33.33	26.67	40
NO RESPONSE	-	-	13.33	20
TOTAL	100	100	100	100

2. What respondents usually do to the water to make it safer to drink.

	LAGOS	IKOYI	V.I	LEKKI
Boil it	10	26.67	13.33	30
Filter it	-	6.67	6.67	10
Chlorinate it	10	20	26.67	-
Disinfect it	-	13.33	-	-
Let it stand and settle	20	-	6.67	-
Other:	20	20	13.33	10
NO RESPONSE	40	13.33	33.33	50
TOTAL	100	100	100	100

3. Are there health risks posed by water from alternative sources and vendor?

	LAGOS	IKOYI	V.I	LEKKI
Yes	60	53.33	13.33	30
No	40	40	80	60
NO RESPONSE	-	6.67	6.67	10
TOTAL	100	100	100	100

4. Identified health risks posed by water from alternative sources and vendor

	HEALTH RISK	LAGOS	IKOYI	V.I	LEKKI
5	Cholera	20	46.67	13.33	30
4	Typhoid	10	-	-	-
3	Malaria	-	-	-	-
2	Chicken Pox	-	-	-	-
1	Diarrhea	-	-	-	-
	NO RESPONSE	70	53.33	86.67	70
	TOTAL	100	100	100	100

5. Number of toilets in the household/organization

Number of Toilets	LAGOS	IKOYI	V.I	LEKKI
1	20	6.67	-	-
2	10	-	-	-
3	-	13.33	26.67	30
4	10	13.33	20	30
5	-	6.67	13.33	10
6	10	13.33	13.33	20
7	10	-	6.67	10
8	-	13.33	13.33	-
More than 8	30	33.33	6.67	-
NO RESPONSE	10	-	-	-
TOTAL	100	100	100	100

6. What respondents use water obtained from alternative sources for.

	LAGOS	IKOYI	V.I	LEKKI
Drinking	10	26.67	46.67	70
Bathing	60	53.33	20	20
Cloth washing/Laundry	20	13.33	20	10
Sanitation	10	6.67	13.33	-
Manufacturing/Production	-	-	-	-
Agriculture	-	-	-	-
Other:	-	-	-	-
NO RESPONSE	-	-	-	-
TOTAL	100	100	100	100

7. Respondents' experiences with incidents of water-borne diseases in the past, year of occurrence and medical expenses incurred

	LAGOS	IKOYI	V.I	LEKKI
Yes	-	6.67	6.67	10
No	100	93.33	93.33	90
NO RESPONSE	100	0	-	-
TOTAL	100	100	100	100

Year of Occurrence	LAGOS	IKOYI	V.I	LEKKI
1950-1960	-	-	6.67	-
1961-1970	-	-	-	-
1971-1980	-	-	-	-
1981-1990	-	-	-	-
1991-2000	-	-	-	-
2000-Date	-	-	-	-
NO RESPONSE	100	100	933.33	100
TOTAL	100	100	100	100

Amount Spent on Medicals in NAIRA	LAGOS	IKOYI	V.I	LEKKI
0-5,000 Naira	-	6.67	-	-
5,001-10,000	-	-	-	-
10,001-20,000	-	-	-	-
20,001-40,000	-	-	-	-
40,001-100,000	-	-	-	-
More than 100,000	-	-	6.67	-
NO RESPONSE	100	93.33	93.33	100
TOTAL	100	100	100	100

C. PROJECTIONS

1. *Quantity of water used/consumed by the entire household /organization in a day through from these alternative sources? (No. of 4-Gallon buckets)*

Volume per day	LAGOS	IKOYI	V.I	LEKKI
10 bk	30	13.33	-	-
Bw 10bk and 30bks	-	6.67	-	-
Bw 30bks and 60bks	-	-	-	20
More than 60 bks	50	13.33	26.67	-
NO RESPONSE	20	66.67	73.33	80
TOTAL	100	100	100	100

2. *Quantity of water used or consumed by each member of respondent's household/organisation in a day through these alternative sources*

No. of Buckets per person per day	LAGOS	IKOYI	V.I	LEKKI
1 bk	10	-	-	
Bw 1bk and 3bks	50	6.67	-	
Bw 3bks and 6 bks	10	6.67	-	10
More than 6 bks	-	6.67	20	20
NO RESPONSE	30	80	80	70
TOTAL	100	100	100	100

3. *Respondents' preference for LSWC's source to alternative sources*

	LAGOS	IKOYI	V.I	LEKKI
Yes	40	86.67	66.67	80
No	60	13.33	33.33	10
NO RESPONSE	-	-	-	10
TOTAL	100	100	100	100

4. *Respondents' awareness of any plans to extend LSWC water distribution network to their community?*

	LAGOS	IKOYI	V.I	LEKKI
Yes	30	13.33	6.67	-
No	70	86.67	93.33	90
NO RESPONSE	-	-	-	10
TOTAL	100	100	100	100

5. *Estimate of savings in Nigerian Naira of water money that respondent's household / organization would make in a month, if LSWC extends water services to their community.*

Savings in NAIRA per month	LAGOS	IKOYI	V.I	LEKKI
1-500 Naira	10	-	-	-
501-1,500	-	-	-	-
1,501-3,000	-	-	-	-
3,001-5,000	-	-	-	-
5,001-10,000	-	6.67	6.67	-
10,001-20,000	-	-	6.67	30
20,001-40,000	-	-	-	-
40,001-80,000	-	-	-	-
More than 80,000 Naira	-	-	-	-
NO RESPONSE	90	93.33	86.67	70
TOTAL	100	100	100	100

APPENDIX 1

NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM LAGOS ISLAND SECTION A UNSERVED AREA										
		SUB-AREA	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10	A11
1	Skakky Motel	Lagos Island	6	9	1	9	1	1	1	0	0	0	0
2	Donsill Nig. Ltd.	Lagos Island	6	2	1	2	1	4	2	5	0	0	7
3	Mrs. Adeola Odueyingbo	Lagos Island	5	4	2	4	1	5	2	5	1	1	4
4	Mrs. Uche	Lagos Island	4	2	1	9	1	4	2	5	1	1	2
5	Mr. Ibukun Adeyemi	Lagos Island	6	10	1	9	1	1	1	0	0	0	0
6	Mrs. Ellin	Lagos Island	6	2	2	2	1	4	2	5	1	1	8
7	Staff TBS Dental Clinic	Lagos Island	6	2	1	8	1	4	2	5	1	1	1
8	Mr. Sunday Etak	Lagos Island	6	2	1	9	1	4	1	0	0	0	0
9	Builder Banjo T. A.	Lagos Island	6	9	1	9	1	4	2	5	1	1	4
10	Ibukun Adeyemi	Lagos Island	6	10	1	9	1	1	1	0	0	0	0
NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM LAGOS ISLAND SECTION B UNSERVED AREA										
		SUB-AREA	B1	B2	B3	B4	B5	B6	B7 a	B7b	B7c		
1	Skakky Motel	Lagos Island	2	4	1	0	3	6	1	0	0		
2	Donsill Nig. Ltd.	Lagos Island	2	2	1	0	0	7	1	0	0		
3	Mrs. Adeola Odueyingbo	Lagos Island	1	0	2	5	6	6	1	0	0		
4	Mrs. Uche	Lagos Island	2	6	2	0	4	6	1	0	0		
5	Mr. Ibukun Adeyemi	Lagos Island	1	0	2	0	1	6	1	0	0		
6	Mrs. Ellin	Lagos Island	1	0	2	4	9	5	1	0	0		
7	Staff TBS Dental Clinic	Lagos Island	1	1	1	0	9	5	1	0	0		
8	Mr. Sunday Etak	Lagos Island	1	1	1	0	8	4	1	0	0		
9	Builder Banjo T. A.	Lagos Island	2	2	2	5	1	6	1	0	0		
10	Ibukun Adeyemi	Lagos Island	1	0	2	0	1	6	1	0	0		

NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM LAGOS ISLAND SECTION C UNSERVED AREA													
		SUB-AREA	C1	C2	C3	C4	C5									
1	Skakky Motel	Lagos Island	1	2	2	2	0									
2	Donsill Nig. Ltd.	Lagos Island	4	4	1	1	0									
3	Mrs. Adeola Odueyingbo	Lagos Island	1	3	2	1	9									
4	Mrs. Uche	Lagos Island	1	3	1	1	0									
5	Mr. Ibukun Adeyemi	Lagos Island	0	0	1	2	0									
6	Mrs. Ellin	Lagos Island	4	3	1	1	0									
7	Staff TBS Dental Clinic	Lagos Island	4	3	2	1	0									
8	Mr. Sunday Etak	Lagos Island	1	3	1	1	0									
9	Builder Banjo T. A.	Lagos Island	1	0	2	1	0									
10	Ibukun Adeyemi	Lagos Island	0	0	1	2	0									

APPENDIX 5

% SCORES FOR ANSWERS TO QUESTIONS FROM LAGOS ISLAND UNSERVED

A1	6=8	80
	5=1	10
	4=1	10
		100
A2	10=2	20
	9=2	20
	4=1	10
	2=5	50
		100
A3	2=2	20
	1=8	80
		100
A4	9=6	60
	8=1	10
	4=1	10
	2=2	20
		100
A5	1=10	100
A6	5=1	10
	4=6	60
	1=3	30
		100
A7	2=6	60
	1=4	40
		100
A8	5=6	60
	0=4	40
		100
A9	1=5	50
	0=5	50
		100
A10	1=5	50
	0=5	50
		100
A11	8=1	10
	7=1	10
	4=2	20
	2=1	10
	1=1	10
	0=4	40
		100
B1	2=4	40
	1=6	60
		100
B2	6=1	10
	4=1	10
	2=2	20
	1=2	20
	0=4	40
		100
B3	2=6	60
	1=4	40
		100
	PAGE 1	100

B4	5=2	20
	4=1	10
	0=7	70
		100
B5	9=2	20
	8=1	10
	6=1	10
	4=1	10
	3=1	10
	1=3	30
	0=1	10
		100
B6	7=1	10
	6=6	60
	5=2	20
	4=1	10
		100
B7a	1=10	100
B7b	0=10	100
B7c	0=10	100
C1	4=3	30
	1=5	50
	0=2	20
		100
C2	4=1	10
	3=5	50
	2=1	10
	0=3	30
		100
C3	2=4	40
	1=6	60
		100
C4	2=3	30
	1=7	70
		100
C5	9=1	10
	0=9	90
		100

APPENDIX 3

NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM VI/ SECTION A UNSERVED AREA															
			SUB-AREA	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10					A11
1	Vicent Obong	Victoria Island		0	7	2	7	4	4	2	4	1	1	1				
2	Mr. Segun Akinlosoto	Victoria Island		4	10	1	10	1	4	1	0	0	0	0				
3	Miss Ifeoma Unaya	Victoria Island		6	1	2	9	1	4	2	5	1	1	2				
4	Ceila Flower	Victoria Island		4	9	1	9	1	4	1	0	0	0	0				
5	Northwest Petroleum	Victoria Island		4	8	2	8	1	4	2	2	1	0	0				
6	Tiffany Amber Nigeria	Victoria Island		5	9	1	9	1	4	1	5	0	0	0				
7	Sanvix Furniture	Victoria Island		5	10	1	10	1	5	2	3	0	0	3				
8	Sharp Electronics (G&W)	Victoria Island		6	1	2	8	1	0	2	4	1	1	1				
9	Mrs. Anita Ajayi	Victoria Island		5	4	1	4	1	0	2	4	2	1	4				
10	Jamiro Gofry	Victoria Island		6	9	1	9	1	0	1	0	0	0	0				
11	Mr. Tony (Capwire House)	Victoria Island		6	9	2	9	1	0	2	4	1	1	1				
12	Mr. Adedeji Olufemi	Victoria Island		5	9	1	9	1	4	2	4	1	1	1				
13	Mr. Onikoyi	Victoria Island		3	9	2	9	1	1	2	4	1	1	1				
14	Mr. Gowon Ckukwuma	Victoria Island		6	1	1	9	1	4	1	0	0	0	0				
15	Adesoji Olasupo	Victoria Island		4	2	1	9	1	0	1	0	1	0	1				

NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM VI/ SECTION B UNSERVED AREA															
			SUB-AREA	B1	B2	B3	B4	B5	B6	B7 a	B7b	B7c						
1	Vicent Obong	Victoria Island		1	0	2	5	1	6	1	0	0						
2	Mr. Segun Akinlosoto	Victoria Island		2	4	1	0	7	7	1	0	0						
3	Miss Ifeoma Unaya	Victoria Island		2	4	1	0	3	7	2	6	1						
4	Ceila Flower	Victoria Island		2	5	1	0	5	6	1	0	0						
5	Northwest Petroleum	Victoria Island		0	0	0	0	4	4	1	0	0						
6	Tiffany Amber Nigeria	Victoria Island		1	0	1	0	7	6	1	0	0						
7	Sanvix Furniture	Victoria Island		2	1	1	0	7	4	1	0	0						
8	Sharp Electronics (G&W)	Victoria Island		1	0	1	0	6	5	1	0	0						
9	Mrs. Anita Ajayi	Victoria Island		2	4	1	0	6	7	1	0	0						
10	Jamiro Gofry	Victoria Island		2	6	1	0	5	7	1	0	0						
11	Mr. Tony (Capwire House)	Victoria Island		1	1	1	0	2	7	1	0	0						
12	Mr. Adedeji Olufemi	Victoria Island		2	4	2	5	6	5	1	0	0						
13	Mr. Onikoyi	Victoria Island		2	2	1	0	7	5	1	0	0						
14	Mr. Gowon Ckukwuma	Victoria Island		0	0	1	0	4	7	1	0	0						
15	Adesoji Olasupo	Victoria Island		2	6	1	0	2	7	1	0	0						

NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM VI/ SECTION C UNSERVED AREA															
			SUB-AREA	C1	C2	C3	C4	C5										
1	Vicent Obong	Victoria Island		0	0	2	1	0										
2	Mr. Segun Akinlosoto	Victoria Island		1	0	1	1	0										
3	Miss Ifeoma Unaya	Victoria Island		1	1	2	1	0										
4	Ceila Flower	Victoria Island		1	1	2	1	0										
5	Northwest Petroleum	Victoria Island		0	0	2	1	0										
6	Tiffany Amber Nigeria	Victoria Island		0	0	1	2	0										
7	Sanvix Furniture	Victoria Island		0	0	1	1	0										
8	Sharp Electronics (G&W)	Victoria Island		1	1	2	1	4										
9	Mrs. Anita Ajayi	Victoria Island		0	0	1	1	0										
10	Jamiro Gofry	Victoria Island		0	0	2	1	0										
11	Mr. Tony (Capwire House)	Victoria Island		0	0	2	1	0										
12	Mr. Adedeji Olufemi	Victoria Island		0	0	2	1	0										
13	Mr. Onikoyi	Victoria Island		0	0	2	1	0										
14	Mr. Gowon Ckukwuma	Victoria Island		0	0	1	1	0										
15	Adesoji Olasupo	Victoria Island		0	0	2	1	5										

APPENDIX 7

% SCORES FOR ANSWERS TO QUESTIONS FROM V/ISLAND UNSERVED

A1	6=5	33.33
	5=4	26.67
	4=4	26.67
	3=1	6.67
	0=1	6.67
		100.00
A2	10=2	13.33
	9=6	40.00
	8=1	6.67
	7=1	6.67
	4=1	6.67
	2=1	6.67
	1=3	20.00
		100.00
A3	2=6	40.00
	1=9	60.00
		100.00
A4	10=2	13.33
	9=9	60.00
	8=2	13.33
	7=1	6.67
	4=1	6.67
		100.00
A5	4=1	6.67
	1=14	93.33
		100.00
A6	5=1	6.67
	4=8	53.33
	1=1	6.67
	0=5	33.33
	PAGE 1	100.00
A7	2=9	60.00
	1=6	40.00
		100.00
A8	5=1	6.67
	4=6	40.00
	3=1	6.67
	2=2	13.33
	0=5	33.33
		100.00
A9	2=1	6.67
	1=8	53.33
	0=6	40.00
		100.00
A10	1=7	46.67
	0=8	53.33
		100.00
A11	4=1	6.67
	3=1	6.67
	2=1	6.67
	1=6	40.00
	0=6	40.00
		100.00
B1	2=9	60.00

	1=4	26.67
	0=2	13.33
		100.00
B2	6=2	13.33
	5=1	6.67
	4=4	26.67
	2=1	6.67
	1=2	13.33
	0=5	33.33
		100.00
B3	2=2	13.33
	1=12	80.00
	0=1	6.67
		100.00
B4	5=2	13.33
	0=13	86.67
		100.00
B5	7=4	26.67
	6=3	20.00
	5=2	13.33
	4=2	13.33
	3=1	6.67
	2=2	13.33
	1=1	6.67
		100.00
B6	7=7	46.67
	6=3	20.00
	5=3	20.00
	4=2	13.33
		100.00
B7a	2=1	6.67
	1=14	93.33
		100.00
B7b	6=1	6.67
	0=14	93.33
		100.00
B7c	1=1	6.67
	0=14	93.33
		100.00
C1	1=4	26.67
	0=11	73.33
		100.00
C2	1=3	20.00
	0=12	80.00
		100.00
C3	2=10	66.67
	1=5	33.33
		100.00
C4	2=1	6.67
	1=14	93.33
		100.00
C5	5=1	6.67
	4=1	6.67
	0=13	86.67
		100.00

APPENDIX 2

NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM IKOYI SECTION A UNSERVED AREA														
			SUB-AREA	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10				
1	Mr. Sunday Oluwole	Ikoyi	6	9	1	9	1	1	1	0	0	0	1				
2	Supa Crunch	Ikoyi	6	2	1	9	1	4	2	4	1	1	5				
3	Chief Israel Ogbue	Ikoyi	6	9	1	9	1	1	2	2	1	1	5				
4	Mr. Ernest Imeh	Ikoyi	6	8	2	8	1	4	2	3	1	0	1				
5	Diamond Dental Clinic	Ikoyi	6	1	1	1	1	4	2	4	1	1	7				
6	Mr. Akinyemi Badejo	Ikoyi	6	9	1	9	1	1	1	0	0	0	0				
7	Samson James	Ikoyi	5	8	2	8	1	2	1	4	1	1	4				
8	Mrs. Alabi	Ikoyi	4	2	2	8	5	2	2	4	1	1	1				
9	Victor Obi	Ikoyi	0	8	2	8	4	4	2	4	1	1	1				
10	Emmanuel Okoi	Ikoyi	6	8	2	8	4	4	2	4	1	1	1				
11	Mr. Sunday Jimba	Ikoyi	6	9	1	9	3	4	1	4	0	0	1				
12	Mr. Alade Musendiku	Ikoyi	5	9	1	1	4	4	1	4	0	1	2				
13	Garbar Abubakar	Ikoyi	6	8	1	8	1	4	2	4	1	1	1				
14	Event Complex	Ikoyi	4	4	2	0	1	0	1	4	1	1	4				
15	Zenith Bank	Ikoyi	4	9	1	9	1	1	1	1	1	1	1				
NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM IKOYI SECTION B UNSERVED AREA														
			SUB-AREA	B1	B2	B3	B4	B5	B6	B7 a	B7b	B7c					
1	Mr. Sunday Oluwole	Ikoyi	1	1	2	0	1	6	1	0	0						
2	Supa Crunch	Ikoyi	2	4	2	5	7	6	1	0	0						
3	Chief Israel Ogbue	Ikoyi	2	7	2	5	7	6	1	0	0						
4	Mr. Ernest Imeh	Ikoyi	2	6	0	0	6	7	1	0	0						
5	Diamond Dental Clinic	Ikoyi	1	1	2	5	9	4	1	0	0						
6	Mr. Akinyemi Badejo	Ikoyi	2	3	1	0	6	6	2	0	6						
7	Samson James	Ikoyi	2	7	1	0	4	7	1	0	0						
8	Mrs. Alabi	Ikoyi	2	7	1	0	2	7	1	0	0						
9	Victor Obi	Ikoyi	1	0	2	5	2	6	1	0	0						
10	Emmanuel Okoi	Ikoyi	1	0	2	5	1	7	1	0	0						
11	Mr. Sunday Jimba	Ikoyi	2	4	1	0	5	6	1	0	0						
12	Mr. Alade Musendiku	Ikoyi	2	4	1	0	1	6	1	0	0						
13	Garbar Abubakar	Ikoyi	2	3	2	5	1	6	1	0	0						
14	Event Complex	Ikoyi	1	1	2	5	4	5	1	0	0						
15	Zenith Bank	Ikoyi	2	7	1	0	1	5	1	0	0						

APPENDIX 6

% SCORES FOR ANSWERS TO QUESTIONS FROM IKOYI UNSERVED

A1	6=9	60.00
	5=2	13.33
	4=3	20.00
	0=1	6.67
		100.00
A2	9=6	40.00
	8=5	33.33
	4=1	6.67
	2=2	13.33
	1=1	6.67
	100.00	
A3	2=6	40.00
	1=9	60.00
	100.00	
A4	9=6	40.00
	8=6	40.00
	1=2	13.33
	0=1	6.67
	100.00	
A5	5=1	6.67
	4=3	20.00
	3=1	6.67
	1=10	66.67
	100.00	
A6	4=8	53.33
	2=2	13.33
	1=4	26.67
	0=1	6.67
	100.00	
A7	2=8	53.33
	1=7	46.67
	100.00	
A8	4=10	66.67
	3=1	6.67
	2=1	6.67
	1=1	6.67
	0=2	13.33
	100.00	
A9	1=11	73.33
	0=4	26.67
	100.00	
A10	1=11	73.33
	0=4	26.67
	100.00	
A11	7=1	6.67
	5=2	13.33
	4=2	13.33
	2=1	6.67
	1=8	53.33
	0=1	6.67
	100.00	
B1	2=10	66.67
	1=5	33.33
	100.00	

B2	7=4	26.67
	6=1	6.67
	4=3	20.00
	3=2	13.33
	1=3	20.00
	0=2	13.33
		100.00
B3	2=8	53.33
	1=6	40.00
	0=1	6.67
		100.00
B4	5=7	46.67
	0=8	53.33
		100.00
B5	9=1	6.67
	7=2	13.33
	6=2	13.33
	5=1	6.67
	4=2	13.33
	2=2	13.33
	1=5	33.33
		100.00
B6	7=4	26.67
	6=8	53.33
	5=2	13.33
	4=1	6.67
		100.00
B7a	2=1	6.67
	1=14	93.33
		100.00
B7b	0=15	100.00
B7c	6=1	6.67
	0=14	93.33
		100.00
C1	4=2	13.33
	3=1	6.67
	1=2	13.33
	0=10	66.67
		100.00
C2	3=1	6.67
	2=1	6.67
	1=1	6.67
	0=12	80.00
		100.00
C3	2=13	86.67
	1=2	13.33
		100.00
C4	2=2	13.33
	1=13	86.67
		100.00
C5	5=1	6.67
	0=14	93.33
		100.00

APPENDIX 4

NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM LEKKI PHASE 1 SECTION A UNSERVED AREA																	
			SUB-AREA	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10							A11
1	Mr. Phillip	Lekki Phase 1	6	9	1	9	1	4	1	0	0	0	0							
2	Agulaboza Reno	Lekki Phase 1	6	9	1	9	1	4	2	5	0	0	7							
3	Mr. Babatinude Samuel	Lekki Phase 1	6	8	2	8	1	4	2	3	1	0	1							
4	Mr. Samuel Olusegun	Lekki Phase 1	4	1	2	9	1	4	2	4	1	1	5							
5	Femi Odunsanya Isola	Lekki Phase 1	6	1	1	9	1	4	2	4	1	1	5							
6	Mr. Seni Olorunfemi	Lekki Phase 1	6	1	1	8	1	4	2	4	1	1	1							
7	Mr Petter	Lekki Phase 1	6	9	1	9	1	4	2	4	0	1	1							
8	Mr. Jonathan James	Lekki Phase 1	6	1	2	9	1	0	0	0	0	0	0							
9	Mr. Phillips	Lekki Phase 1	6	1	2	9	1	4	1	0	0	0	0							
10	Emma Nwosun	Lekki Phase 1	5	9	2	9	1	1	2	0	0	1	5							
NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM LEKKI PHASE 1 SECTION B UNSERVED AREA																	
			SUB-AREA	B1	B2	B3	B4	B5	B6	B7 a	B7b	B7c								
1	Mr. Phillip	Lekki Phase 1	2	6	1	0	7	5	1	0	0									
2	Agulaboza Reno	Lekki Phase 1	2	5	0	0	4	6	1	0	0									
3	Mr. Babatinude Samuel	Lekki Phase 1	1	0	1	0	7	7	1	0	0									
4	Mr. Samuel Olusegun	Lekki Phase 1	2	6	1	0	3	7	1	0	0									
5	Femi Odunsanya Isola	Lekki Phase 1	1	0	1	0	7	7	1	0	0									
6	Mr. Seni Olorunfemi	Lekki Phase 1	1	0	2	5	5	6	1	0	0									
7	Mr Petter	Lekki Phase 1	0	1	1	0	6	7	1	0	0									
8	Mr. Jonathan James	Lekki Phase 1	1	0	1	0	6	7	1	0	0									
9	Mr. Phillips	Lekki Phase 1	0	0	2	5	6	7	2	0	0									
10	Emma Nwosun	Lekki Phase 1	2	7	2	5	4	7	1	0	0									

NO	RESPONDENT	AREA	RESPONSES TO QUESTIONS FROM LEKKI PHASE 1 SECTION C UNSERVED AREA														
			SUB-AREA	C1	C2	C3	C4	C5									
1	Mr. Phillip	Lekki Phase 1		0	0	2	1	0									
2	Agulaboza Reno	Lekki Phase 1		0	0	2	1	0									
3	Mr. Babatinude Samuel	Lekki Phase 1		0	2	0	0	0									
4	Mr. Samuel Olusegun	Lekki Phase 1		0	0	1	1	0									
5	Femi Odunsanya Isola	Lekki Phase 1		0	0	2	1	0									
6	Mr. Seni Olorunfemi	Lekki Phase 1		1	1	2	1	4									
7	Mr Petter	Lekki Phase 1		0	0	2	1	0									
8	Mr. Jonathan James	Lekki Phase 1		0	0	2	1	0									
9	Mr. Phillips	Lekki Phase 1		0	0	2	1	4									
10	Emma Nwosun	Lekki Phase 1		1	1	2	1	4									

APPENDIX 8

% SCORES FOR ANSWERS TO QUESTIONS FROM LEKKI PHASE 1 UNSERVED

A1	6=8	80
	5=1	10
	4=1	10
		100
A2	9=4	40
	8=1	10
	1=5	50
		100
A3	2=5	50
	1=5	50
		100
A4	9=8	80
	8=2	20
		100
A5	1=10	100
A6	4=8	80
	1=1	10
	0=1	10
		100
A7	2=7	70
	1=2	20
	0=1	10
		100
A8	5=1	10
	4=4	40
	3=1	10
	0=4	40
		100
A9	1=4	40
	0=6	60
		100
A10	1=5	50
	0=5	50
		100
A11	7=1	10
	5=3	30
	1=3	30
	0=3	30
		100
B1	2=4	40
	1=4	40
	0=2	20
	100	
B2	7=1	10
	6=2	20
	5=1	10
	1=1	10
	0=5	50

		100
B3	2=3	30
	1=6	60
	0=1	10
		100
B4	5=3	30
	0=7	70
		100
B5	7=3	30
	6=3	30
	5=1	10
	4=2	20
	3=1	10
		100
B6	7=7	70
	6=2	20
	5=1	10
		100
B7a	2=1	10
	1=9	90
		100
B7b	0=10	100
B7c	0=10	100
C1	1=2	20
	0=8	80
		100
C2	2=1	10
	1=2	20
	0=7	70
		100
C3	2=8	80
	1=1	10
	0=1	10
		100
C4	1=9	90
	0=1	10
		100
C5	4=3	30
	0=7	70
		100

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INFORMATION ON UNSERVED CUSTOMERS OF LAGOS STATE WATER CORPORATION

No	Enumerator	Area	Sub-Area	Respondent	Address	Tel/ E-mail
1	Mrs. Thani Habibat	Lagos Island	Onikan	Builder Banjo T. A.	1-3, Moloney Street,	
				Mr. Sunday Etuk	5/7, Moloney Street,	
		Ikoyi	Ikoyi Southwest	Gateman (Zenith Bank)	6, Keffi Street	
				Sales Boy (Eventals Complex)	Eleshin Street Opp. Army Garrison	
		Lekki Phase 1		Mr. Philip (Beyond Beauty)	11, Admiralty Way	01-8920509, 08066446951
				Mr. Umaru	3, Emeka Uwenze	
				Agulabozo Reno	8, Babatunde Ajos	08034376233
		Mr. Yamonsi (Bashorun Villa)	14, Fatai Arobieke Street	01-0256980		
2	Oloyede Tomi	Ikoyi	Onikan	Staff TBS Dental Clinic	Suite 6, East Pavilion TBS Complex	07028791391
				Banana Island	Mr. Sunday Oluwole	Ouma Court, 225Cls
			Garba Abubakar (Nansem Court)		226, Cls	
			Mukaila Oseni	Ouma Court,226, Cls		
		Victoria Island Ext.	Round about side	Vicent Obong	172, Moshood Olugbani Str	08030804341
		Lekki Phase 1		Mr. Muhammed	25, Jerry Iriabe	08054905877
				Mr. Babatunde Samuel	5, Fatai Arobieke Street	08024660077
3.	Akinyemi Fayokunmi	Victoria Island	Omolade Okoya	Mr. Segun Akinlosoto (Cakes and Cream)	Plt 71b, Omolade Okoya Thomas Street	08025262515 olusegunomoakin@yahoo.com
			Tinari Adaranijo	Miss Iheoma Unaya (Universal Insurance Plc.)	18a, Tinari Adaranijo	08066229764 robanexel4@yahoo.com
		Victoria Island Ext.	Dideolu Estate	Mr. Enoch Sessou (CAC)	Adeniyi Coker Rd	07023252173
		Lekki Phase 1		Mr. Samuel Olusegun (Tantalizers Plc.)	45, Admiralty Way	08023742224 segxile4real@yahoo.com
				Femi Odusanya Isola	6, Olawale Cole-Onitiri Avenue	07028091141

				Mr. Seni Olorunfemi	18, Fatai Arobieke street	08029717183 shenero@yahoo.com
4	Oyewole Olasunkunmi	Ikoyi	Osborne	MR. Alade Musediku	11, Osborne Road	08056654451
			Bourdillon	Mr. Sunday Jimba	17a, Bourdillon	07032292625
				Mr. Ernest Imeh	21, Queen Drive	08027187288
		Victoria Island	Eko L'emeridien Bar beach	Eze Onyedimma (Epsilon Estates Ltd.)	6, Ozumba Nbadiwe	08034045515
				Mr. Onikoyi	Post Office VI	08028565994
		Lekki Phase 1		1 st Chancery Building	C&I Leasing Drive	01-2799748
	Mr. Peter		10, Olawale Cole-Onitiri	08026338964		
5.	Taiwo John	Lagos Island	Onikan	Knight Frank	21, Boyle Street,	08056305160
		Victoria Island	Atlantic Beach	Ceila Fowler	215, Etim Inyang	
				Miss Dayo (Nu Grotto)	Etim Inyang	08052620600
				Mr. Adedeji Olufemi (Entertaining Company)	1e, Sinari Daranijo	08022474156
				Mr. Tony (Capwire House)	19a, Sinari Daranijo	08028273600
		Lekki Phase 1		Emma Nwosu	Plt 23, Blk 20 Lekki Phase1	08051418091
				Fame House of Music	17, Admiralty Way	01-7946868
6.	Adeniyi Adenrele	Ikoyi	Banana Island	Innocent Samson	266 Crescent Borno Street	08084028416
				Emmanuel Okoi	Borno Street	07065325842
7.	Ogunsowobo Owolabi	Lagos Island	Onikan	Mrs. Ellin	14, Ajasa Street	08055811441
				Mr. Ibukun Adeyemi (Knight Frank)	21, Boyle Street,	08056305160
				Mrs. Uche	12, Ajasa Street	07063592409
		Ikoyi		Victor Obi Cris Alli Flt 5	2 nd Avenue Abacha Estate	
			Ikoyi Southeast	Gateman (Supa Crunch)	136, Awolowo Road	
		Victoria Island Ext.	Atlantic Beach	Northwest Petroleum & Gas Ltd	202 Etim Inyang Crescent	01-2716597
				Mr. Gowon Chuckwuma Tiffang Amber Nigeria	16, Okoya Thomas	08071026396
8.	Odenusi Olakunle	Lagos Island	Oke Popo	Mrs Ademola Oduyingbo	12b, King Street	08034037491
		Ikoyi	Park View	Samson James	16a, Ajayi Bembe Road	07040638407

				Mrs. Alabi (Ondo State Liaison Office)	2b, Ajayi Bembe Road	08037197190
		Victoria Island	Sanusi Fafunwa	Nwobowo (Sanvix Furniture)	19, Sanusi Fafunwa	07041809299
				Stance Eko (Sharp Electronics G & W Int'l)	Plot 1437 Sanusi Fafunwa	08033835795
		Lekki Phase 1		Mr. Jonathan James	22, Fatai Arobieke	08074186594
				Mr. Phillips	4a, Olawale Cole-Onitiri	07055095467
9.	Awoniyi Olusoji	Ikoyi	Ikoyi Southeast	Mr. Akinyemi Olusoji	Lugard	08077624068
		Victoria Island	Eko L'emeridien Bar beach	Adesoji Olasupo	166, Ozumba Nbadiwe	07026890920
		Victoria Island Ext.	Atlantic Beach	Mrs. Anita Ajagu	Gafar Animashaun Str.	07092445077
					19, Gafar Animashaun Str.	07026933040
		Lekki Phase 1		Mrs Daramola	Fatai Arobieke	08034934943
10.	Gwaidia Jude	Lagos Island	Isale Eko	Francis Okeke	49, Okoya Street Idumagbo	08032334907
			Oke Popo	Shakky Motel	7, Adams Street	08055415014
		Ikoyi	Dolphin	Chief Israel Jude	264, Isale Eko Drive	08033741272
		Victoria Island	Borny Camp / Bar Beach	Tinamul Saleh (Senior Police Quarters)	NEPA Close, Ahmadu Bello Way	08055993565
				Resident Doctor (Diamond Dental Clinic Novena Plaza)	Ahmadu Bello	08060205023