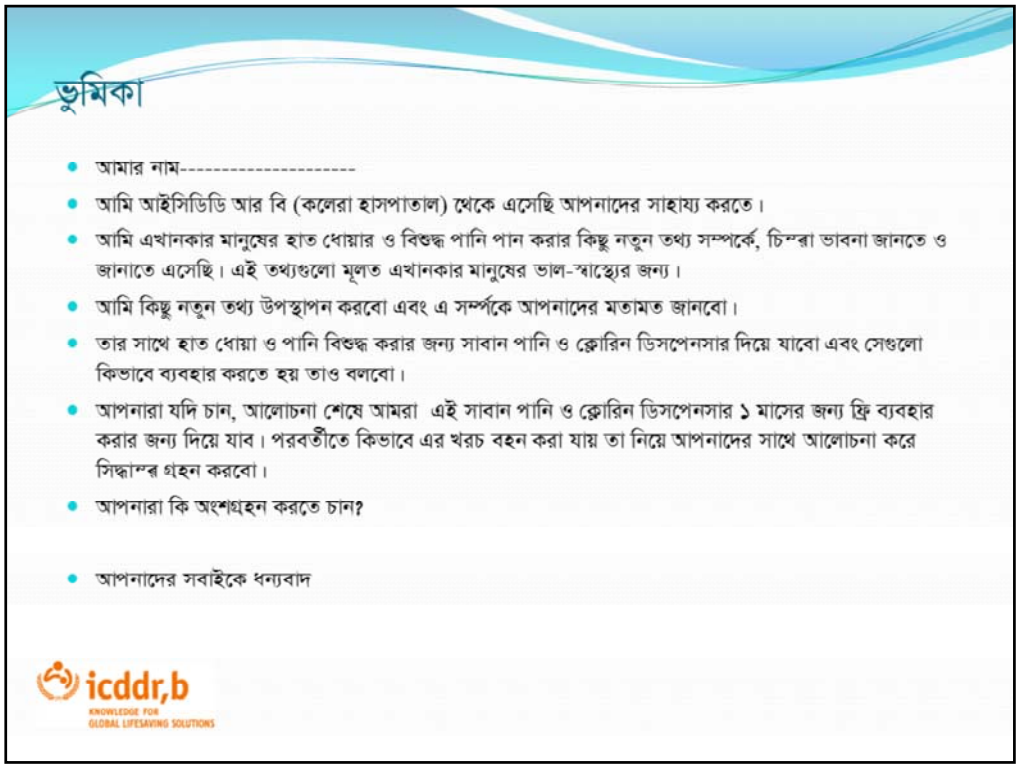
Disgust, Shame and Soapy Water:
Tests of Novel Interventions to Promote Safe Water and Hygiene

Supplementary Materials

R. Guiteras,* D.I. Levine, S. Luby, T. Polley, K. Jannat, L. Unicomb

August 2015

* To whom correspondence should be addressed: guiteras@econ.umd.edu.



Introduction

My name is----------

I am from ICDDR,B (cholera hospital) to help you

I am here to meet with people at your compound to know their views and share my view regarding few new messages on hand washing and water treatment. These messages are mostly for better health of people living here.

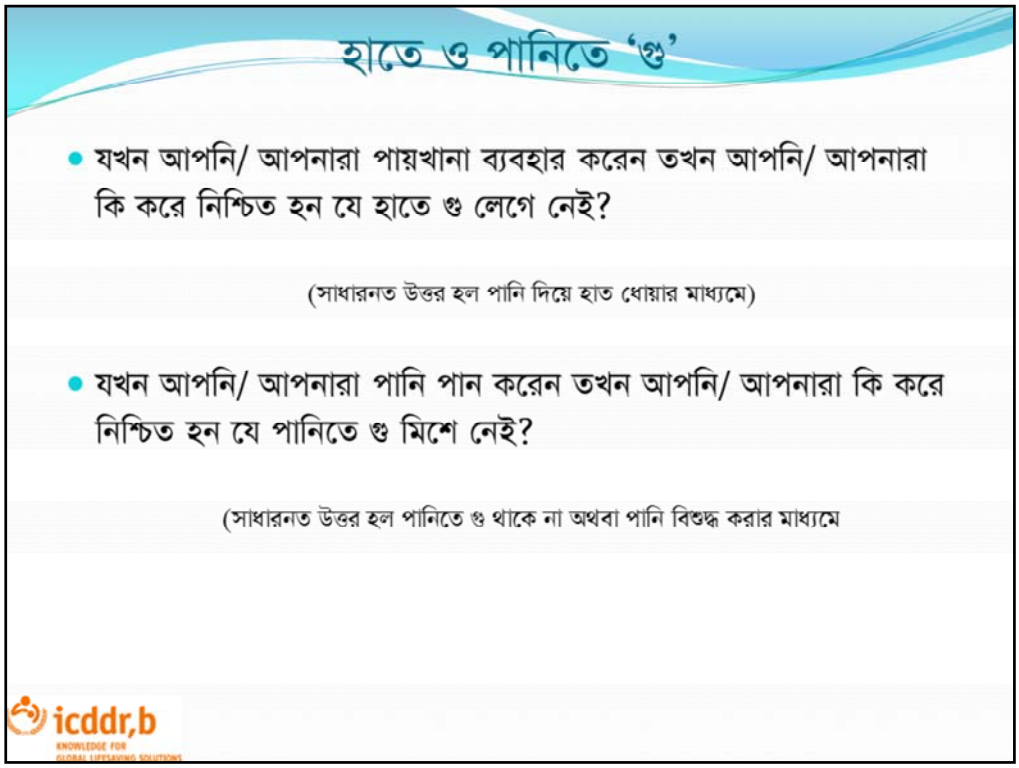
I will present some new messages and know your opinions about those new messages.

We will also provide soapy water for hand washing and chlorine water for drinking and also provide messages of how to use these.

After this meeting if you want, we will provide these soapy water for hand washing and chlorine water for water treatment for 1 month free trial. Later on through a participatory discussion with you, together we will decide how to bear the expenses.

Do you like to participate?

Thanks you all for your participation.



Poop on hands and in water

"After you use the latrine, how do you make sure there is no poop left on your hands?

(Typical replies are about "washing hands" with water)

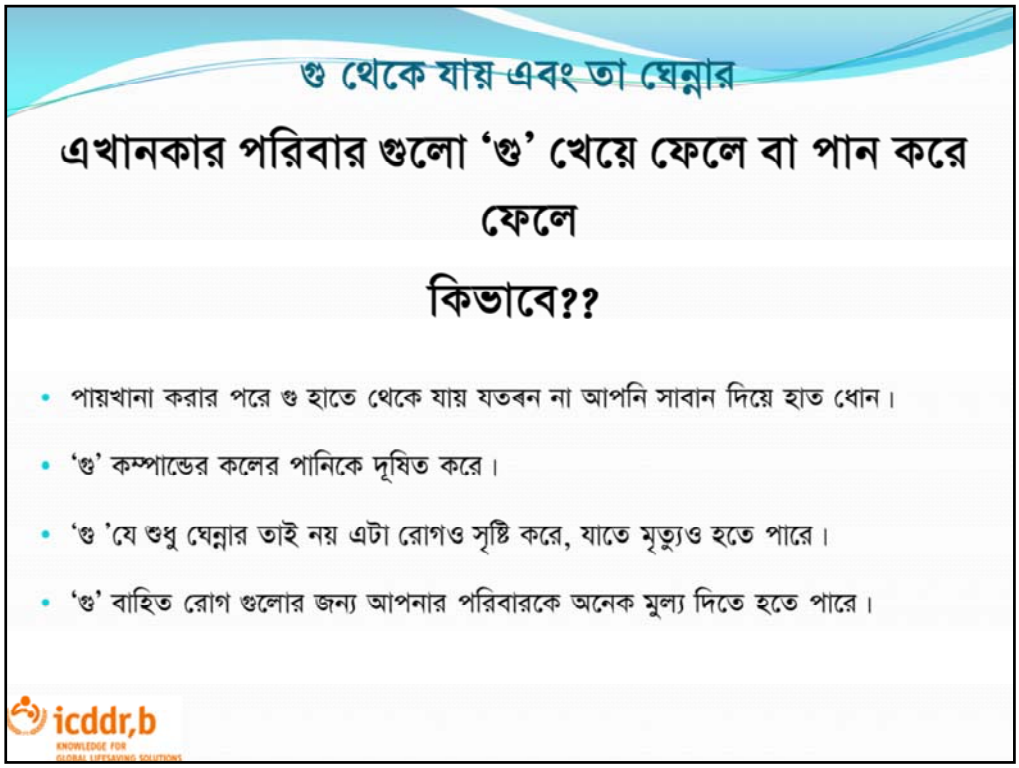
"Before drinking water, how do you make sure there is no poop in your water?

(Typical replies are about there is no poop in water or "treating" water with --*-boiling, filtering*----?)

Poop remains on Hand

Showing hands, how shit remains on hand after latrine use which is disgusting

Photos: shit gets into our source water



Poop remains and is disgusting

Families around here (accidentally) eat and drink poop

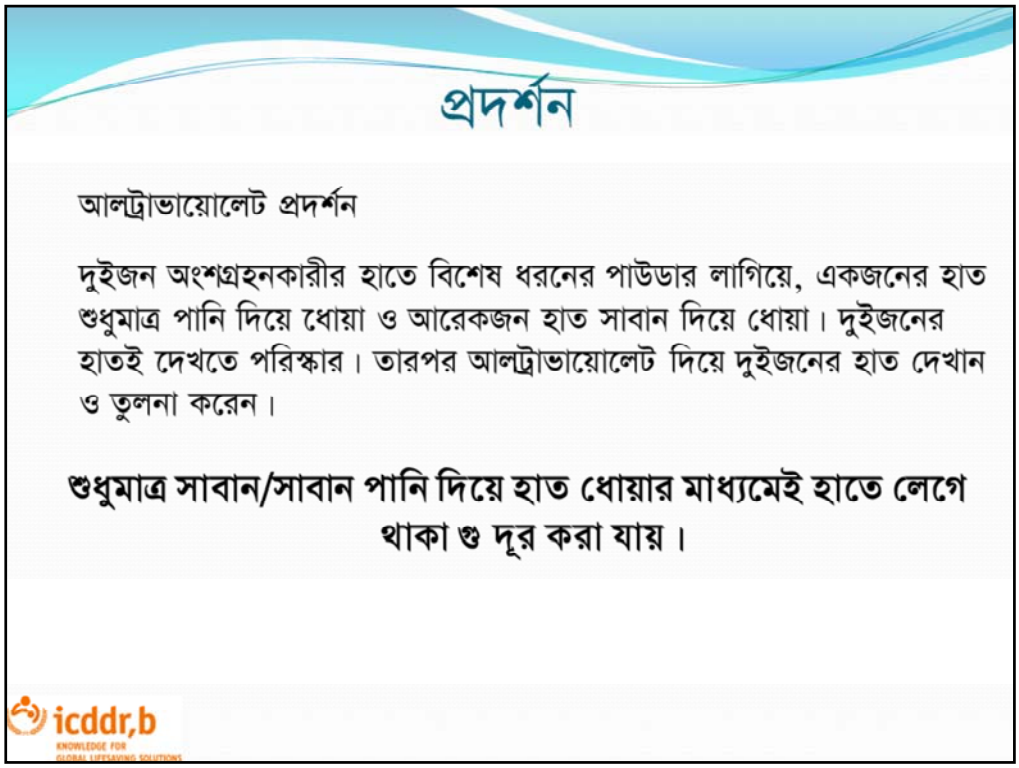
HOW????

Poop remains on hands after defecation unless you not only rinse with water, but also wash with soap.

Poop gets into the compound tap water

Poop is not only disgusting, it also causes diseases and leads to death.

These diseases cost a lot for your family

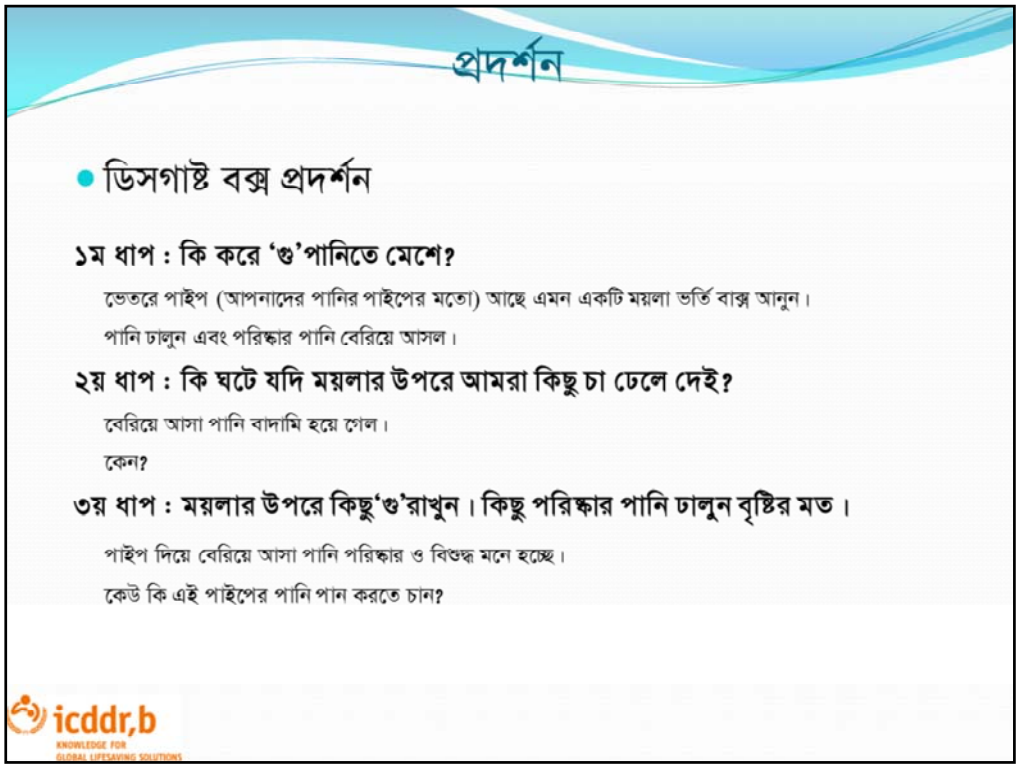


Demonstration

UV Demonstration (Demonstration with involving participants)

ask two participants to smear powder in their hands then, one to wash hands only with water and another with soap. Both hands appear clean. Then show UV reflection in their hands and compare result.

Washing hands with soap/soap water is the only effective way to remove shot from hands.



Demonstration

(disgust box demonstration)

step 1:How shit gets into your drinking water ?

show the box/this box is filled with dirt and has a water pipe running through it, just like your water pipes

pour water inside the pipe and cleaned water come out

step 2

What happens if we put some tea over the dirt ?

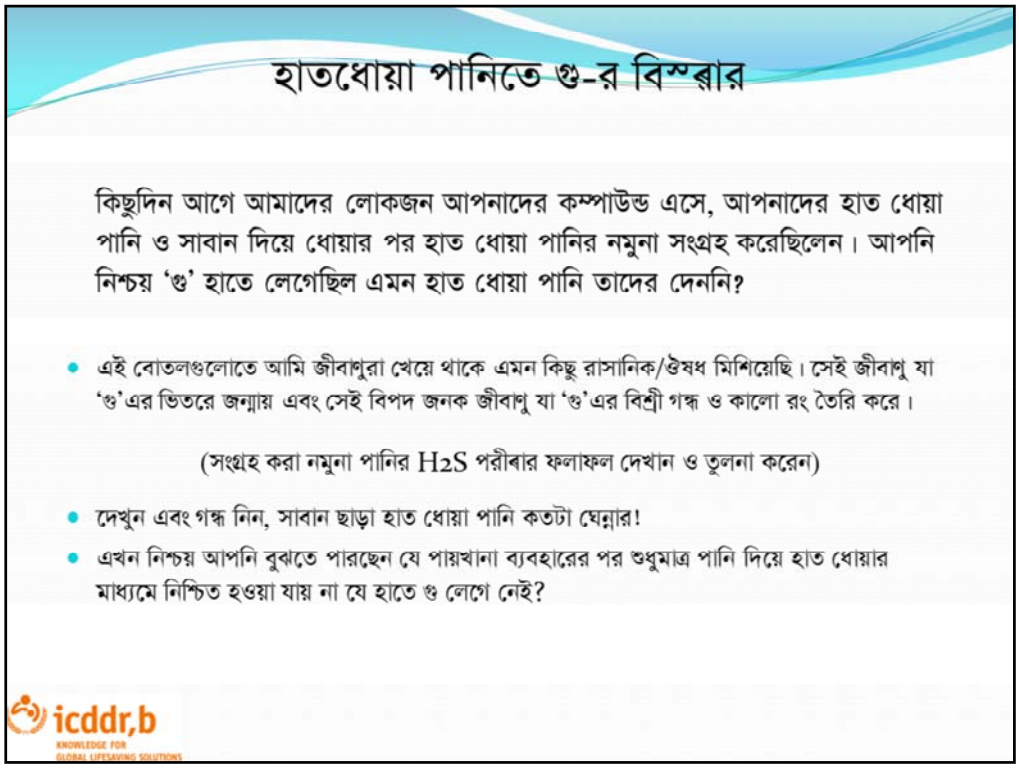
Water coming out is brown, why?

step 3

Put some shit on the dirt. Pour clean water like rain

Water coming out through the pipe seems clean,

is there anyone who want to drink this water?



Poop on hands comes off in rinse water (With demonstration)

A few days ago our people visited your compound and collected a sample of hand rinse water without soap and hand rinse water with soap.

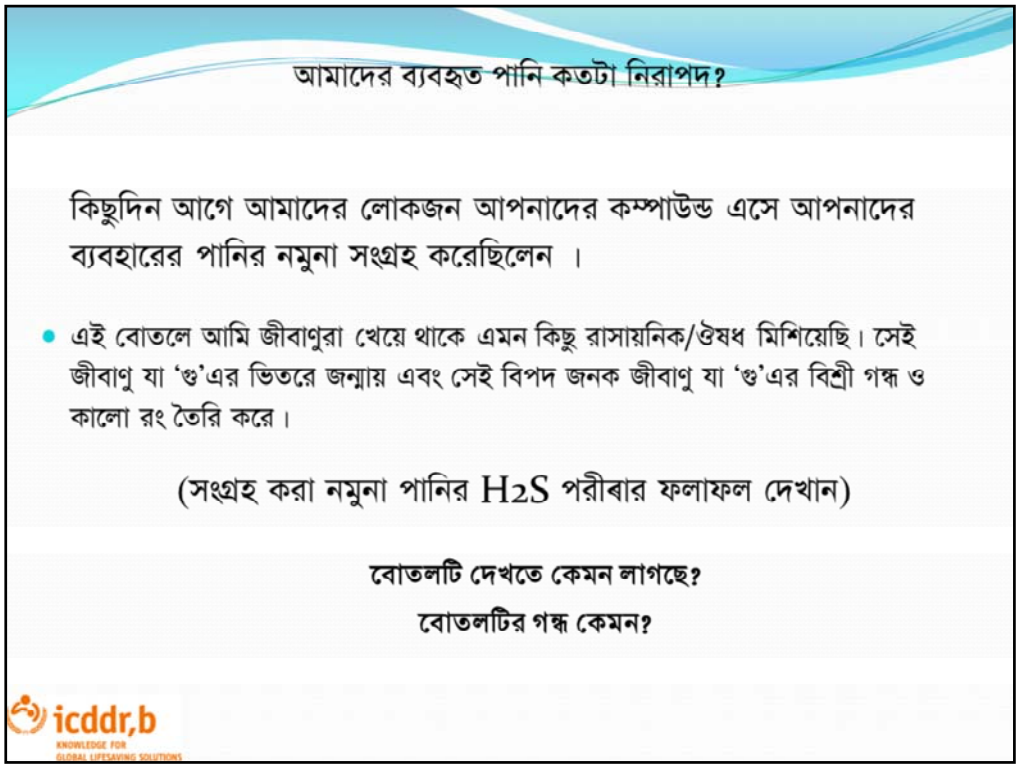
Definitely you did not provided such hand rinsing water with attaching poop on hands?

"In this samples I put a special solution I call "poop food". Poop has many little germs that love to eat this food and when they do, they poop more stinky black stuff. If there was poop on the hands, then it would get in the water and the water will turn black and stinky!

(Show H2S test of collected samples hand rinsing water compare result)

Look and smell how disgusting the hand rinsing water without soap is!

Now you understand, after using latrine, it is not possible to remove poop from hands though only washing hands without soap.



How safe is your water? (With demonstration)

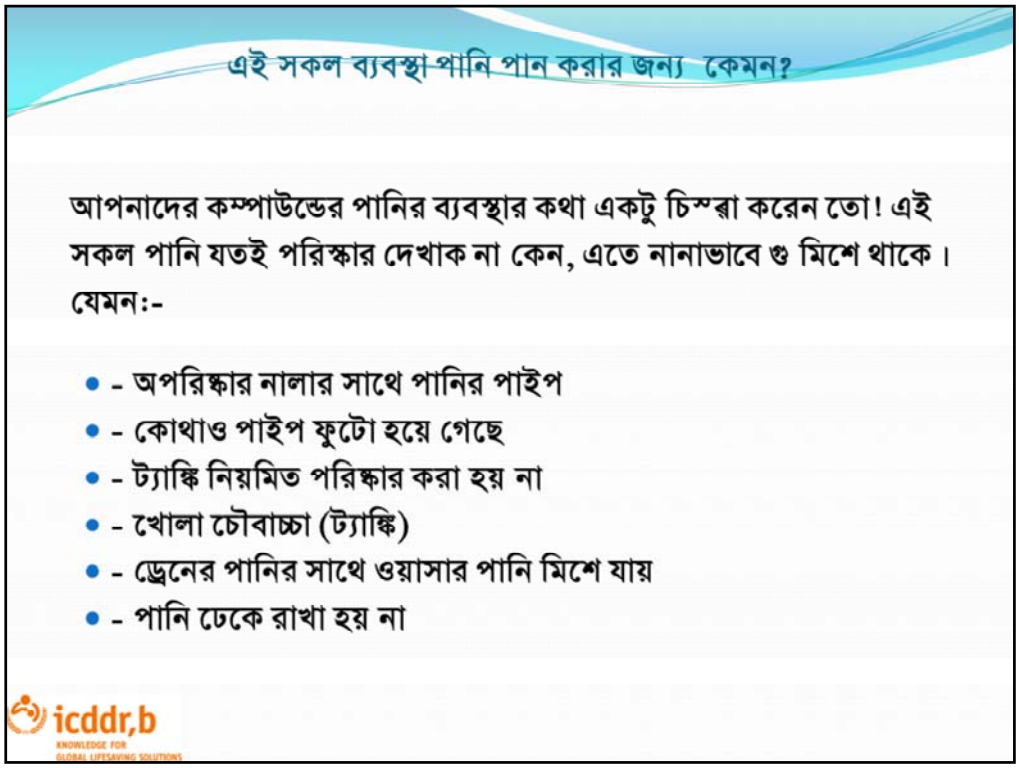
A few days ago our people visited your compound and collected sample of your source water.

As before I have added this special poop food solution to the water to find if there is any shit in it. then it would get in the water and the water will turn black and stinky!

(Show H2S test of collected sample using water)

What does this bottle look like?

How does it smell?



(Interaction with participants about asking their compound situations first! Then compile the responses and check with the following)

How these systems are for drinking water

Think about your compound water! Regardless of how “clean” the water may seem, it is often mixed with shit and not safe to drink, for example:

if the water pipe is near a dirty drain/sewers ,

if there is a leak in the pipe ,

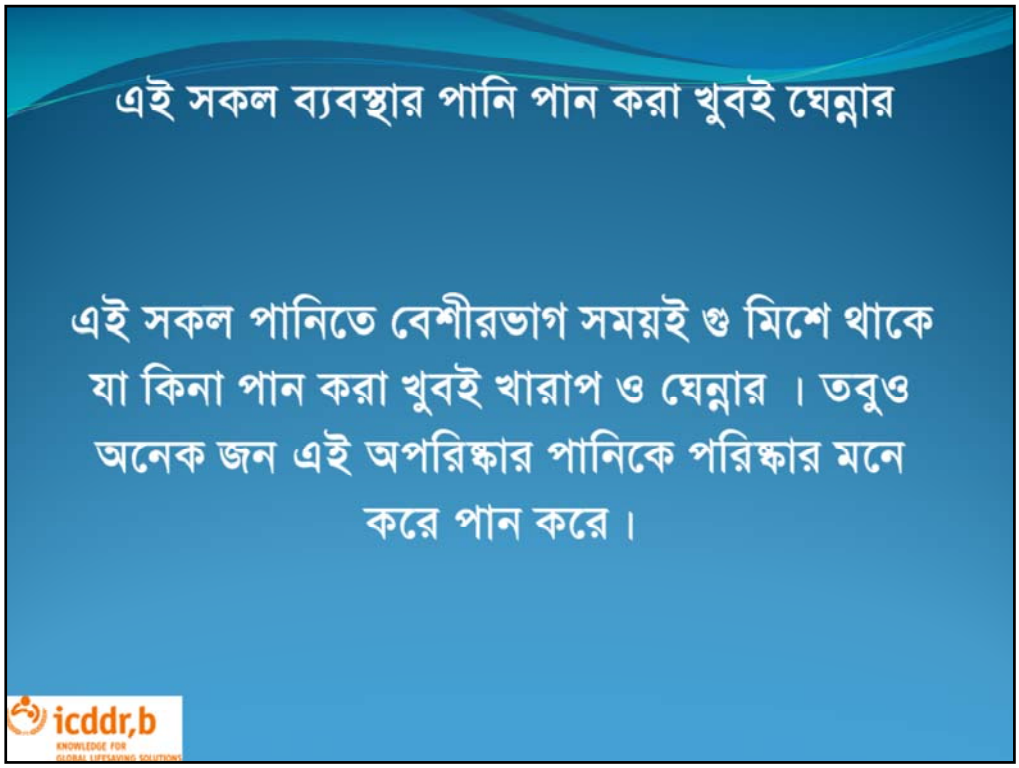
if the tank has not been properly cleaned,

if the reservoir is left open ,

if water from WASA becomes mixed with water from drains ,

if the water is not stored well/vessel left uncovered.

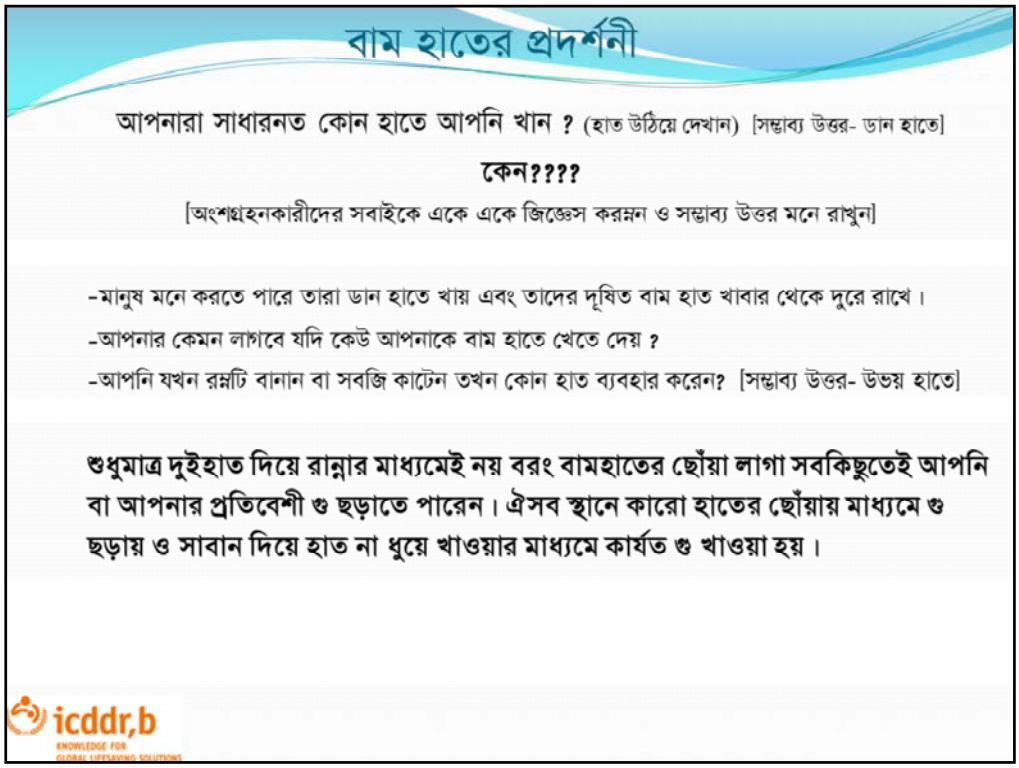
Ways of source water contamination



This water is very disgusting to drink.

Even if this water looks “clear” it may actually be contaminated with crap which is very disgusting for drinking Nevertheless, people often drink this unsafe/unclean water thinking that it is clean

Spread and eat poop by unwashed hand



(Process: asking question to the participants and encourage them to participate in the demonstration demonstration of left hand)

Left hand demonstration

Which hands do you use for eating, (show the hand) {probable answer is right hand}

Why???

Ask every of the participants and remember the probable answers

-People may feel they keep their contaminated left hand away from food

throgh eating right hand

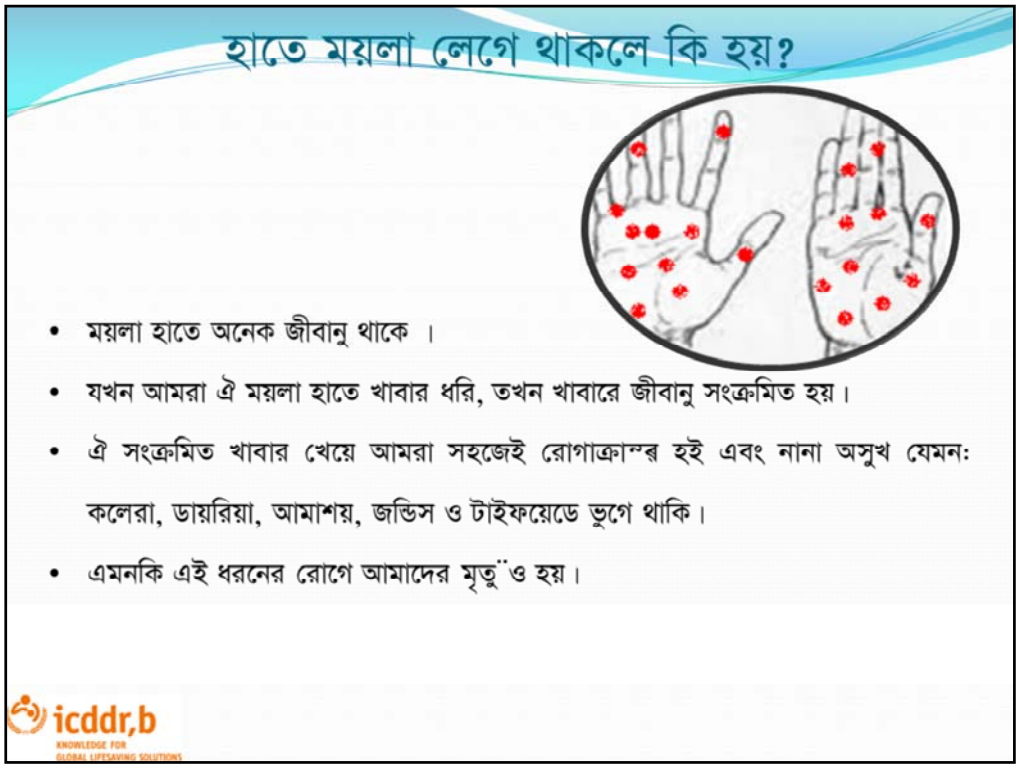
-How would you feel if someone served you with their left hand?

-What hand or hands do you use to make *naan* or to chop vegetables? [probable answer is both the hands]

Poop not only gets in your food when cooking with two hands, poop spreads everywhere

your left hand touches…and everywhere your neighbor's left hand touches. Then you touch

these things with your right hand and if you eat/serve others to eat without washing hands with soap, then this gets in your/their mouth!



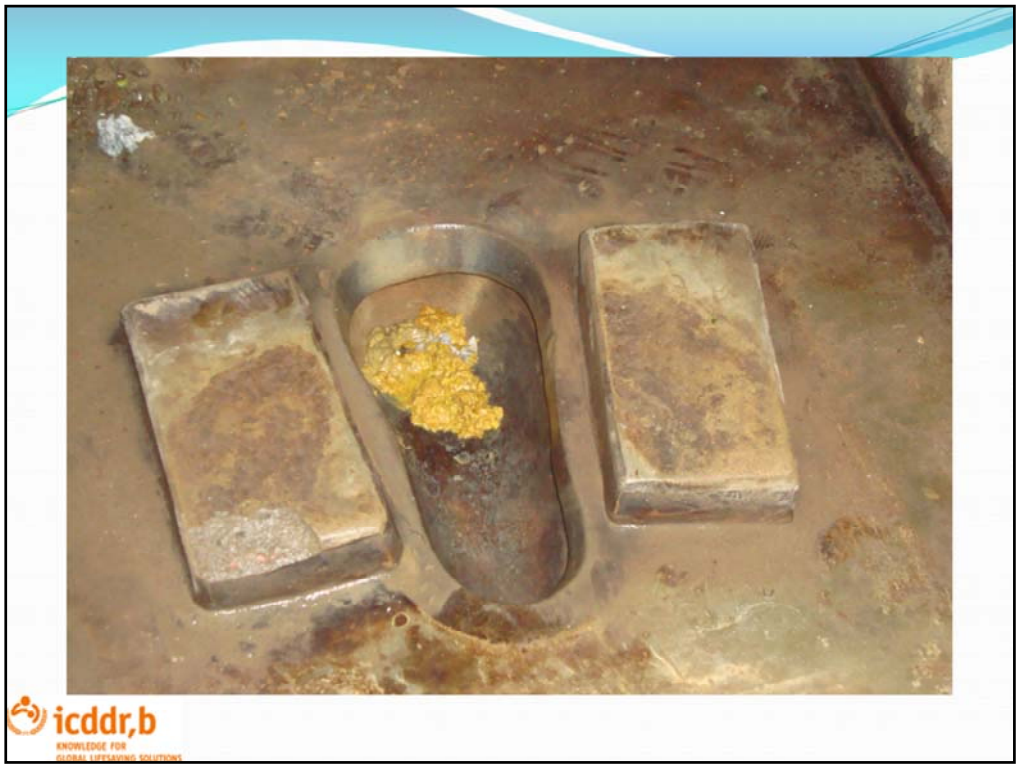
What happens if hands remain dirty?

There are lots of germs with those dirty hands.

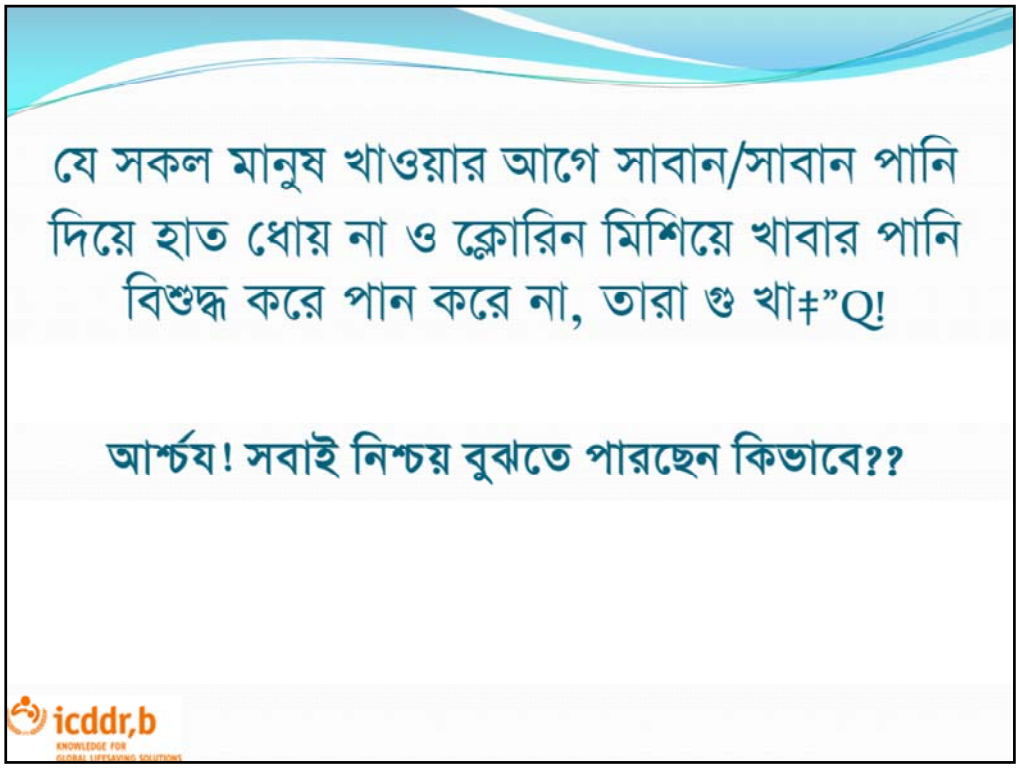
When we touch food with dirty hands then the food become contaminated with germs.

After having those foods we easily get sick and infected by various diseases like, cholera, diarroheal, dysentry, jaundice and typhoid.

Even these diseases came of death.



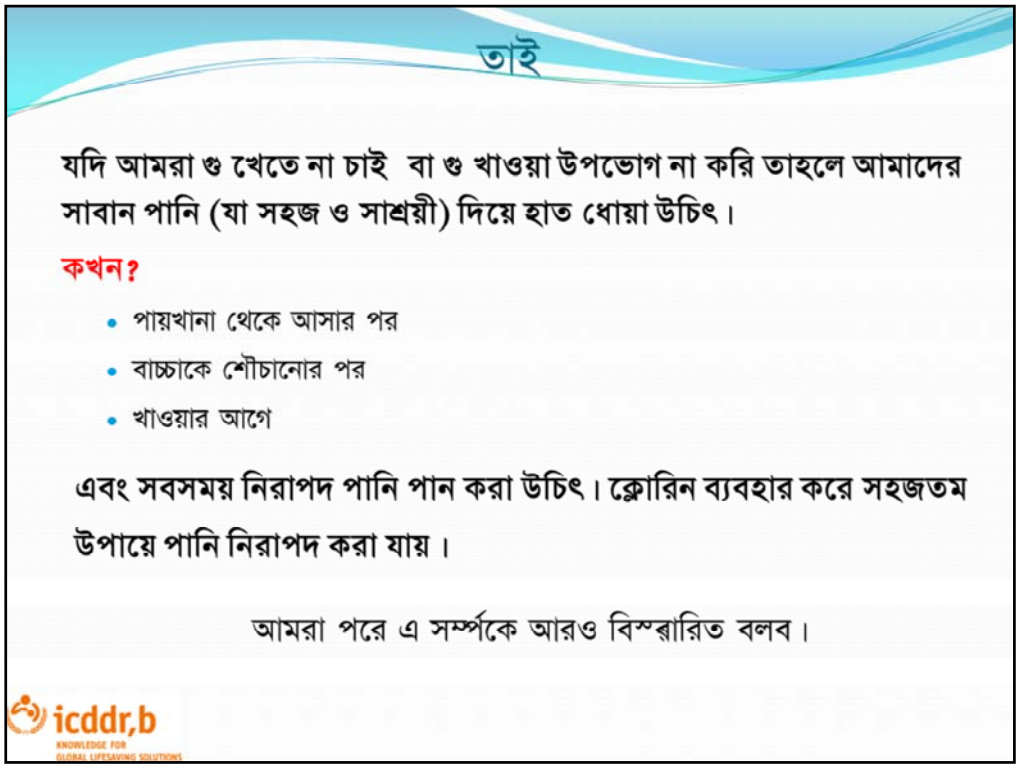
Showing shit in toilet



People who don't wash their hands with soap/soapy water before eating are eating shit! And people who don't treat their water with chlorine before drinking are drinking shit!

Surprised!!!

Now definitely you got, HOW??



So

Unless we enjoy eating shit, we must wash our hands with easy and cheap soapy water

-After using the latrine.

-After cleaning child bottom.

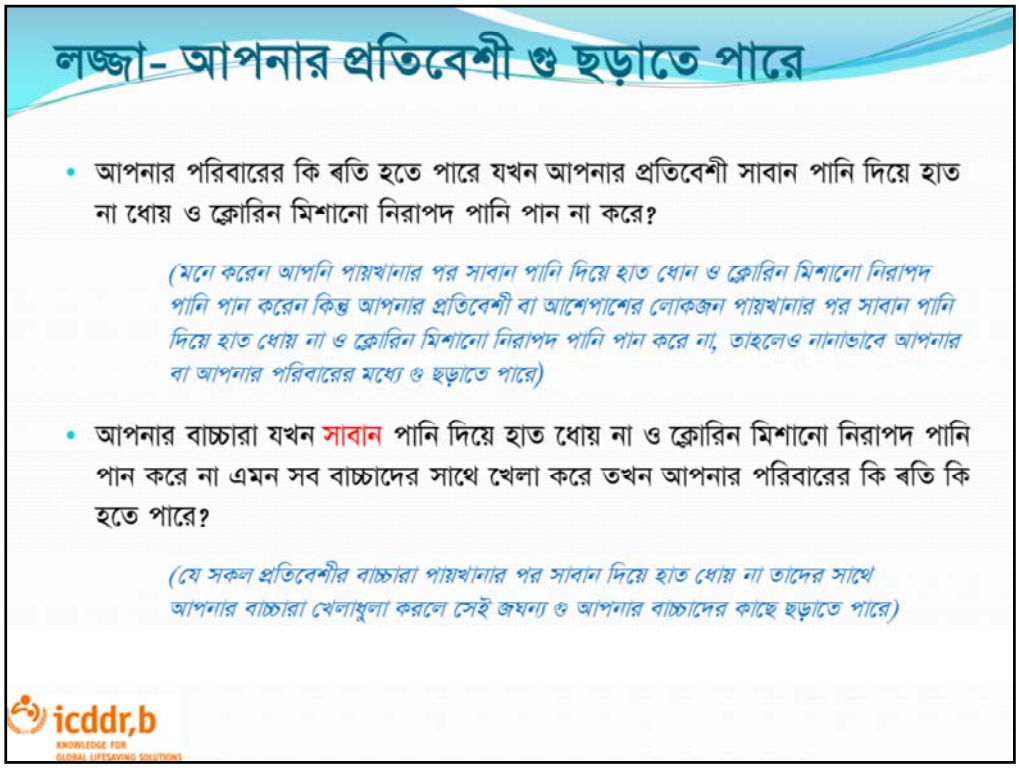
-Before eating.

And should drink safe water always

The best way to drink safe water is to use chlorine!

We will explain more later.

Your Neighbor spread out Poop through…..(asking and showing photos)



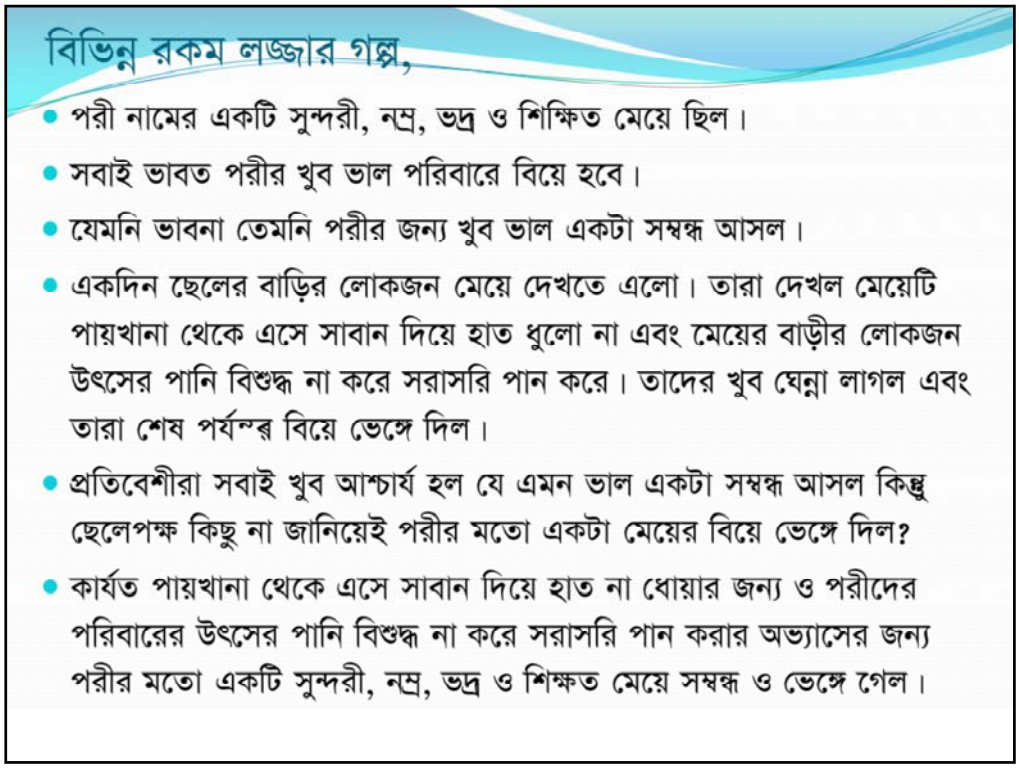
Shame : Your Neighbor can spread Poop

"What happens to your family if your neighbors don't wash hands with soap and drink safe water?

suppose you wash your hands with soap/soapy water and drink chlorinated water but your neighbors do not. Your neighbors' failure to treat drinking water or failure to wash hands with soap spreads poop to your family

What happens when your kids play with neighbor's kids who do not wash hands with soap or soapy water and drink safe (chlorinated) water?

Your kid plays with their kids, and they will have disgusting poop on their hands from them (neighbors kids)



various shame stories

There was a beautiful, gentle and educated girl name Pori

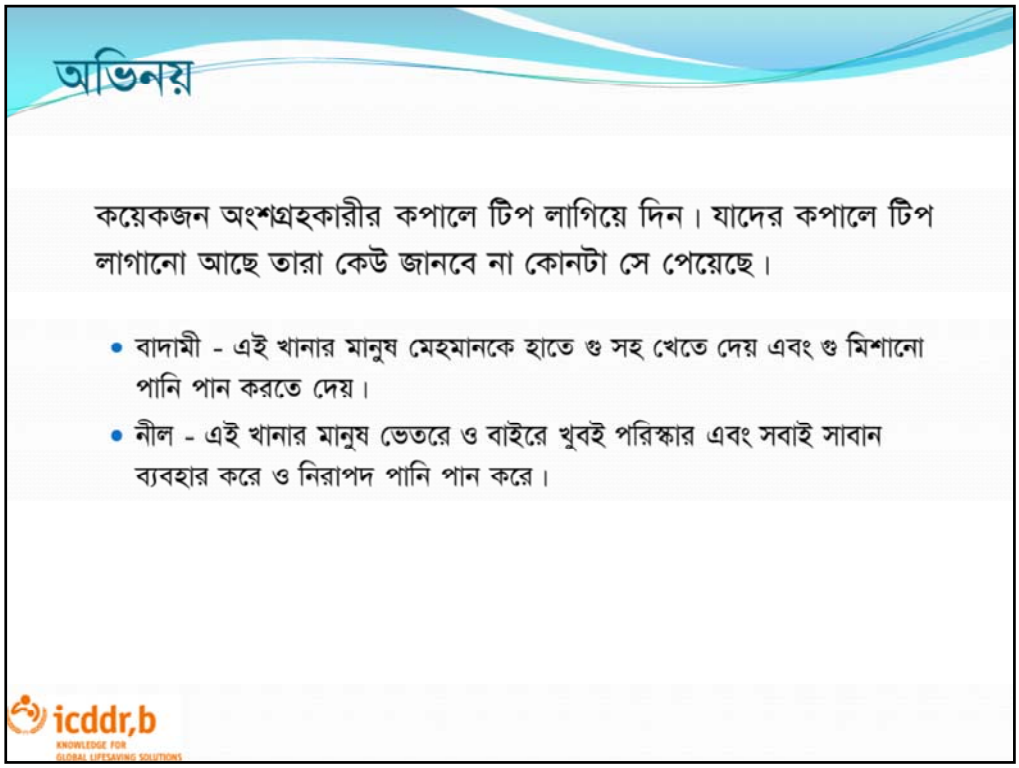
Her neighbors though that Pori will get a good husband and good father in law's house

As people thought, once a proposal from a very good family came for Pori's marriage

One day, groom-to-be's family was at the bride-to-be house. One of the family member suddenly saw the bride exit latrine without soap and broke off engagement.

Neighbors' were very surprised that, the engagement was broken from such a good family without any notice

In fact the engagement was broken because of Pori as she did not washed her hands with soap after coming from latrine.



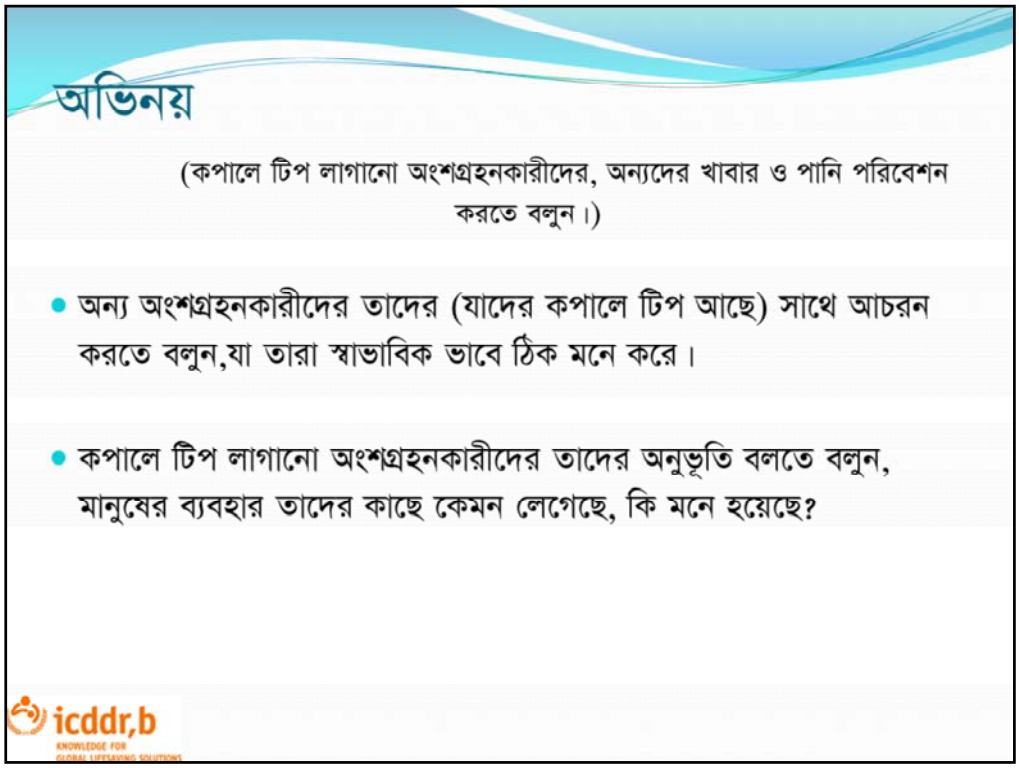
role play

Role play from the participants

ask few of the participants to wear different colors dots but nobody will be informed what color she wear.

Brown-this colored individual served food to people with shit in hands and provide shit mixing water to drink.

Blue-people of this household are neat and clean and wash their hands with soap and drink safe water



role play

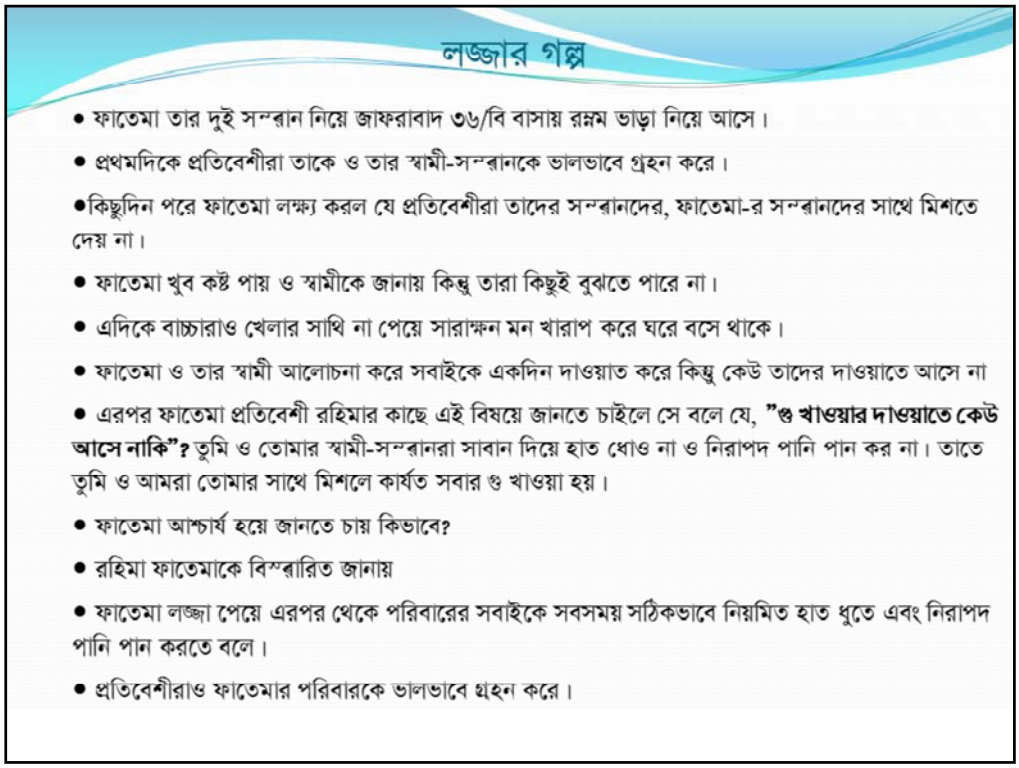
Role play from the participants

(Ask the dots wearing participants to offer foods and drink water to other participants)

ask participants not wearing dots to react to the dot wearers according to dot's color

ask the dots wearing participants to express their feelings after other's reaction about them

Fatema and her family



shame stories

-fatema migrated to Dhaka and start living at Jafarabad, 36/b, in a rented house

-neighbors received her family members cordially initially

-but after few days, fatema noticed that, neighbors are not allowing their children playing with her children

-fatema was worried and told her husband but he also could not understand why?

-Children mostly stayed at home and felt sadness.

-Fatema discussed with her husband and decided to invite neighbors in lunch but nobody accepted and attend in their invitation.

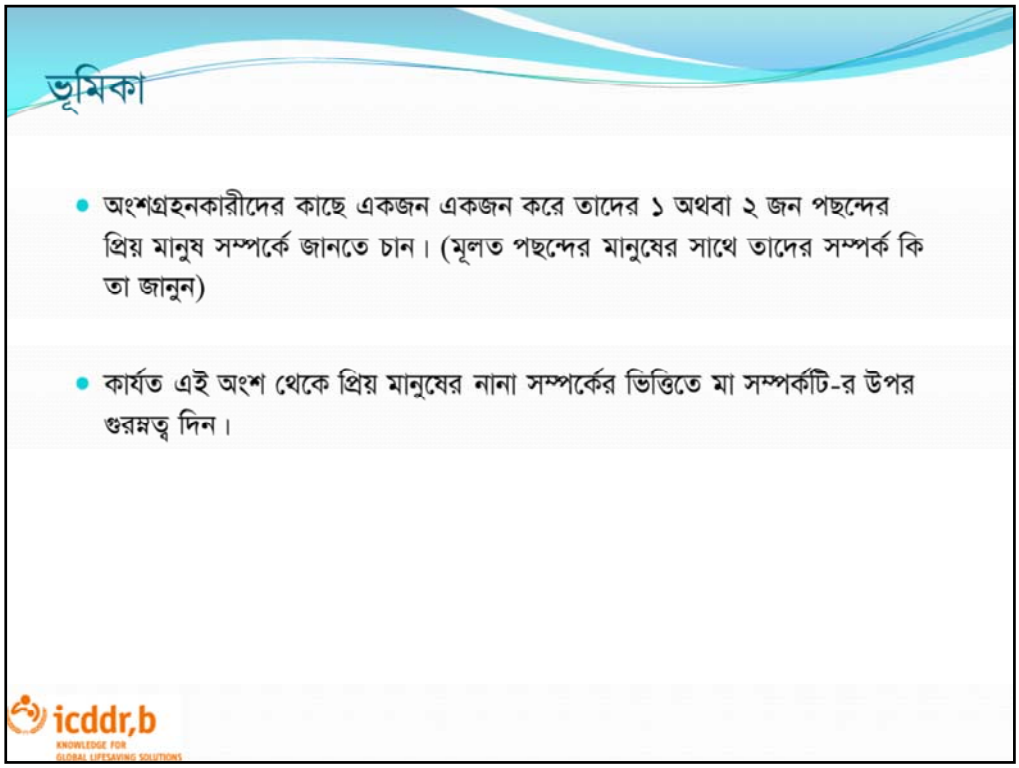
-Fatema asked a neighbor named Rahima later and she replied, **does anybody accept invitation of eating poop?** None of your family members wash hands with soap and drink safe water. If we come to your house to eat food and drink, we will be eating shit!

-Fatema was surprised asked how?

-Rahima informed in detail to Fatema

-Fatema felt ashamed and ensured her family members washing hands with soap and drink safe water regularly

-Neighbors started changing and accepting famtema and her family members

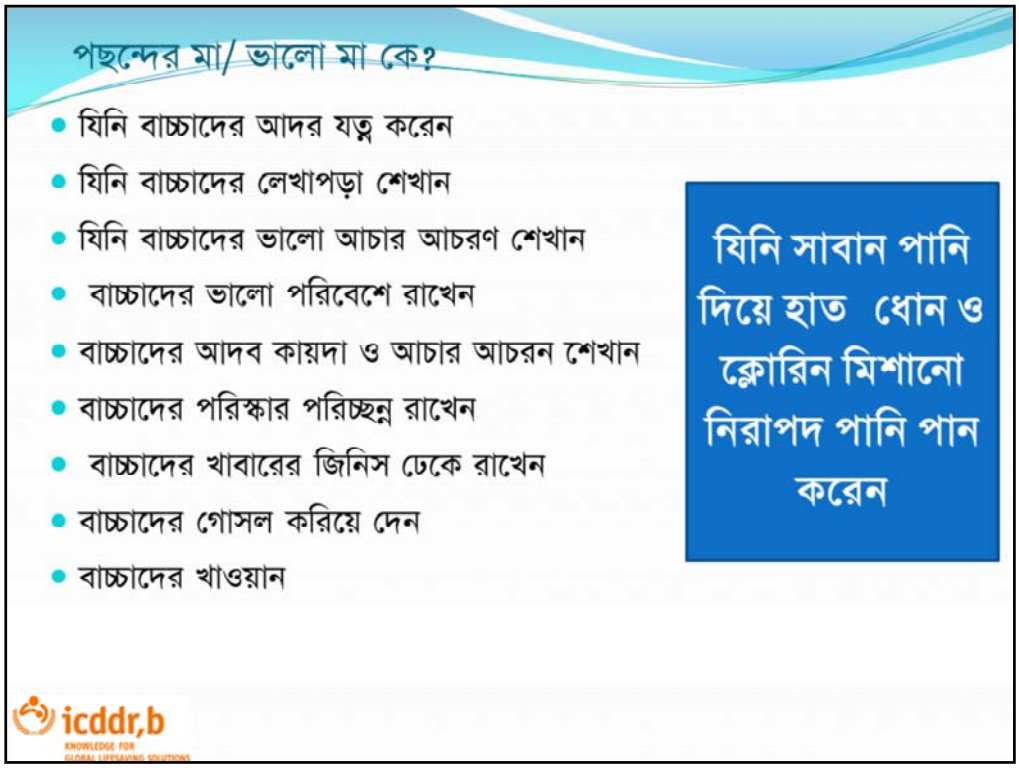


Introduction

Ask the participant to tell about their 1 or 2 favorite persons name, indeed the relation with that favorite persona like- father, mother, aunt …..(In fact try to find out the relation of them)

from the listing, based on the relation emphasize the relation of mother.

From the list of relation emphasize on the relation of mother and go to the next slide. People mostly tell about their mother (from impression report). In the men's meeting (auction meeting), father as good earner or strong men will also be testing.



Who is a Good Mother …(ask the participants)

Probable ans:

-takes care of her children

-teaches her children

-teaches good behaviors to her children

-keeps her children in a safe environment

-teaches her children norm and good behaviors **washes hands with soapy water and drinks chlorinated water!**

-keeps her children neat and clean

-covers children's food

-bathes her children regular

-serves food to her children.

…….

Make the connection with the every criterion of a good mother with washing hands with soap and drink safe water.

To meeting all the issue of a good mother, one need to be clean and wash her hands with soap and drink safe water

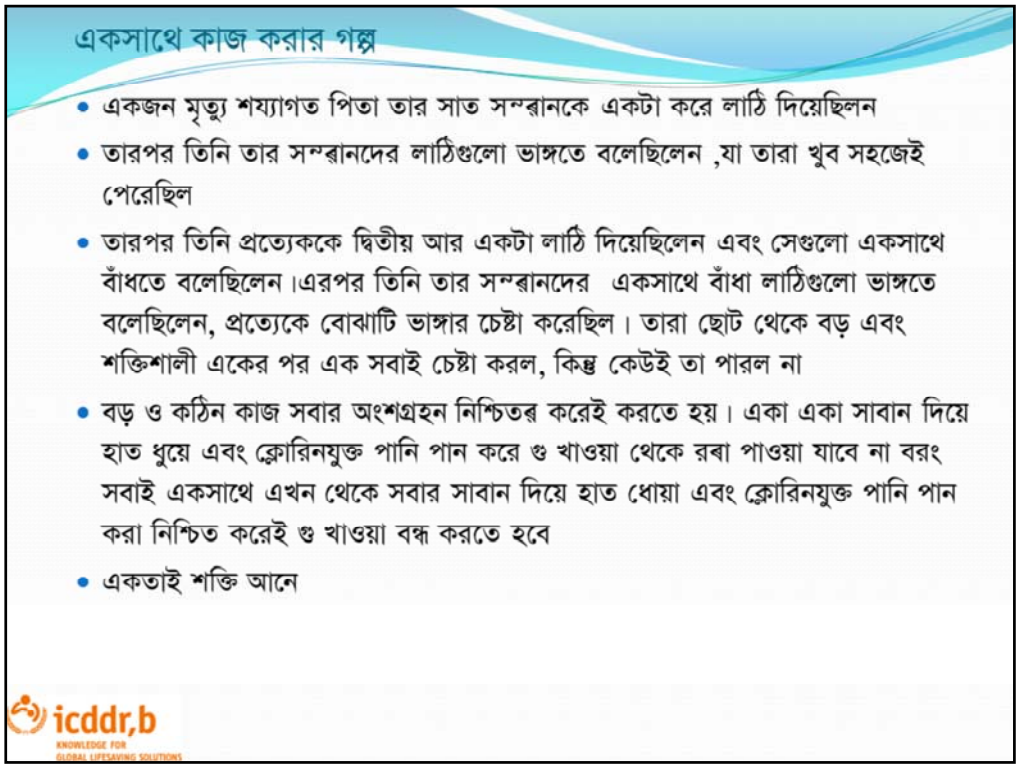
Photos of a good mother

Photos of a good mother

We can help each other to stop our family from eating shit

Question: What will you do if you find your neighbor forgot?

Question: Whether your neighbor will expect you stop her if she accidentally serves poison (shit) to her child?



Story of working together

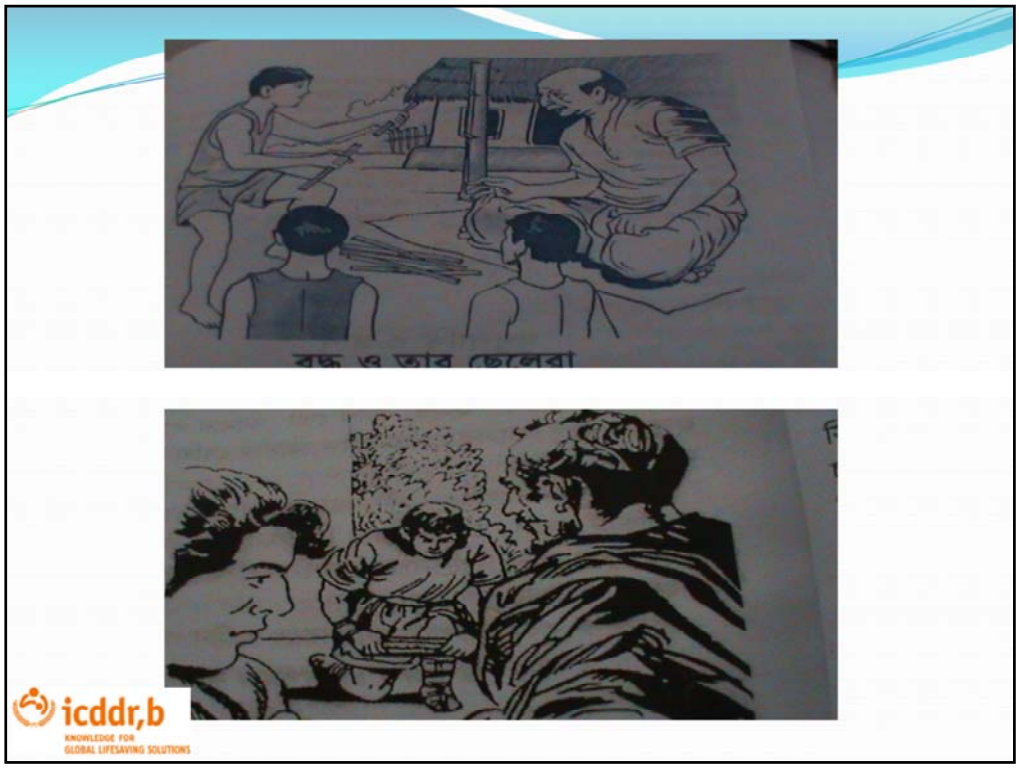
-A dying father gave seven sticks to his seven sons)-

-Then he asked them to break those, what they could do easily

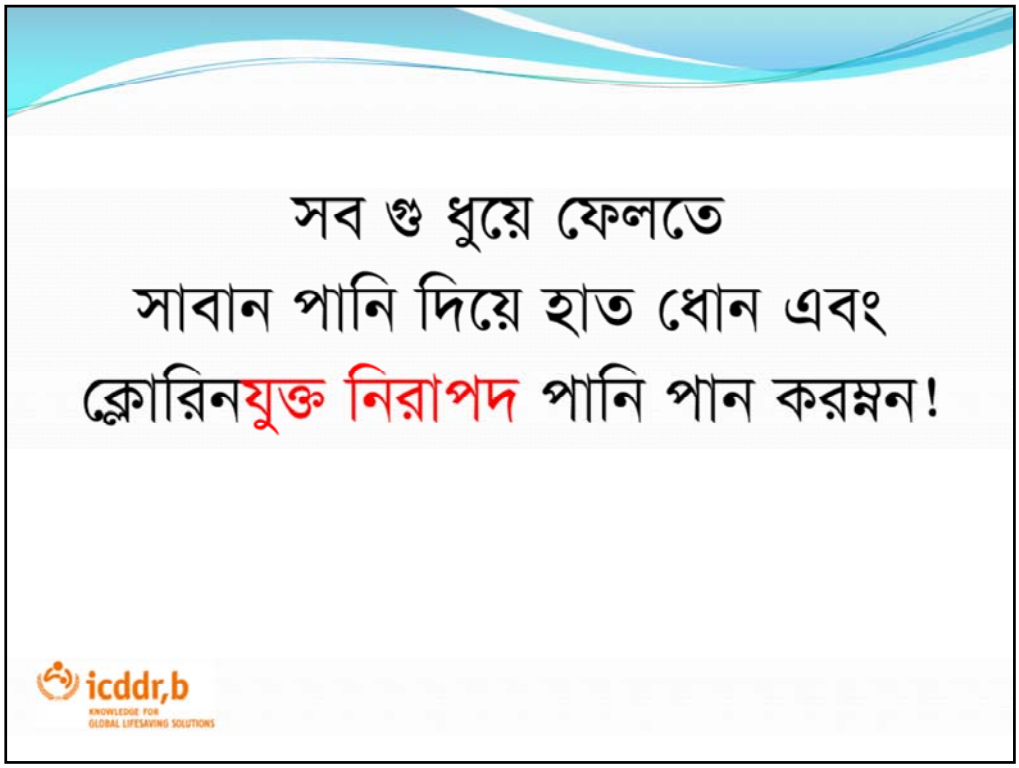
-Then he gave them a second stick and asked to tie them together and try break them one by one. Everyone tried to break the bundle. Younger to elder and the strongest, one after another everyone tried, but no one could break the bundle.

-it is essential to ensure everyone's participation in the compound to do a hard work successfully. it is not possible to stop eating shit through ensuring hand washing with soapy water and drinking chlorinated water only for yourself but have to ensure both the things for all the compound members.

-Unity brings strength



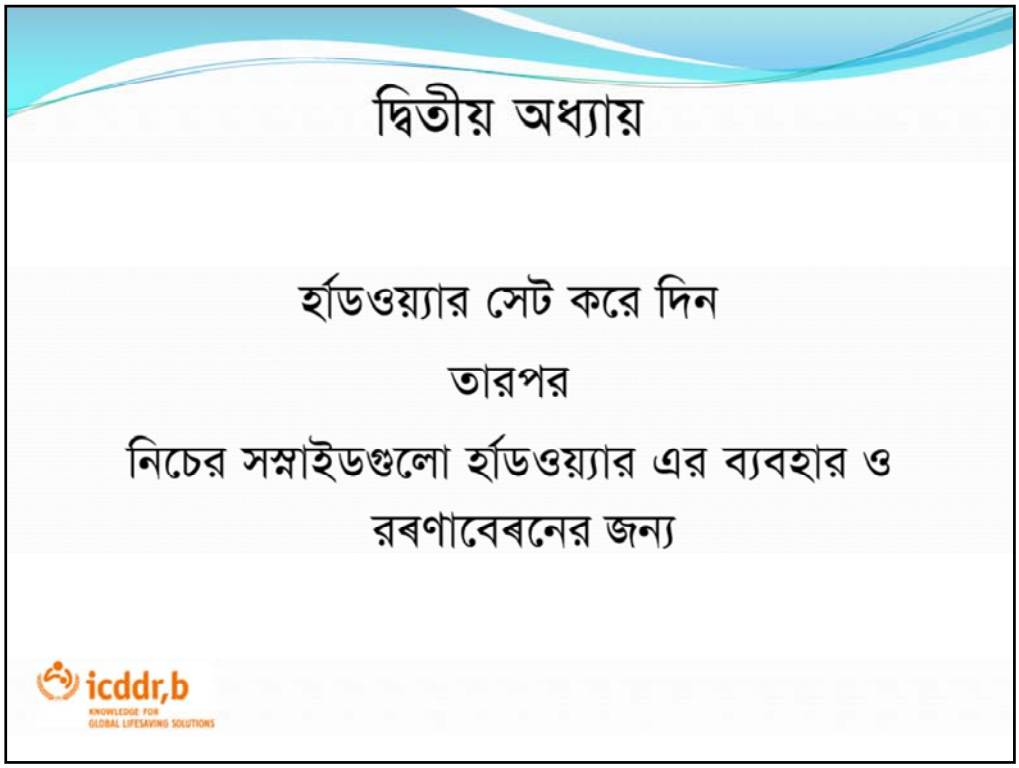
Picture of Aged person and his sons (will be replaced with better drawing)



To avoid eating shit, wash your hands with soapy water and drink water treated with chlorine!

Photos of washing your hands with soapy water and drinking water treated with chlorine!

Explaining and interaction with the participants showing the photos to let them understand what to do

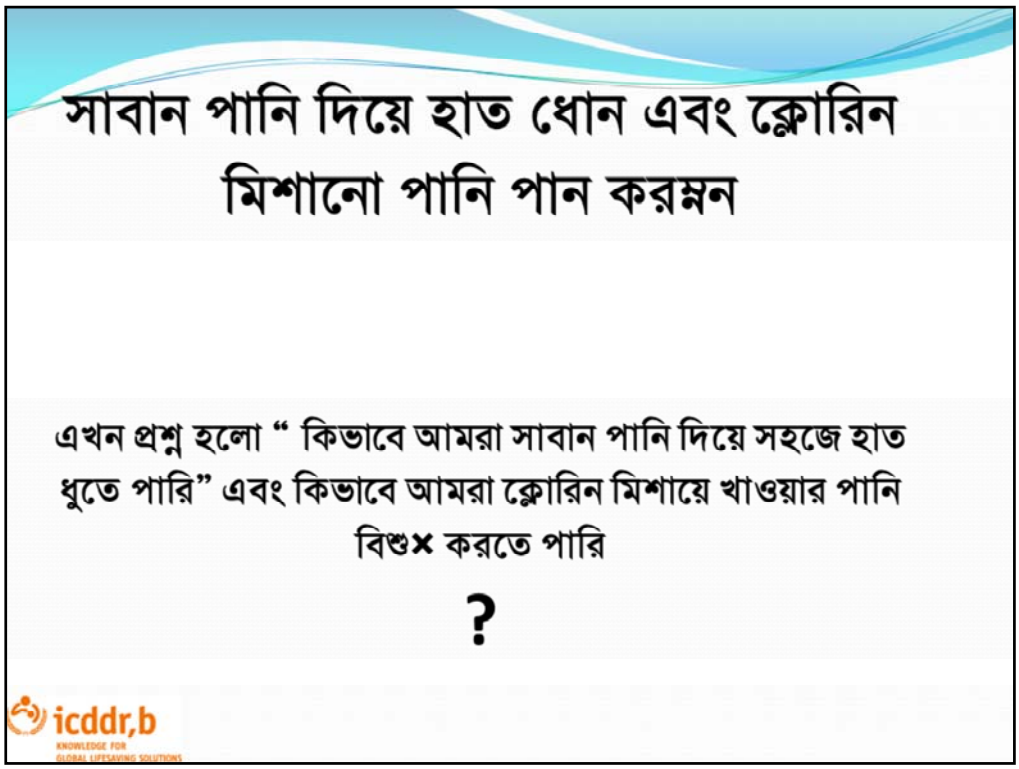


Second chapter

Provide the hardware and set it up

Then-

Following slides for the hardware use and maintenance.



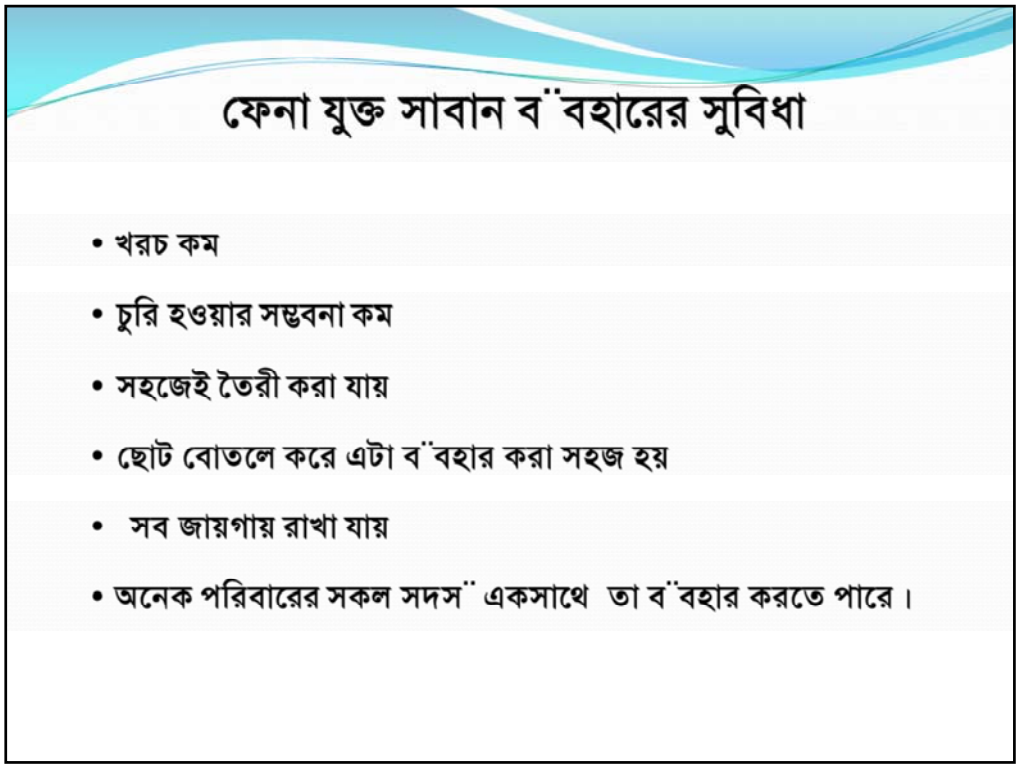
Wash hands with soapy water And Drink water with chlorine

Now the question is "How can we wash hands with soapy water easily

and

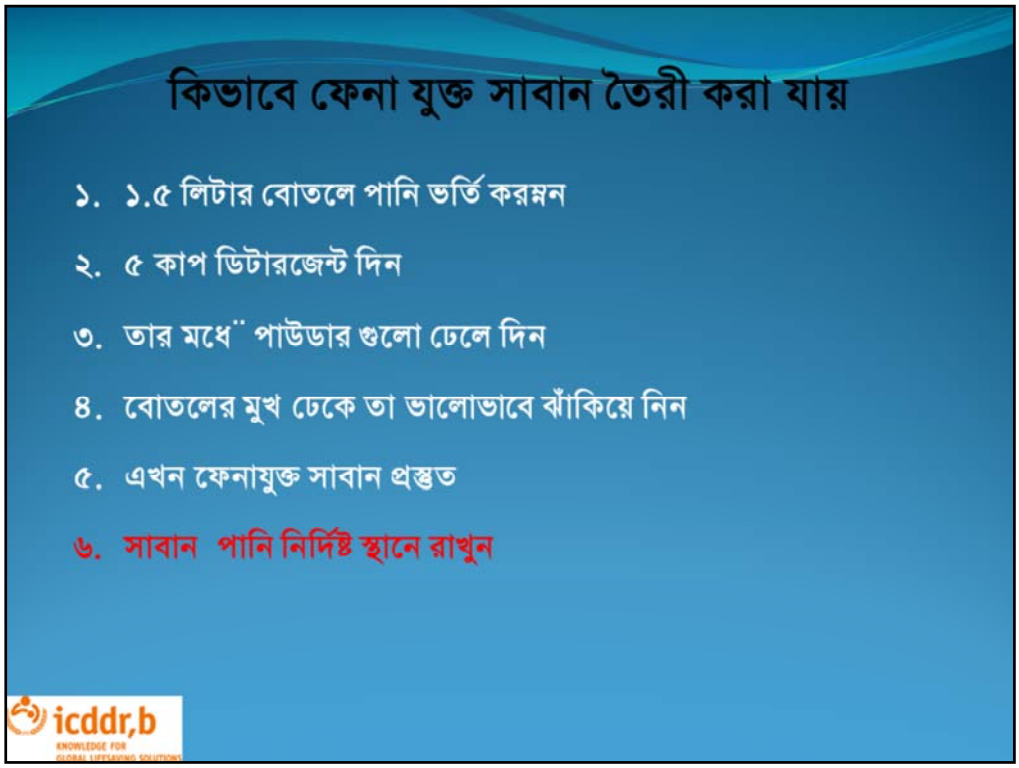
"How can we treat our drinking water with chlorine?"

Soapy water bottle

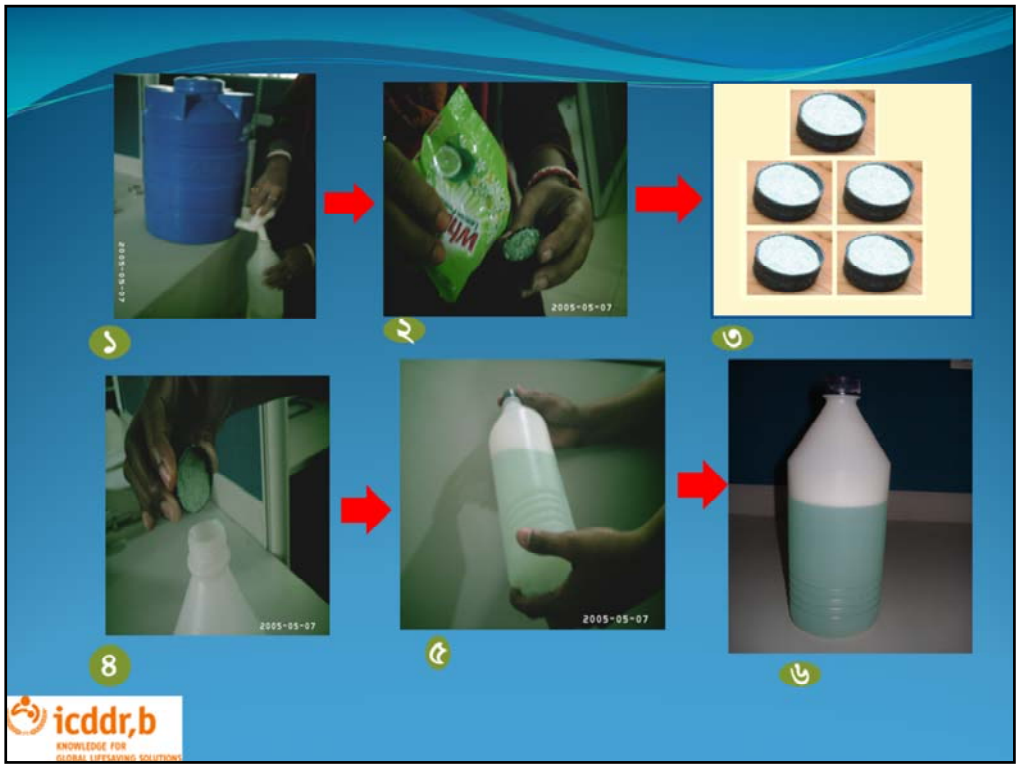


Advantage of Soapy water

Low cost
Less probability of theft
Easy to prepare
easy to use by using it’s small hole
Install at your desired place
All family members can easily use



Fill a 1.5 liter bottle with water
Take 5 capful of detergent powder, washing powder
Put the powder in bottle water
Shake well/ close the cap and shake the bottle thoroughly
Now the soapy water is ready
Place for Soapy-water

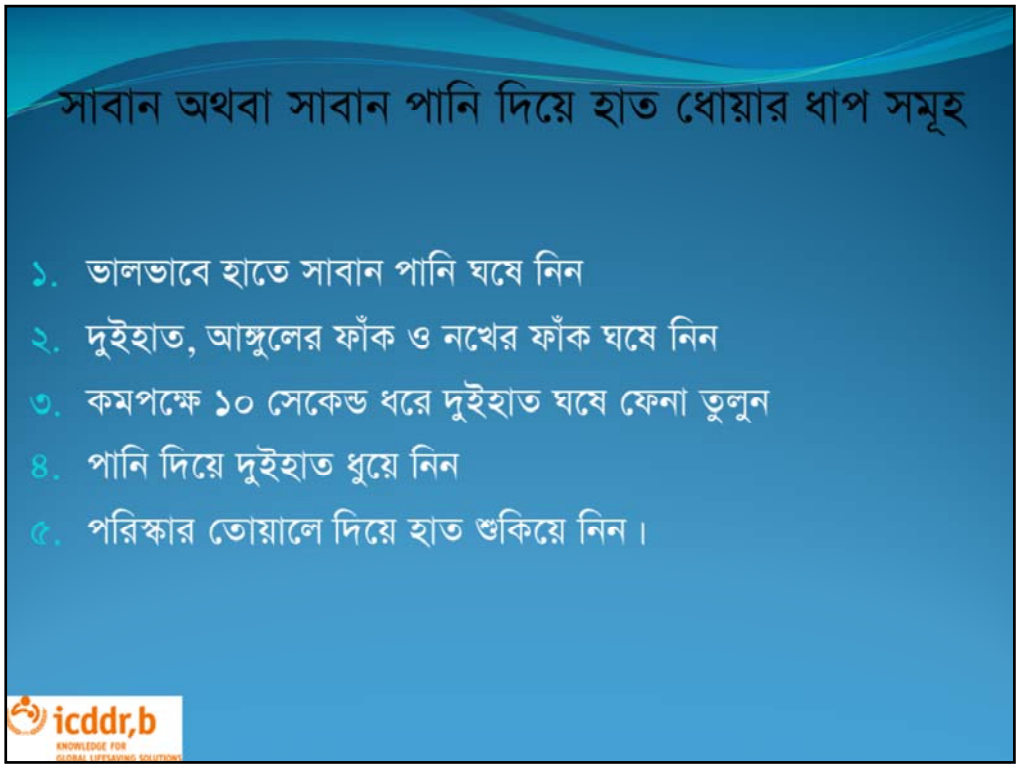


Photos: Process of making soapy water

Explaining and interaction with the participants showing the photos to let them understand , how to make soapy water

Photos: Steps of hand washing properly

Explaining and interaction with the participants showing the photos to let them understand , how to wash hands properly following the above steps



Steps of Hand washing with Soap/Soapy water

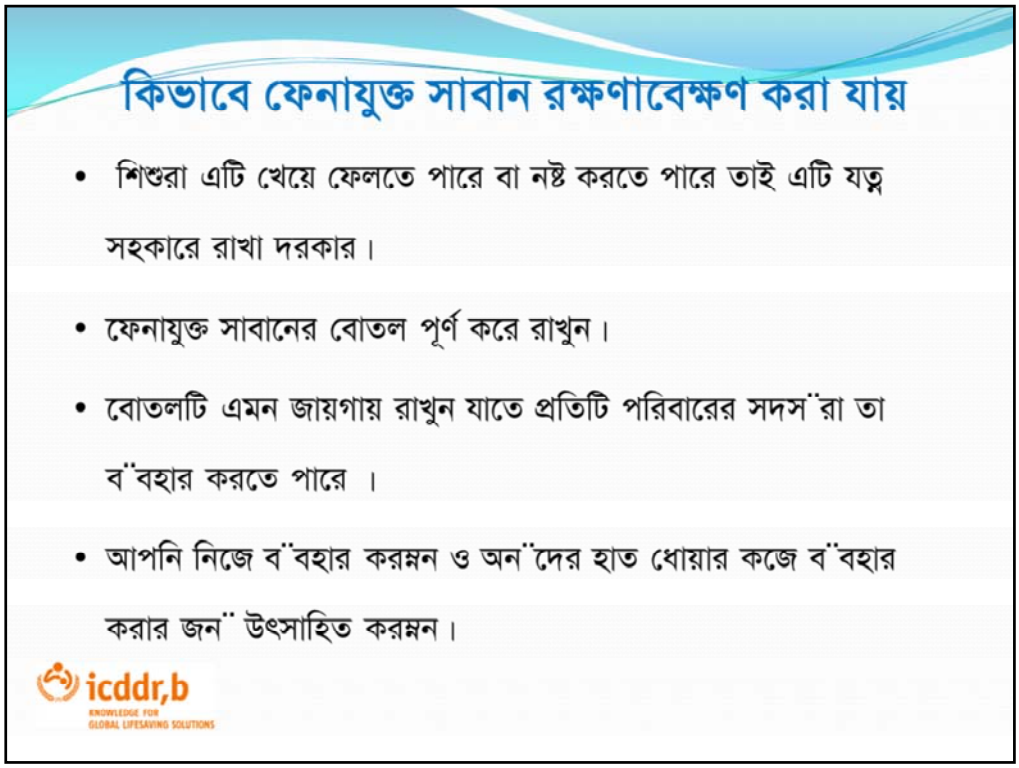
Wet hands with water and rub soap

Rub both hand together, rub spaces between fingers and nails

Make enough lather for at least 10sec

Rinse with water

Dry hands with a clean towel



How to maintain soapy water?

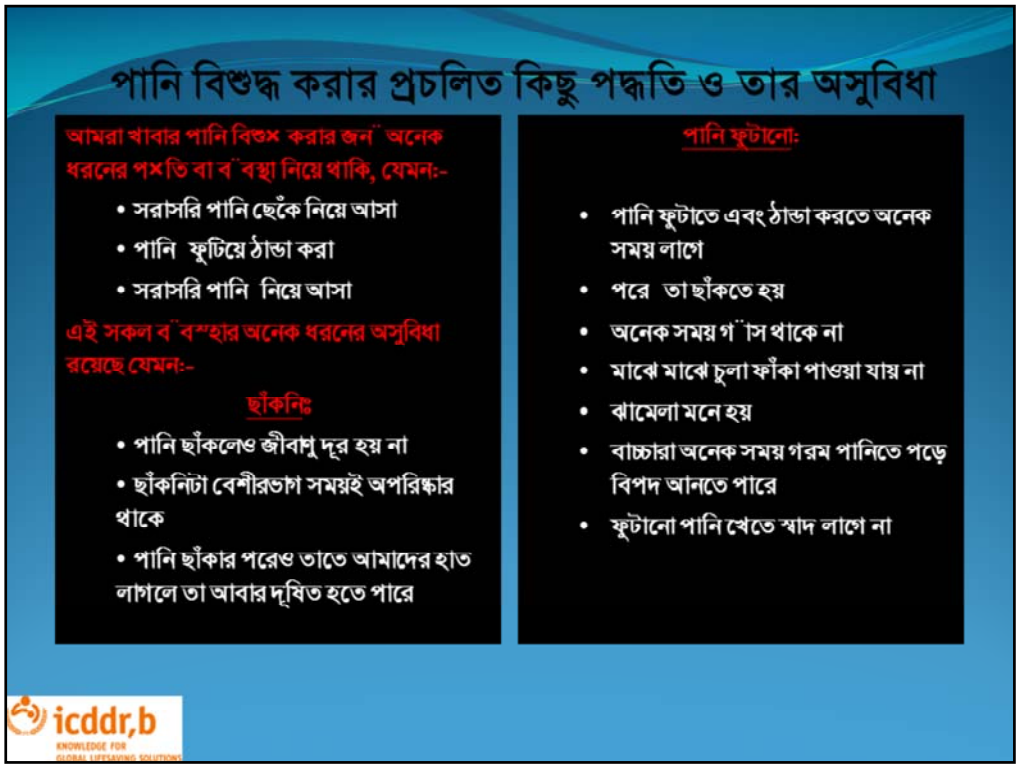
Children can drink the soapy water or spoil it so we should take care of it

Keep the bottle full with soapy water

Place the bottle in such height so that all household member can use it suitably

Use it yourself and encourage other member to use it for hand washing

Photos: showing do or do not with soapy water



Methods of cleaning water and their disadvantages:

We use many methods to make water clean (safe), such as:
-straining water with a (cloth) sieve,
-boiling water,
-or drinking it directly from the source.

These methods have many disadvantages.

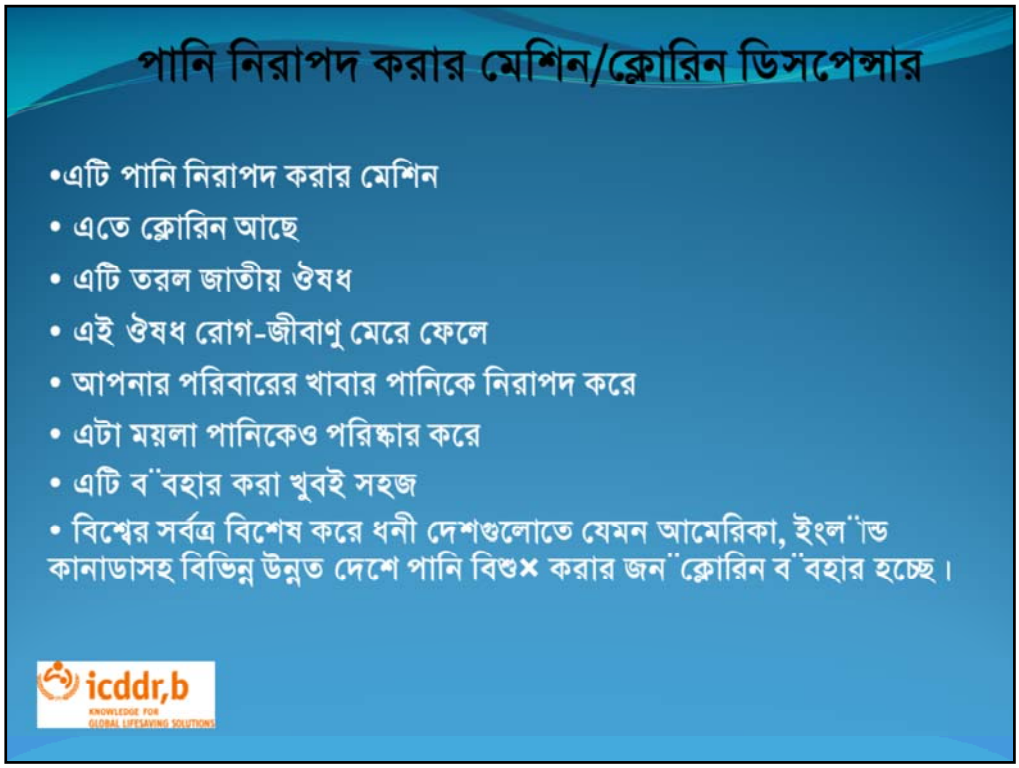
Disadvantages of straining:
-doesn't remove bacteria,
-the sieve (usually cloth) is often dirty,
-water we have strained can become recontaminated through touch,

for example.

Disadvantages of boiling:
-takes a lot of time to boil and then cool water,
-need to strain after,
-often there is no gas,
-some times the stove is busy,
-can be troublesome,
-dangerous to have hot water around young children,
-boiled water does not taste good.

Photo: Chlorine dispenser

Explaining and interaction with the participants showing the photos to let them understand Chlorine Dispenser with tank



Water cleaning machine/chlorine dispenser.

This is a water cleaning machine,

it contains chlorine,

which is sort of like a medicine.

This medicine/ chemincal kills germs,

it makes your household water safe,

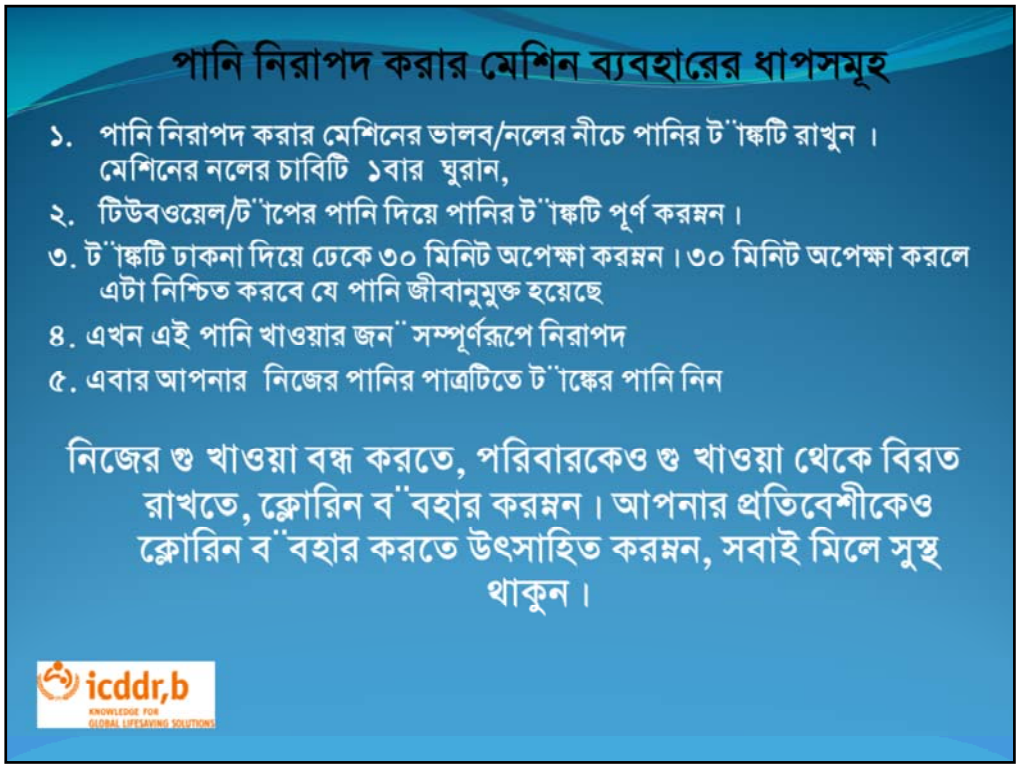
it cleans dirty water.

It is very easy to use.

Most people in developed countries like, America, England and Canada use this to keep their water clean.

Photos: purifying water properly with chlorine following the steps

Explaining and interaction with the participants showing the photos to let them understand , how to purify water properly following the above steps



How to use the water cleaning machine:

1. Place the tank under the valve/tap of the water cleaning machine. Turn the valave once.

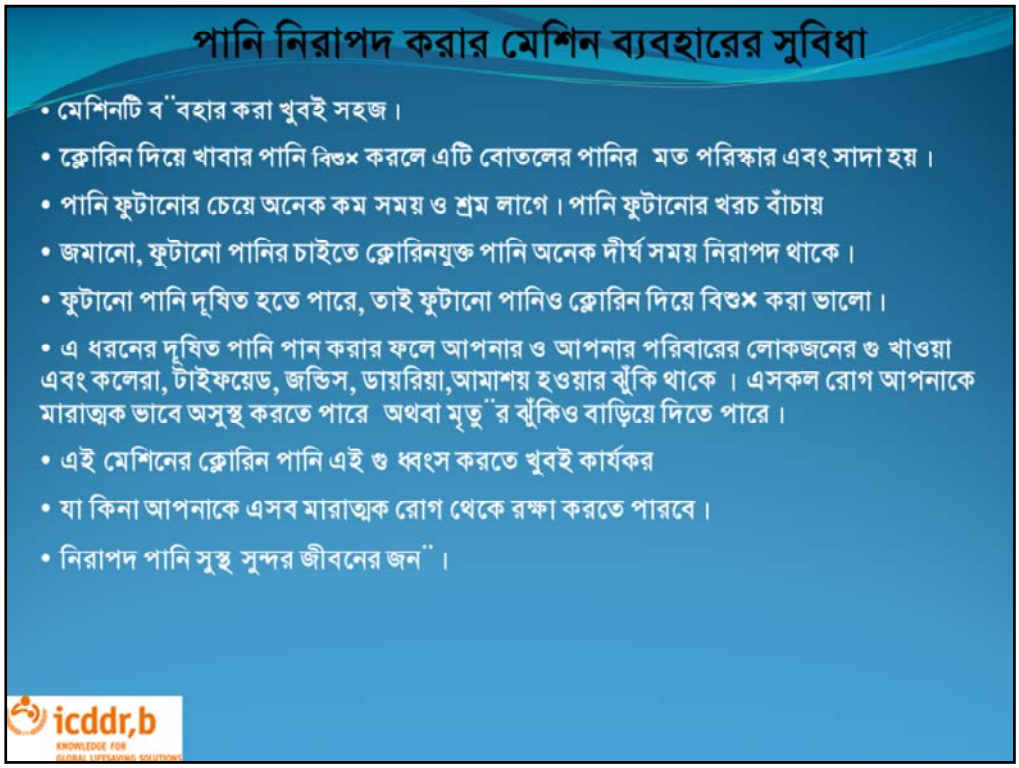
2. Fill the tank with water from the tube well or tap.

3. Cover the tank and wait 30 minutes – waiting 30 minutes will make sure that the water is free of bacteria.

4.Now this water is clean to drink

5. Now use water from this tank to fill your own vessels.

Use chlorine to stop eat shit to you and your family. Encourage your neighbour to use chlorine, be healthy together.



Benefits of using this machine:

This machine is very easy to use.

It makes water clean, like bottled water.

It takes less time and trouble than boiling water, and saves money.

It keeps the water cleaner and safer longer than if you boil it.

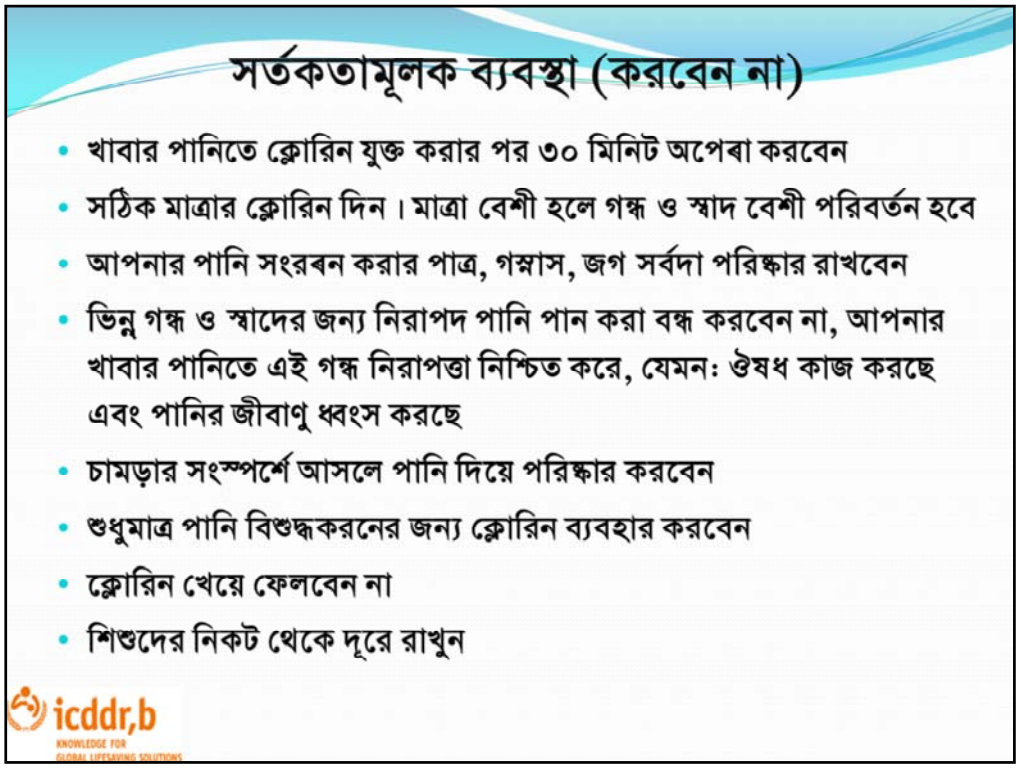
Boiled water can get re-contaminated, So it is better to treat boiled water with chlorine

Drinking dirty water can cause your family to eat shit and suffer from a range of diseases, like cholera, typhoid, jaundice and diarrhoea. These diseases can suffered you severely and even causes death.

but the chlorine in this machine is very effective at removing these shit.

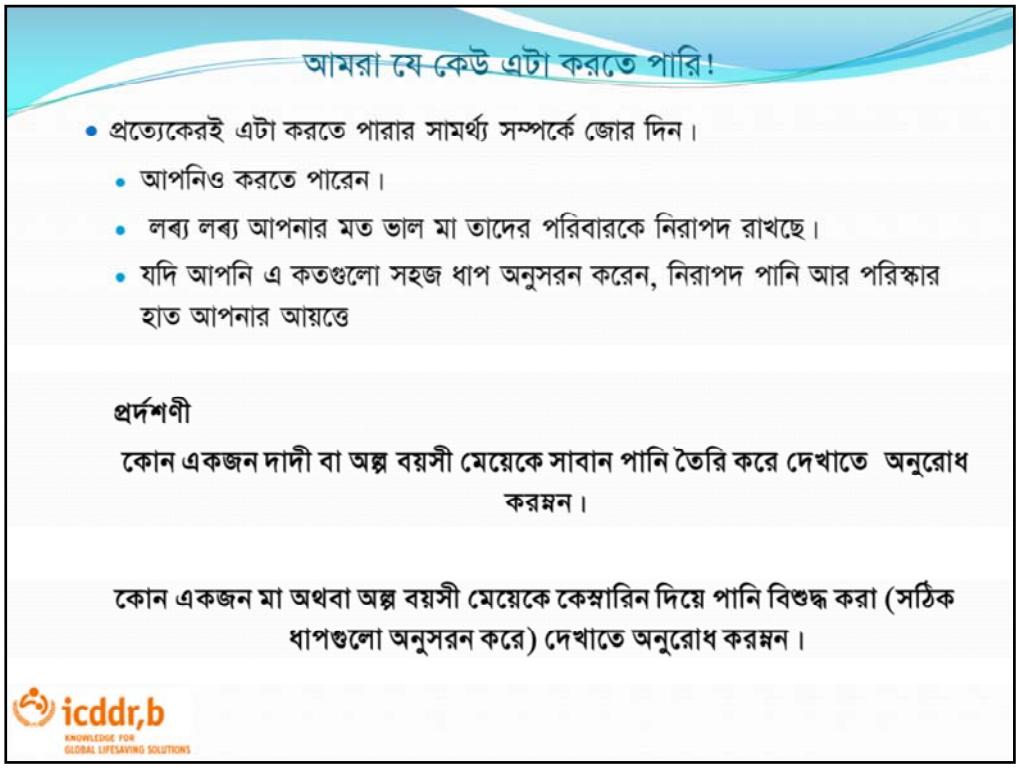
Which can save you from suffering these severe diseases

Safe water lets you live a healthy life.



Precautions (Don't)

Wait 30 minutes after adding chlorine with water for drinking
Add correct amount of chlorine. More amount will change the smell and taste more
Always keep your water storing vessels, glass, jug clean
Don't stop drinking safe water for its different smell and taste this smell in your drinking water ensures the safety , i.e. medicine is working and killing germs of water
Wash thoroughly with water if comes in contact with skin
Use chlorine only for water purification
Don't swallow chlorine
Keep away from children



Any one can do it

Emphasis on everyone's ability to perform these actions

"You can do it!"

"Millions of good mothers like you keep their families safe!

"If you follow these simple steps, safe water and hands are in your control!

Demonstration

> ***Ask a grandmother or a young girl to make the soapy water following proper steps (help them if necessary)***
>
> ***Ask a grandmother or a young girl to show the steps of purifying water properly with chlorine***

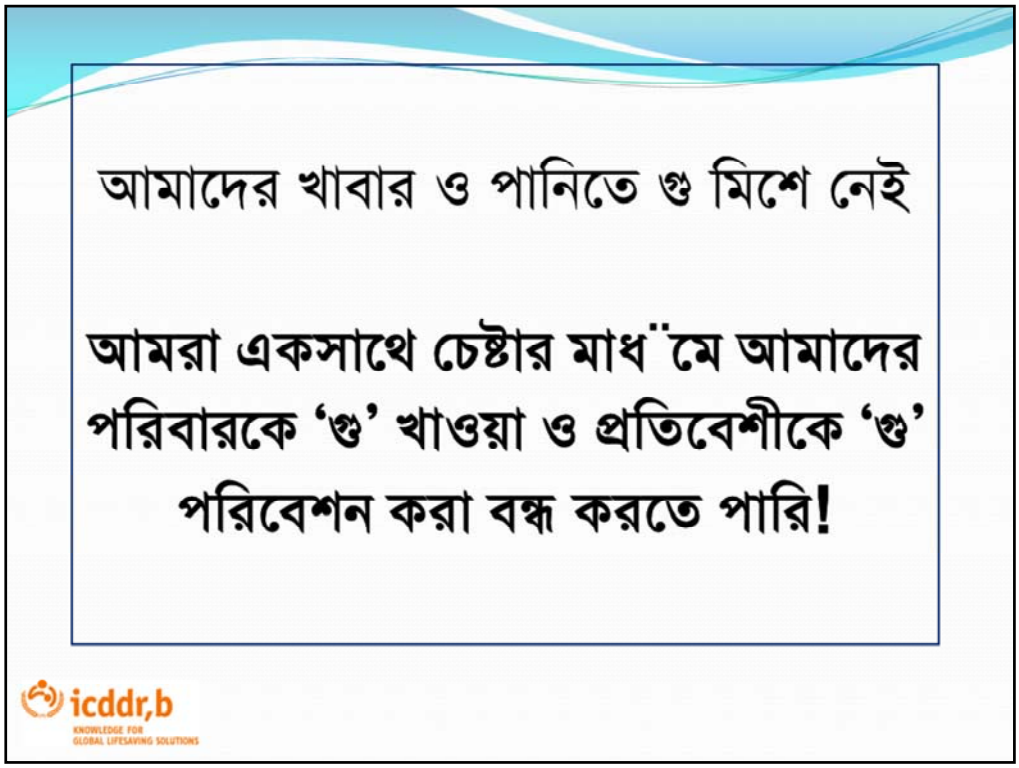
Working together scenario

We are in agreement in washing hands with soapy water and treating water with chlorine!

We are in agreement that we will help reminding each others kids

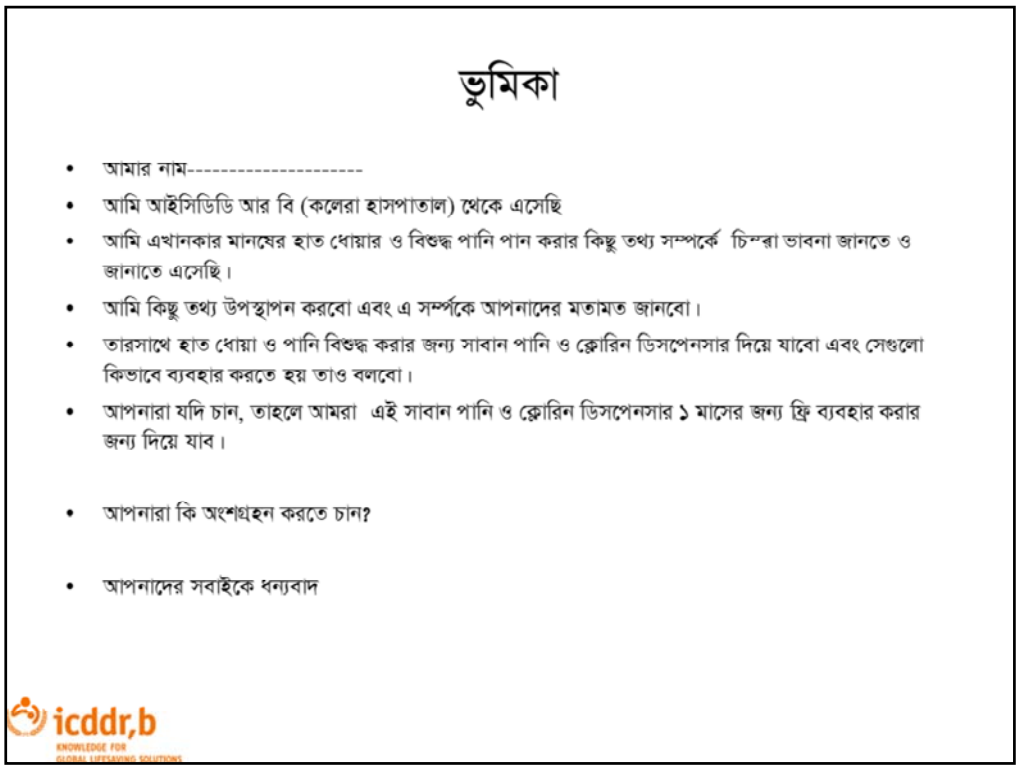
Health children

To see such health children in our compound we have to …….



No shit in our food and water

Together we can stop our families from eating shit and serving shit to our neighbors.



Introduction

My name is----------

I am from ICDDR,B (cholera hospital)

I am here to meet with people at your compound and share few new messages on handwashing and water treatment. We also wanted to know your opinion about those new messages.

I will also provide soapy water for handwashging and chlorine water for water treatment for 1 month free trial.

Do you like to participate?

Thanks you all for your participation.

icddr,b
KNOWLEDGE FOR
GLOBAL LIFESAVING SOLUTIONS

নীরোগ থাকতে চাই?

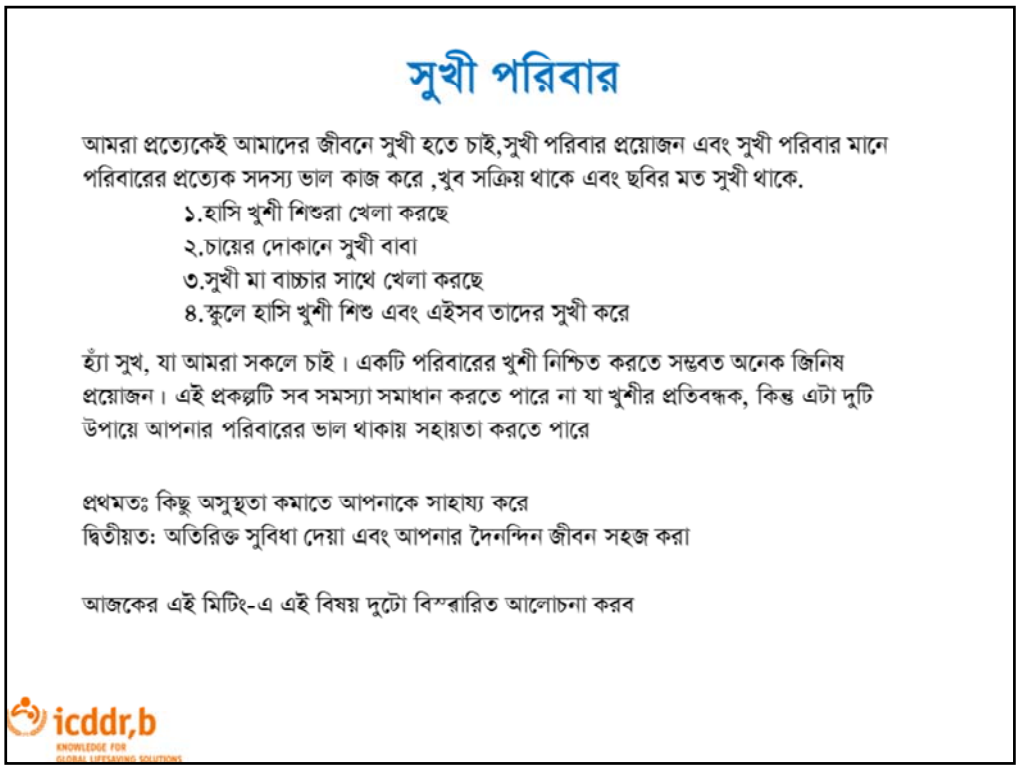
- সাবান/ সাবান পানি পানি দিয়ে হাত ধোই ও
- নিরাপদ পানি পান করি

সাবান/ সাবান পানি দিয়ে হাত ধোয়া এবং ক্লোরিন মিশানো নিরাপদ পানি পান করা আমাদের নিরোগ জীবন নিশ্চিত করে

icddr,b
KNOWLEDGE FOR GLOBAL LIFESAVING SOLUTIONS

/

Happy family



Happy Family

Everyone wants to be happy in our life, need a happy family. And happy family means each and every member of the family is doing well, very much active and happy like the pictures;

1.Happy children playing

2. Happy father in a tea stall

3. Happy mother playing with baby

4. Happy child at school and all these make them happy.

Yes happiness is what we all want. Perhaps there are so many things need to ensure happiness in a family. This project may not solve all of the problems that prevent happiness, but it can contribute to your family's wellbeing in two ways:

Firstly, by helping you reduce some of the illness,

Secondly, by giving you extra convenience and ease in your daily life.

In this community meeting we will discuss these two topics in more detail….."

এই পরিবারগুলো কেন সুখী?

কারন এরা;

- সাবান পানি দিয়ে নিয়মিত হাত ধোয়

  পায়খানা করার পর

  বাচ্চাকে শোচানোর পর

  খাবার আগে এবং খাবার তেরির আগে

- ক্লোরিন দিয়ে পানি বিশুদ্ধ করে পান করে

icddr,b
KNOWLEDGE FOR GLOBAL LIFESAVING SOLUTIONS

Washed hands after using toilet and cleaning child bottom.

Slide 7

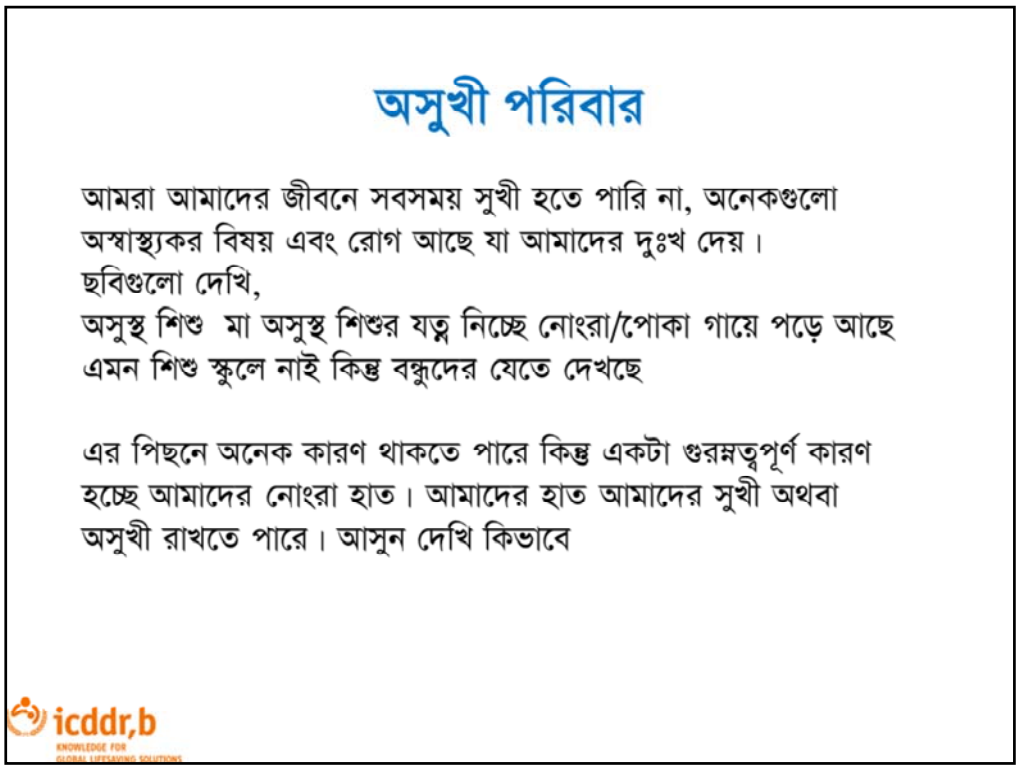
f5 We will omit the hardware here as we haven't introduced the hardware yet.
fzohura, 4/21/2011

f6 Only soapy hands, no hardware
fzohura, 4/21/2011

f7 Then good feelings picture without hardware, flowers are rounding over hands.
fzohura, 4/21/2011

Washing hands before cutting vegetables and preparing foods.

icddr,b
KNOWLEDGE FOR GLOBAL LIFESAVING SOLUTIONS



Unhappy Family

We can't be happy always in our life, there are so many unhealthy things and diseases which make us sad.

Let's see the pictures;
Sick child
Mum taking care of sick, child Grubby kids, Not at school but watching friends attend
Perhaps there are so many causes behind this but one very important thing is our dirty hands. Our hands can make us happy or unhappy. Let's see how?

Unhappy family

এই পরিবারগুলো কেন অসুখী?

কারন এরা;

- সাবান পানি দিয়ে নিয়মিত হাত ধোয় না,

  পায়খানা করার পর

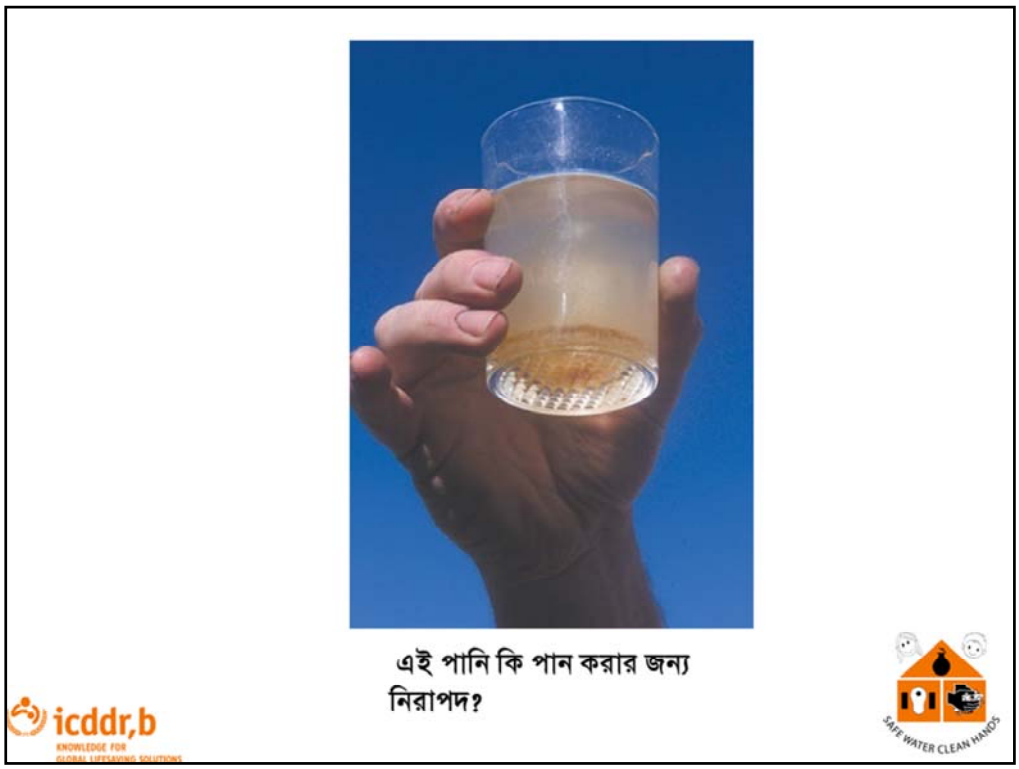
  বাচ্চাকে শোচানোর পর

  খাবার আগে এবং খাবার তেরির আগে

- ক্লোরিন দিয়ে পানি বিশুদ্ধ করে পান করে না।

icddr,b
KNOWLEDGE FOR GLOBAL LIFESAVING SOLUTIONS

Unhappy family



David: David likes it (10/16/08)

Minhaj: First picture shows an adult (moustache) is drinking bad water and child is sick out of it!

Jill: Jill wonders if people will think about the logic of the photos or just respond emotionally to the message, which seems clear (to me) despite this contradiction of it being an adult drinker.

কিভাবে হাত অপরিষ্কার হয়

আমরা বাড়িতে ও বাহিরে অনেক অপ্রীতিকর আজ করি যা আমাদের দৈনন্দিন জীবনের একটা অংশ এবং এর জন্য খুব সহজেই আমাদের হাত অপরিষ্কার হয়। যেমন: ঘর মোছা এবং পরিষ্কার করা

১.থালা-বাসন পরিষ্কার করা

২.মাছ ও সব্জি কাটা

৩.গবাদি পশুর যত্ন নেয়া

৪.কেনাকাটা করা চাষ করা

How hands get unclean?

We do lots of household and outside chores; which are the part of our daily life. And for these easily our hands get unclean.

Such as:

Sweeping and cleaning houses

1, Washing utensils

2. Cutting fish and vegetables

3.Taking care of livestock

4. Shopping

5. Cultivation

কিভাবে হাত ময়লা ও দূর্গন্ধ হয়

- পায়খানা থেকে আসার পর অথবা বাচ্চাকে শৌচানোর ময়লার সংস্পর্শে এসে অদৃশ্য গু আমাদের হাতে থেকে যায়
- এছাড়াও দূর্গন্ধ আমাদের হাতে থাকে
- এই কারনে সাবান ছাড়া শুধুমাত্র পানি সবকিছু দূর করতে পারে না। কিছু দূষিত আমাদের হাতে থেকেই যায়
- আমরা যদি সাবান দিয়ে সঠিকভাবে হাত পরিষ্কার করি তাহলে আমাদের হাত পরিষ্কার ও জীবাণুমুক্ত থাকে এবং কোন দূগন্ধও থাকে না

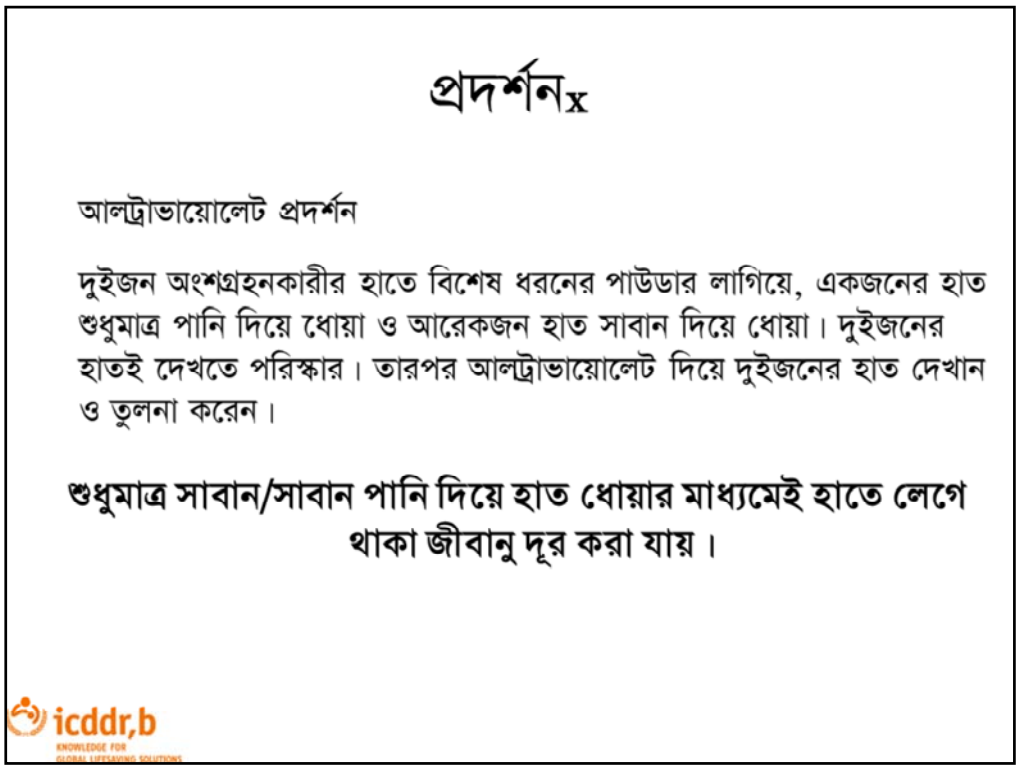
How do hands get dirty and bad smelling?

- By coming in contact with feces after our toileting, or after wiping our children's bottoms our hands still have invisible pieces of feces left on them.

Beside this our hands get bad smelling

- This because the water alone, without soap, doesn't remove everything. Some contamination is still left on our hands.

If we wash our hands with soap properly then our hands become clean and germ free and no bad smell as well.



Demonstration with involving participants

Demonstration

UV Demonstration

ask two participants to smear powder in their hands then, one to wash hands only with water and another with soap. Both hands appear clean. Then show UV reflection in their hands and compare result.

কি ঘটে যদি হাত ময়লা থাকে

- ময়লা হাতে প্রচুর জীবাণু থাকে
- যখন আমরা ময়লা হাতে খাবার ধরি তখন খাবার জীবাণু দ্বারা দূষিত হয়
- ওইসব খাবার খেয়ে আমরা সহজেই অসুস্থ হয়ে পড়ি এবং কলেরা, ডায়রিয়া, আমাশয়,জন্ডিস ও টাইফয়েডের মত বিভিন্ন রোগে আক্রান্ত হয়
- এমনকি এইসব রোগে মৃত্যুও হয়

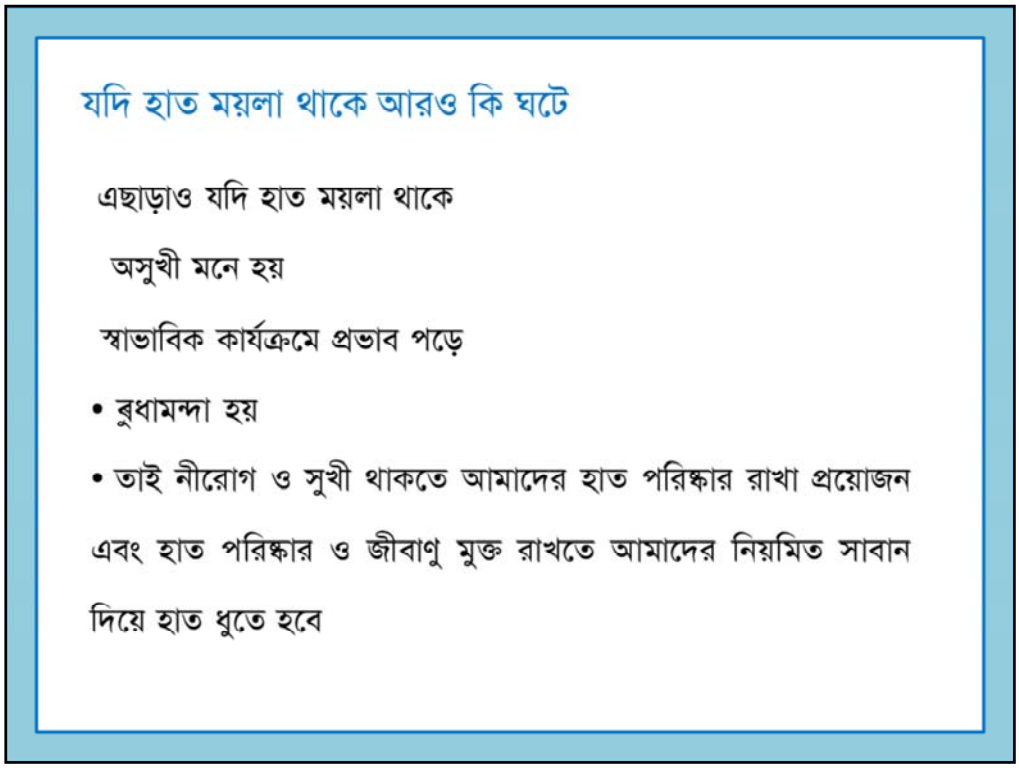
What happens if hands are dirty?

•There are lots of germs with those dirty hands.

•When we touch food with dirty hands then the food become contaminated with germs.

•After having those foods we easily get sick and infected by various diseases like, cholera, diarroheal, dysentry, jaundice and typhoid.

•Even these diseases came of death.



What else happens if hands are Dirty?

Beside these if hands are dirty:

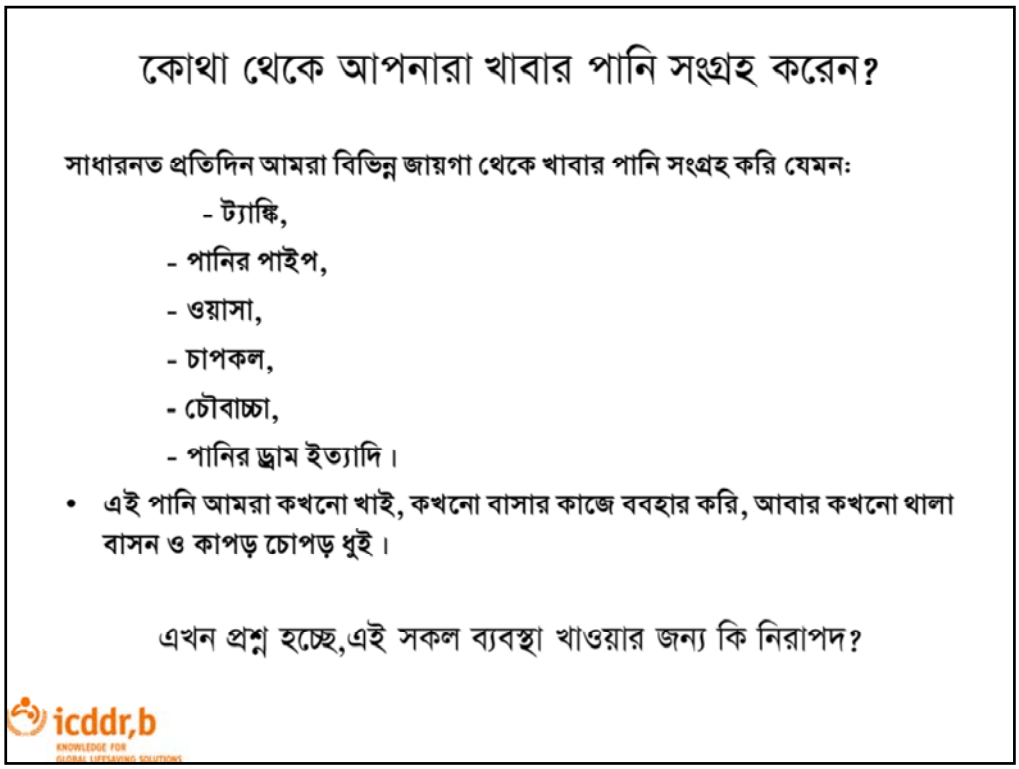
Feel unhappy

Normal activities would be affected

•Loss appetite

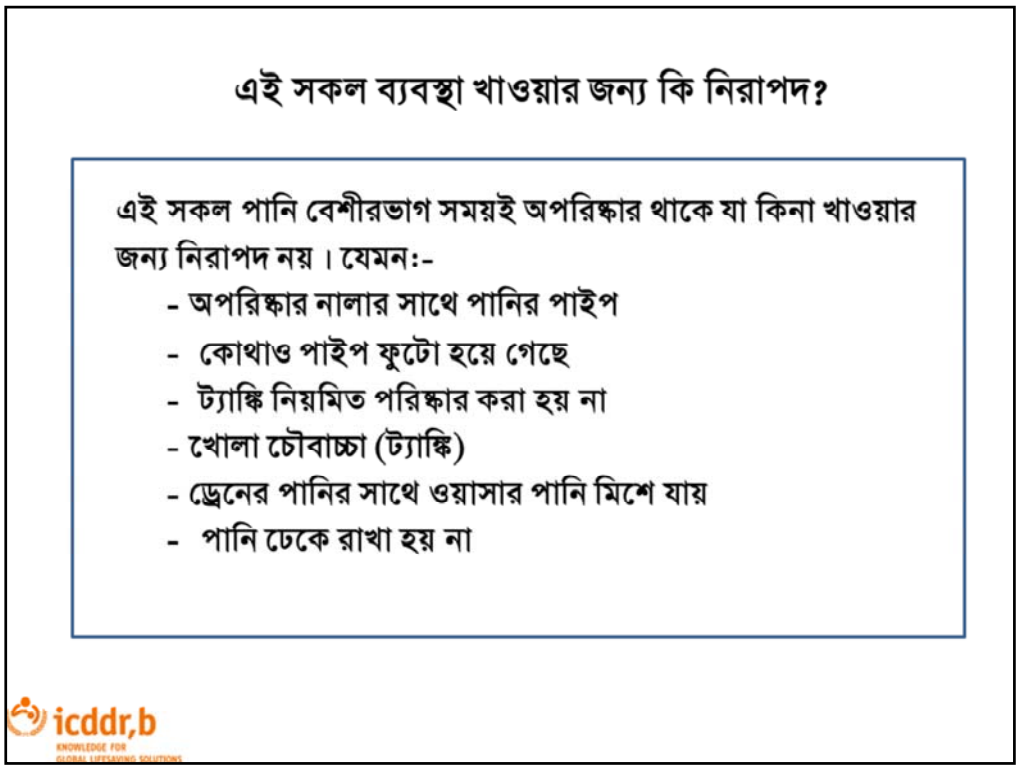
•So, it's needed to clean our hands to keep us healthy and happy. And we have to wash our hands with soap regularly to keep hands clean and germs free.

icddr,b
KNOWLEDGE FOR
GLOBAL LIFESAVING SOLUTIONS



Usually we collect water from different Places like --
Tanky
Water pipe
Wasa
Tubewell
Pond
water drum ETC
Sometimes we drink, Sometime we use wash cloths and utensil of this
wate r
Now question is that –is the source of water is Safe to drink

icddr,b
1960-2010
50 YEARS SAVING LIVES



This type of water is not safe to drink because most of the time it remain dirty –like

Water supply pipe is attached with dirty cannel

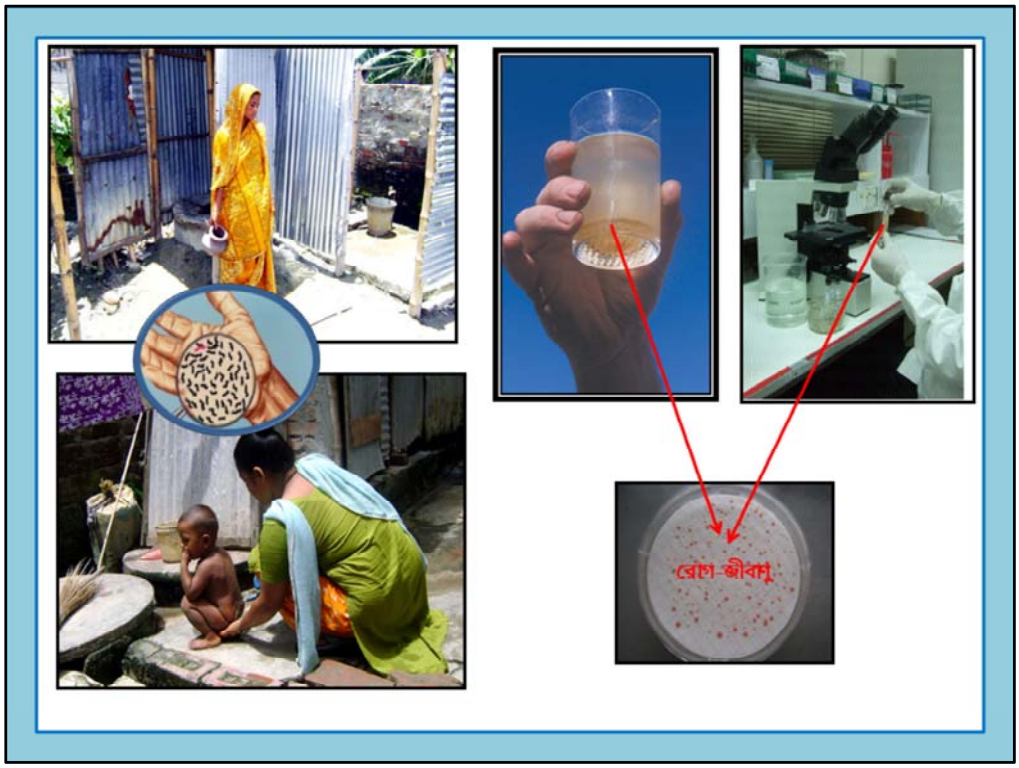
water supply pipe is lick at some where

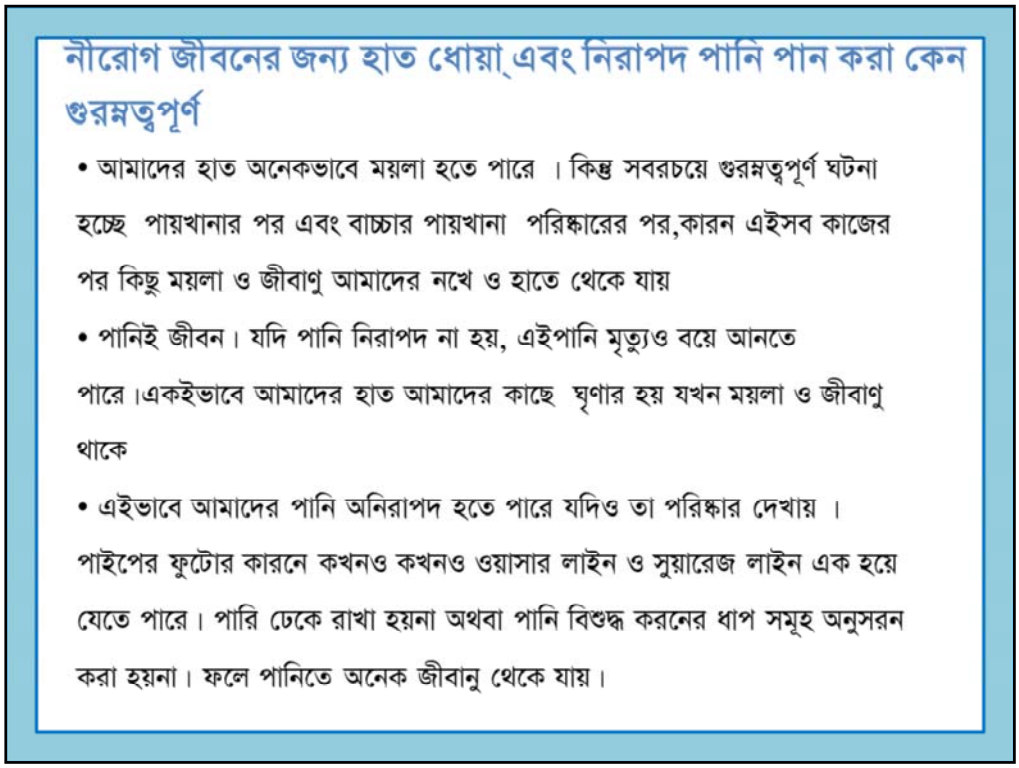
Tanky will not clean regularly

Open tanky

Wasa water is mix with dirty drain water

Water keep without cover


রোগ জীবাণু

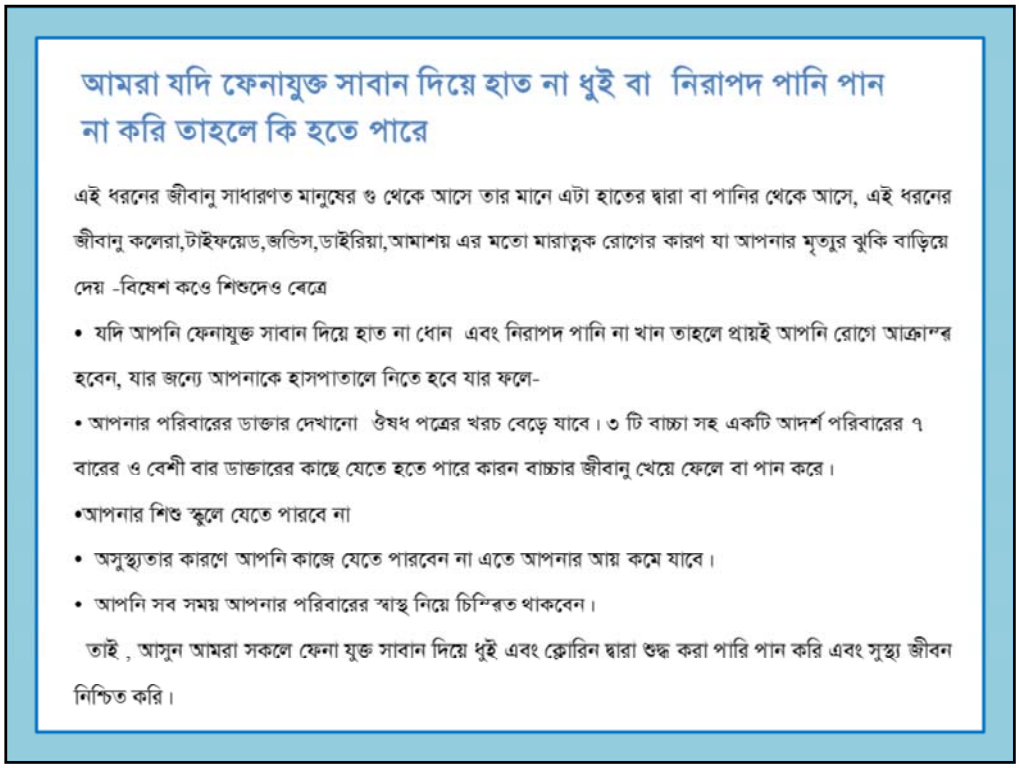


Why does handwashing and safe water are important for healthy life?

•Our hands can be dirty in many ways. But the most important events are after defecation and after cleaning child bottom or feces. Because after doing these some dirt and germs remain in our nail and hand.

•Water is life. This water sometimes brings death, if the water is not safe. Like this our hands getting disgust to us when it remains dirty and germy.

•Like this our water can be unsafe even if when it looks clean. Sometimes WASA line can be connected with sewerage pipe because of lick pipe, water is not be covered or lack of steps to treat water for safety. For this many germs remain into the water.



What will happen if we don't wash our hands with soapy-water and if we don't drink safe water:

These kinds of germs usually come from human feces that mean very often your hands or water carry feces. This kind of germs causes various kinds of fatal dieses like cholera, typhoid, jondice, diarroeh, desentry etc. which enhance the risk of death especially to your children.

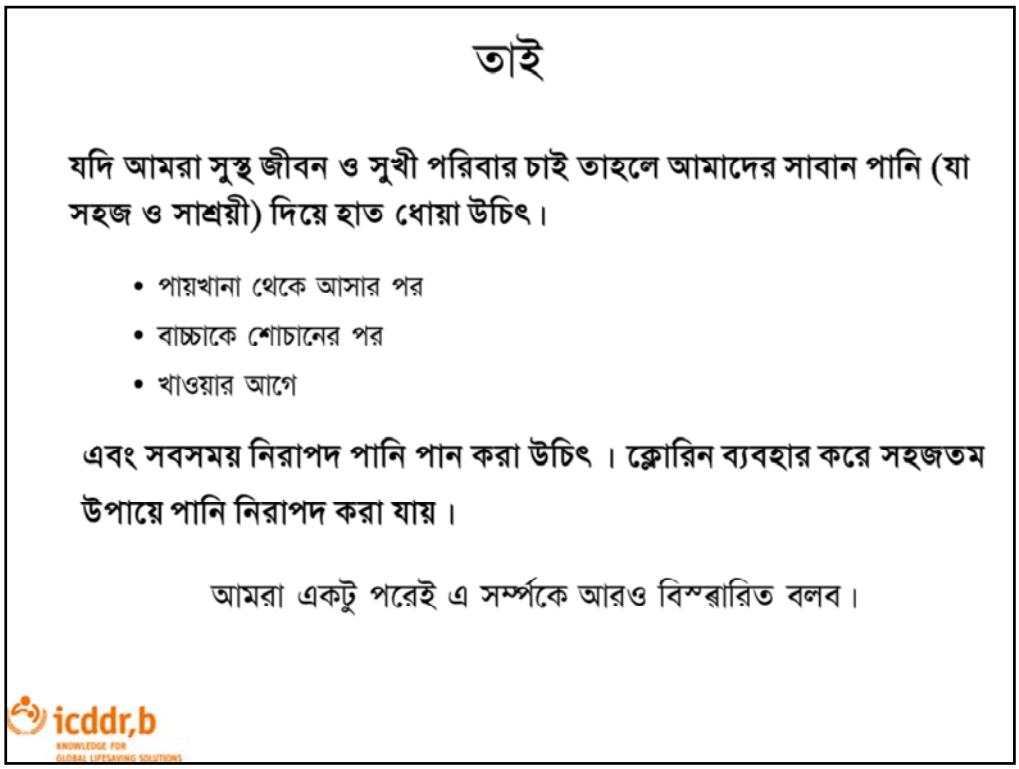
If you don't wash hands with soapy-water and don't drink safe water(treated with chlorine) then very often you will become sick and you have to get hospitalized. As a result—The cost of doctor and medicine will enhance.

Due to sickness you can't go for work and your earning will reduce

You will be worried all time about the health of your family.

So, let we all wash our hands with soapy-water and drink water treated with chlorine, assure a healthy life.

Your child could not attend school.



(So)

|(Unless we enjoy eating shit, we must wash our hands with easy and cheap soapy water)

(After using the latrine)

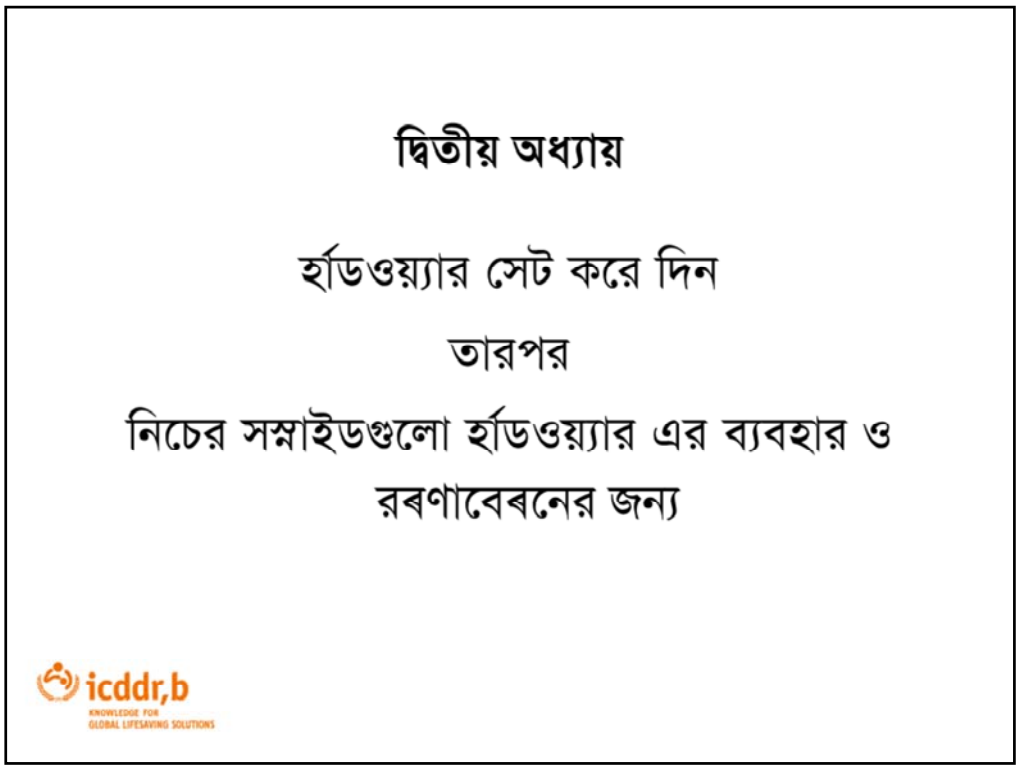
(after cleaning child bottom)

(Before eating)

And should drink safe water!

The best way to drink safe water is to use chlorine!

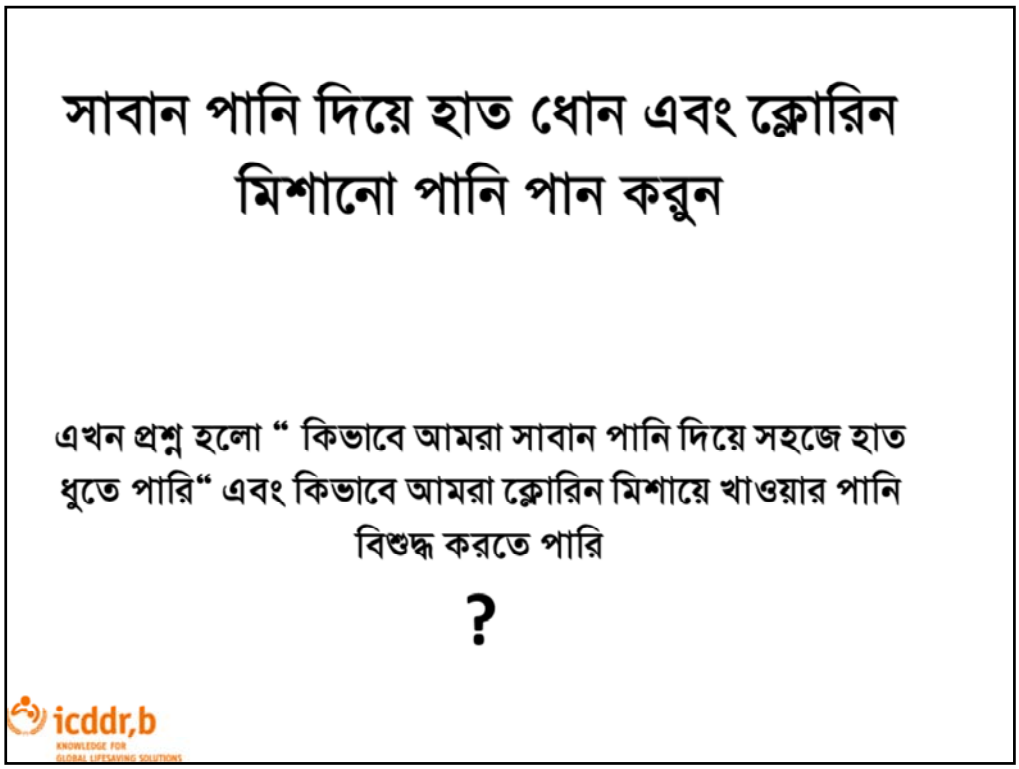
We will explain more later.



Provide the hardware and set it up

Then-

Following slides for the hardware use and maintenance.



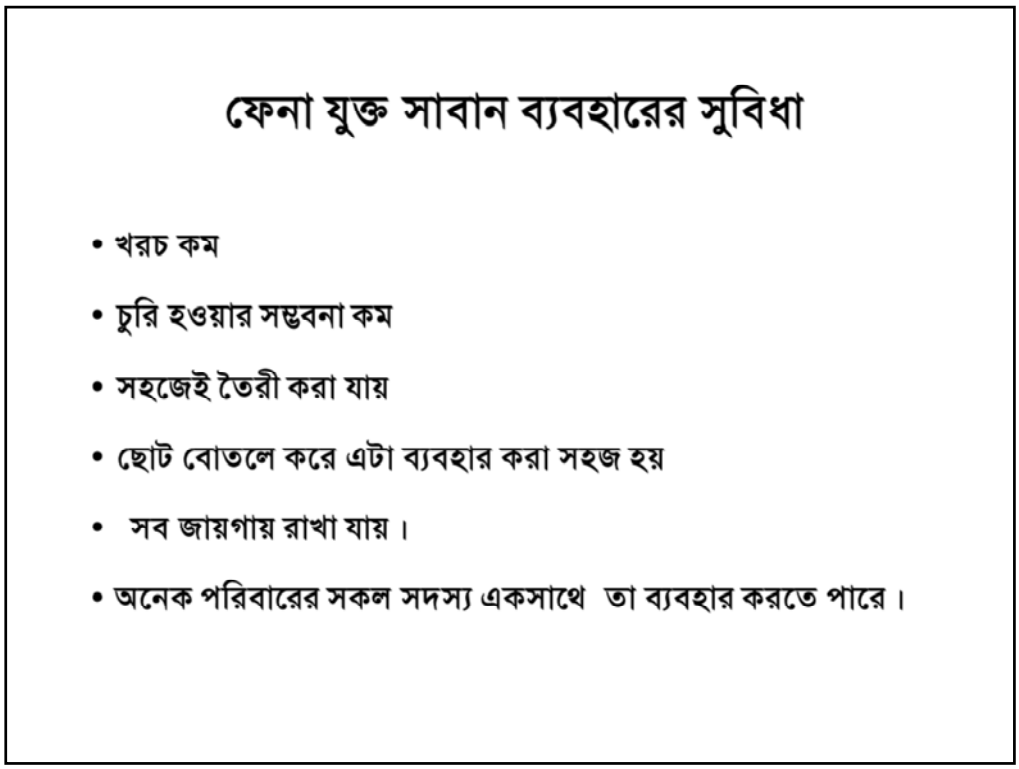
Wash hands with soapy water And Drink water with chlorine

Now the question is "How can we wash hands with soapy water easily

and

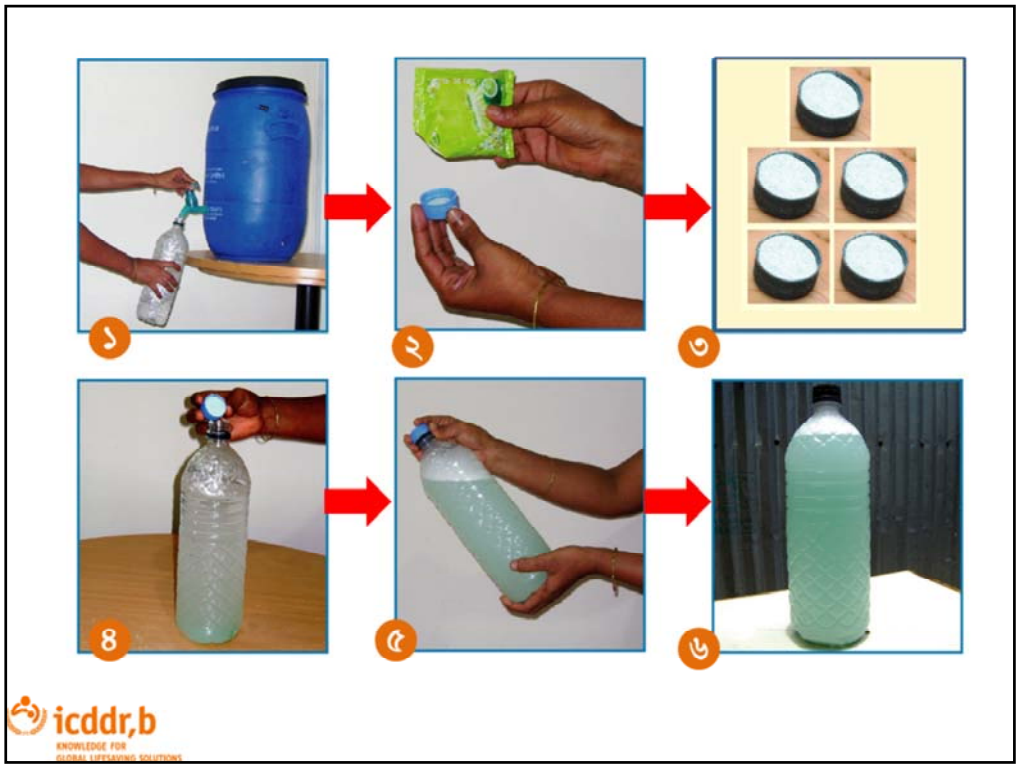
"How can we treat our drinking water with chlorine?"

Soapy water bottle

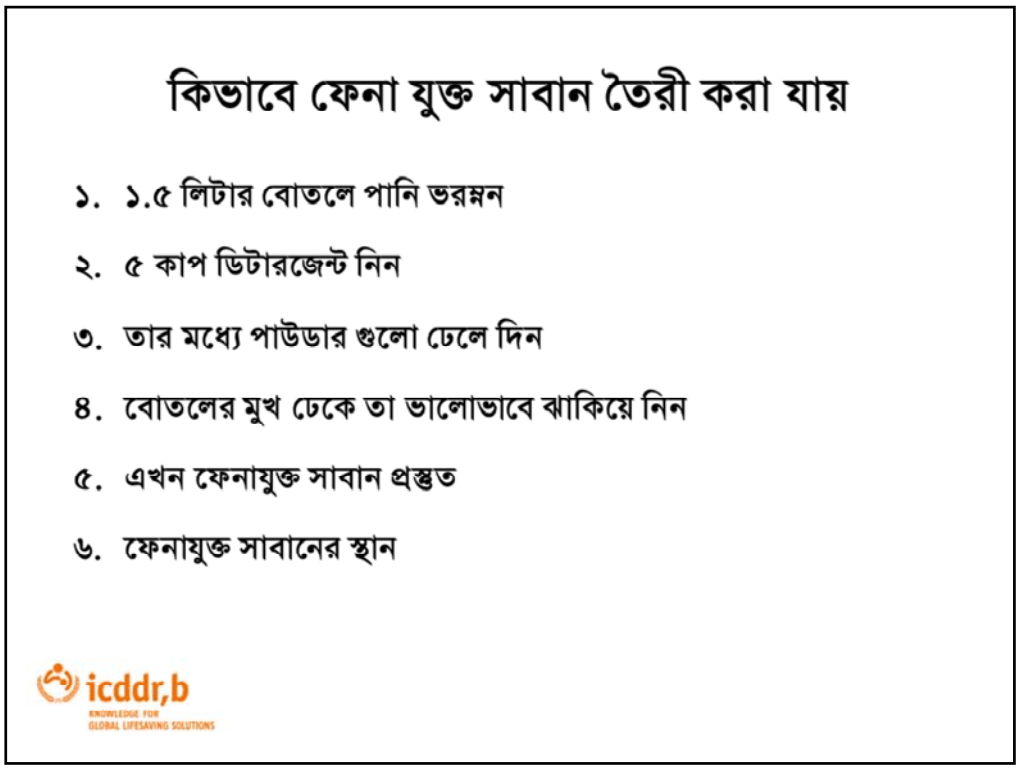


Advantage of Soapy water

Low cost
Less probability of theft
Easy to prepare
easy to use by using it’s small hole
Install at your desired place
All family members can easily use

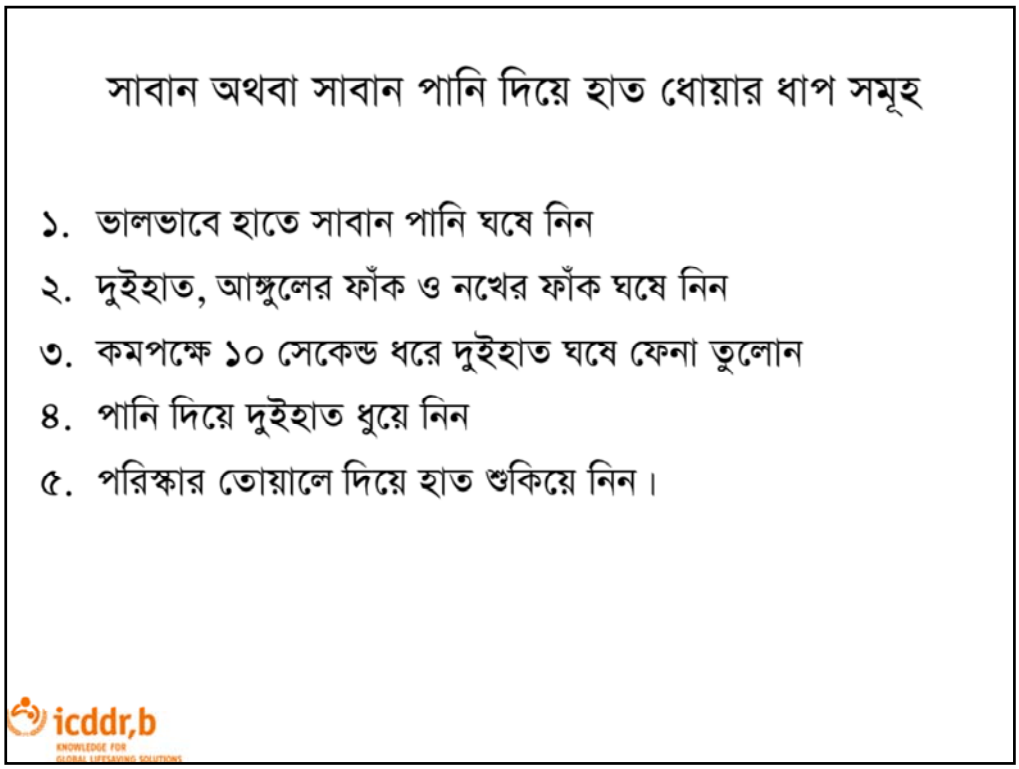


Process of making soapy water



Fill a 1.5 liter bottle with water
Take 5 capful of detergent powder
washing powder
Put the powder in bottle water
Shake well/ close the cap and
shake the bottle thoroughly
Now the soapy water is ready
Place for Soapy-water

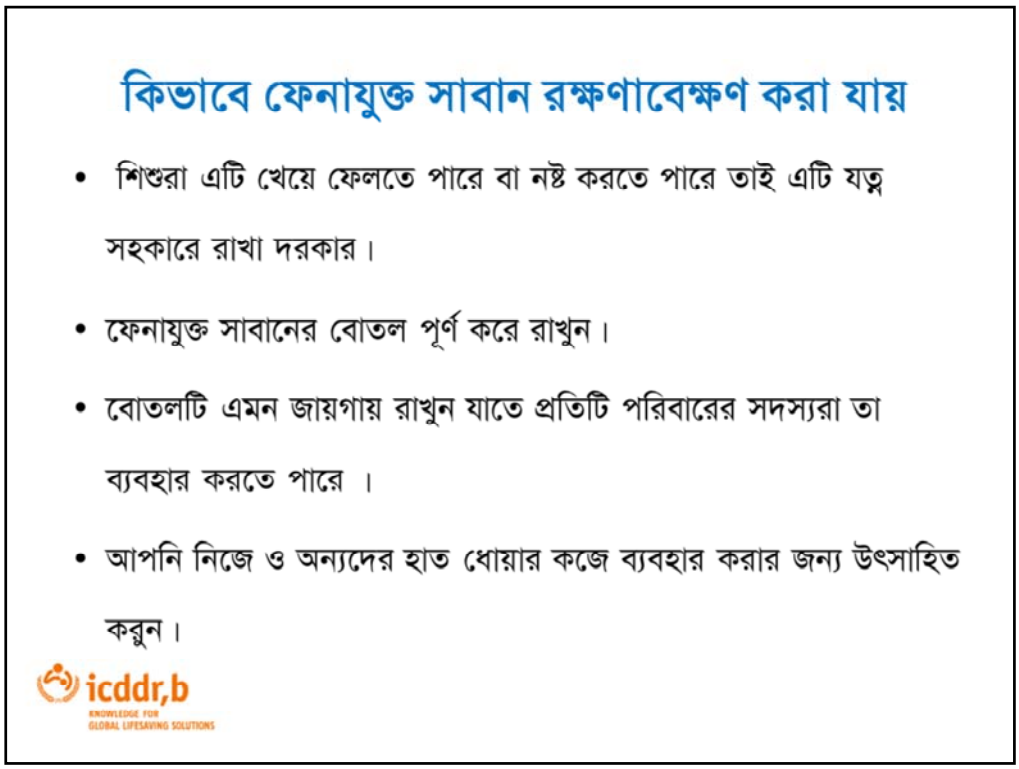
Explaining and interaction with the participants showing the photos to let them understand , how to wash hands properly following the above steps



Steps of Hand washing with Soap/Soapy water

Wet hands with water and rub soap
Rub both hand together, rub spaces between fingers and nails
Make enough lather for at least 10sec
Rinse with water
Dry hands with a clean towel

icddr,b
KNOWLEDGE FOR
GLOBAL LIFESAVING SOLUTIONS



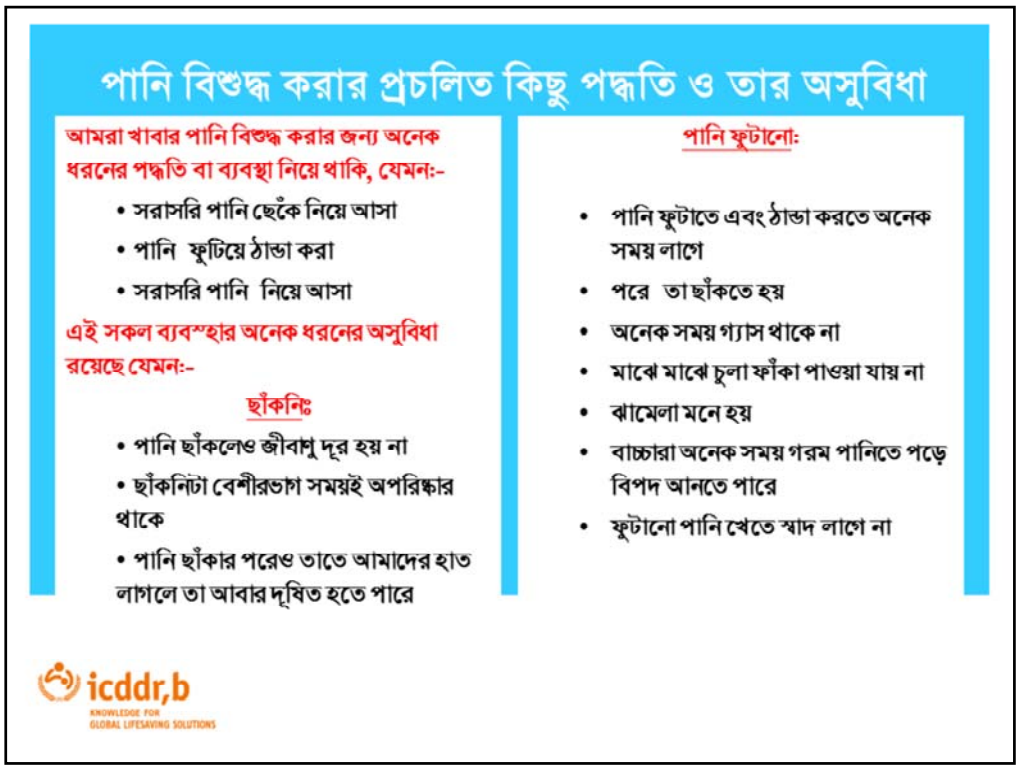
How to maintain soapy water?

Children can drink the soapy water or spoil it so we should take care of it

Keep the bottle full with soapy water

Place the bottle in such height so that all household member can use it sufficiently

Use it yourself and encourage other member to use it for hand washing



Methods of cleaning water and their disadvantages:

We use many methods to make water clean (safe), such as:

-straining water with a (cloth) sieve,

-boiling water,

-or drinking it directly from the source.

These methods have many disadvantages. Disadvantages of straining: -doesn't remove bacteria,

-the sieve (usually cloth) is often dirty,

-water we have strained can become recontaminated through touch,

for example.

Disadvantages of boiling:

-takes a lot of time to boil and then cool water,

-need to strain after,

-often there is no gas,

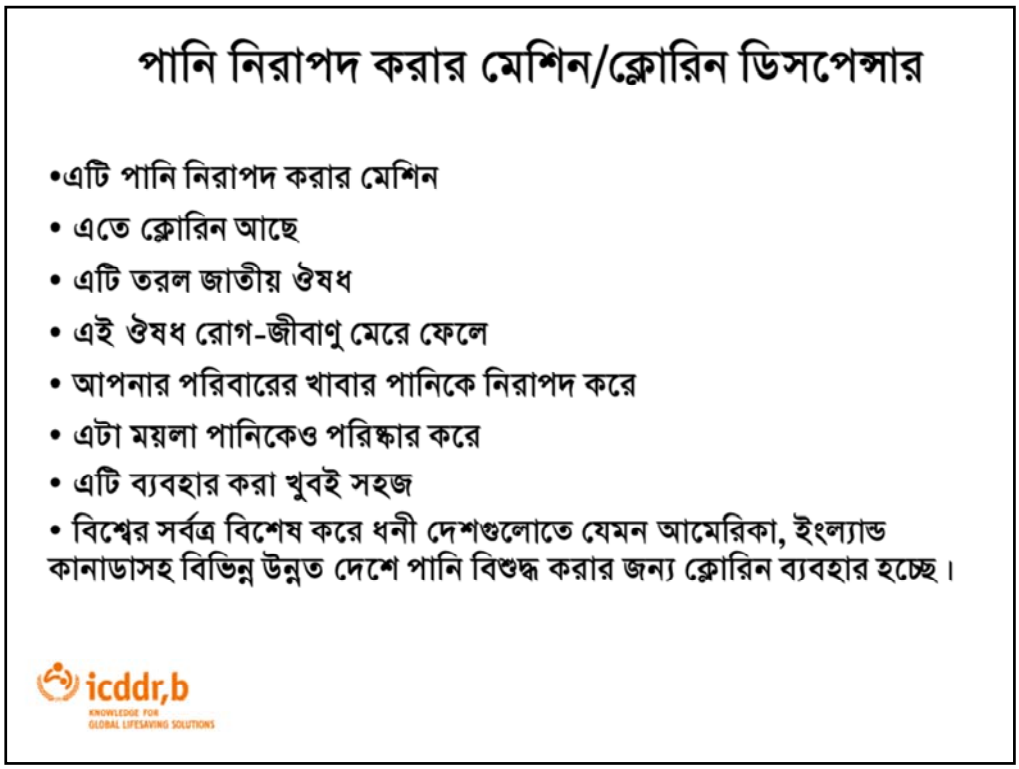
-some times the stove is busy,

-can be troublesome,

-dangerous to have hot water around young children,

-boiled water does not taste good.

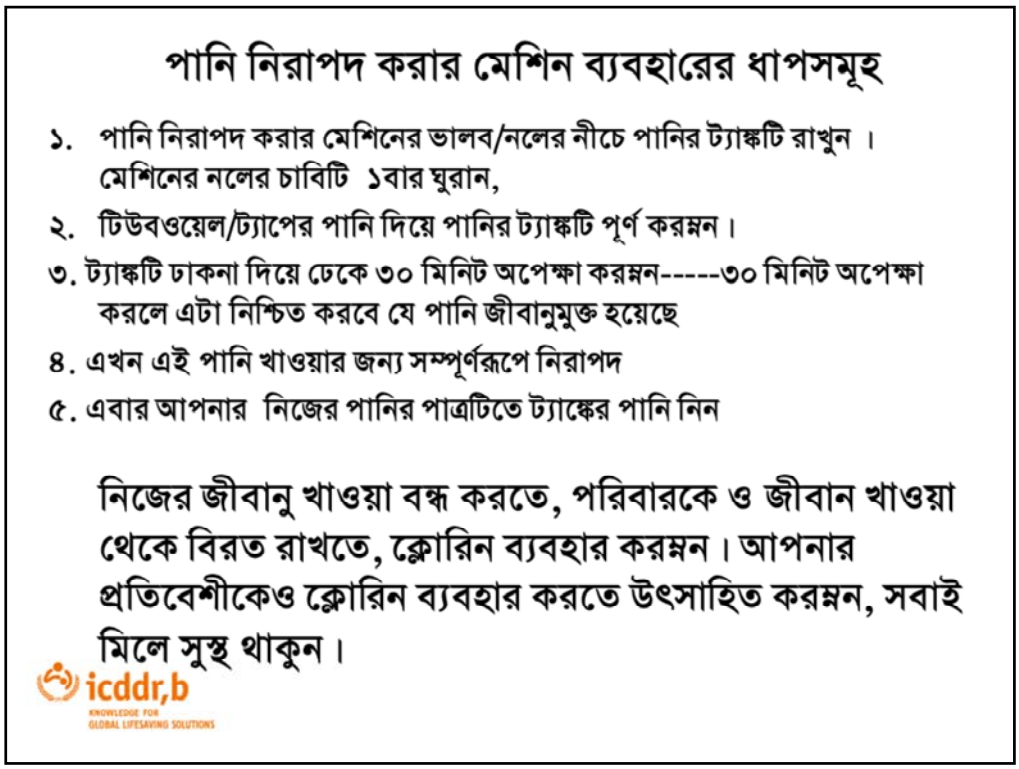
Explaining and interaction with the participants showing the photos to let them understand Chlorine Dispenser with tank



Water cleaning machine/chlorine dispencer.

This is a water cleaning machine,
it contains chlorine,
which is sort of like a medicine.
This medicine/ chemincal kills bacteria,
it makes your household water safe,
it cleans dirty water.
It is very easy to use.
Most people in America, England and Canada use this to keep their water clean.

Explaining and interaction with the participants showing the photos to let them understand , how to purify water properly following the above steps



How to use the water cleaning machine:

1. Place the tank under the valve/tap of the water cleaning machine. Turn the valave once.

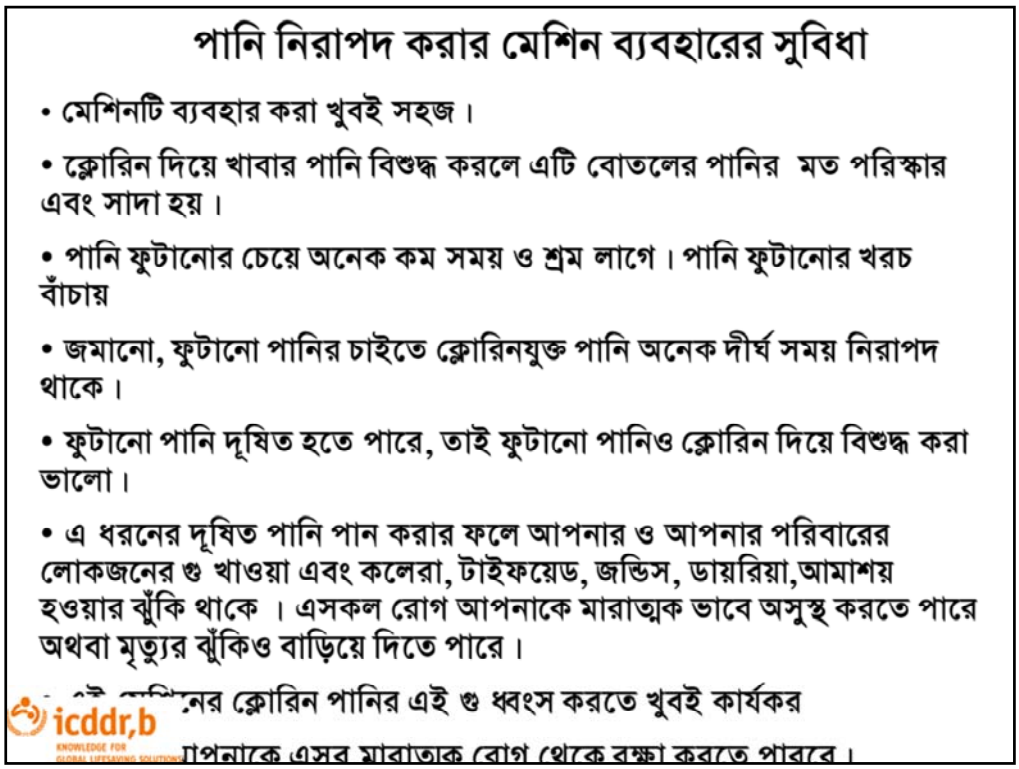
2. Fill the tank with water from the tube well or tap.

3. Cover the tank and wait 30 minutes – waiting 30 minutes will make sure that the water is free of bacteria.

4.Now this water is clean to drink

5. Now use water from this tank to fill your own vessels.

Use chlorine to stop eat shit to you and your family. Encourage your neighbour to use chlorine, be healthy together



Benefits of using this machine:

This machine is very easy to use.

It makes water clean, like bottled water.

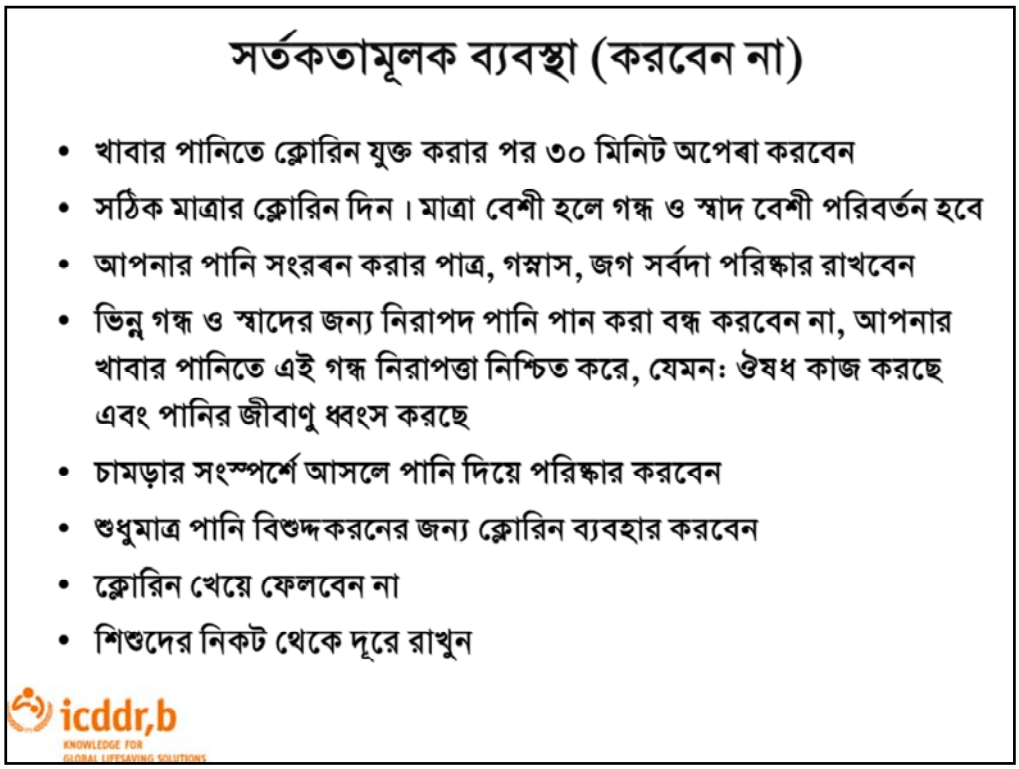
It takes less time and trouble than boiling water, and saves money.

It keeps the water cleaner longer than if you boil it.

Boiled water can get re-contaminated, So it is better to treat boiled water with chlorine

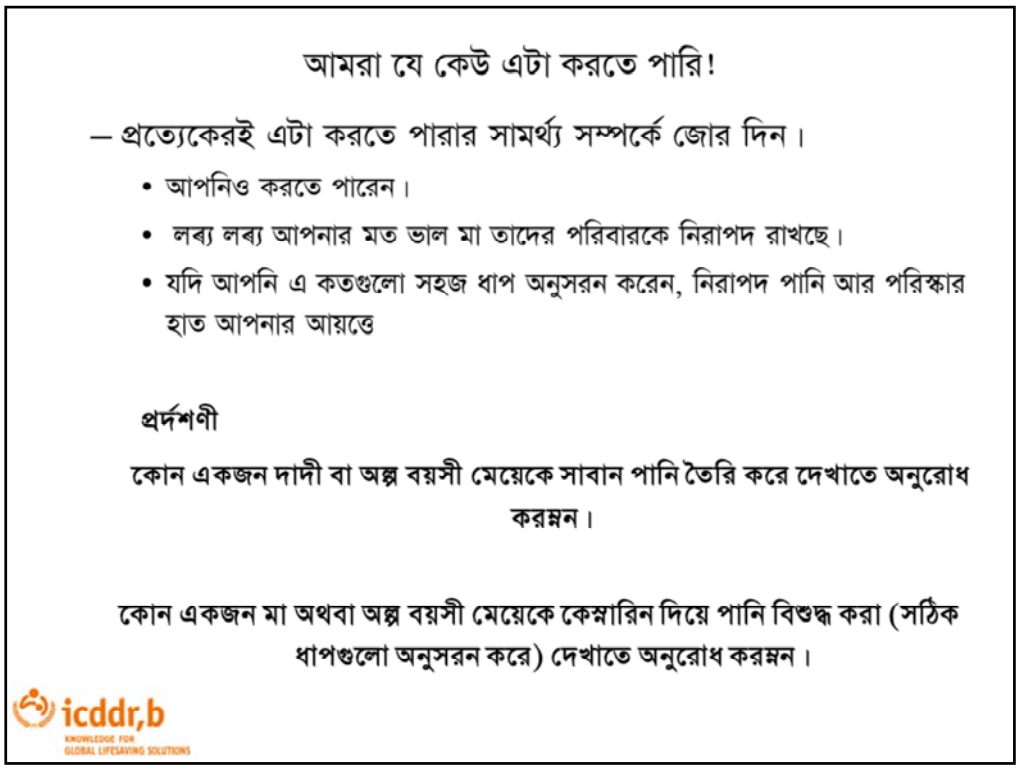
Drinking dirty water can cause your family to eat shit and suffer from a range of diseases, but the chlorine in this machine is very effective at removing these shit.

Clean water lets you live a healthy life.



Precautions (Don't)

Wait 30 minutes after adding chlorine with water for drinking
Add correct amount of chlorine. More amount will change the smell and taste more
Always keep your water storing vessels, glass, jug clean
Don't stop drinking safe water for its different smell and taste this smell in your drinking water ensures the safety , i.e. medicine is working and killing germs of water
Wash thoroghly with water if comes in contact with skin
Use chlorine only for water purification
Don't swallow chlorine
Keep away from children



Any one can do it

Emphasis on everyone's ability to perform these actions

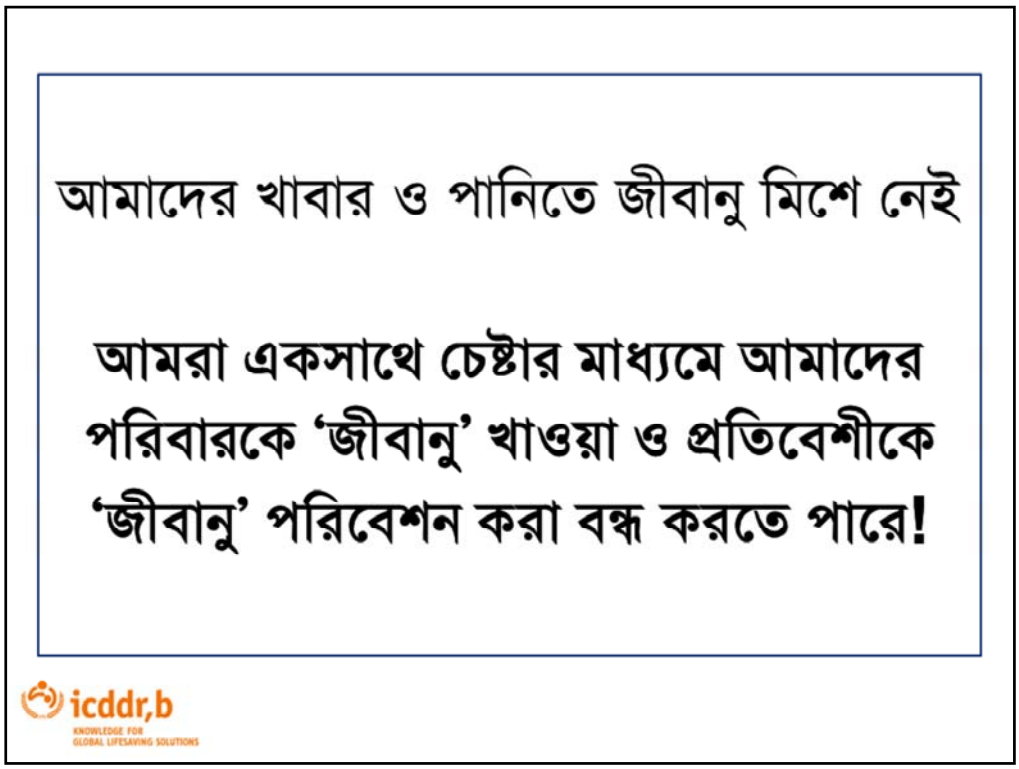
"You can do it!"

"Millions of good mothers like you keep their families safe!

"If you follow these simple steps, safe water and hands are in your control!

Demonstration

> ***Ask a grandmother or a young girl to make the soapy water following proper steps (help them if necessary)***
>
> ***Ask a grandmother or a young girl to show the steps of purifying water properly with chlorine***



Together we can to stop our families from eating poop serving poop to our neighbors.

Disgust, Shame and Soapy Water:
Tests of Novel Interventions to Promote Safe Water and Hygiene

Experimental Instructions

R. Guiteras,* D.I. Levine, S. Luby, T. Polley, K. Jannat, L. Unicomb

August 2015

Description of Contents

This document provides experimental instructions for the BDM auctions described in Guiteras *et al.*, "Disgust, Shame and Soapy Water: Tests of Novel Interventions to Promote Safe Water and Hygiene," 2014.

There were eight variations of the BDM auction, all combinations of: group vs. individual; water treatment only vs. handwashing and water treatment; disgust and shame vs. standard health. The major difference is between the group and individual auctions, within these classes the auction protocol itself was identical. We provide full English instruments for (1) group auction, water treatment and handwashing, disgust and shame and (2) individual auction, water treatment and handwashing, disgust and shame. In each auction, a coaching session was held approximately one week before the auction meeting. We provide full English scripts for the same variants as above. There were minor differences between coaching scripts within the group and individual classes, which we list in Table 1. Bangla scripts for the auction and coaching session are available from the authors upon request.

* To whom correspondence should be addressed: guiteras@econ.umd.edu.

Tables

Table 1: Differences in auction coaching scripts

Script number	Script variant	Changes
1	Group, Disgust & Shame, Water Treatment & Handwashing	-
2	Group, Standard Health, Water Treatment & Handwashing	Section C: Same as Script 1 except the word "germs" was used in place of "shit."
3	Individual, Disgust & Shame, Water Treatment & Handwashing	-
4	Individual, Standard Health, Water Treatment & Handwashing	Section C: Same as Script 3 except the word "germs" was used in place of "shit."
5	Group, Disgust & Shame, Water Treatment Only	Section C: Same as Script 1 except handwashing messages removed.
6	Group, Standard Health, Water Treatment Only	Section C: Same as Script 1 except (a) handwashing messages removed and (b) the word "germs" was used in place of "shit."
7	Individual, Disgust & Shame, Water Treatment Only	Section C: Same as Script 3 script except handwashing messages removed.
8	Individual, Standard Health, Water Treatment Only	Section C: Same as Script 3 script except (a) handwashing messages removed and (b) the word "germs" was used in place of "shit."

SALES MEETING—PROCEDURE AND DATA COLLECTION
GROUP ONE- COLLECTIVE/DS/COMBINED

Section A: Compound Identification

- **FIS:** Fill out A1 through A7 before entering compound

A1.	Field Site:	_____
A2.	Field Site Code:	|___|___|
A3.	Compound ID:	|___|___|___|___|___|
A4.	Number of Households: (At Enrollment)	|___|___|
A5	Manager's Name:	_____
A6.	Treatment Group:	|**1**|
A7.	FIS ID/Name:	|___|___| / _____

A4a. Number of Households: (Current) |___|___|

A8. Date of Interview: (DD/MM/YYYY) |___|___|/|___|___|/|___|___|___|___|

A9. Time Start of Interview: (24 hr clock) |___|___| : |___|___|

A10. Time End of Interview: (24 hr clock) |___|___| : |___|___|

- **FIS:** Gather as many household representatives as possible for the meeting.

READ TO GROUP: Thank you for agreeing to participate in the meeting today! I remind you that your participation is voluntary and it should not cause any harm to you. This will not take long, but you may choose to discontinue at any time.

- **FIS 1:** Quietly fill out Section B, Household roster (while FIS 2 proceeds with following Sections).
- **FIS 2:** Proceed with Sections following Section B (while FIS 1 quietly goes over Section B).

Section B: Household Roster

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at auctionmeeting today **If not participating:** Ask participating members for name and information of household head	b. Present and participating in sales meeting? 1 = Yes 2 = No (if **1 "Yes"**→ skip to "d")	c. If not present or participating in sales meeting, ask present members why 1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	d. User 1 = Yes 2 = No 9 = Don't know	e. Age (years) 999 = Don't know	f. Sex 1 = M 2 = F	g. Education (years of schooling) 99 = Don't Know	h. Present in Promotion? 1 = Yes 2 = No 9 = Don't Know	i. Present in Reminder? 1 = Yes 2 = No 9 = Don't know	j. Present in Coaching? 1 = Yes 2 = No 9 = Don't Know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (excluding the household rep) Adult / Child
CM												/
1.												/
2.												/
3.												/
4.												/

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Present and participating in sales meeting? 1 = Yes 2 = No (if **1 "Yes"**→ skip to "d")	c. If not present or participating in sales meeting, ask present members why 1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	d. User 1 = Yes 2 = No 9 = Don't know	e. Age (years) 999 = Don't know	f. Sex 1 = M 2 = F	g. Education (years of schooling) 99 = Don't Know	h. Present in Promotion? 1 = Yes 2 = No 9 = Don't Know	i. Present in Reminder? 1 = Yes 2 = No 9 = Don't know	j. Present in Coaching? 1 = Yes 2 = No 9 = Don't Know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (excluding the household rep) Adult / Child
5.												/
6.												/
7.												/
8.												/
9.												/

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Present and participating in sales meeting? 1 = Yes 2 = No (if **1 "Yes"**→ skip to "d")	c. If not present or participating in sales meeting, ask present members why 1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	d. User 1 = Yes 2 = No 9 = Don't know	e. Age (years) 999 = Don't know	f. Sex 1 = M 2 = F	g. Education (years of schooling) 99 = Don't Know	h. Present in Promotion? 1 = Yes 2 = No 9 = Don't Know	i. Present in Reminder? 1 = Yes 2 = No 9 = Don't know	j. Present in Coaching? 1 = Yes 2 = No 9 = Don't Know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (excluding the household rep) Adult / Child
10.												/
11.												/
12.												/
13.												/
14.												/

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at auctionmeeting today **If not participating:** Ask participating members for name and information of household head	b. Present and participating in sales meeting? 1 = Yes 2 = No (if **1 "Yes"**→ skip to "d")	c. If not present or participating in sales meeting, ask present members why 1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	d. User 1 = Yes 2 = No 9 = Don't know	e. Age (years) 999 = Don't know	f. Sex 1 = M 2 = F	g. Education (years of schooling) 99 = Don't Know	h. Present in Promotion? 1 = Yes 2 = No 9 = Don't Know	i. Present in Reminder? 1 = Yes 2 = No 9 = Don't know	j. Present in Coaching? 1 = Yes 2 = No 9 = Don't Know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (excluding the household rep) Adult / Child
15.												/
16.												/
17.												/
18.												/
19.												/

Section C: Reminder on Promotion

"Refer to Flip Chart"

Section D: Brief Explanation of the Sales Procedure

READ TO GROUP:	
>>	Your compound has had a free trial of the water treatment facility for over three months. Today this free trial will end, but you can keep the facility in exchange for a monthly subscription fee.
>>	The full cost of the chlorine dispenser, if you were to buy it yourself, would be 500 taka per month. But to encourage people to use this facility, icddrb is paying most of the cost and providing it to you at a much lower monthly subscription fee. As a bonus, if you decide to pay for the dispenser, your compound will get to keep the gazi tanks for free. As it is not possible to offer all compounds the same low subscription fee, to be fair to all we will draw the price from a lottery.
>>	There are six possible prices that could be drawn from the lottery: 25, **50, 75, 100, 150 and 200** taka per month. I have sixsealed envelopes here, each containing one price from this list. One person from your compound will pick an envelope and the price inside will be the price offered to your compound.
>>	But first, as we discussed in the previous meeting, we will go over the list of possible prices and check which of the prices your group would agree to pay. When the envelope is opened, there will be no more discussion. If you have already agreed to the price in the envelope, then you will be responsible to pay this amount every month and you will keep the facility. However, if the amount is more than you agreed to pay, then we will have to take the facility away.
>>	Don't worry about how much cash is in your pocket now. Just think about which prices your compound will agree to pay as a monthly subscription. If you decide to keep the facility, then you can either pay the total today, or you can pay when we come back to collect the second round of fees. If we do not receive the money when we return, then we will have to remove the facility.
>>	Are there any questions?

Section E: Auction

E1.	Is the elected representative from last meeting present today? 1 = Yes 2 = No	|___|
E2.	Have you already discussed and decided on the prices mentioned in the last meeting? 1 = Yes 2 = No	|___|
	READ TO GROUP: **>>** Though you've already had some time, feel free to take a moment now to discuss as a group, which of the six possible prices you would agree to pay, and which you would not agree to pay. Please make sure you've settled, how you would divide the total cost, so when the envelope is opened, there is no confusion of how to do this. Please let me know once you have reached a decision for all six prices **>>** The prices are **25**, **50, 75, 100, 150 and 200** taka	
●	**FIS:** Listen for the discussion points, fill in E3 table (DO NOT READ ALOUD)	
E3.	Cost Sharing Discussion Points: 1 = You heard someone make this point 2 = You did not hear anyone make this point	
E3a	It is more fair for everyone to pay the same.	|___|
E3b	It is more fair if the richer/poorer members pay more/less.	|___|
E3c	It is more fair if the members who will use more/less pay more/less.	|___|
E3d	It is more fair if the person maintaining the CD pays less.	|___|
E3e	We should all pay more (for any reason)	|___|
E3f	We should all pay less (for any reason)	|___|
E3z	**FIS:** Rate the level of agreement during the discussion 1 = All agreed on a price 2 = Most agreed (one opinion has a majority's support) 3 = The group was divided (there are multiple opinions being supported and none has a majority's support)	|___|
	READ TO GROUP: Now I will go through the prices**(FIS: take note of responses of representative, or compound manager, or majority (in that order of priority).)** **>>** If the facility price is 25 taka per month, will you're compound pay it? **>>** If the facility price is 50 taka per month, will you're compound pay it?	

	>> If the facility price is 75taka per month, will you're compound pay it?
	>> If the facility price is 100 taka per month, will you're compound pay it?
	>> If the facility price is 150 taka per month, will you're compound pay it?
	>> If the facility price is 200taka per month, will you're compound pay it?
E4.	The highest price that this compound will agree to pay is (**WTP**): |___|___|___| taka
●	**FIS:If E4**= **<u>ZERO</u>➔SKIP to E8a, otherwise continue**
E5.	How many of the members in your compound have agreed to pay? |___|___|
E6.	Will you permit anyone to use the facility, or only those who pay? |___| 1 = All 2 = Pay only
E7.	How have you agreed to share the costs? |___| 1 = Equally >>>**skip to E8** 2 = Unequally
E7a	If E6 is 2 "Unequally": Explain why sharing unequally |___| 1 = It is more fair if the richer/poorer members pay more/less. 2 = It is more fair if the members who will use more/less pay more/less. 3 = It is more fair if the person maintaining the CD pays less. 5 = Landlord pays. 6 = Other, Specify: _____
E8.	Will you try to get more people to pitch in to pay for the dispenser so your contribution will be lowered? |___| 1 = Yes 2 = No
E8a	Do you expect members who do not pay to use the product? |___| 1 = Expect all will 2 = Expect most will 3 = Unsure whether most will or won't 4 = Expect most won't 5 = Expect none will
E8b.	Do you expect absent members will agree to contribute payment for the dispenser? |___| 1 = Expect all will

	2 = Expect most will 3 = Unsure whether most will or won't 4 = Expect most won't 5 = Expect none will
E9.	Do you believe that your bid can influence the price you will get from the lottery? |___| 1 = All agree yes >>>**Read "Script E-1"** 2 = All agree no >>>**Skip to FIS instruction ***** 3 = At least one yes and one no >>>**Read "Script E-1"**
Script E-1	The prices inside the envelopes are fixed. One of you will choose the envelope, so there is no way that the price you give can affect the price
***	**FIS:** If E4 =NOT ZERO, then read "**Script E-2".** If E4 = ZERO, then read "**Script E-3"**.
Script E-2	The highest price that your compound has agreed to pay is **<<INSERT WTP>>**. **if WTP = max WTP (200 tk)➔Skip to E10d, otherwise Skip to E10**
Script E-3	Your group disagrees with all the prices in the list.

E10.	**Understanding Questions**
E10a.	Tell me what will happen if the price drawn is <<<INSERT PRICE ONE STEP GREATER THAN WTP>>>? (record answer that majority agrees on) |___| 1 = Keep the facility and pay for it 2 = Have the facility removed 7 = Other, specify_____
●	**FIS:** After entering their response, correct them if they are wrong, then move to the next question.
E10b.	Is everybody okay with this outcome? (Check yes only if everyone agrees) |___| 1 = Yes >>**If WTP = ZERO, Skip to Script E-6, OtherwiseSkip to E10d** 2 = No
E10c.	**FIS**: If **E10b is 2 "No"**, **READ:**Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like. The new highest price that this compound will agree to pay is: |___|___|___| taka
●	**FIS:** If price in **E10c is ZERO,** then **SKIP** to**"Script E-6",**otherwise continue.
E10d.	Tell me what will happen if the price drawn is <<<INSERT THEIR WTP>>>? (record answer that majority agrees on) |___| 1 = Keep the facility and pay for it 2 = Have the facility removed 3 = Other, specify:_____

●	**FIS:** After entering their response, correct them if they are wrong, then move to the next question.
E10e	Is everybody okay with this outcome? (Check yes only if everyone agrees) |___| 1 = Yes >>**Skip to "Script E-4"** 2 = No
E10f	**FIS**: If **E10E is 2 "No"**, **READ:**Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like. The new highest price that this compound will agree to pay is: |___|___|___| taka
●	**FIS:** If **E10f is ZERO,** then **SKIP** to **"Script E-6",**otherwise read **"Script E-4"**.

Script E-4	**READ TO GROUP:** We are now ready to conduct the lottery, please nominate a volunteer to pick the envelope.
●	{**FIS**: Allow person to pick and open an envelope.} **CONTINUE:** The price offered to your compound is **<<<INSERT ENVELOPE PRICE (E11)>>>**taka.
E11.	The price offered to this compound is: |___|___|___| taka
●	**>>** If the price is less than or equal to the group's willingness to pay, then read **"Script E-5"** **>>** If the price is greater than the group's willingness to pay, then skip to **"Script E-6"**

Script E-5	<u>If price is less than or equal to WTP</u>**, <u>READ:</u>** Congratulations, **<<<INSERT PRICE from E11>>>** is a price you have already agreed to pay! When you are ready I will collect your payment and ask you a few questions.
●	**FIS**: Continue when one of the compound members says s/he is ready.
E12.	Does your compound have the full payment ready today? 1 = Yes ➔**SKIP to E14** 2 = No, some of the payment is ready |___| 3 = No, none of the payment is ready ➔**SKIP to E17.**

E13	Would you like to pay some now or pay all when we return to collect the second payment? |___| 1 = Some now 2 = All later ➔**SKIP to E17**
E14.	**FIS**: Collect fees. How were the fees gathered? 1 = by the compound manager 2 = by the nominated representative |___| 3 = by another compound member 4 = it was not gathered, FIS collected/is collecting it from individuals 7 = other (specify): _____
E15.	What was the amount paid by each household? (**FIS Note:** The HHID should correspond to the HHID drawn on the map of the compound during the baseline. If a household did not pay anything, then write "zero".) HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka

E16.	**FIS:**List reasons given by present households that did not pay: HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____
E17.	If or when some households refuse to pay the subscription, how would your compound finance the cost? 1 = Increase subscription fee equally so all payers pay the same amount more |___| to cover the non-payers. 2 = Increase subscription unequally so some pay more than others. 3 = Force refusers to pay for the water treatment facility or move out 4 = Enforce all to pay by raising the rent proportionally 5 = Quit the subscription 7 = Other (specify):_____
E18.	You have paid a total of: |____|____|____| Taka
E19.	The amount of your first subscription fee which you still have to pay is: |____|____|____| Taka (Lottery price minus total they have paid (E18.))
E20.	The total amount due at the next visit is (sum of lottery price and E19): |____|____|____| Taka **If E19 is not zero ➔READ:** If you do not pay this amount at the next visit, we will have to remove the facility.
E21.	We will return in one month to collect payment again. When is a good date and time? **If return meeting is refused**	Date: (DD/MM/YYYY) |___|___|/|___|___|/|___|___|___|___| Time: (24 hr clock) |___|___|: |___|___|

	➔ **SKIP to E22.**
Script	**READ:** Once again, thank you for your time. We will return in one month to collect the next total payment of **<<<E20:_____>>>** Taka. **FIS: END HERE or read Section F (optional)**

E22.	What is the reason you would not like us to return to collect fees? Choose all that apply. 1-|___| 1 = Your compound is unable to pay the full subscription fee 2 = Your compound is able to pay, but at least some of the members believe the facility is not worth the subscription fee 2-|___| 3 = Your compound stopped using the dispenser and wants to quit subscription 3-|___| 7 = other (specify): 7-|___| _____
Script	**READ:**Since your compound will not come up with the money, we will have to return to remove the dispenser. In the meantime, if any households wish to use the facility they may. Thank you for your time! **FIS: END HERE or read Section F (optional)**

Script E-6	If price is greater than WTP, or WTP is zero **READ**: your group did not agree to pay an offered price, so I'm afraid that we will have to remove the facility. You may continue to use the facility until the technicians come to remove it.
E13	Do you now wish that you'd agreed to pay for the dispenser? |___| 1 = Yes >>**READ:** Sorry, I am not able to sell the product to you now 2 = No 3 = At least one yes and one no >>**READ:** Sorry, I am not able to sell the product to you now
	READ: Thank you very much for participating today!

Section F: Rules and FAQs

- **FIS:**This section is optional. Read it if participants have questions related to subscription.

RULES FOR SUBSCRIPTION
R1. The monthly subscription fee that your group agrees to pay in the sales meeting must be paid each month for you to continue to use the facility. This fee includes the right to keep the facility in the compound, monthly refills of chlorine and repairs/replacements if necessary. **R1a** This monthly subscription fee is the price that was pulled from the envelope during the lottery meeting. **R1b** If a month's payment is missed, compounds will be allowed to pay the following month. If payment is not made by the following month, hardware will be removed. **R1c** This payment is to be collected and given to icddrb staff by the elected compound representative. icddrb staff will contact this person to let him/her know when s/he iscoming to collect the fee.
F1. Did FIS read subscription rules? |___| 1 = Yes, detailed read 2 = Yes, partial read 3 = No

FREQUENTLY ASKED QUESTIONS (FAQS)
1. Who will look after technical issues related to dispenser or if hardware is faulty? ▪ ICDDR, B should be contacted immediately if such problem arises. See the phone number on the consent form we provided you (+880-2-8819419-20 ext. 119). They will repair or replace the hardware within shortest possible time.
2. What happens if an individual household doesn't want to pay his/her share of payment? ▪ Even if someone of you would not pay, the total subscription fee decided here today must be paid each month to continue to use the facility
3. I cannot own the product what is the point of paying for one year? ▪ You are not buying the product by paying installments but you are paying shared-subscription-fee each month as long as you want the facility in the compound.
4. What happens after one year? ▪ If the compound agrees to continue its subscription for a second year, we will continue at the same price. After two years, if you wish to continue, we will continue to supply you at cost – we will not make any profit, just enough to cover our costs.

5. Who will refill the gazi tanks/look after maintenance?

- As we recommended in the promotion, other compounds have been happy dealing with this in two ways:

  A. Rotating from HH to HH. Each day it is a different HH's responsibility. The compound can choose an object, like a ribbon or rope to put on the HH's door as a reminder that it is their day to refill. When a person fails to refill on her day, the next household can cover, and the absent HH can refill when they have returned. Some HHs institute small fines for missing a day.

  B. Assigning the responsibility to one person (manager, nominated representative). Some HHs will give this person discounted subscription since s/he has maintains the facility.

6. Does Chlorine become unsafe after 24 hours? Do we have to re-chlorinate? Are there Adverse effects?

- If water is boiled, dirt can get back into the water after only 10 minutes. But chlorine stays in the water for 24 hours and kills any dirt that enters. After 24 hours if the chlorinated water is stored in a closed container, then it is safe for days after. There are no adverse effects coming from chlorine, only from the dirt which can reenter.

7. Why are you doing this by lottery and not by income, where the poorest households pay the lowest?

- All the compounds we offer this to are in need, differentiating between their incomes is very difficult and can cause the following problems:

  A. Conflict with icddrb, as people become angry if they don't agree with our assessment of their income.

  B. Conflict between compounds, as one feels it is not fair that his/her neighbor got it at a different price

  C. Dishonesty, as people want to report lower income to get a better deal

8. Why not pick one low price and give to everyone?

- This is a new way that is being piloted by icddrb. They believe it might be a better way to get more dispensers to more people. If they find otherwise, then we will discontinue. Regardless, it is fair as everyone is receiving a big discount and everyone has the same chance of receiving an even lower discount.

9. Why can't you just randomly pick the envelope first, then let us decide?

- We do this for the benefit of the compound members. We find that if we encourage members to make the decision before seeing the price, then they are more likely to be happy with their decision in the long run. It's a more responsible decision. Whereas, if we show the price, sometimes people act impulsively, by spending too much, or by withdrawing and later regretting it.

10. Will the price change if households move out or if new people move in?

- No, the price is set.

11. Why are you giving detergent for free in one meeting then selling it in the next?
- We are giving enough free detergent to be used for making soapy water, but you will still need to buy more detergent for your laundry. Since you still need to buy it, we thought it would be a good product to use to practice the lottery procedure.

FIS: Write any new questions below and write the answer you gave, or the answer you think should be given.

F2. New FAQs:

12) _____

13) _____

14) _____

15) _____

16) _____

FIS's Comments:

FIS: Fill out A9 (time of interview end) on first page.

COACHING MEETING—PROCEDURE AND DATA COLLECTION
GROUP ONE- COLLECTIVE/DS/COMBINED

Section A: Compound Identification

A1.	Field Site:	_____
A2.	Field Site Code	|___|___|
A3.	Compound ID	|___|___|___|___|___|
A4.	Number of Households (at Enrollment)	|___|___|
A5.	Manager's Name	_____
A6.	Treatment Group	| **1** |
A7.	FIS ID/Name	|___|___| / _____

A4a.	Number of Households: (Current)	|___|___|
A8.	Date of Interview	(DD/MM/YYYY) |___|___|/|___|___|/|___|___|___|___|
A9.	Time Start of Interview	(24 hr clock) |___|___| : |___|___|
A10.	Time End of Interview	(24 hr clock) |___|___| : |___|___|

- **FIS:** Gather as many household representatives as possible for the meeting.

READ TO GROUP: Thank you for agreeing to participate in the meeting today! I remind you that your participation is voluntary and it should not cause any harm to you. This will not take long, but you may choose to discontinue at any time.

Section B: Household Roster

- **FIS:** If compound manager does not live in compound, then fill out "CM" row, otherwise leave "CM" row blank and write "/ CM" after compound manager's name.

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Participating in Coaching Meeting? 1 = Yes 2 = No	c. Will come to Auction Meeting? 1 = Yes 2 = No 9 = Don't Know	d. If absent or not participating in Coaching or Auction meeting, ask why. 1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	e. User 1 = Yes 2 = No 9 = Don't know	f. Age (years) 999 = Don't know	g. Sex 1 = M 2 = F	h. Education (years of schooling) 99 = Don't know	i. Present in Promotion 1 = Yes 2 = No 9 = Don't know	j. Present in Reminder 1 = Yes 2 = No 9 = Don't know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (Excluding the household rep) Adult / Child
1				/								/
2				/								/
3				/								/
4				/								/

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Participating in Coaching Meeting? 1 = Yes 2 = No	c. Will come to Auction Meeting? 1 = Yes 2 = No 9 = Don't Know	d. If absent or not participating in Coaching or Auction meeting, ask why. 1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	e. User 1 = Yes 2 = No 9 = Don't know	f. Age (years) 999 = Don't know	g. Sex 1 = M 2 = F	h. Education (years of schooling) 99 = Don't know	i. Present in Promotion 1 = Yes 2 = No 9 = Don't know	j. Present in Reminder 1 = Yes 2 = No 9 = Don't know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (Excluding the household rep) Adult / Child
5				/								/
6				/								/
7				/								/
8				/								/
9				/								/

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Participating in Coaching Meeting? 1 = Yes 2 = No	c. Will come to Auction Meeting? 1 = Yes 2 = No 9 = Don't Know	d. If absent or not participating in Coaching or Auction meeting, ask why. 1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	e. User 1 = Yes 2 = No 9 = Don't know	f. Age (years) 999 = Don't know	g. Sex 1 = M 2 = F	h. Education (years of schooling) 99 = Don't know	i. Present in Promotion 1 = Yes 2 = No 9 = Don't know	j. Present in Reminder 1 = Yes 2 = No 9 = Don't know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (Excluding the household rep) Adult / Child
10				/								/
11				/								/
12				/								/
13				/								/
14				/								/

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Participating in Coaching Meeting? 1 = Yes 2 = No	c. Will come to Auction Meeting? 1 = Yes 2 = No 9 = Don't Know	d. If absent or not participating in Coaching or Auction meeting, ask why. 1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	e. User 1 = Yes 2 = No 9 = Don't know	f. Age (years) 999 = Don't know	g. Sex 1 = M 2 = F	h. Education (years of schooling) 99 = Don't know	i. Present in Promotion 1 = Yes 2 = No 9 = Don't know	j. Present in Reminder 1 = Yes 2 = No 9 = Don't know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (Excluding the household rep) Adult / Child
15				/								/
16				/								/
17				/								/
18				/								/
19				/								/

Section C: Reminder on Promotion

READ TO GROUP:

>> My name is _____ and I am from ICDDRB (Mohakhali Cholera Hospital).

>> You know us because we visited your compound several times. We work on peoples' hand washing and water treatment and have provided you with soapy water, a chlorine dispenser and a Gazi tank.

C1. Do you know of any other compounds enrolled in this program? |___|

1 = All agree yes
2 = Most agree yes (more than half)
3 = Seems to be even split, half yes, half no
4 = Most agree no (more than half)
5 = All agree no

>> Today we will be talking about how you can bear the cost of this facility, but first we want to briefly ask you if you remember why it's so important to wash your hands with soap and treat your water with chlorine.

>> What happens if we don't wash our hands with soap before eating? And if we don't treat our water before drinking? What do we eat? [wait for answer]

>> Yes, that's right, Shit, Human Shit!

>> Can you tell me how? [wait for answer]

>> If we don't wash both our hands after using the latrine and before eating then shit stays on our hands and goes in our mouths when we eat and if we don't kill the shit that leaks into water with chlorine, then we drink shit!

>> What would your neighbor think if she sees you serve your child water without chlorine? How would you feel? [wait for answer]

>> What's more, eating shit causes dangerous diseases such as cholera, typhoid, jaundice, diarrhea, dysentery which in many cases, lead to death. 2 Million children die each year from diarrhea that could have been prevented by simply washing hands and drinking safe water.

>> AND these diseases cost a lot!

>> So Unless we enjoy eating shit and want to get sick, we must wash our hands with easy and cheap soapy water (After using the latrine, after cleaning child bottom, before eating) AND we must treat our water with chlorine.

>> Great! You did a good job recalling some of the facts that we taught you before. Now we can move on to the lottery procedure!

Section D: Brief Explanation of the Sales Procedure

READ TO GROUP:

>> Please take time to inform absent members of the following important information.

>> Your compound has had a free trial of the water treatment facility [chlorine dispenser and gazi tanks] for over two months.

>> In roughly one week the free trial will end, but you can keep the Chlorine dispenser in exchange for a monthly subscription fee. If you decide to pay for the Chlorine dispenser, the Gazi tanks will be included at no additional fee.

>> The full cost of the chlorine dispenser, if you were to buy it yourself, would be **350** taka per month. But to encourage people to use this facility, icddrb is paying most of the cost and providing it to you at a much lower monthly subscription fee. As it is not possible to offer all compounds the same low subscription fee, to be fair to all we will draw the price from a lottery. There are six possible prices that could be drawn from the lottery: **200, 150, 100, 75, 50 and 25** taka per month.

>>

We will hold this lottery roughly one week from today. Let us first set the date of the lottery

D1. Who is currently responsible for maintaining the facility (keeping the reservoirs full and chlorinated)? |___|

1 = We share the responsibility
2 = One person, normal member; HHID: |___
3 = One person, compound manager
7 = Other, Specify: _____

D2. Date of Meeting: (YYYY/MM/DD) |___|___|___|___| / |___|___| / |___|___|

D2a. Time of Meeting: (24 hr clock) |___|___| : |___|___|

Name/Phone number of person to contact in case of rescheduling:_____

● **FIS: Skip "D3" during meeting, continue reading:**

D3. Check here if meeting was rescheduled: |___|

D3a. ***If D3 checked:*** Date of Meeting |___|___|___|___| / |___|___| / |___|___|

D3b. ***If D3 checked*** : Time of meeting: |___|___| : |___|___|

CONTINUE READING:

>> It is very important that you think and discuss among yourselves about these possible prices—**200, 150, 100, 75, 50 and 25** taka per month—and decide what prices your group would agree to pay as a monthly subscription fee before the lottery meeting.

>> You should also work out how you are going to share the total subscription fee among yourselves.

>> If all compound members would share the total fee, per household subscription fee will be lower (minimum) but if only some of you share then per household subscription fee would be a higher.

>> If you have these discussions early, then on the day of the lottery, when the price is drawn, you're group will be able to quickly make a responsible decision.

>> If you fail to think about these prices early, then on the day of the lottery you may

>> feel pressured into saying yes to a price that you could not actually afford to pay

>>

you might decide not to buy it thinking you cannot afford it, when actually you can

	>> Or the group might not be able to come to an agreement in the short time during the lottery meeting. **>>** These results would be bad for you and your compound. In order to prevent this from happening, ICDDRB will conduct the lottery in a special way. **>>** On the day of the Lottery, the icddrb staff person will ask you if you would agree to the prices I just mentioned first, then will reveal the lottery price. If you (as a group) have already agreed to pay that price, then you will keep the facility and that lottery price will be your monthly subscription fee. If you or any of your neighbors have not agreed to that price, then ICDDRB will remove the facility from your compound. **>>** In this kind of sales meeting, it is best for you to indicate truthfully what prices you would be able to collect and actually pay as a group and what prices you would not be able to collect and pay. If you truly would pay a given monthly fee but tell us otherwise, then you risk losing the opportunity for the compound to subscribe for a fee that you truly would be willing to pay. **>>** Now please nominate a person in your compound (e.g. compound manager, landlord or any other household) to take the responsibility to enroll households and collect monthly fees.
D4.	[RECORD NAME OF NOMINATED REPRESENTATIVE]:_____
D4a.	[RECORD HID OF NOMINATED REPRESENTATIVE (enter 99 if representative does not live in the compound)]: |___|___|
D4b.	Is the nominated representative |___|? 1 = the landlord 2 = the compound manager 3 = neither

SECTION E: DETERGENT AUCTION

READ TO GROUP:

>> Now, to ensure that you are ready for the lottery on **<<<INSERT DATE AND TIME FROM D2. AND D2a.>>>** we will go over the procedure in a real setting.

>> I have brought with me today, some laundry detergent which I will offer to you in the same way as the chlorine dispenser and gazi tanks. The true price of this detergent at the bazaar is **58** taka but you will have the chance to get it at a lower price in a lottery.

>> I have brought some baggies so you can easily divide the detergent if you choose to purchase it as a group.

>> I have five sealed envelopes here. Each of the envelopes contains a price from this list **58 (the real price), 45, 35, 25 and 15** taka. I will let you randomly pick one envelope, the price inside will be the price we offer your compound.

>> Note, if the price is **58** taka, you are still getting a good deal as you have saved the time of going to the market to buy it yourself!

>> Before you choose and open an envelope, I will check to see which prices you would agree to pay.

>> Then, once I open the envelope,

>> if you have already agreed to the price inside, then you will get to keep the detergent for this price.

>> if you have not agreed to the price, then you will not buy the detergent today.

>> Are there any questions? [answer questions]

>> Please take a moment to discuss as a group, which of the five possible prices you would agree to pay, and which you would not agree to pay. Please discuss now, how you would divide the total cost, so when the envelope is opened, there is no confusion of how to do this. Please let me know once you have reached a decision for all five prices.

>> The prices are **15, 25, 35, 45 and 58** taka

E1. **FIS:** Rate level of agreement during discussion: |___|

1 = All agreed on a price

2 = Most agreed (one opinion has a majority's support)

3 = The group was divided (there are multiple opinions being supported and none has a majority's support)

● **FIS:** Give some time for discussion. When they are finished, continue.

READ: now I will go through the prices

>> If the detergent price is 15 taka, will you pay it?

>> If the detergent price is 25 taka, will you pay it?

>> If the detergent price is 35 taka, will you pay it?

>> If the detergent price is 45 taka, will you pay it?

>> If the detergent price is 58 taka, will you pay it?

E2	The highest price that this compound will agree to pay is: |___|___| taka (Enter 00 if the compound says no to all prices)
E3	Do you believe that the price you say can influence the price you will get from the lottery? |___| 1 = All agree yes **>> Read "Script E-1"** 2 = Most agree yes (more than half) **>> Read "Script E-1"** 3 = Seems to be even split, half yes, half no **>> Read "Script E-1"** 4 = Most agree no (more than half) **>> Read "Script E-1"** 5 = All agree no **>> Skip to *** **
Script E-1	The prices inside the envelopes are fixed. One of you will choose the envelope, so there is no way that the price you give can affect the price **(CONTINUE TO ***)**

***	**FIS:** If the price in **E2 is ZERO**, then **READ "Script E-2"**. **otherwise, READ "Script E-3"**
Script E-2	**>>** Your group disagrees with all the prices in the list.
Script E-3	**>>** The highest price that your compound has agreed to pay is **<<INSERT PRICE FROM E2>>**. **If E2 is 20tk, then ==> SKIP to E4d, otherwise continue**

E4.	**Understanding Questions**
E4a.	Tell me what will happen if the price drawn is <<<INSERT PRICE ONE STEP GREATER THAN E2>>>? (record answer that majority agrees on) |___| 1 = buy the detergent 2 = do not buy the detergent 7 = Other (specify) _____
●	**FIS:** After entering their response, correct them if they are wrong, then move to the next question.
E4b.	Is everybody okay with this outcome? (Check yes only if everyone agrees) |___| 1 = yes **>> If current WTP is zero, Skip to script E-6 otherwise Skip to "E4d"** 2 = no
E4c.	**FIS**: If E4b is 2 "No", allow them to discuss and restate their willingness to pay The new highest price that this compound will agree to pay is: |___|___| taka
●	**FIS:** If price in **E4c is ZERO,** then **SKIP** to **"Script E-6",** otherwise continue.
E4d.	Tell me what will happen if the price drawn is <<<INSERT Current WTP (e2 or e4c)>>>? (record answer that majority agrees on) |___| 1 = buy the detergent 2 = do not buy the detergent 7 = Other (specify)_____
●	**FIS:** After entering their response, correct them if they are wrong, then move to the next question.
E4e.	Is everybody okay with this outcome? (Check yes only if everyone agrees) |___| 1 = yes **>> Skip to "Script E-4"** 2 = no

E4f.	**FIS**: If E4e is 2 "No", allow them to discuss and restate their willingness to pay The new highest price that this compound will agree to pay is: |___|___| taka **FIS:** If price in **E4f is ZERO,** then **SKIP** to **"Script E-6"**, otherwise read **"Script E-4"**.
Script E-4 ●	**READ TO GROUP:** We are now ready to conduct the lottery, please nominate a volunteer to pick the envelope. {**FIS**: Allow person to pick and open an envelope.} **CONTINUE:** The price offered to your compound is **<<<INSERT ENVELOPE PRICE (E5)>>>** taka.
E5. ●	The price offered : |___|___| taka **>>** If the price is less than or equal to the group's willingness to pay, then **read "Script E-5"**
●	**>>** If the price is greater than the group's willingness to pay, then **skip to "Script E-6"**
Script E-5 ●	If price is less than or equal to WTP**, READ:** **>>** Your group agreed to pay this price before! Please pass your money to the front, the detergent is now yours for the price of <<<INSERT E5>>>. **>>** If you do not have the money today, we can bring the detergent with us to the next meeting so you can buy it at the same price then. **FIS:** Only give the detergent if they have all the money
E5a.	Was the total paid? |___| 1 = Yes 2 = No **>> Skip to "E5d"**
E5b.	If E5a is 1 "Yes", list HHIDs and price paid of paying, present members: HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka
E5c.	List reasons given by households who were present but did not pay: HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____

HHID: |___|___| Reason:_____

HHID: |___|___| Reason:_____

E5d. If E5a is 2 "No": Will they pay this amount in the next meeting? |___|

1 = all agree yes ; 2 = all agree no; 3 = at least one yes and one no

READ TO GROUP: Please remember to think about and discuss the possible prices for the water treatment facility, **25, 50, 75, 100, 150, 200, 250** taka, so you can make a good decision in the lottery meeting on **<<<INSERT DATE AND TIME FROM D2. AND D2a.>>>**!

- **FIS:** Meet with elected spokesperson and ask him/her to remind people of the meeting on **<<<INSERT DATE AND TIME FROM D2. AND D2a.>>>** and to encourage people to discuss the prices.
- **FIS: NOW SKIP TO SECTION F**

Script E-6 iF price is greater than WTP, **READ:**

>> Your group did not agree to pay this price, so I am afraid that I will not be able to sell you the detergent today.

E6. Do you now wish that you'd agreed to the offered price? |___|

1 = All agree yes **>> READ:** Sorry I am not able to sell the product to you now.

2 = All agree no

3 = At least one yes and one no **>> READ:** Sorry I am not able to sell the product to you now

READ:

>> Please remember to think about and discuss the six possible prices for the water treatment facility, **25**, **50, 75, 100, 150, 200** taka, so you can make a good decision in the lottery meeting on **<<<INSERT DATE AND TIME FROM D2. AND D2a.>>>**!

- **>> FIS**: Meet with elected spokesperson and ask him/her to remind people of the meeting on **<<<INSERT DATE AND TIME FROM D1. AND D1a.>>>** and to encourage people to discuss the prices.

Section F: Understanding Questions

•	**FIS:** Fill out the response that the majority of participants agree to. If there is no majority agreement, then leave the question blank.
F1.	Did you understand the sales meeting procedure described here? |___| 1 = Yes 2 = No
F2.	When we return to decide about the water treatment facility:
F2a.	If your group agrees to pay no more than 100 taka and the draw is 150 taka, what will happen? |___| 1 = Keep the facility and pay for it 2 = Have the facility removed 7 = Other, specify: _____
F2b.	If your group agrees to pay less than 25 taka and the draw is 25 taka, what will happen? |___| 1 = Keep the facility and pay for it 2 = Have the facility removed 7 = Other, specify: _____
F3.	In which case would your compound keep the facility? Choose all that apply. 1 = Keep 2 = Don't keep
F3a.	The price your group agrees to pay exceeds the envelope price. |___|
F3b.	The price your group agrees to pay is less than the envelope price. |___|
F3c.	The price your group agrees to pay equals the envelope price. |___|
F3d.	Other , specify:_____ |___|
F4.	Are you now willing to participate in the sales meeting to decide your monthly subscription fee? 1 = Yes **>>** Skip to F5 2 = No
F4a.	If F4 is 2 "No": Please explain why:_____
•	**FIS:** Fill out F5 and F6 on your own, do NOT read aloud!
F5.	How well did the group understand the sales meeting procedure? |___| 1 = Very well 2 = Fairly well 3 = Somewhat 4 = Not very well 5 = Not at all
F6.	Explain your answer to F5 and provide additional overall comments if necessary:

Section G: Rules and FAQs

- **FIS:** This section is optional. Read it if participants have questions related to subscription.

RULES FOR SUBSCRIPTION:
R1. The monthly subscription fee that each household agrees to pay in the sales meeting must be paid by every household in the compound, each month for you to continue to use the facility. This fee includes the right to keep the facility in the compound, monthly refills of chlorine and repairs/replacements if necessary. **R1a** This monthly subscription fee is the price that was pulled from the envelope during the lottery meeting. **R1b** If a month's payment is missed, compounds will be allowed to pay the following month. If payment is not made by the following month, hardware will be removed. **R1c** This payment is to be collected and given to icddrb staff by the elected compound representative. icddrb staff will contact this person to let him/her know when s/he is

G1. Did FIS read subscription of rules? |___|

1 = Yes, detailed read; 2 = Yes, partial read; 3 = No

FREQUENTLY ASKED QUESTIONS (FAQS)
1 Who will look after technical issues related to dispenser or if hardware is faulty? **>>** ICDDR, B should be contacted immediately if such problem arises. See the phone number on the consent form we provided you (+880-2-8819419-20 ext. 119). They will repair or replace the hardware within shortest possible time.
2 What happens if an individual household doesn't want to pay his/her share of **>>** Even if someone of you would not pay, the total subscription fee decided here today must be paid each month to continue to use the facility
3 I cannot own the product what is the point of paying for one year? **>>** You are not buying the product by paying installments but you are paying shared-subscription- fee each month as long as you want the facility in the compound.
4 What happens after one year? **>>** If the compound agrees to continue its subscription for a second year, we will continue at the same price. After two years, if you wish to continue, we will continue to supply you at cost – we will not make any profit, just enough to cover our costs.

5	**Who will refill the dispenser/look after maintenance?** **>>** As we recommended in the promotion, other compounds have been happy dealing with this in two ways: **A.** Rotating from HH to HH. Each day it is a different HH's responsibility. The compound can choose an object, like a ribbon or rope to put on the HH's door as a reminder that it is their day to refill. When a person fails to refill on her day, the next household can cover, and the absent HH can refill when they have returned. Some HHs institute small fines for missing a day. **B.** Assigning the responsibility to one person (manager, nominated representative). Some HHs will give this person discounted subscription since s/he has maintains the facility.
6	**Does Chlorine become unsafe after 24 hours? Do we have to re-chlorinate? Are** **>>** If water is boiled, dirt can get back into the water after only 10 minutes. But chlorine stays in the water for 24 hours and kills any dirt that enter. After 24 hours if the chlorinated water is stored in a closed container, then it is safe for days after. There are no adverse effects coming from chlorine, only from the dirt things reenter.
7	**Why are you doing this by lottery and not by income, where the poorest households pay the lowest?** **>>** All the compounds we offer this to are in need, differentiating between their incomes is very difficult and can cause the following problems: i. Conflict with icddrb, as people become angry if they don't agree with our assessment of their income. ii. Conflict between compounds, as one feels it is not fair that his/her neighbor got it at a different price iii. Dishonesty, as people want to report lower income to get a better deal
8	**Why not pick one low price and give to everyone?** **>>** This is a new way that is being piloted by icddrb. They believe it might be a better way to get more dispensers to more people. If they find otherwise, then we will discontinue. Regardless, it is fair as everyone is receiving a big discount and everyone has the same chance of receiving an even lower discount.
9	**Why can't you just randomly pick the envelope first, then let us decide?** **>>** We do this for the benefit of the compound members. We find that if we encourage members to make the decision before seeing the price, then they are more likely to be happy with their decision in the long run. It's a more responsible decision. Whereas, if we show the price, sometimes people act impulsively, by spending too much, or by withdrawing and alter regretting it.
10	**Will the price change if households move out or if new people move in?** **>>** No, the price is set.
11	**Why are you giving detergent for free in one meeting then selling it in the next?**

>> We are giving enough free detergent to be used for making soapy water, but you will still need to buy more detergent for your laundry. Since you still need to buy it, we thought it would be a good product to use to practice the lottery procedure.

- **FIS:** Write any new questions below and write the answer you gave, or the answer you think should be given.

NEW FAQs

12 _____

13 _____

14 _____

FIS: Fill out A9 (time of interview end) on first page.

SALES MEETING—PROCEDURE AND DATA COLLECTION
GROUP THREE- INDIVIDUAL/DS/COMBINED

Section A: Compound Identification

- **FIS:** Fill out A1 through A7 before entering compound

A1.	Field Site:	_____
A2.	Field Site Code:	|___|___|
A3.	Compound ID:	|___|___|___|___|___|
A4.	Number of Households: (At Enrollment)	|___|___|
A5	Manager's Name:	_____
A6.	Treatment Group:	| **3** |
A7.	FIS ID/Name:	|___|___| / _____

A4a.	Number of Households: (Current)	|___|___|
A8.	Date of Interview:	(DD/MM/YYYY) |___|___|/|___|___|/|___|___|___|___|
A9.	Time Start of Interview:	(24 hr clock) |___|___| : |___|___|
A10.	Time End of Interview:	(24 hr clock) |___|___| : |___|___|

- **FIS:** Gather as many household representatives as possible for the meeting.

READ TO GROUP: Thank you for agreeing to participate in the meeting today! I remind you that your participation is voluntary and it should not cause any harm to you. This will not take long, but you may choose to discontinue at any time.

- **FIS 1:** Quietly fill out Section B, Household roster (while FIS 2 proceeds with following Sections).
- **FIS 2:** Proceed with Sections following Section B (while FIS 1 quietly goes over Section B).

Compound ID |___|___|___|___|___|

Compound ID |___|___|___|___|___|

Section B: Household Roster

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at auction meeting today **If not participating:** Ask participating members for name and information of household head	b. Present and participating in sales meeting? 1 = Yes 2 = No (if **1 "Yes"**→ skip to "d")	c. If not present or participating in sales meeting, ask present members why 1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	d. User 1 = Yes 2 = No 9 = Don't know	e. Age (years) 999 = Don't know	f. Sex 1 = M 2 = F	g. Education (years of schooling) 99 = Don't Know	h. Present in Promotion? 1 = Yes 2 = No 9 = Don't Know	i. Present in Reminder? 1 = Yes 2 = No 9 = Don't know	j. Present in Coaching? 1 = Yes 2 = No 9 = Don't Know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (excluding the household rep) Adult / Child
CM												/
1.												/
2.												/
3.												/
4.												/

Compound ID |___|___|___|___|___|

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Present and participating in sales meeting? 1 = Yes 2 = No (if **1 "Yes"**→ skip to "d")	c. If not present or participating in sales meeting, ask present members why 1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	d. User 1 = Yes 2 = No 9 = Don't know	e. Age (years) 999 = Don't know	f. Sex 1 = M 2 = F	g. Education (years of schooling) 99 = Don't Know	h. Present in Promotion? 1 = Yes 2 = No 9 = Don't Know	i. Present in Reminder? 1 = Yes 2 = No 9 = Don't know	j. Present in Coaching? 1 = Yes 2 = No 9 = Don't Know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (excluding the household rep) Adult / Child
5.												/
6.												/
7.												/
8.												/
9.												/

Compound ID |___|___|___|___|___|

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Present and participating in sales meeting? 1 = Yes 2 = No (if **1 "Yes"**→ skip to "d")	c. If not present or participating in sales meeting, ask present members why 1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	d. User 1 = Yes 2 = No 9 = Don't know	e. Age (years) 999 = Don't know	f. Sex 1 = M 2 = F	g. Education (years of schooling) 99 = Don't Know	h. Present in Promotion? 1 = Yes 2 = No 9 = Don't Know	i. Present in Reminder? 1 = Yes 2 = No 9 = Don't know	j. Present in Coaching? 1 = Yes 2 = No 9 = Don't Know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (excluding the household rep) Adult / Child
10.												/
11.												/
12.												/
13.												/
14.												/

Compound ID |___|___|___|___|___|

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at auction meeting today **If not participating:** Ask participating members for name and information of household head	b. Present and participating in sales meeting? 1 = Yes 2 = No (if **1 "Yes"**→ skip to "d")	c. If not present or participating in sales meeting, ask present members why 1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	d. User 1 = Yes 2 = No 9 = Don't know	e. Age (years) 999 = Don't know	f. Sex 1 = M 2 = F	g. Education (years of schooling) 99 = Don't Know	h. Present in Promotion? 1 = Yes 2 = No 9 = Don't Know	i. Present in Reminder? 1 = Yes 2 = No 9 = Don't know	j. Present in Coaching? 1 = Yes 2 = No 9 = Don't Know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (excluding the household rep) Adult / Child
15.												/
16.												/
17.												/
18.												/
19.												/

Compound ID |___|___|___|___|___|

Section C: Reminder on Promotion

"Refer to Flip Chart"

Section D: Brief Explanation of the Sales Procedure

READ TO GROUP:	
>>	Your compound has had a free trial of the water treatment facility for over two months. Today this free trial will end, but you can keep the facility in exchange for a monthly subscription fee.
>>	The full cost of the chlorine dispenser, if you were to pay for it yourself, would be 40 taka per household, per month. But to encourage people to use this facility, icddrb is paying most of the cost and providing it to you at a much lower monthly subscription fee. As a bonus, if you decide to pay for the dispenser, your compound will get to keep the gazi tanks for free. As it is not possible to offer all compounds the same low subscription fee, to be fair to all we will draw the price from a lottery.
>>	There are six possible prices that could be drawn from the lottery:**2, 5, 7, 10, 15 and 20** taka per household per month. I have six sealed envelopes here, each containing one price from this list. One person from your compound will pick an envelope and the price inside will be the price offered to each household in your compound.
>>	But first, as we discussed in the previous meeting, we will go over the list of possible prices and check which of them you would each agree to pay. When the envelope is opened, there will be no more discussion. If everyone here has already agreed to the price in the envelope, then you and everyone in the compound, including those who are absent today, will be responsible to pay this amount every month and you will keep the facility. However, if anybody here has not agreed to pay the amount in the envelope then we will have to take the facility away.
>>	Though keeping the facility means everyone will have to pay, do not worry now about whether absent households will agree to pay. Also don't worry about how much cash is in your pocket now .Just think about which prices <u>your household</u> will agree to pay as a monthly subscription. If you decide to keep the facility, then you can either pay the first subscription fee today, or you can pay when we come back to collect the second round of fees. If we do not receive the money when we return then we will have to remove the facility.
>>	Are there any questions?

Compound ID |___|___|___|___|___|

Section E: Auction

E1.	Is the elected representative from last meeting present today? 1 = Yes 2 = No	|___|
●	**FIS:**Hand out "**Bid-1**" bid sheets while reading text below	
	READ TO GROUP:	
	>> I am handing each of you a piece of paper that has all six prices listed. If you have trouble reading the prices I have here photos of the taka bills for each price. As you can see, the monthly subscription prices are **2**,**5, 7, 10, 15 and 20**taka.	
	>> Remember you are agreeing to prices for your household only, you do not need to consider what other households want to pay. In the box beside each price, please place a "tick" mark if you would agree to the price and "cross" mark if you would not agree. DO NOT peek at your neighbor's paper as this is his/her private agreement! When you are finished, please fold your paper twice and pass it to the front.	
●	**FIS:** ollect bid sheets, read script below and then store sheets in "**Bid-1**" envelope	
	>> Now that I have all your written price agreements, I will go through them and find which prices you all agreed to pay.	
●	**FIS:** follow instructions • **<u>If they've all agreed to 2 taka, READ</u>**: If the facility price is 2 taka per household per month, you have all agreed, you will pay it. • **<u>If anyone has not agreed to 2 taka, READ:</u>**If the facility price is 2 taka per household per month or any price above this, at least one of you has not agreed so your compound will not keep the facility (Skip to E2) **<u>REPEAT ABOVE STEPS FOR EACH PRICE</u>** until you have reached the price that at least one person does not agree to pay. At this point, skip to E2 as the instruction says	
E2.	Write the highest price that everyone has agreed to pay (if at least one person has disagreed with all prices, then write zero). **FIS:If E2** = **<u>ZERO</u>➔SKIP to E5., otherwise continue**	|___|___|___| taka

Compound ID |___|___|___|___|___|

E3.	Will you permit anyone to use the facility, or only those who pay? |___| 1 = All 2 = Pay only
E4.	Will you try to get more people to pitch in to pay for the dispenser? |___| 1 = Yes 2 = No
E5.	Do you expect members who do not pay to use the product? |___| 1 = Expect all will 2 = Expect most will 3 = Unsure whether most will or won't 4 = Expect most won't 5 = Expect none will
E6.	Do you expect absent members will agree to pay <<<WTP or lowest lottery price if WTP is ZERO>>> for the dispenser? |___| 1 = Expect all will 2 = Expect most will 3 = Unsure whether most will or won't 4 = Expect most won't 5 = Expect none will
E6a.	Have you taken this expectation (of absent member's WTP) into account when deciding which prices you agree to? 1 = Yes 2 = No➔**Skip to E7**
Script	**READ:**You should NOT think about absent households, only what your household would agree to pay. We will not make you pay for their share! If you lower your price to include their share, then you might lose the opportunity get the dispenser at a price you would be willing to pay.

Compound ID |___|___|___|___|___|

E6b.	Would you like to change your price agreements? (Check yes if at least one person says "yes") 1 = Yes 2 = No➔**Skip to E7.** |___|
	FIS: Go over the bid sheet procedure again (**use Bid-2**) and write the new highest price below. When finished put bid sheets in **"Bid-2"** envelope. The new highest price that everyone present will agree to pay is: |___|___|___| taka
E7.	Do you believe that your bid can influence the price you will get from the lottery? 1 = All agree yes >>>**Read "Script E-1"** 2 = All agree no >>>**Skip to FIS instruction ***** 3 = At least one yes and one no >>>**Read "Script E-1"** |___|
Script E-1	The prices inside the envelopes are fixed. One of you will choose the envelope, so there is no way that the price you give can affect the price	

***	**FIS:** If WTP =<u>NOT ZERO</u>, then read "**Script E-2".** If WTP = <u>ZERO</u>, then read "**Script E-3"**.
Script E-2	The highest price that all the households in your compound have agreed to pay is **<<INSERT WTP>>**. **if WTP = max WTP (20 tk)➔Skip to E9d, otherwise Skip to E9**
Script E-3	At least one person disagrees with all the prices in the list

E9.	**Understanding Questions**
E9a.	Tell me what will happen if the price drawn is <<<INSERT PRICE ONE STEP GREATER THAN WTP>>>? 1 = Keep the facility and pay for it 2 = Have the facility removed 7 = Other, specify_____ |___|
●	**FIS:** After entering their response, correct them if they are wrong, then move to the next question.

Compound ID |___|___|___|___|___|

E9b. Is everybody okay with this outcome? (Check yes only if everyone agrees) |___|

1 = Yes >>**If WTP = ZERO, Skip to Script E-6, OtherwiseSkip to E9d**

2 = No

Compound ID |___|___|___|___|___|

E9c.	**FIS**: If **E9b is 2 "No" READ:**Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like.
●	**FIS:** Go over the bid sheet procedure again (**use Bid-3**) and write the new highest price below.When finished put bid sheets in **"Bid-3"** envelope. The new highest price that everyone present will agree to pay is: |___|___|___| taka
●	**FIS:** If price in **E9c is ZERO,** then **SKIP** to **"Script E-6",** otherwise continue.
E9d.	Tell me what will happen if the price drawn is <<<INSERT THEIR WTP>>>? |___| 1 = Keep the facility and pay for it 2 = Have the facility removed 7 = Other, specify_____
●	**FIS:** After entering their response, correct them if they are wrong, then move to the next question.
E9e	Is everybody okay with this outcome? (Check yes only if everyone agrees) |___| 1 = Yes >>**Skip to "Script E-4"** 2 = No
E9f	**FIS**: If **E9e is 2 "No" READ:**Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like.
●	**FIS:** Go over the bid sheet procedure again (**use Bid-4**) and write the new highest price below. When finished put bid sheets in **"Bid-4"** envelope. The new highest price that everyone present will agree to pay is: |___|___|___| taka
●	**FIS:** If **E9f is ZERO,** then **SKIP** to **"Script E-6",** otherwise read **"Script E-4"**.

Script E-4	**READ TO GROUP:** We are now ready to conduct the lottery, please nominate a volunteer to pick the envelope.
●	{**FIS**: Allow person to pick and open an envelope.}
	CONTINUE: The price offered to the households in your compound is **<<<INSERT ENVELOPE PRICE (E11)>>>**taka per month.

Compound ID |___|___|___|___|___|

E11.	The price offered to this compound is: |___|___|___| taka
●	**>>** If the price is less than or equal to the group's willingness to pay, then read **"Script E-5"**
	>> If the price is greater than the group's willingness to pay, then skip to **"Script E-6"**

Script E-5	<u>If price is less than or equal to WTP</u>**<u>, READ:</u>** Congratulations, **<<<INSERT PRICE from E11>>>** is a price you have all already agreed to pay! When you are ready I will collect your payment and ask you a few questions.
●	**FIS**: Continue when one of the compound members says s/he is ready.
E12.	Do you have the full payment (lottery price * number of households in the compound) ready today? 1 = Yes ➔**SKIP to E14** |___| 2 = No, some of the payment is ready 3 = No, none of the payment is ready ➔**SKIP to E17.**
E13	Would you like to pay some now or pay all when we return to collect the second payment? |___| 1 = Some now 2 = All later ➔**SKIP to E17**
E14.	**FIS**: Collect fees. How were the fees gathered? 1 = by the compound manager 2 = by the nominated representative |___| 3 = by another compound member 4 = it was not gathered, FIS collected/is collecting it from individuals 7 = other (specify): _____
E15.	What was the amount paid by each household? (**FIS Note:** The HHID should correspond to the HHID drawn on the map of the compound during the baseline. If a household did not pay anything, then write "zero".) HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka

Compound ID |___|___|___|___|___|

	HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka HHID: |___|___| Amount: |___|___|___| taka
E16.	**FIS:**List reasons given by present households that did not pay: HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____ HHID: |___|___| Reason:_____
E17.	If or when some households refuse to pay the subscription, how would your compound finance the cost? 1 = Increase subscription fee equally so all payers pay the same amount more to cover the non-payers. |___| 2 = Increase subscription unequally so some pay more than others. 3 = Force refusers to pay for the water treatment facility or move out 4 = Enforce all to pay by raising the rent proportionally 5 = Quit the subscription 7 = Other (specify):_____
E18.	You have paid a total of: |____|____|____| Taka

Compound ID |___|___|___|___|___|

E19.	The amount of your first subscription fee which you still have to pay is: |____|____|____| Taka ((Lottery price *number HHs)- total they have paid (E18.))
E20.	The total amount due at the next visit is (sum of (lottery price *num HHs) and E19): |____|____|____| Taka **If E19 is not zero ➔READ:** If you do not pay this amount at the next visit, we will have to remove the facility.
E21.	We will return in one month to collect payment again. When is a good date and time? Date: (DD/MM/YYYY) |___|___|/|___|___|/|___|___|___|___| Time: (24 hr clock) |___|___|: |___|___| **If return meeting is refused** **➔ SKIP to E22.**
Script	**READ:** Once again, thank you for your time. We will return in one month to collect the next total payment of **<<<E20:_____>>>** Taka. **FIS: END HERE or read Section F (optional)**

E22.	What is the reason you would not like us to return to collect fees? Choose all that apply. 1 = At least one of the present households is not able to pay the lottery price. 1-|___| 2 = You know absent members will not pay and you are unable to pay for their fees. 2-|___| 3 = Your compound is able to pay, but at least some of the members believe the facility is not worth the subscription fee 3-|___| 4 = Your compound stopped using the dispenser and wants to quit subscription 4-|___| 7 = other (specify): 7-|___| _____
Script	**READ:**Since your compound will not come up with the money, we will have to return to remove the dispenser. In the meantime, if any households wish to use the facility they may. Thank you for your time! **FIS: END HERE or read Section F (optional)**

Compound ID |___|___|___|___|___|

Script E-6	If price is greater than WTP, or WTP is zero **READ**: At least one of you did not agree to pay an offered price, so I'm afraid that we will have to remove the facility. You may continue to use the facility until the technicians come to remove it.
E13	Do you now wish that you'd agreed to the offered price? |___| 1 = Yes >>**READ:** Sorry, I am not able to sell the product to you now 2 = No 3 = At least one yes and one no >>**READ:** Sorry, I am not able to sell the product to you now
	READ: Thank you very much for participating today!

Compound ID |___|___|___|___|___|

Section F: Rules and FAQs

- **FIS:**This section is optional. Read it if participants have questions related to subscription.

RULES FOR SUBSCRIPTION	
R1.	The monthly subscription fee that each household agrees to pay in the sales meeting must be paid by every household in the compound, each month for you to continue to use the facility. This fee includes the right to keep the facility in the compound, monthly refills of chlorine and repairs/replacements if necessary.
R1a	This per household monthly subscription fee is the price that was pulled from the envelope during the lottery meeting.
R1b	If a month's payment is missed, you will be allowed to pay the following month. If payment is not made by the following month, hardware will be removed.
R1c	This payment is to be collected and given to icddrb staff by the elected compound representative. Icddrb staff will contact this person to let him/her know when s/he is coming to collect the fee.
F1.	Did FIS read subscription of rules? |___| 1 = Yes, detailed read 2 = Yes, partial read 3 = No

FREQUENTLY ASKED QUESTIONS (FAQS)
1. Who will look after technical issues related to dispenser or if hardware is faulty? ▪ ICDDR, B should be contacted immediately if such problem arises. See the phone number on the consent form we provided you (+880-2-8819419-20 ext. 119). They will repair or replace the hardware within shortest possible time.
2. What happens if an individual household doesn't want to pay his/her share of payment? ▪ Even if someone of you would not pay, the total subscription fee decided here today must be paid each month to continue to use the facility
3. I cannot own the product what is the point of paying for one year? ▪ You are not buying the product by paying installments but you are paying shared-subscription-fee each month as long as you want the facility in the compound.
4. What happens after one year? ▪ If the compound agrees to continue its subscription for a second year, we will continue at the same price. After two years, if you wish to continue, we will continue to supply you at cost – we will not make any profit, just enough to cover our costs.

5. Who will refill the dispenser/look after maintenance?

- As we recommended in the promotion, other compounds have been happy dealing with this in two ways:

  A. Rotating from HH to HH. Each day it is a different HH's responsibility. The compound can choose an object, like a ribbon or rope to put on the HH's door as a reminder that it is their day to refill. When a person fails to refill on her day, the next household can cover, and the absent HH can refill when they have returned. Some HHs institute small fines for missing a day.

  B. Assigning the responsibility to one person (manager, nominated representative). Some HHs will give this person discounted subscription since s/he has maintains the facility.

6. Does Chlorine become unsafe after 24 hours? Do we have to re-chlorinate? Are there Adverse effects?

- If water is boiled, dirt can get back into the water after only 10 minutes. But chlorine stays in the water for 24 hours and kills any dirt that enter. After 24 hours if the chlorinated water is stored in a closed container, then it is safe for days after. There are no adverse effects coming from chlorine, only from the dirt things reenter.

7. Why are you doing this by lottery and not by income, where the poorest households pay the lowest?

- All the compounds we offer this to are in need, differentiating between their incomes is very difficult and can cause the following problems:

  A. Conflict with icddrb, as people become angry if they don't agree with our assessment of their income.

  B. Conflict between compounds, as one feels it is not fair that his/her neighbor got it at a different price

  C. Dishonesty, as people want to report lower income to get a better deal

8. Why not pick one low price and give to everyone?

- This is a new way that is being piloted by icddrb. They believe it might be a better way to get more dispensers to more people. If they find otherwise, then we will discontinue. Regardless, it is fair as everyone is receiving a big discount and everyone has the same chance of receiving an even lower discount.

9. Why can't you just randomly pick the envelope first, then let us decide?

- We do this for the benefit of the compound members. We find that if we encourage members to make the decision before seeing the price, then they are more likely to be happy with their decision in the long run. It's a more responsible decision. Whereas, if we show the price, sometimes people act impulsively, by spending too much, or by withdrawing and alter regretting it.

10. Will the price change if households move out or if new people move in?

- Yes, but we must verify this. If a household moves out or moves in, please inform us promptly,

by calling (+880-2-8819419-20 ext. 119). We will adjust the monthly fee accordingly.
11. Why are you giving detergent for free in one meeting then selling it in the next? We are giving enough free detergent to be used for making soapy water, but you will still need to buy more detergent for your laundry. Since you still need to buy it, we thought it would be a good product to use to practice the lottery procedure.

Compound ID |___|___|___|___|___|

Bid round	HID	E6. Bid
1	1	
1	2	
1	3	
1	4	
1	5	
1	6	
1	7	
1	8	
1	9	
1	10	
1	11	
1	12	
1	13	
1	14	
1	15	
1	16	
1	17	
1	18	

Bid round	HID	E6. Bid
2	1	
2	2	
2	3	
2	4	
2	5	
2	6	
2	7	
2	8	
2	9	
2	10	
2	11	
2	12	
2	13	
2	14	
2	15	
2	16	
2	17	
2	18	

Compound ID |___|___|___|___|___|

Bid round	HID	E6. Bid
3	1	
3	2	
3	3	
3	4	
3	5	
3	6	
3	7	
3	8	
3	9	
3	10	
3	11	
3	12	
3	13	
3	14	
3	15	
3	16	
3	17	

Bid round	HID	E6. Bid
4	1	
4	2	
4	3	
4	4	
4	5	
4	6	
4	7	
4	8	
4	9	
4	10	
4	11	
4	12	
4	13	
4	14	
4	15	
4	16	
4	17	

COACHING MEETING—PROCEDURE AND DATA COLLECTION
GROUP THREE- INDIVIDUAL/DS/COMBINED

Section A: Compound Identification

- **FIS:** Before entering a compound
  >> Use price table to prepare prices in detergent auction procedure
  >> Fill out A1 through A8

A1.	Field Site:	_____
A2.	Field Site Code	|___|___|
A3.	Compound ID	|___|___|___|___|___|
A4.	Number of Households	|___|___|
A5.	Manager's Name	_____
A6.	Treatment Group	|_**3**_|
A7.	FIS ID/Name	|___|___| / _____

A4a.	Number of Households: (Current)	|___|___|
A8.	Date of Interview	(DD/MM/YYYY) |___|___|/|___|___|/|___|___|___|___|
A9.	Time Start of Interview	(24 hr clock) |___|___| : |___|___|
A10.	Time End of Interview	(24 hr clock) |___|___| : |___|___|

- **FIS:** Gather as many household representatives as possible for the meeting.

READ TO GROUP: Thank you for agreeing to participate in the meeting today! I remind you that your participation is voluntary and it should not cause any harm to you. This will not take long, but you may choose to discontinue at any time.

Section B: Household Roster

- **FIS:** If compound manager does not live in compound, then fill out "CM" row, otherwise leave "CM" row blank and write "/ CM" after compound manager's name.

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Participating in Coaching Meeting? 1 = Yes 2 = No	c. Will come to Auction Meeting? 1 = Yes 2 = No 9 = Don't Know	d. If absent or not participating in Coaching or Auction meeting, ask why. 1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	e. User 1 = Yes 2 = No 9 = Don't know	f. Age (years) 999 = Don't know	g. Sex 1 = M 2 = F	h. Education (years of schooling) 99 = Don't know	i. Present in Promotion 1 = Yes 2 = No 9 = Don't know	j. Present in Reminder 1 = Yes 2 = No 9 = Don't know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (Excluding the household rep) Adult / Child
1				/								/
2				/								/
3				/								/
4				/								/

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Participating in Coaching Meeting? 1 = Yes 2 = No	c. Will come to Auction Meeting? 1 = Yes 2 = No 9 = Don't Know	d. If absent or not participating in Coaching or Auction meeting, ask why. 1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	e. User 1 = Yes 2 = No 9 = Don't know	f. Age (years) 999 = Don't know	g. Sex 1 = M 2 = F	h. Education (years of schooling) 99 = Don't know	i. Present in Promotion 1 = Yes 2 = No 9 = Don't know	j. Present in Reminder 1 = Yes 2 = No 9 = Don't know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (Excluding the household rep) Adult / Child
5				/								/
6				/								/
7				/								/
8				/								/
9				/								/

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Participating in Coaching Meeting? 1 = Yes 2 = No	c. Will come to Auction Meeting? 1 = Yes 2 = No 9 = Don't Know	d. If absent or not participating in Coaching or Auction meeting, ask why. 1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	e. User 1 = Yes 2 = No 9 = Don't know	f. Age (years) 999 = Don't know	g. Sex 1 = M 2 = F	h. Education (years of schooling) 99 = Don't know	i. Present in Promotion 1 = Yes 2 = No 9 = Don't know	j. Present in Reminder 1 = Yes 2 = No 9 = Don't know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (Excluding the household rep) Adult / Child
10				/								/
11				/								/
12				/								/
13				/								/
14				/								/

HID	a. Name of Household Representative **If participating:** Name of person who will represent the household at coaching meeting today **If not participating:** Ask participating members for name and information of household head	b. Participating in Coaching Meeting? 1 = Yes 2 = No	c. Will come to Auction Meeting? 1 = Yes 2 = No 9 = Don't Know	d. If absent or not participating in Coaching or Auction meeting, ask why. 1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	e. User 1 = Yes 2 = No 9 = Don't know	f. Age (years) 999 = Don't know	g. Sex 1 = M 2 = F	h. Education (years of schooling) 99 = Don't know	i. Present in Promotion 1 = Yes 2 = No 9 = Don't know	j. Present in Reminder 1 = Yes 2 = No 9 = Don't know	k. Relation to Household Head 1 = Self 2 = Husband/ Wife 3 = Father/ Mother 4 = Child 5 = Brother/ Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	l. No. of adults from HH present/ No. of children from HH present (under 15) (Excluding the household rep) Adult / Child
15				/								/
16				/								/
17				/								/
18				/								/
19				/								/

Section C: Reminder on Promotion

READ TO GROUP:

>> My name is _____ and I am from ICDDRB (Mohakhali Cholera Hospital).

>> You know us because we visited your compound several times. We work on peoples' hand washing and water treatment and have provided you with soapy water, a chlorine dispenser and a Gazi tank.

C1. Do you know of any other compounds enrolled in this program? |___|

1 = All agree yes
2 = Most agree yes (more than half)
3 = Seems to be even split, half yes, half no
4 = Most agree no (more than half)
5 = All agree no

>> Today we will be talking about how you can bear the cost of this facility, but first we want to briefly ask you if you remember why it's so important to wash your hands with soap and treat your water with chlorine.

>> What happens if we don't wash our hands with soap before eating? And if we don't treat our water before drinking? What do we eat? [wait for answer]

>> Yes, that's right, Shit, Human Shit!

>> Can you tell me how? [wait for answer]

>> If we don't wash both our hands after using the latrine and before eating then shit stays on our hands and goes in our mouths when we eat and if we don't kill the shit that leaks into water with chlorine, then we drink shit!

>> What would your neighbor think if she sees you serve your child water without chlorine? How would you feel? [wait for answer]

>> What's more, eating shit causes dangerous diseases such as cholera, typhoid, jaundice, diarrhea, dysentery which in many cases, lead to death. 2 Million children die each year from diarrhea that could have been prevented by simply washing hands and drinking safe water.

>> AND these diseases cost a lot!

>> So Unless we enjoy eating shit and want to get sick, we must wash our hands with easy and cheap soapy water (After using the latrine, after cleaning child bottom, before eating) AND we must treat our water with chlorine.

>> Great! You did a good job recalling some of the facts that we taught you before. Now we can move on to the lottery procedure!

Section D: Brief Explanation of the Sales Procedure

READ TO GROUP:

>> Please take time to inform absent members of the following important information.

>> Your compound has had a free trial of the water treatment facility [chlorine dispenser and gazi tanks] for over two months.

>> In roughly one week the free trial will end, but you can keep the chlorine dispenser in exchange for a monthly subscription fee. If you decide to pay for the Chlorine dispenser, the Gazi tanks will e included at no additional fee.

>> The full cost of the chlorine dispenser, if you were to pay for it yourself, would be **35** taka per household, per month. But to encourage people to use this facility, icddrb is paying most of the cost and providing it to you at a much lower monthly subscription fee. As it is not possible to offer all compounds the same low subscription fee, to be fair to all we will draw the price from a lottery. There are six possible prices that could be drawn from the lottery: **20, 15, 10, 7, 5, 2** taka per household per month.

>>

We will hold this lottery roughly one week from today. Let us first set the date of the lottery

D1. Who is currently responsible for maintaining the facility (keeping the |___|

1 = We share the responsibility
2 = One person, normal member; HHID: |__
3 = One person, compound manager
7 = Other, Specify: _____

D2. Date of Meeting: (YYYY/MM/DD) |___|___|___|___| / |___|___| / |___|___|

D2a. Time of Meeting: (24 hr clock) |___|___| : |___|___|

Name/Phone number of person to contact in case of rescheduling:_____

- **FIS: Skip "D3" during meeting and continue reading:**

D3. Check here if meeting was rescheduled: |___|

D3a. ***If D3 checked:*** Date of Meeting |___|___|___|___| / |___|___| / |___|___|

D3b. ***If D3 checked*** : Time of meeting: |___|___| : |___|___|

CONTINUE READING:

>> It is very important that you think and discuss within your household, about these possible prices—**20, 15, 10 , 7, 5 and 2** taka per household per month—and decide what prices your household would agree to pay as a monthly subscription fee.

>> If you have these discussions early, then on the day of the lottery, when the price is drawn, you will be able to quickly make a responsible decision for your household.

>> If you fail to think about these prices early, then on the day of the lottery you may

>> feel pressured into saying yes to a price that you could not actually afford to pay

>> you might decide not to buy it thinking you cannot afford it, when actually you can

>> These results would be bad for you and your compound. In order to prevent this from happening, ICDDRB will conduct the lottery in a special way.

	>> On the day of the Lottery, the icddrb staff person will ask you if you would agree to the prices I just mentioned first, then will reveal the lottery price. If you and each of your neighbors have already agreed to pay that price, then you will keep the facility and the lottery price will be your monthly subscription fee, to be paid by each of the households in your compound. If you or any of your neighbors have not agreed to that price, then ICDDRB will remove the facility from your compound. **>>** In this kind of sales meeting, it is best for you to indicate truthfully what prices you would be able to actually pay and what prices you would not be able to pay. If you truly would pay a given monthly fee but indicate on the sheet otherwise, then you risk losing the opportunity to subscribe for a fee that you truly would be willing to pay. **>>** Now, please nominate a person in your compound (e.g. compound manager, landlord or any other household), to take the responsibility to enroll households and collect monthly fees.
D4.	[RECORD NAME OF NOMINATED
D4a.	[RECORD HID OF NOMINATED REPRESENTATIVE (enter 99 if representative does not live in the compound)]: |___|___|
D4b.	Is the nominated representative |___|? 1 = the landlord 2 = the compound manager 3 = neither

Section E: Detergent Auction

READ TO GROUP:

>> Now, to ensure that you are ready for the lottery on **<<<INSERT DATE AND TIME FROM D2. AND D2a.>>>** we will go over the procedure in a real setting.

>> I have brought with me today, some laundry detergent which I will offer to you in the same way as the chlorine dispenser and gazi tanks. The true price of this detergent at the bazaar is **58** taka. If you were to divide this among all the households in your compound, the price would come to **<<<INSERT FROM TABLE P2: >>>** or more per household. Today, you will have the chance to get it at a lower price in a lottery.

>> I have brought some baggies so you can easily divide the detergent if you choose to purchase it.

>> I have five sealed envelopes here. Each of the envelopes contains a price from this list **<<<INSERT FROM TABLE L1: >>>**. I will let you randomly pick one envelope, the price inside will be the price we offer each household in your compound.

>> Note, if the price is **<<<INSERT FROM TABLE P2: >>>**, you are still getting a good deal as you have saved the time of going to the market to buy it yourself!

>> Before you choose and open an envelope, I will check to see which prices you would agree to pay.

>> Then, once I open the envelope,

>> If you have all individually agreed to the price inside, then you will get to keep the detergent for this price. You must pay this price for every household in the compound.

>> If any one of you has not agreed to the price, then you will not buy the detergent today

>> Though keeping the detergent now means everyone in the compound, even absent members will have to pay, right now, do not think about other households. Now, we just want to know how much your household is willing to pay. If you decide to keep the detergent, then you can either cover the fee for absent members now, or we can bring the detergent back to the lottery meeting and you can buy it with collected fees then.

>> Are there any questions? [answer questions]

- **FIS:** Hand out bid sheets (**bid #1**)while reading text below.

>> I am handing each of you a piece of paper that has all five prices listed. In the box beside each price, please place a “tick” mark if you would agree to the price and “cross” mark if you would not agree. If you have trouble reading the price, I can help.

>> As you can see, the prices are list **<<<INSERT FROM TABLE L1:_____ >>> taka**

>> You are agreeing to prices for your household only, you do not need to consider what other households want to pay. DO NOT peek at your neighbor's paper as this is his/her private agreement! When you arefinished, please fold your paper twice

- **FIS:** Once they are all finished writing filling out the sheets, collect sheets and go through script below.

	>> Now that I have all of your written price agreements, I will go through them and find which prices you all agreed to pay.
●	**FIS:** follow instructions • If they've all agreed to <<<INSERT P3:_____ >>> taka, READ **Script E-1** and follow directions: • If anyone has not agreed to <<<INSERT P3: _____>>> taka, READ **Script E-2**

Script E-1	**READ:** If the detergent price is <<<INSERT FROM TABLE P3: >>> taka per household, you have all agreed, you will pay <<<INSERT FROM TABLE P3: >>> today.
●	**REPEAT ABOVE STEPS FOR EACH PRICE** until you have reached the price that at least one person does not agree to pay. Then read **Script E-2**.

Script E-2	**READ:** If the detergent price is <<<INSERT FROM TABLE P3: >>> taka per household or any price above this, at least one of you has not agreed so you will not keep the detergent.
●	**NOW SKIP TO E2**
●	**STORE SHEETS IN FIRST BID ENVELOPE**

E2	Write the highest price that everyone has agreed to pay (if at least one person has disagreed with all prices, then write zero). |___|___| taka per household
E3	Do you believe that the price you say can influence the price you will get from the lottery? |___| 1 = All agree yes **>> Read "Script E-3"** 2 = Most agree yes (more than half) **>> Read "Script E-3"** 3 = Seems to be even split, half yes, half no **>> Read "Script E-3"** 4 = Most agree no (more than half) **>> Read "Script E-3"** 5 = All agree no **>> Skip to *** **
Script E-3	The prices inside the envelopes are fixed. One of you will choose the envelope, so there is no way that the price you give can affect the price. **(NOW CONTINUE TO ***)**

***	**FIS:** If the price in **E2 is ZERO**, then **READ script "E-4"**. **otherwise, READ script "E-5"**
Script E-4	**>>** Your group disagrees with all the prices in the list. **(NOW SKIP TO E4)**
Script E-5	**>>** The highest price that your compound has agreed to pay is **<<INSERT PRICE FROM E2>>. If E2 is Max WTP, then ==> SKIP to E4d, otherwise continue**

E4.	**Understanding Questions**
E4a.	Tell me what will happen if the price drawn is <<<INSERT PRICE ONE STEP GREATER THAN E2>>>? (record answer that majority agrees on) |___| 1 = buy the detergent 2 = do not buy the detergent 3 = Other (specify) _____
●	**FIS:** After entering their response, correct them if they are wrong, then move to the next question.
E4b.	Is everybody okay with this outcome? (Check yes only if everyone agrees) |___|

	1 = yes **>> If E2 is ZERO, skip to "Script E-8"; If E2 not ZERO, Skip to "E4d"** 2 = no
E4c.	**If E4b is 2 "No", READ:** Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like.
●	**FIS:** Go over the bid sheet procedure again (**using bid #2 sheets**) and write the new highest price below. Then move on to E4d. The new highest price that this compound will agree to pay is: |___|___| taka
●	**FIS: If price in E4c is ZERO, then SKIP to "Script E-8"** **(otherwise continue).**
E4d.	Tell me what will happen if the price drawn is <<<INSERT Current WTP (E2 or E4c)>>>? (record 1 = buy the detergent 2 = do not buy the detergent 7 = Other (specify)_____
●	**FIS:** After entering their response, correct them if they are wrong, then move to the next question.
E4e.	Is everybody okay with this outcome? (Check yes only if everyone agrees) |___| 1 = yes **>> Skip to Script E-6** 2 = no
E4f.	**If E4e is 2 "No", READ:** Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like.
●	**FIS:** Go over the bid sheet procedure again (**using bid #3 sheets**) write the new highest price below. The new highest price that this compound will agree to pay is: |___|___| taka
●	**FIS:** If price in **E4f is ZERO,** then **SKIP** to **"Script E-8"**, otherwise read **"Script E-6"**.

Script E-6	**READ TO GROUP:** We are now ready to conduct the lottery, please nominate a volunteer to pick the envelope. {FIS: Allow person to pick and open an envelope.} **CONTINUE:** The price offered to your compound is <<<INSERT ENVELOPE PRICE (E5)>>> taka.
E5.	The price offered : |___|___| taka
●	**>>** If the price is less than or equal to the group's willingness to pay, then read **Script E-7**
●	**>>** If the price is greater than the group's willingness to pay, then **skip to Script E-8**

Script E-7	If price is less than or equal to WTP**, READ:** **>>** Everyone in your group has agreed to pay this price, so everyone in your compound now owes <<<INSERT E5>>>. **>>** If you are not able to pay this price for all households in the compound now, then we can bring the detergent back in a week and sell it to you then for the same price.
●	**FIS:** Only give the detergent if they have all the money

E5a. Was the total paid? |___|
1 = Yes
2 = No **>> Skip to "E5d"**

E5b. If E5a is 1 "Yes", list HHIDs and price paid of paying, present members:

HHID: |___|___| Amount: |___|___|___| taka
HHID: |___|___| Amount: |___|___|___| taka
HHID: |___|___| Amount: |___|___|___| taka
HHID: |___|___| Amount: |___|___|___| taka
HHID: |___|___| Amount: |___|___|___| taka
HHID: |___|___| Amount: |___|___|___| taka
HHID: |___|___| Amount: |___|___|___| taka
HHID: |___|___| Amount: |___|___|___| taka
HHID: |___|___| Amount: |___|___|___| taka
HHID: |___|___| Amount: |___|___|___| taka

E5c. List reasons given by households who were present but did not pay:

HHID: |___|___| Reason:_____
HHID: |___|___| Reason:_____
HHID: |___|___| Reason:_____
HHID: |___|___| Reason:_____
HHID: |___|___| Reason:_____
HHID: |___|___| Reason:_____
HHID: |___|___| Reason:_____
HHID: |___|___| Reason:_____
HHID: |___|___| Reason:_____
HHID: |___|___| Reason:_____

E5d. If E5a is 2 "No": Will they pay this amount in the next meeting? |___|

1 = all agree yes ; 2 = all agree no; 3 = at least one yes and one no

READ TO GROUP: Please remember to think about the six possible prices for the chlorine dispenser, **2, 5, 7, 10, 15 and 20** , so you can make a good decision in the lottery meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>>!

- **FIS:** Meet with elected spokesperson and ask him/her to remind people of the meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>> and to encourage people to discuss the prices
- **FIS: NOW SKIP TO SECTION F**

Script E-8 iF price is greater than WTP, **READ:**

>> At least one of you did not agree to pay an offered price, so I am afraid that I will not be able to sell you the detergent today.

E6. Do you now wish that you'd agreed to the offered price? |___|

1 = All agree yes **>>** READ: Sorry I am not able to sell the product to you now.
2 = All agree no
3 = At least one yes and one no **>>** READ: Sorry I am not able to sell the product to you

READ:

>> Please remember to think about the six possible prices for the chlorine dispenser, **2, 5, 7, 10, 15, 20** taka per household, so you can make a good decision in the lottery meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>>!

- **>>** FIS: Meet with elected spokesperson and ask him/her to remind people of the meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>> and to encourage people to discuss the

Section F: Understanding Questions

	FIS: Fill out the response that the majority of participants agree to. If there is no majority agreement, then leave the question blank.
F1.	Did you understand the sales meeting procedure described here? |___| 1 = Yes 2 = No
F2.	When we return to decide about the water treatment facility:
F2a.	If one person in your group agrees to pay only 15 taka, but the draw is 25 taka, what will happen? |___| 1 = Keep the facility and pay for it 2 = Have the facility removed 3 = Other, specify: _____
F2b.	If one person in your group agrees to pay less than 25 taka, and others agree to pay 25, and the draw is 25 taka, what will happen? |___| 1 = Keep the facility and pay for it 2 = Have the facility removed 3 = Other, specify: _____
F3.	In which case would your compound keep the facility? Choose all that apply. 1 = Keep 2 = Don't keep
F3a.	The price everyone in your group agrees to pay exceeds the envelope price. |___|
F3b.	The price everyone in your group agrees to pay is less than the envelope price. |___|
F3c.	The price everyone in your group agrees to pay equals the envelope price. |___|
F3d.	Other , specify:_____ |___|
F4.	Are you now willing to participate in the sales meeting to decide your monthly subscription fee? |___| 1 = Yes **>>** Skip to F5 2 = No
F4a.	If F4 is 2 "No": Please explain why:_____
●	**FIS:** Fill out F5 and F6 on your own, do NOT read aloud!
F5.	How well did the group understand the sales meeting procedure? |___| 1 = Very well 2 = Fairly well 3 = Somewhat 4 = Not very well 5 = Not at all
F6.	Explain your answer to F5 and provide additional overall comments if necessary:

Section F: Rules and FAQs

- FIS: This section is optional. Read it if participants have questions related to subscription.

RULES FOR SUBSCRIPTION:

R1. The monthly subscription fee that each household agrees to pay in the sales meeting must be paid by every household in the compound, each month for you to continue to use the facility. This fee includes the right to keep the facility in the compound, monthly refills of chlorine and repairs/replacements if necessary.

R1a This per household monthly subscription fee is the price that was pulled from the envelope during the lottery meeting.

R1b If a month's payment is missed, you will be allowed to pay the following month. If payment is not made by the following month, hardware will be removed.

R1c This payment is to be collected and given to icddrb staff by the elected compound representative. Icddrb staff will contact this person to let him/her know when s/he is coming to collect the fee.

G1. Did FIS read subscription of rules? |___|

1 = Yes, detailed read; 2 = Yes, partial read; 3 = No

FREQUENTLY ASKED QUESTIONS (FAQS)

1 Who will look after technical issues related to dispenser or if hardware is faulty?

>> ICDDR, B should be contacted immediately if such problem arises. See the phone number on the consent form we provided you (+880-2-8819419-20 ext. 119). They will repair or replace the hardware within shortest possible time.

2 What happens if an individual household doesn't want to pay his/her share of payment?

>> Even if someone of you would not pay, the total subscription fee decided here today must be paid each month to continue to use the facility

3 I cannot own the product what is the point of paying for one year?

>> You are not buying the product by paying installments but you are paying shared-subscription- fee each month as long as you want the facility in the compound.

4 What happens after one year?

>> If the compound agrees to continue its subscription for a second year, we will continue at the same price. After two years, if you wish to continue, we will continue to supply you at cost – we will not make any profit, just enough to cover our costs.

5	**Who will refill the dispenser/look after maintenance?** **>>** As we recommended in the promotion, other compounds have been happy dealing with this in two ways: A. Rotating from HH to HH. Each day it is a different HH's responsibility. The compound can choose an object, like a ribbon or rope to put on the HH's door as a reminder that it is their day to refill. When a person fails to refill on her day, the next household can cover, and the absent HH can refill when they have returned. Some HHs institute small fines for missing a day. B. Assigning the responsibility to one person (manager, nominated representative). Some HHs will give this person discounted subscription since s/he has maintains the facility.
6	**Does Chlorine become unsafe after 24 hours? Do we have to re-chlorinate? Are there Adverse effects?** **>>** If water is boiled, dirt can get back into the water after only 10 minutes. But chlorine stays in the water for 24 hours and kills any dirt that enter. After 24 hours if the chlorinated water is stored in a closed container, then it is safe for days after. There are no adverse effects coming from chlorine, only from the dirt things reenter.
7	**Why are you doing this by lottery and not by income, where the poorest households pay the lowest?** **>>** All the compounds we offer this to are in need, differentiating between their incomes is very difficult and can cause the following problems: **A.** Conflict with icddrb, as people become angry if they don't agree with our assessment of their income. **B.** Conflict between compounds, as one feels it is not fair that his/her neighbor got it at a different price **C.** Dishonesty, as people want to report lower income to get a better deal
8	**Why not pick one low price and give to everyone?** **>>** This is a new way that is being piloted by icddrb. They believe it might be a better way to get more dispensers to more people. If they find otherwise, then we will discontinue. Regardless, it is fair as everyone is receiving a big discount and everyone has the same chance of receiving an even lower discount.
9	**Why can't you just randomly pick the envelope first, then let us decide?** **>>** We do this for the benefit of the compound members. We find that if we encourage members to make the decision before seeing the price, then they are more likely to be happy with their decision in the long run. It's a more responsible decision. Whereas, if we show the price, sometimes people act impulsively, by spending too much, or by withdrawing and alter regretting it.
10	**Will the price change if households move out or if new people move in?** **>>** Yes, but we must verify this. If a household moves out or moves in, please inform us promptly, by calling (+880-2-8819419-20 ext. 119). We will adjust the monthly fee accordingly.

11 Why are you giving detergent for free in one meeting then selling it in the next?

>> We are giving enough free detergent to be used for making soapy water, but you will still need to buy more detergent for your laundry. Since you still need to buy it, we thought it would be a good product to use to practice the lottery procedure.

- **FIS:** Write any new questions below and write the answer you gave, or the answer you think should be given.

NEW FAQs

11 _____

12 _____

13 _____

- **FIS:** Fill out A9 (time of interview end) on first page.

Section H: Bid Sheet Entry

Bid round	HID	E7. Bid
1	1	
1	2	
1	3	
1	4	
1	5	
1	6	
1	7	
1	8	
1	9	
1	10	
1	11	
1	12	
1	13	
1	14	
1	15	
1	16	
1	17	
1	18	

Bid round	HID	E7. Bid
2	1	
2	2	
2	3	
2	4	
2	5	
2	6	
2	7	
2	8	
2	9	
2	10	
2	11	
2	12	
2	13	
2	14	
2	15	
2	16	
2	17	
2	18	

Bid round	HID	E7. Bid
3	1	
3	2	
3	3	
3	4	
3	5	
3	6	
3	7	
3	8	
3	9	
3	10	
3	11	
3	12	
3	13	
3	14	
3	15	
3	16	
3	17	
3	18	