



# Public Consultation

**EUSurvey on the Quality of Drinking Water**

**Statistical Report**

**December 2014**

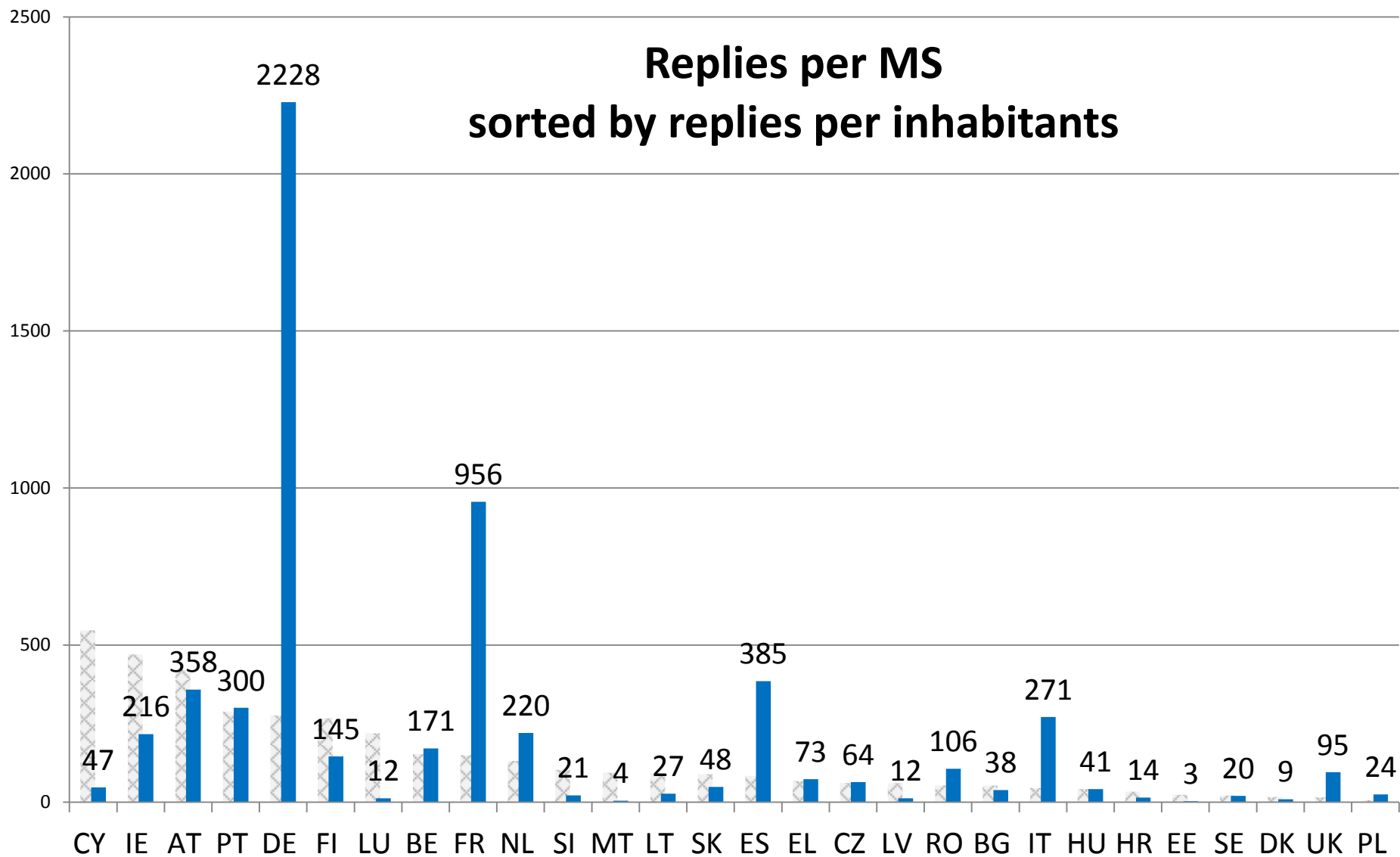
# Public consultation - EU Survey

<http://ec.europa.eu/eusurvey/>

- **Period: 23/06/2014 to 23/09/2014**
- **available in all languages**
- **Evaluated replies: 5908**
- **of these: Stakeholders/Experts:  
670 (11%)**

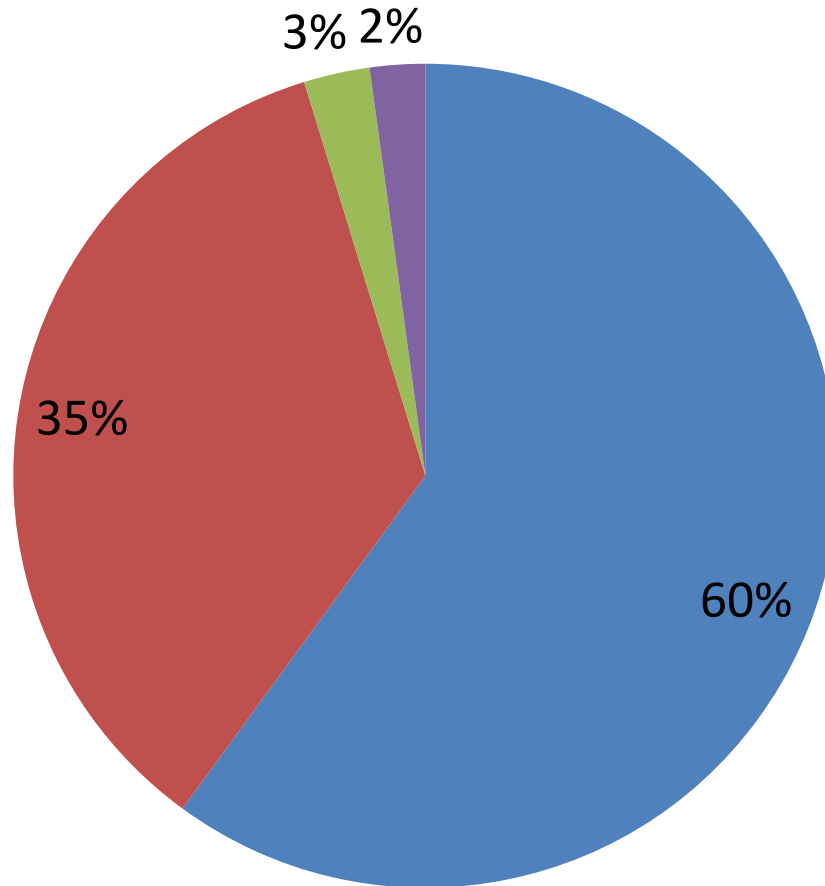
**Part 1: General Questions to Consumers**

**Part 2: Questions Drinking Water Directive**



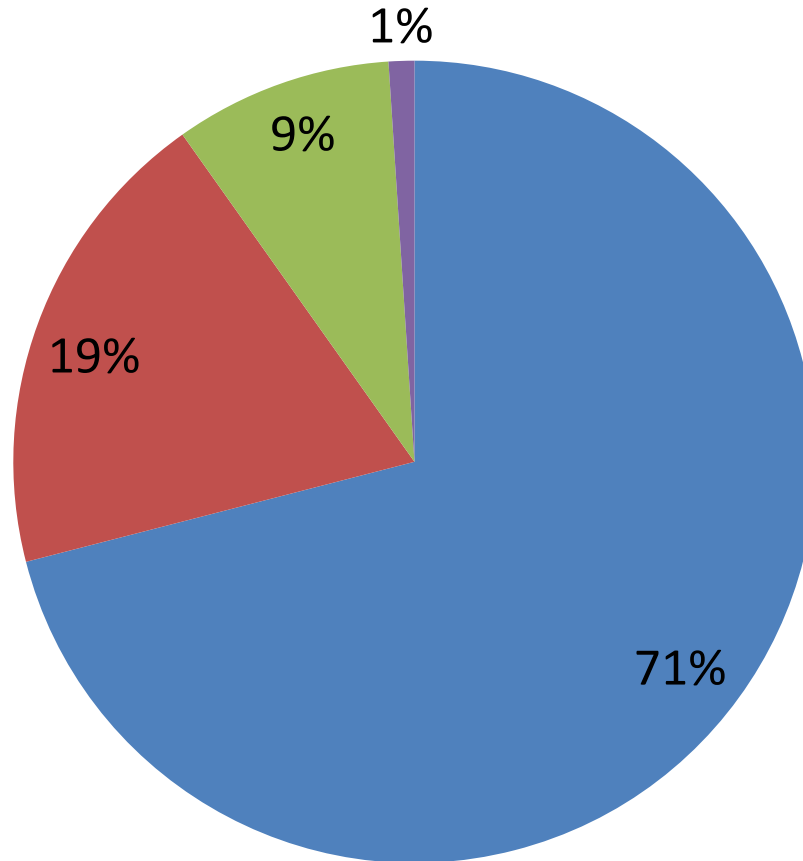
## Do you live in an urbanised or a rural area? (%)

■ Urbanised ■ Rural ■ Don't know/Not applicable ■ Not answered



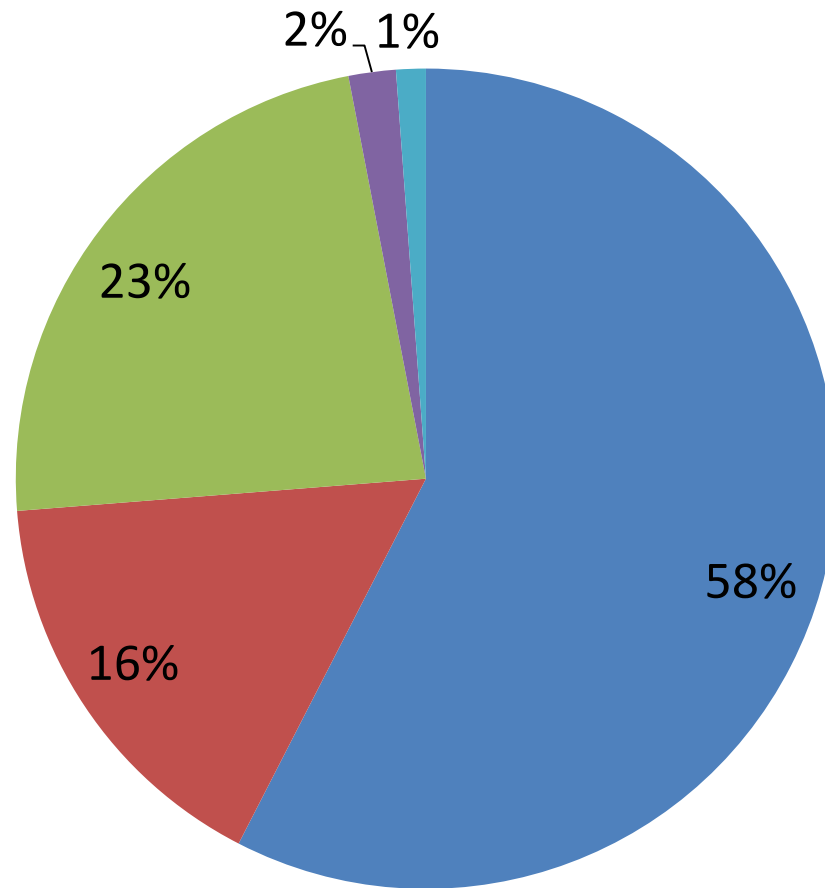
Large water supply zone (serving more than 5000 persons) or  
small water supply zone (serving less than 5000 persons) (%)

■ Large ■ Small ■ Don't know/Not applicable ■ Not answered



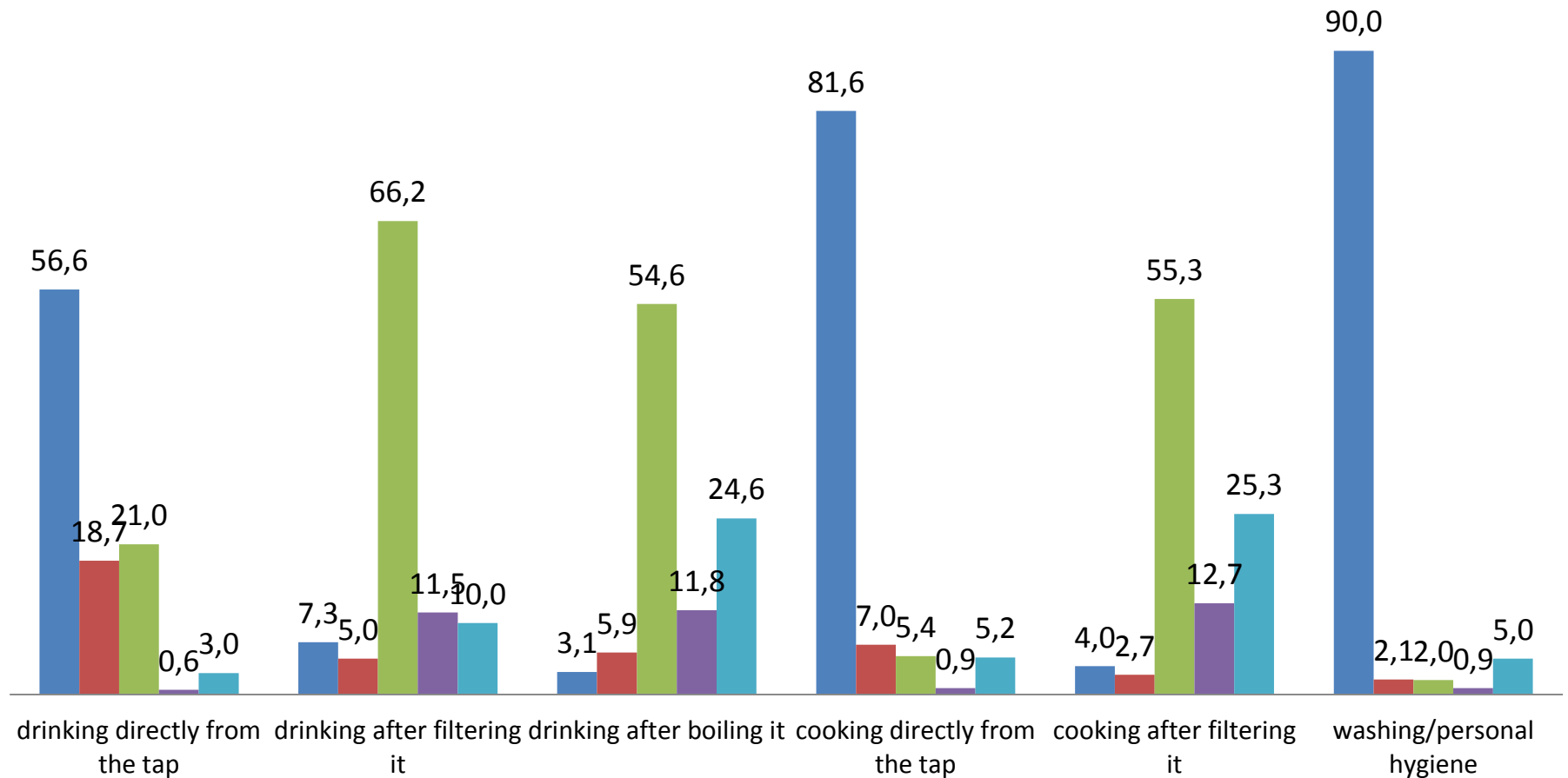
## I am well informed about the quality of my drinking water (%)

■ agree ■ neither agree/no disagree ■ disagree ■ don't know/not applicable ■ not answered



## I use drinking water at my home for (%)

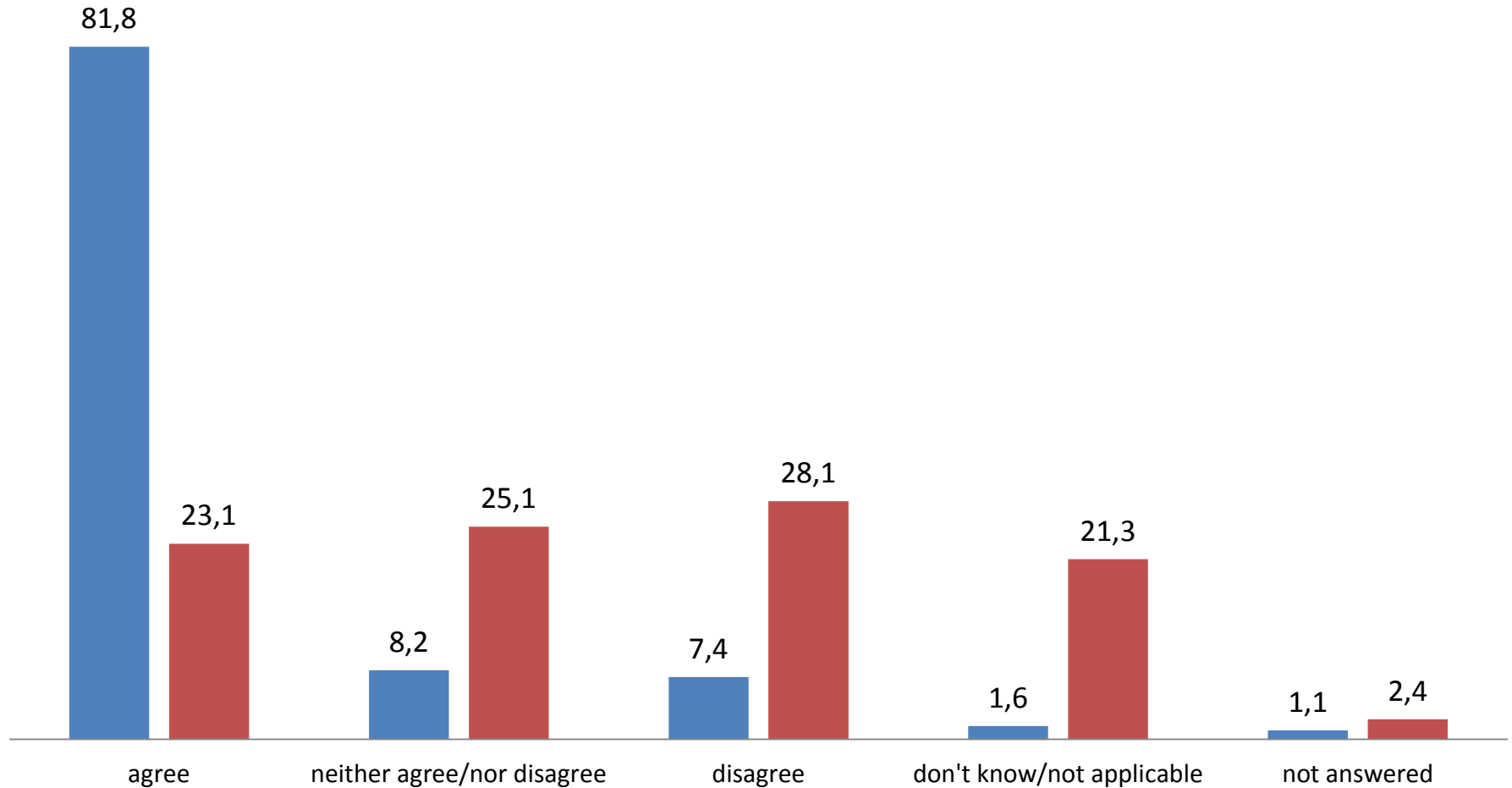
■ always ■ most of the time ■ not or rarely ■ don't know/not applicable ■ not answered



### Accessibility (I) %

■ Where I live, access to wholesome and clean drinking water is good

■ In the UE overall, the way I see it, access to wholesome and clean drinking water is good

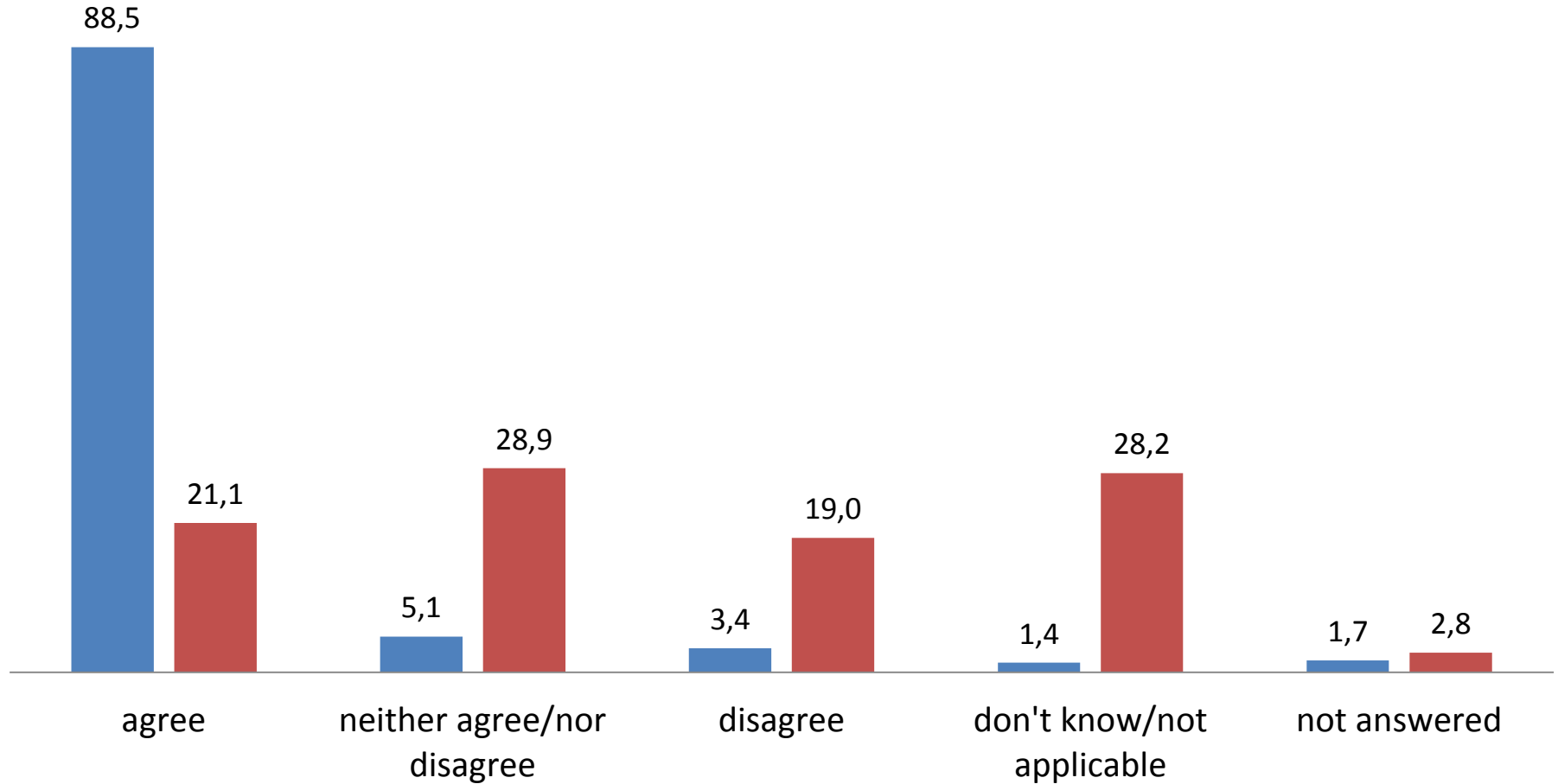




## Accessibility (II) %

■ Where I live, the connection supply network is good

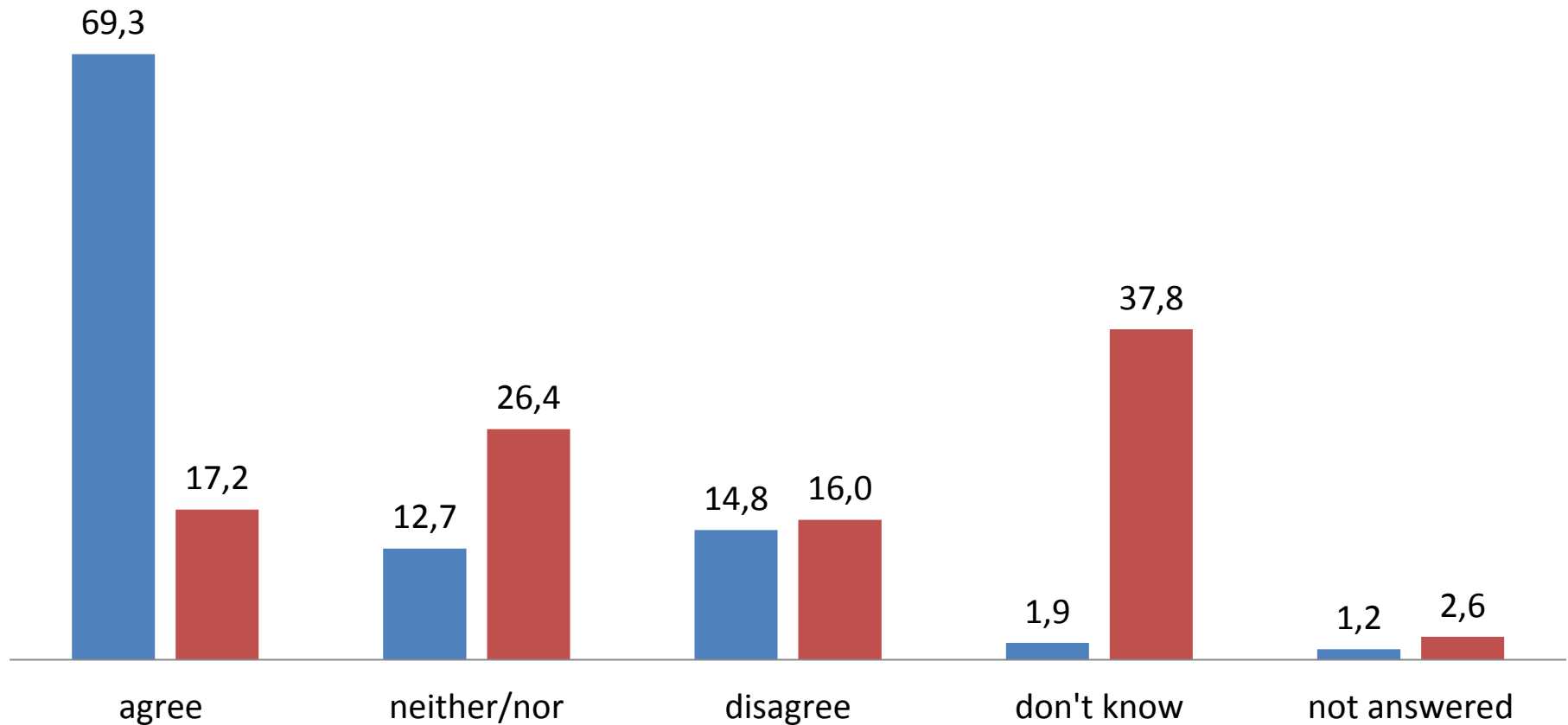
■ In the UE overall, the way I see it, the connection to the supply network is good



## Affordability (I) %

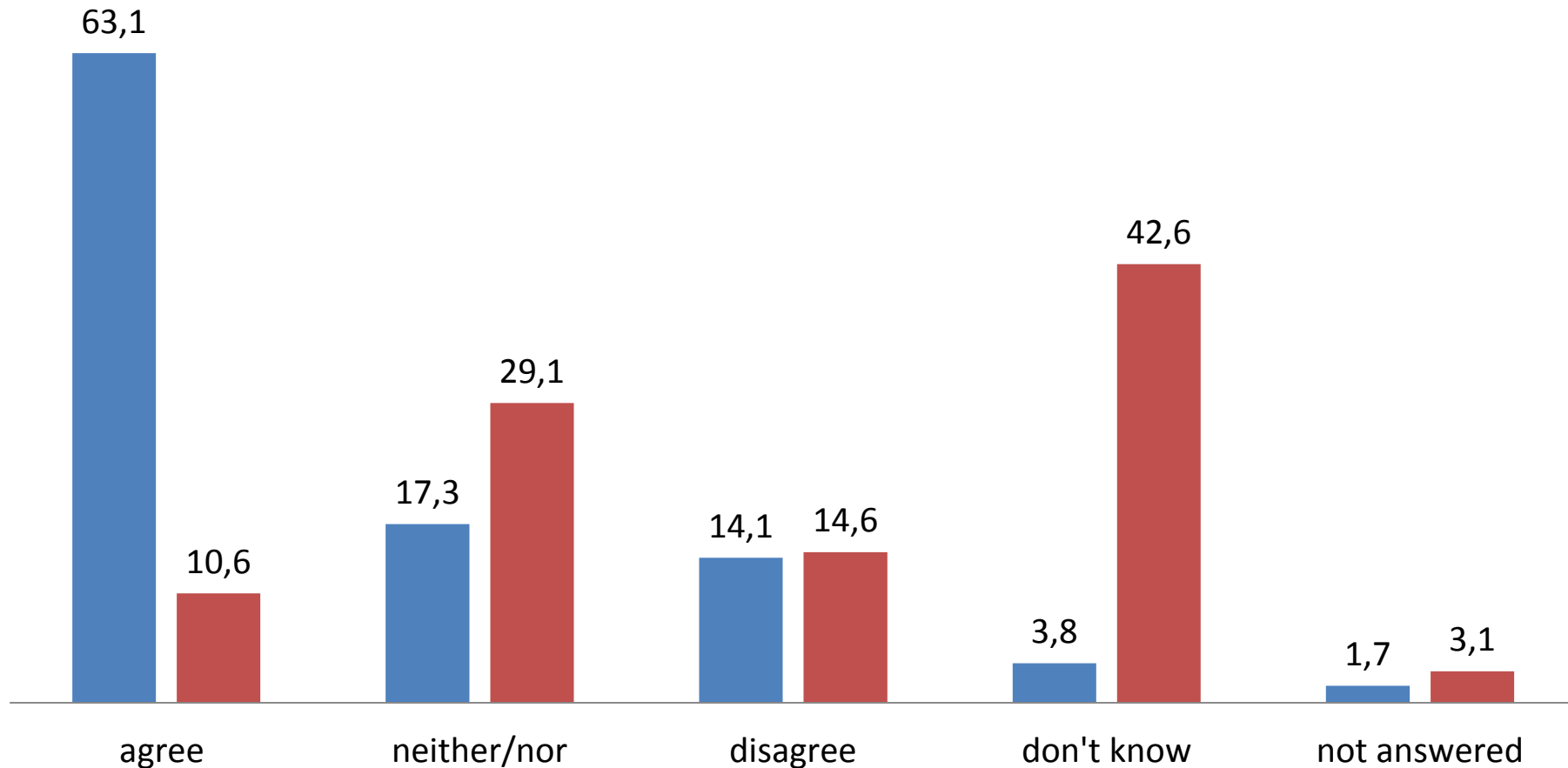
■ Where I live, the price of drinking water (for consumers) is affordable

■ In the EU overall, the way I see it, the price of drinking (for consumers) is affordable



## Affordability (II) %

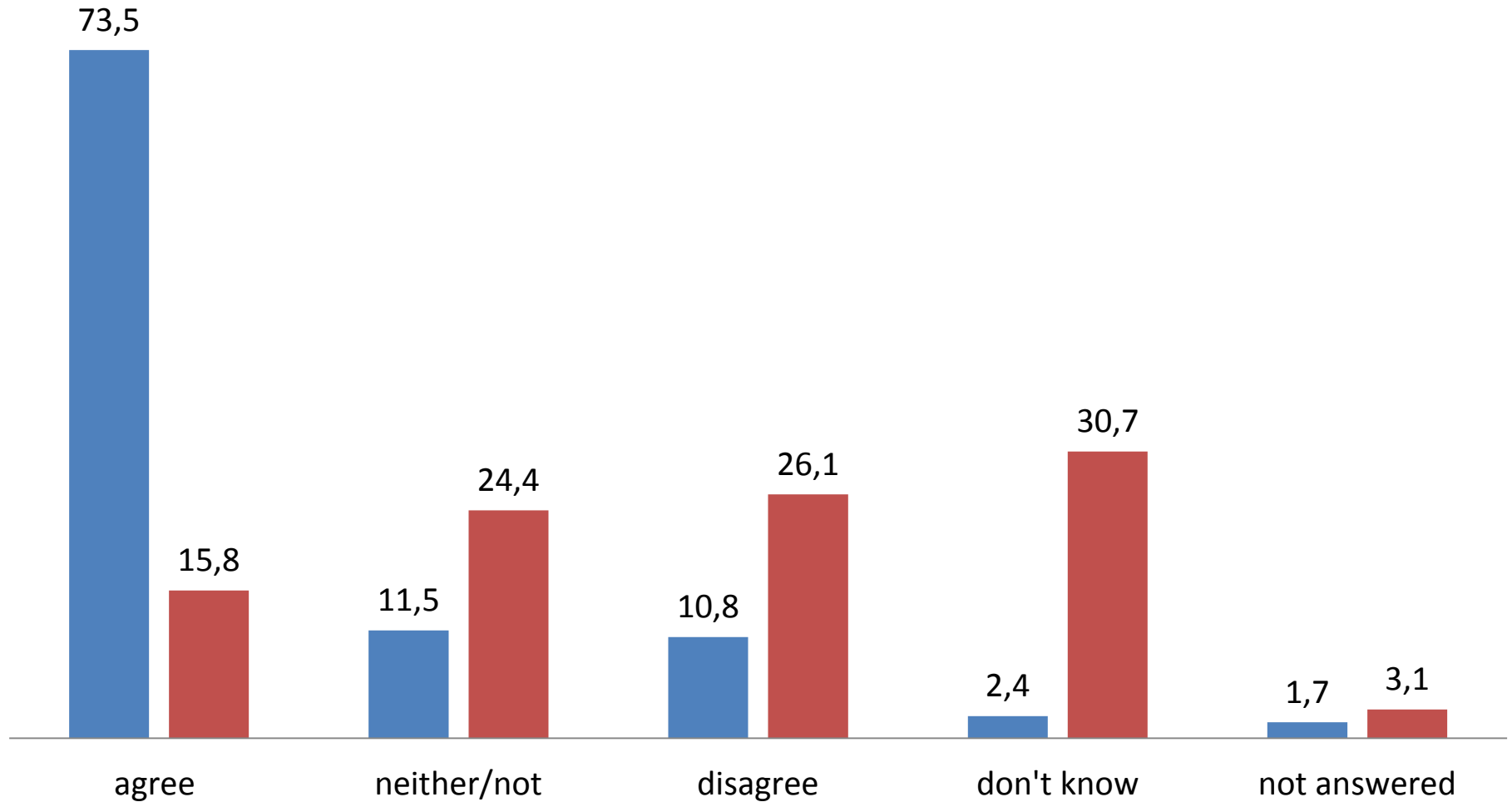
- Where I live, the drinking water services (customer services, security of supply, ...) is affordable
- In the EU overall, the way I see it, drinking water services (customer services, security of supply, ...) are good value for money



## Acceptability (I) %

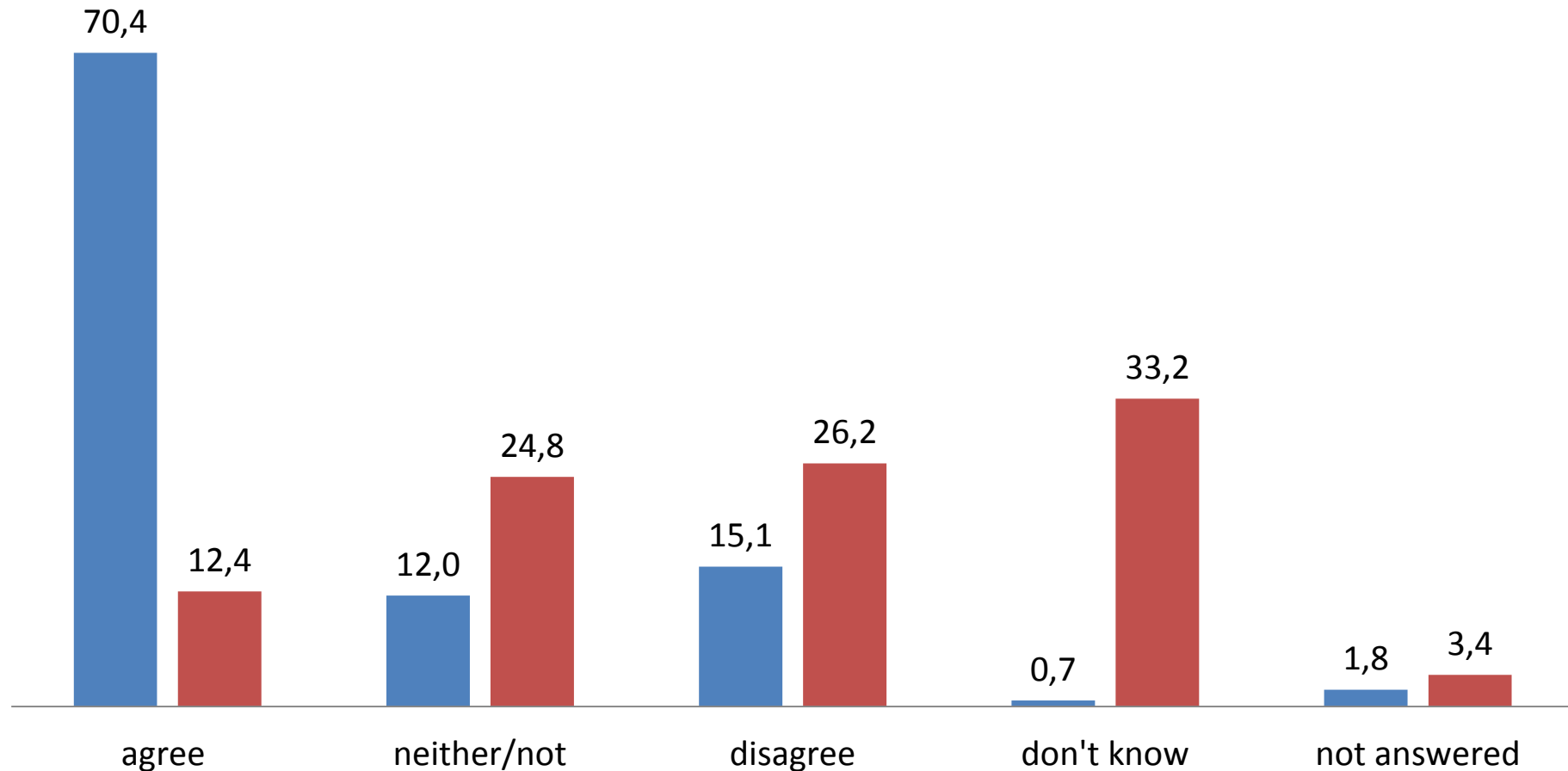
■ Where I live, the quality of drinking water is good (wholesome and clean)

■ In the EU overall, the way I see it, the quality of drinking water is good (wholesome and clean)



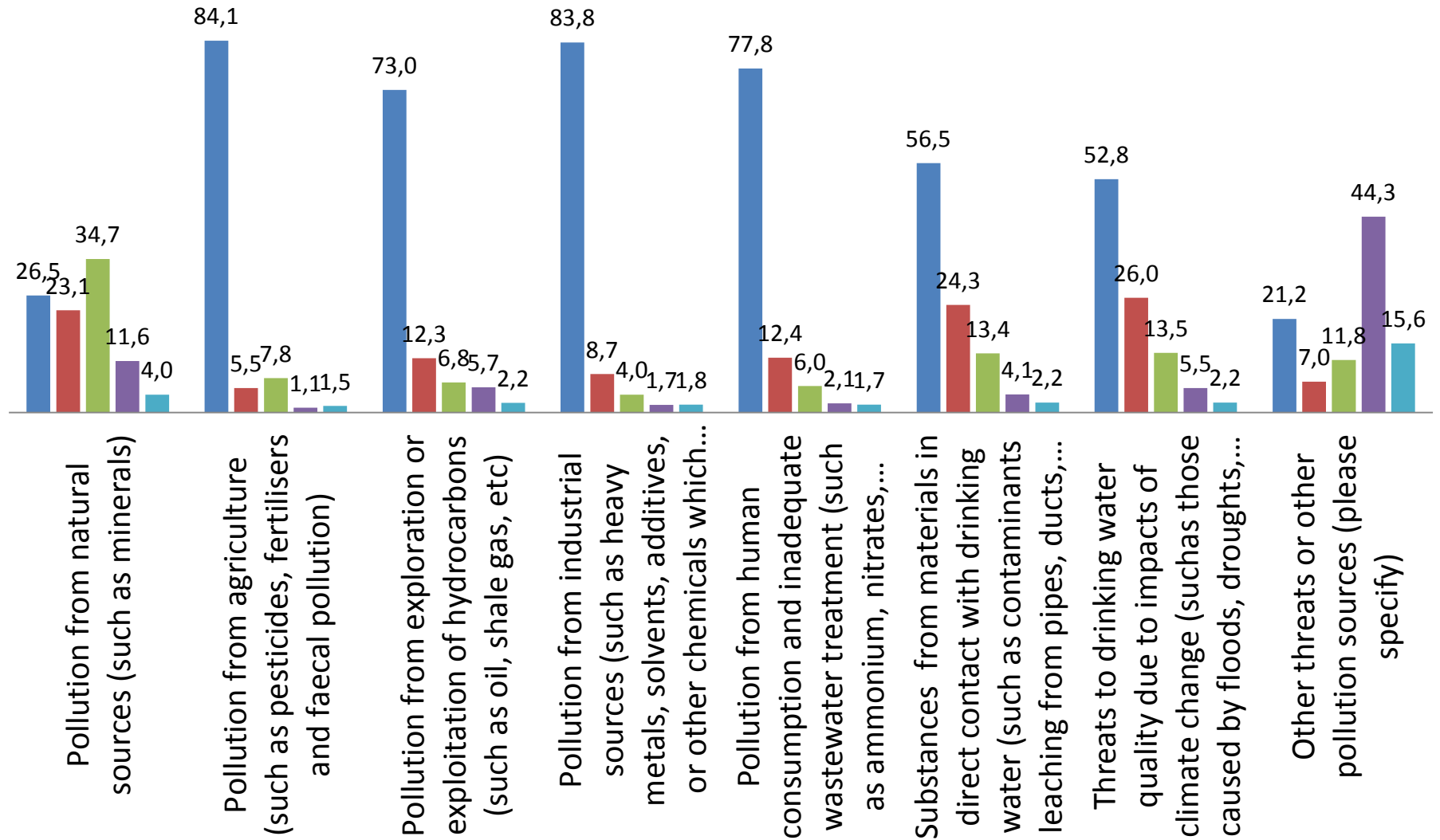
## Acceptability (II) %

- Where I live, the sensation (perceived, subjective quality) of drinking water is good (i.e. wholesome as regards taste, odour, turbidity, hardness,...)
- In the EU overall, the way I see it, the sensation of drinking water is good (i.e. wholesome as regards taste, odour, turbidity, hardness,...)



## Threats to drinking water (%)

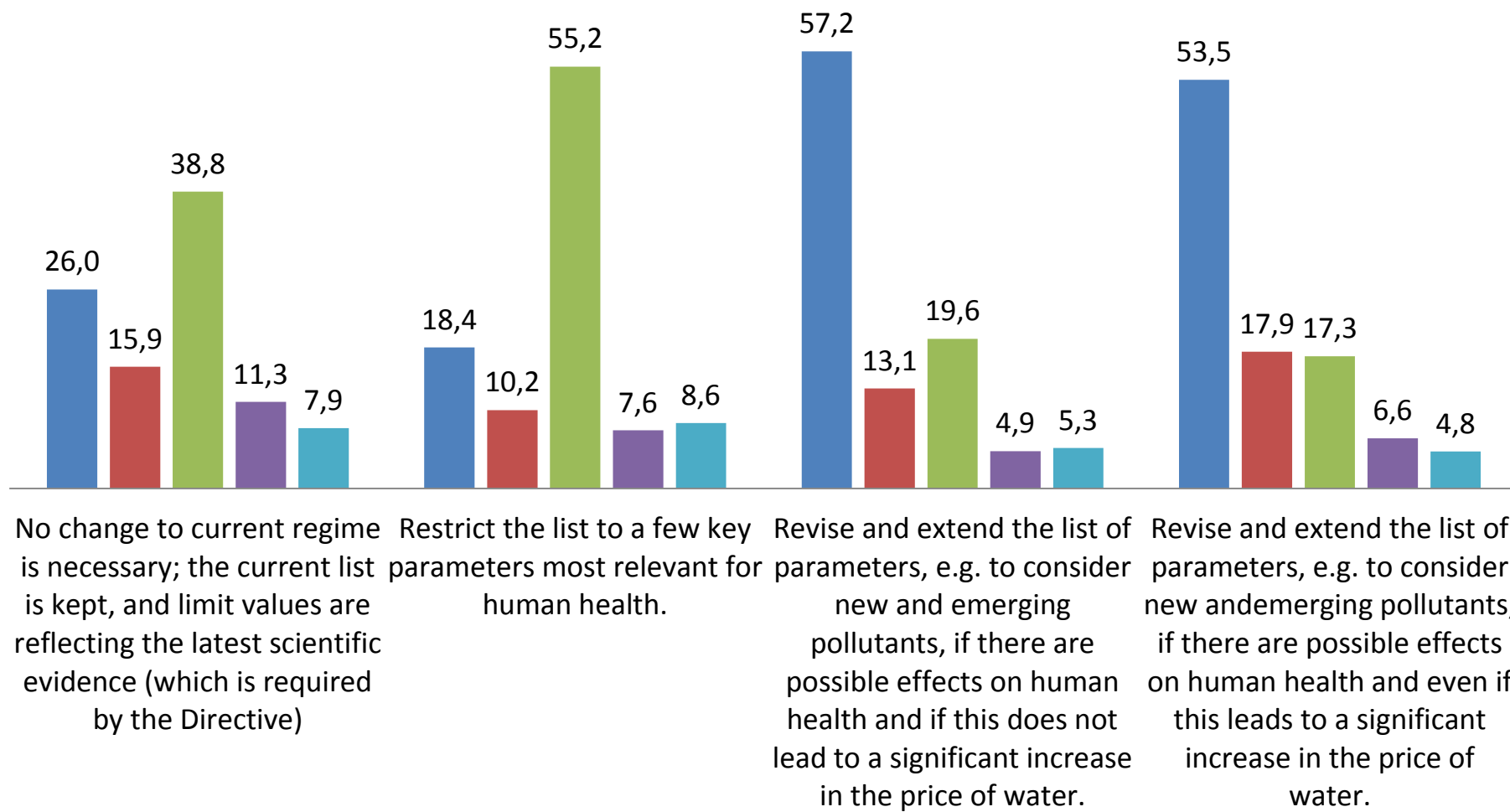
■ agree ■ neither/nor ■ disagree ■ don't know ■ not answered



# **Replies to questions related to the Drinking Water Directive**

## Quality standards in the Drinking Water Directive (%)

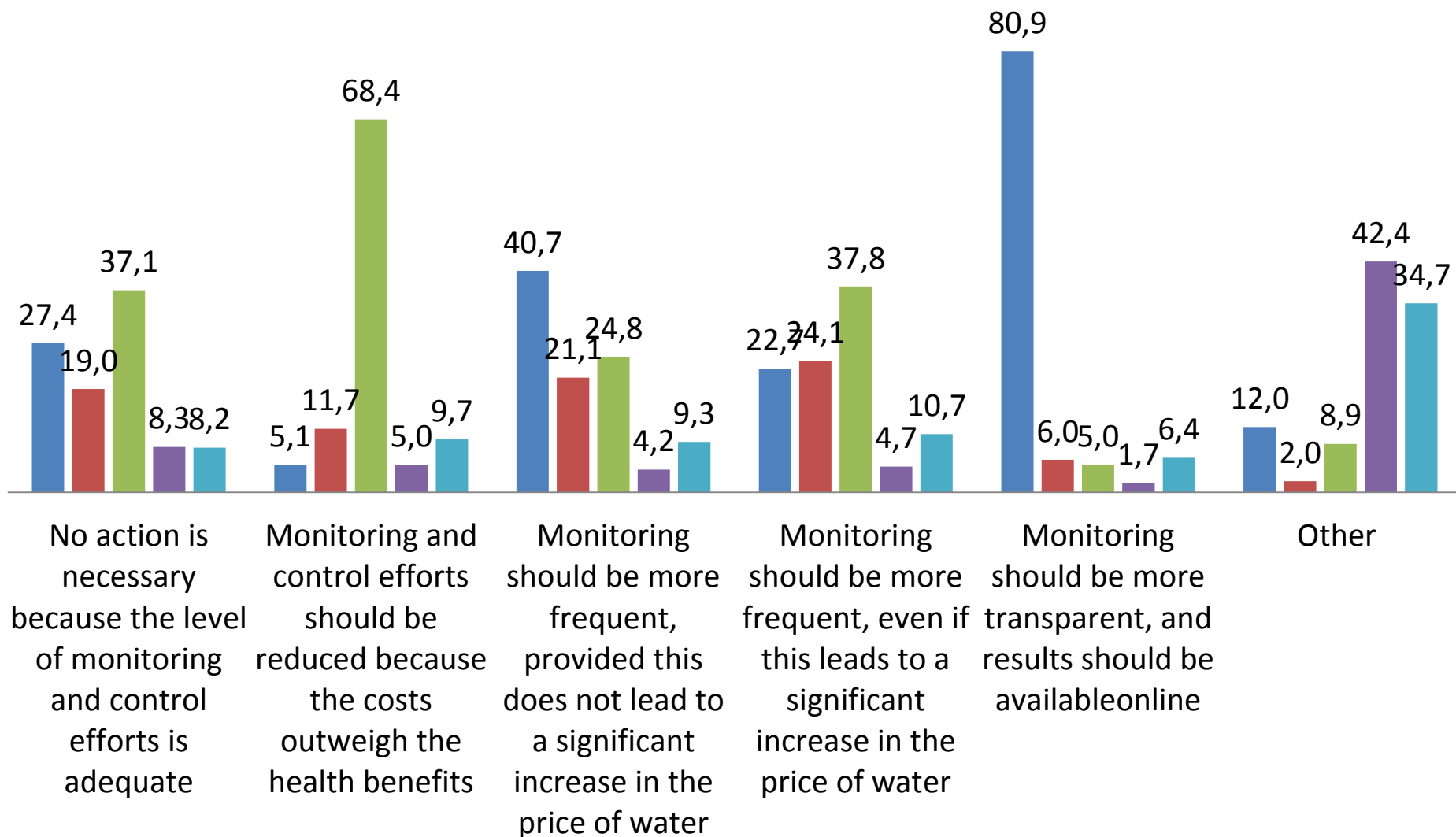
■ agree ■ neither/nor ■ disagree ■ don't know ■ not answered





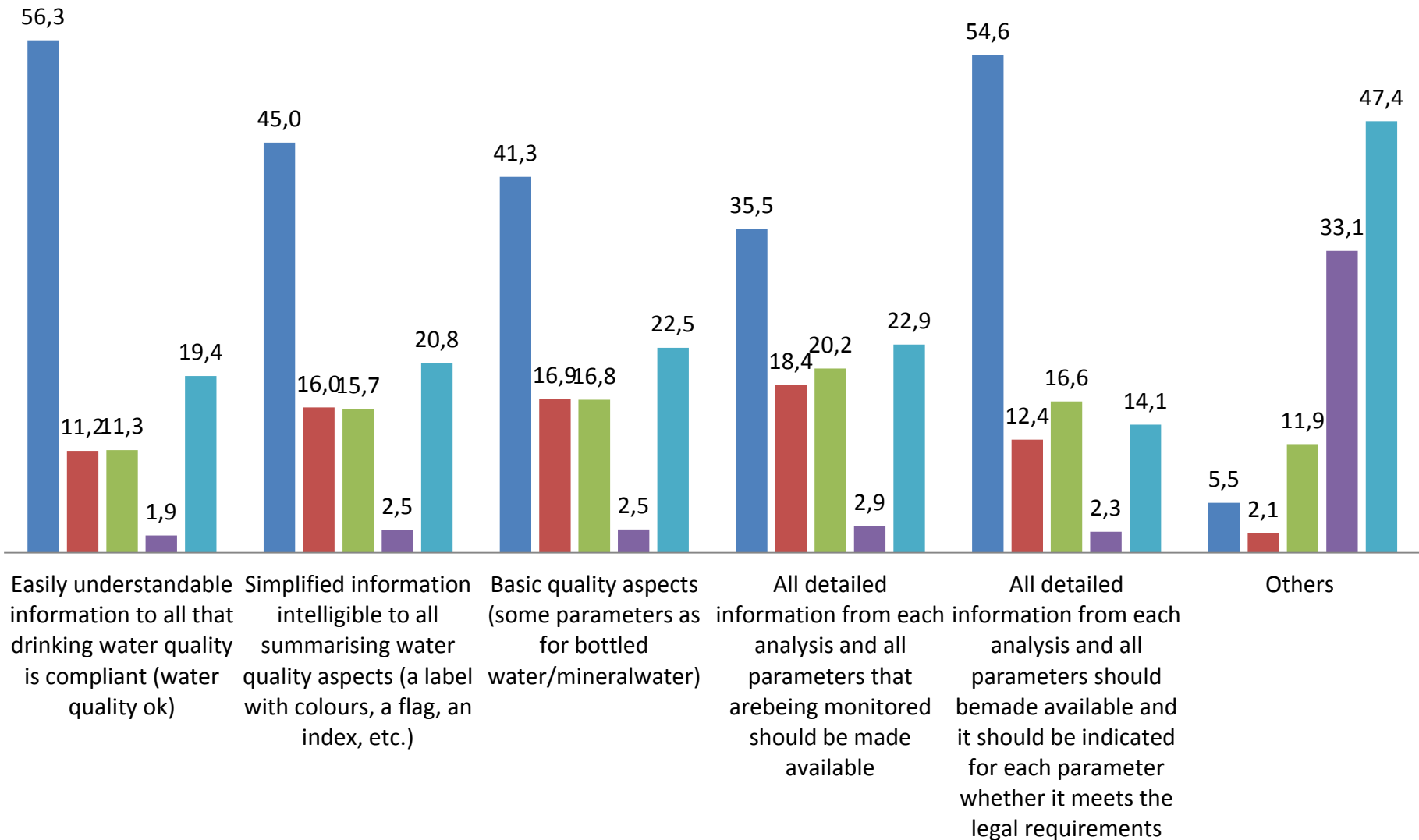
## Monitoring and Control of Drinking Water (%)

■ agree ■ neither/nor ■ disagree ■ don't know ■ not answered



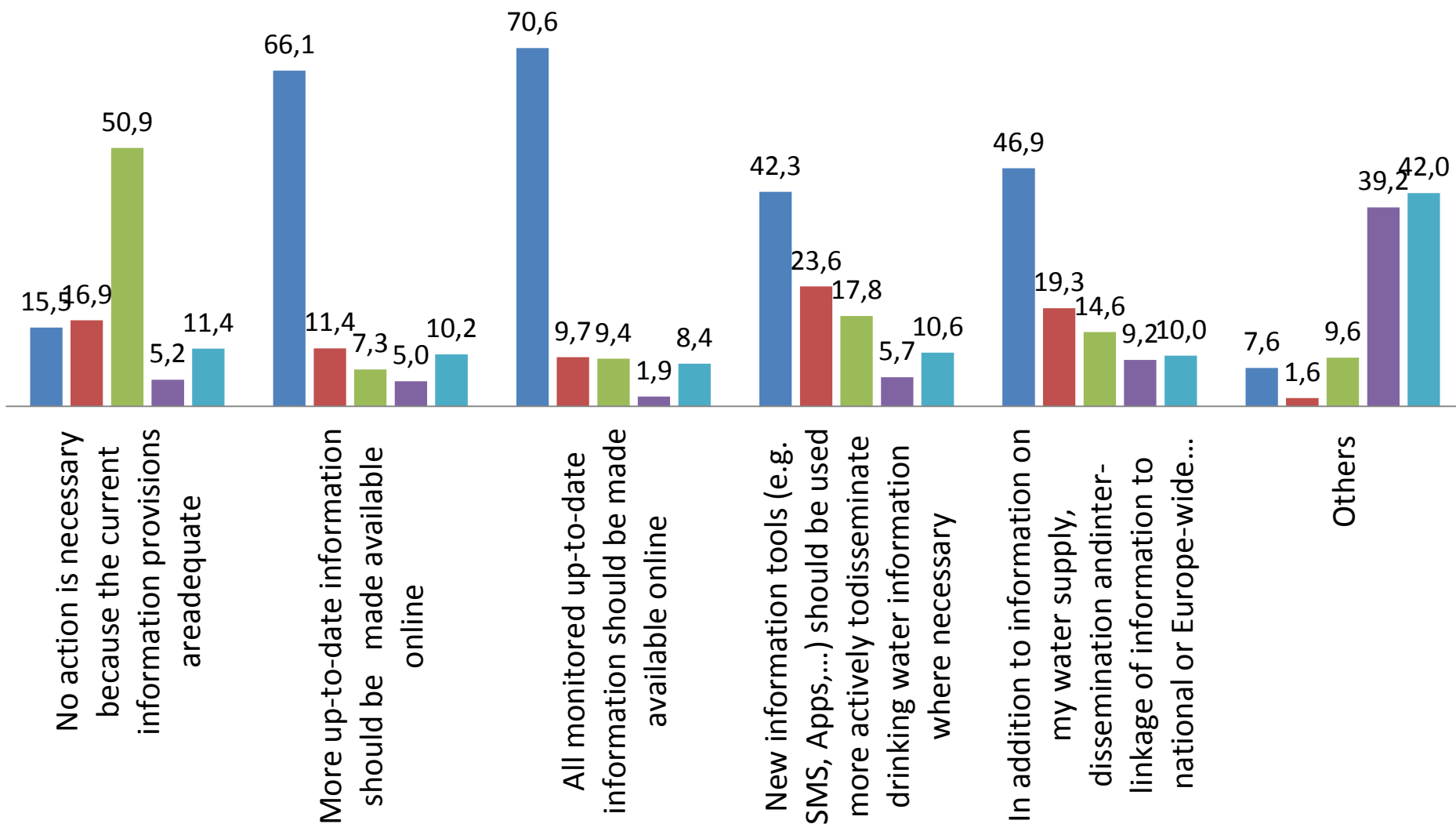
## Content of consumer information (%)

■ agree ■ neither/nor ■ disagree ■ don't know ■ not answered



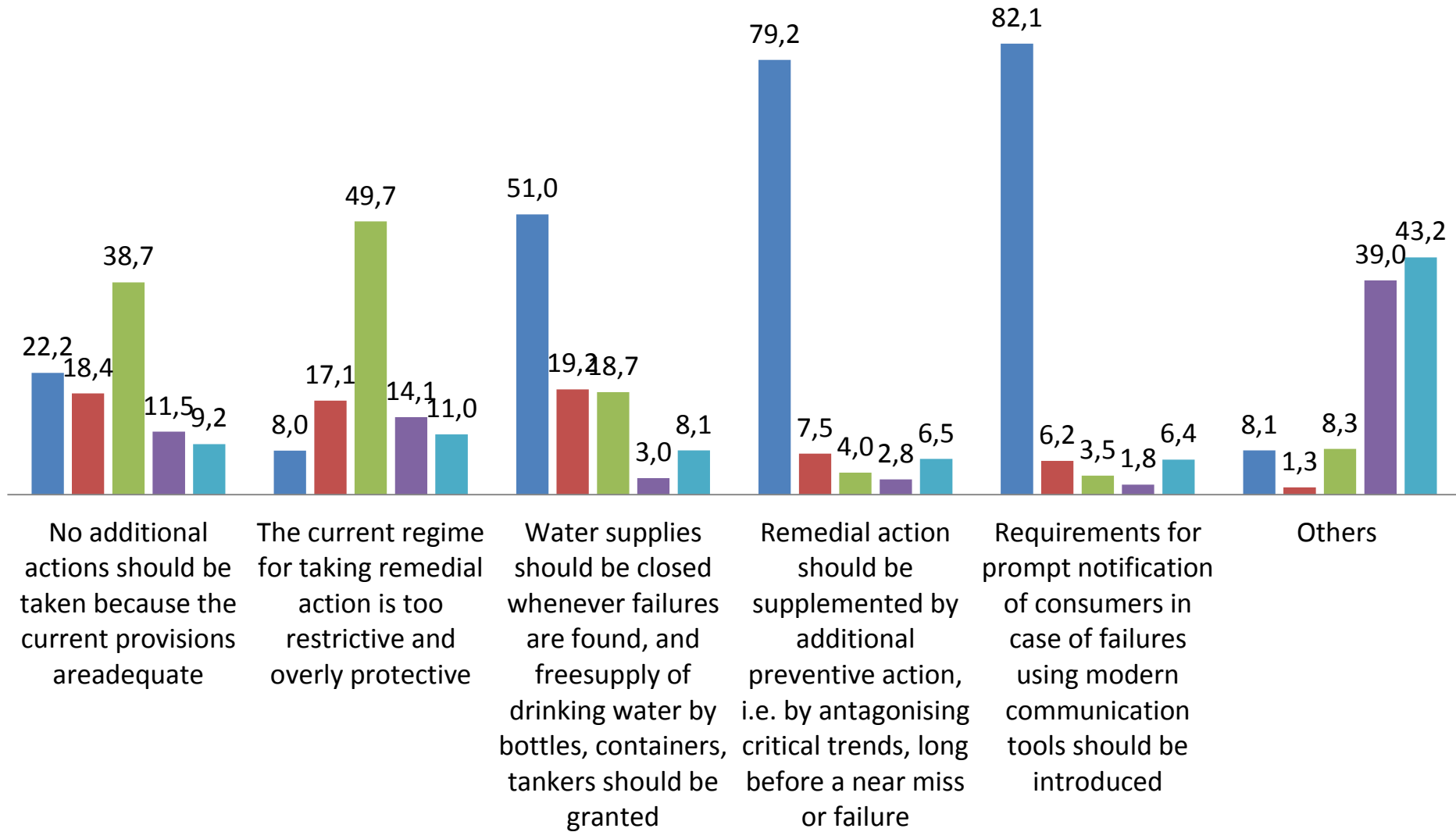
## Ways to inform consumers (%)

■ agree ■ neither/nor ■ disagree ■ don't know ■ not answered



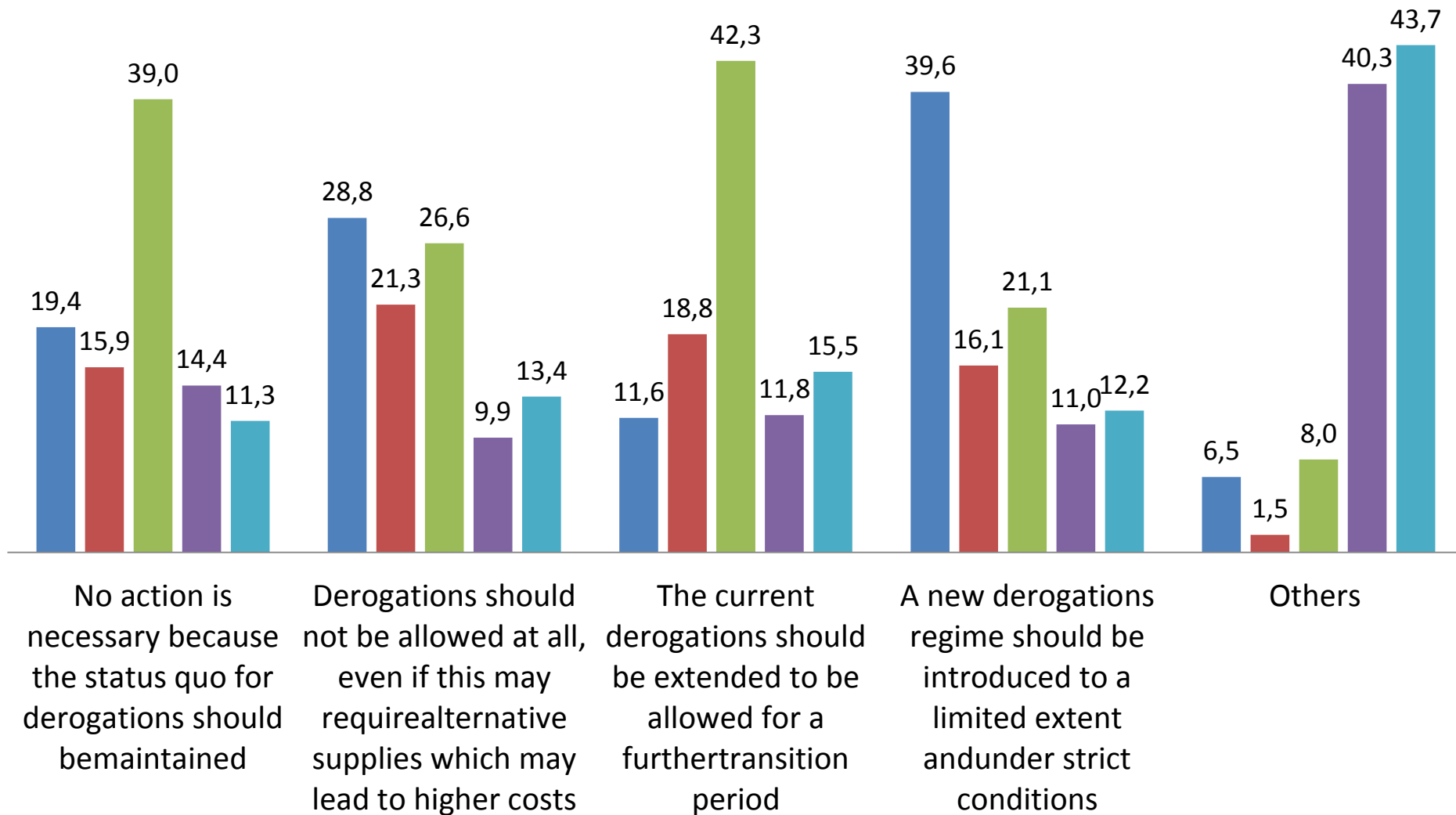
## Actions in case of problems (%)

■ agree ■ neither/nor ■ disagree ■ don't know ■ not answered



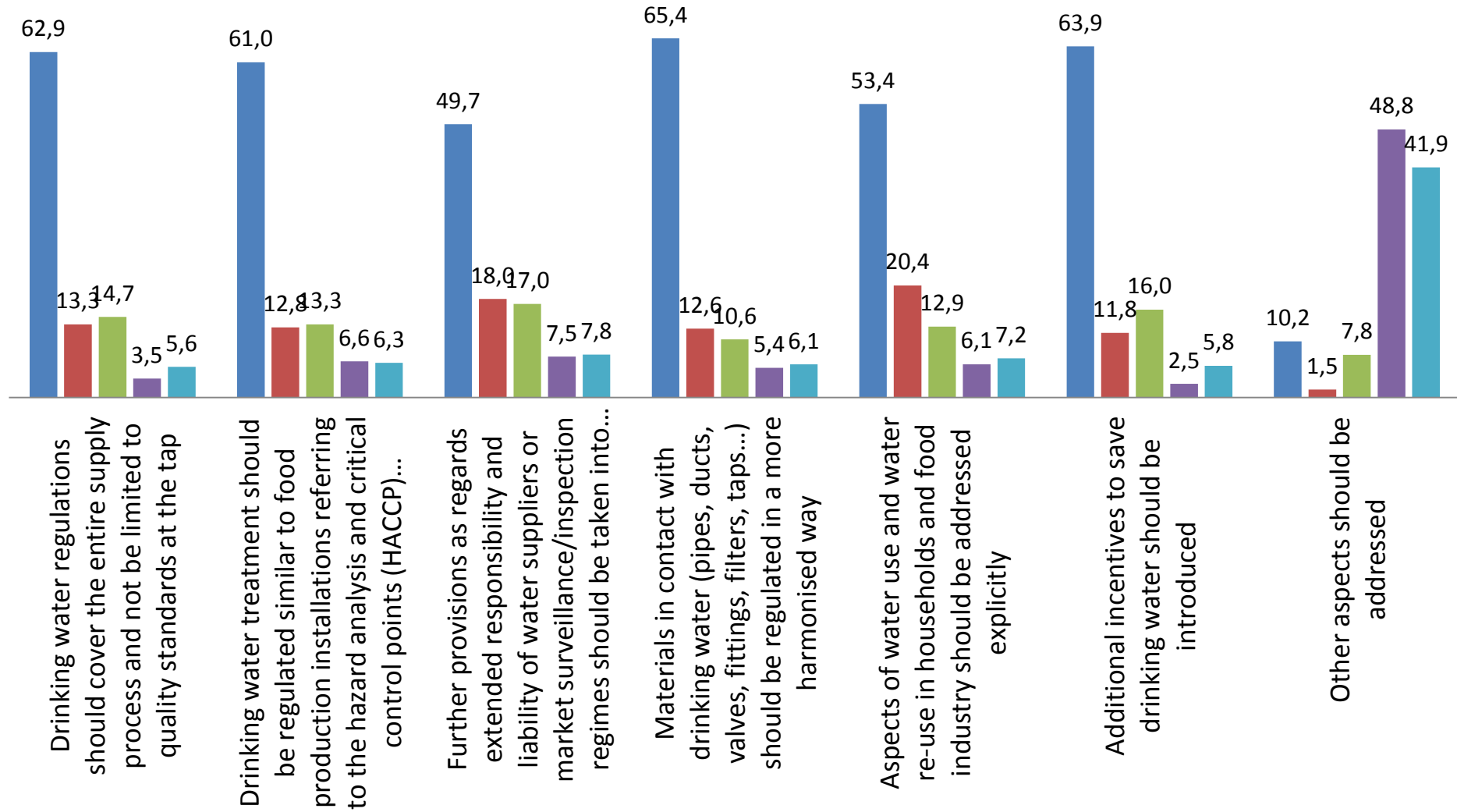
## Derogations (%)

■ agree ■ neither/nor ■ disagree ■ don't know ■ not answered



## Further aspects (%)

■ agree ■ neither/nor ■ disagree ■ don't know ■ not answered



## Further Evaluation is going on:

- All responses
- Detailed responses to open questions
- Additional stakeholder contributions

are currently being analysed with the view to assess the need for improvements of the EU drinking water policy and how they could be achieved.

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DG Environment  
Unit C.2 - Marine Environment  
and Water Industry**

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