

INTERVIEW GUIDE

A. Informed Consent Form for Key Informant Interview

The Key Informant Interview will take around **60 minutes**.

- During the interview, we will ask questions about your expertise, thoughts and personal experiences regarding Integrated Urban Water Management.
- We will audiotape and take notes during the interview.
- You can ask questions any point during the interview.
- You can skip any questions that you do not want to answer, and you can leave the interview anytime if you decide that you no longer want to participate.

We are asking for your verbal consent in order to participate in this interview.

B. Questions for key informants Interviews

1. Information of the Key Informant:

- a. Name:
- b. The name of the organization:
- c. Designation:
- d. Contact details

2-A. Information on IUWM

- a. In your opinion why is IUWM important?
- b. What are the challenges in implementing IUWM?
- c. Why is there a need for a toolkit beyond using a water-balance model?

2-B. Information on IUWM toolkits

- a. What were the objectives pursued by your organization which led to developing this IUWM toolkit and in your opinion have the toolkit achieved them?
- b. How is the institutional integration promoted by the toolkit?
- c. Can the tool promote climate change adaption and how?
- d. Does the tool assist in analyzing the economical feasibility of implementing IUWM?
- e. What's the method you used for cluster delineation?
- f. When was the toolkit implemented? In how many cities?
- g. From your experience, what are the critical steps in the implementation of the toolkit?

- h. Any Recommendations? In your opinions what are the gaps in the toolkit? And how can it be improved?
- i. Which other toolkit are you familiar with?
- j. Which one would you recommend and why? How to select the most suitable toolkit?

3. Information on Case Studies

We would appreciate if the following can be explained using a case study where the toolkit has been practically implemented. However, if the toolkit hasn't been implemented in a city yet please explain how the following can be achieved.

- a. How and why the city was selected?
- b. How the institutional set-up has to be changed? How the platforms for discussion were formed? Which organization/ or who led the implementation?
- c. How were the borders defined? (Cluster Delineation)
- d. Was a water balance model used? Why and what were the outcomes?
- e. What were the outcomes of the project?
- f. Were these outcomes sustained in the longer term?
- g. What were the lessons learnt from this experience and from the use of this toolkit?
- h. What are the success drivers in this case?