

**Barriers and drivers to the development of an effective water reuse chain:
Insights from an Italian water utility**

Clean Technologies and Environmental Policy

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Supplementary Information A

Source of Evidence 1. Semi-structured interview	
<i>General questions</i>	• Interviewee(s) introduction (role, interests, background, experience) • Description of the operator • -Contextualisation of the operator's role in the water reuse chain
<i>Facility and Processes</i>	• Water reuse chain ▪ Description of the water chain related to the plant under examination, actors involved and their role ▪ Description of the events that led to the current configuration ▪ Description of the plant, and the treatment and reclamation processes ▪ Reclamation process and actors involved in the various phases • Reclaimed water ▪ Reclaimed water destination: definition; effect on the reclamation process; risks ▪ Description of the distribution network • Investment and operative decisions ▪ Criteria guiding the facility's investment and operational decisions ▪ Influence of equipment suppliers and maintenance service providers • Barriers and drivers ▪ Barriers that influenced the different phases of the decision-making process ▪ Drivers that influenced the different phases of the decision-making process • Policy ▪ Political or regulatory factors that influenced the decision-making process. • Stakeholders ▪ Feedback (positive and negative) from civil social stakeholders after the implementation of the plant ▪ Ways in which feedback were managed
Source of Evidence 2. Field notes	
<i>Field notes</i>	Field notes collected during the conduction of the semi-structured interview (descriptive and reflective)
Source of Evidence 3. Secondary data	
<i>Firm's website</i>	General firm's information; certifications; sustainability reports and initiatives
<i>News and press</i>	News related to the operator, also in terms of initiatives toward enhanced sustainability

Table SA1. Details of the case study protocol.

Supplementary Information B

Fig. SB1. Coding scheme and data structure — Details on barriers

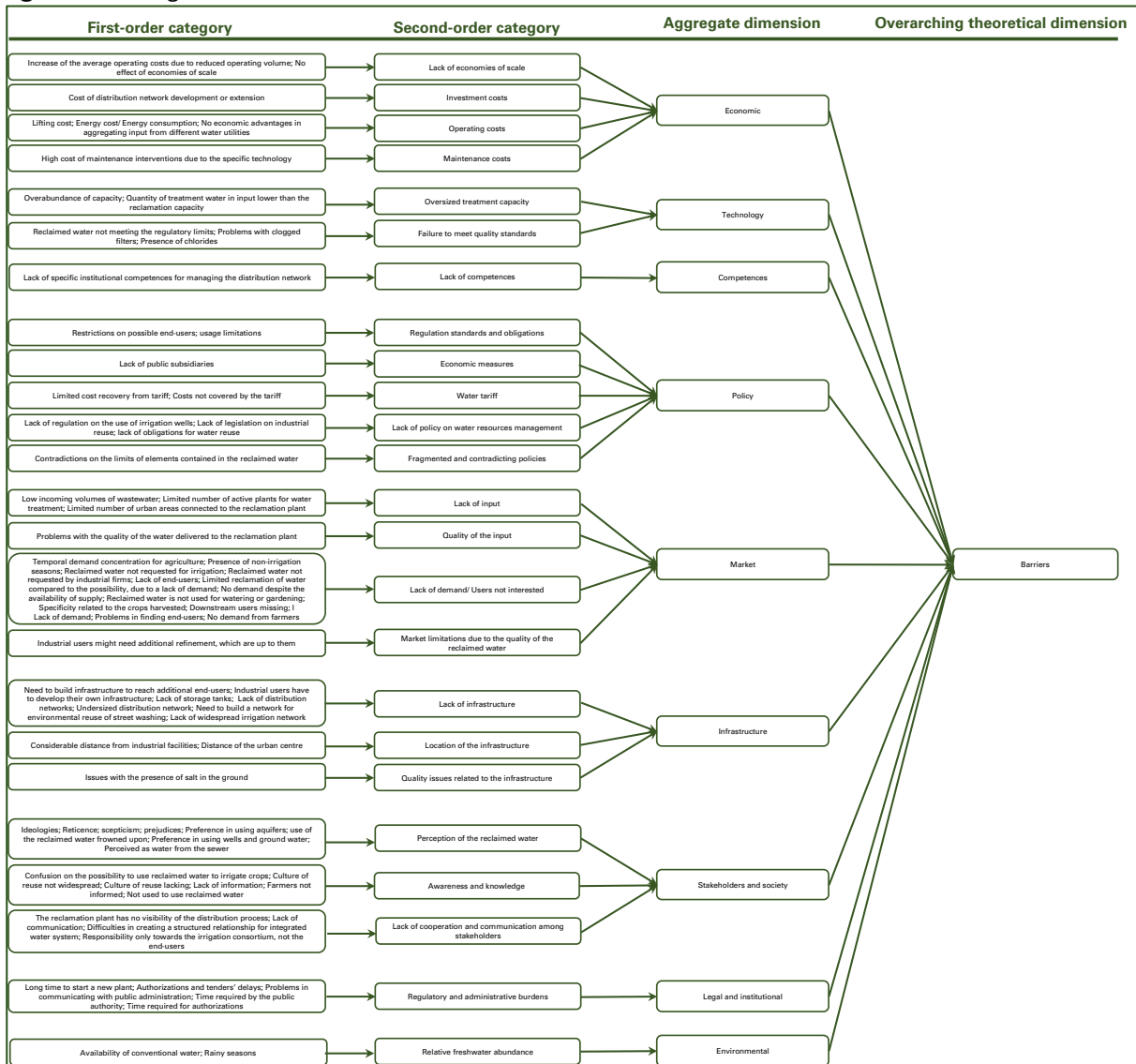


Fig. SB2. Coding scheme and data structure — Details on drivers

