**Draft Determination Survey Questionnaire**

**For CCW and Ofwat**

**July 2024**

**NOTE THAT THE TEXT WRITTEN IN BLUE FONT AND CAPITAL LETTERS IS FOR PROGRAMMER USAGE AND IS NOT SHOWN TO RESPONDENT**

**BACKGROUND QUESTIONS FOR PUSH-TO-WEB SAMPLE (UPLOADED FROM THE DATABASE)**

**S RECODED ALL, NOT SHOWN TO PARTICIPANTS**

**QSOURCE** Source of interview

1. Online panel
2. Push to web – email approach, online survey
3. Push to web – letter approach, online survey
4. Push to web – letter approach, paper survey

**S RECODED, NOT SHOWN TO PARTICIPANTS**

**IF QSOURCE = 2-5 UPLOAD FROM DATABASE**

**QWATER** Water company

1. Affinity Water
2. Anglian Water including Hartlepool
3. Bristol Water
4. Dŵr Cymru Welsh Water
5. Hafren Dyfrdwy
6. Essex and Suffolk Water
7. Northumbrian Water
8. Portsmouth Water
9. SES Water
10. Severn Trent Water
11. South East Water
12. Cambridge Water
13. South Staffs Water
14. South West Water including Bournemouth
15. Southern Water
16. Thames Water
17. United Utilities
18. Wessex Water
19. Yorkshire Water

**S RECODED, NOT SHOWN TO PARTICIPANTS**

**IF QSOURCE = 2-5 UPLOAD FROM DATABASE**

**QWASTE** Sewerage company

2. Anglian Water

4. Dŵr Cymru Welsh Water

5. Hafren Dyfrdwy

7. Northumbrian Water

10. Severn Trent Water

14. South West Water

15. Southern Water

16. Thames Water

17. United Utilities

18. Wessex Water

19. Yorkshire Water

**S SHOW IF QWATER = 4 OR 5 AND QWASTE = 4 OR 5**

**QLANGUAGE** Please select the language in which you would like to take this survey.

1. English
2. Welsh

**NEW SCREEN SHOW IF QLANGUAGE = 2 ‘WELSH’**

Please note that some charts and tables in the survey will have English labels; however, a Welsh explanation will be provided above the images.

**S RECODED, NOT SHOWN TO PARTICIPANTS, RECODE ALL**

**QSOCIALTARIFF** Social Tariff

1. Yes **UPLOAD FROM DATABASE IF QSOURCE = 2-5**
2. No / not available **UPLOAD FROM DATABASE IF QSOURCE = 2-5 OR AUTOCODE IF QSOURCE =1**

**S RECODED, NOT SHOWN TO PARTICIPANTS, IF QSOURCE = 2-5 UPLOAD FROM THE DATABASE**

**QIMDQuintile** IMD Quintile

1. 1
2. 2
3. 3
4. 4
5. 5
6. Unknown

**MR INTRO**

**SHOW ALL, INTRODUCTION TO THE RESEARCH AND ADHERENCE TO MRS CODE OF CONDUCT AND GDPR**

We appreciate your time to take part in this market research survey. It will take around 15-20 minutes depending on the responses you give.

**IF QHISOURCE= 2- 5, SHOW:**

The closing date for the survey is 26th September 2024 (midnight).As a thank you for your time, you will be given an incentive of £10, payable either via Amazon voucher or charity donation, no later than on 4th October 2024. Further details are provided at the end of this survey.

This survey is run by Impact Research, an independent market research agency, on behalf of the **Consumer Council for Water (CCW),** which is the consumer body for customers of water and sewerage companies in England and Wales and **Ofwat,** which is the economic regulator for the water industry.

The survey is about proposals for your water company’s services and bills.

Ofwat is in the process of setting investment, service levels, and the prices that each water company can charge their customers for the five years from 2025 to 2030.

This survey aims to find out what people think about these proposals for services and bills.

**This is your opportunity to have your say on the proposals for your company’s service levels and bills before Ofwat makes its final decision.**

You will need to know which water company or companies provide your water and sewerage services to complete this survey. This can be found on your current water and sewerage bill(s) so it would be ideal if you could have your water and sewerage bill to hand.

We want to assure you that our contact with you is solely for a market research study, and there will be no sales activities involved. Our interview will strictly adhere to the Code of Conduct of the Market Research Society and GDPR guidelines. Your answers will be kept anonymous and will not be attributed to you in the analysis or report of findings.

By clicking the **Continue** button, you confirm that you have read the information below and agree to participate in this survey.

Start survey

If you require any further information about how we store and use the data you provide, please see our privacy policy on our website: https://www.impactmr.com/privacy-statement-research

Would you like to write down our telephone number should you have any queries?

You can contact us on 01932 226 793 and ask for a member of the Utilities team.

**SCREENER**

**INFO SHOW ALL**

The next few questions are to find out a few things about you – we ask these questions because we want a broad range of people to take this survey, from all walks of life and life stages.

**M ASK ALL**

**ROTATE 1-11**

**IF CODE 3 CLOSE**

**S0** Do you, or anybody in your household, work in any of the following industries?

1. Construction and Real Estate
2. Education
3. Energy company and water and sewerage company
4. Financial Services
5. Healthcare
6. Hospitality and Tourism
7. Manufacturing
8. Retail
9. Technology
10. Transportation and Logistics
11. None of the above **EXCLUSIVE, FIXED**

**S** **ASK ALL, NUMERICAL, MAX 115**

**IF S1<18 THANK AND CLOSE**

**S1** How old are you?

*Please type in*

1. Please enter your age: **<OPEN RESPONSE>**
2. Prefer not to say **THANK AND CLOSE**

**S** **AUTOMATICALLY RECODE S1 INTO AGE BRACKETS AS FOLLOWS:**

**QAGE**  Age groups

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65-74
7. 75+

**S** **ASK ALL**

**S2** Please select your gender

*Please select one answer only*

1. Female
2. Male
3. Non-binary or other
4. Prefer not to say

**S** **ASK ALL, ROTATE**

**Q11** Please indicate which one of the following best describes the profession of the chief income earner in your household.

*Please select one answer only*

1. High managerial, administrative or professional e.g., doctor, lawyer, medium/large company director (50+ people)
2. Intermediate managerial, administrative or professional e.g., teacher, manager, accountant
3. Supervisor, administrative or professional e.g., police officer, nurse, secretary, self-employed
4. Skilled manual worker e.g., mechanic, plumber, electrician, lorry driver, train driver
5. Semi-skilled or unskilled manual worker e.g., waiter, factory worker, receptionist, labourer
6. Housewife/househusband
7. Unemployed
8. Student
9. Retired

**S** **ASK IF Q11 = 9, ROTATE**

**Q12** You said that the chief income earner in your household was retired. Which of the following best describes the previous occupation of the chief income earner in your household before retirement?

*Please select one answer only*

1. High managerial, administrative or professional e.g., doctor, lawyer, medium/large company director (50+ people)
2. Intermediate managerial, administrative or professional e.g., teacher, manager, accountant
3. Supervisor, administrative or professional e.g., police officer, nurse, secretary, self-employed
4. Skilled manual worker e.g., mechanic, plumber, electrician, lorry driver, train driver
5. Semi-skilled or unskilled manual worker e.g., waiter, factory worker, receptionist, labourer
6. Housewife/househusband
7. Unemployed
8. Student

**AUTOMATICALLY CODE QUESTIONS Q11 INTO SEG (SOCIOECONOMIC GROUP) AS FOLLOWS. IF Q11=9, THEN Q12 MUST BE USED FOR FINAL SEG ALLOCATION**

**CODE 1 A**

**CODE 2 B**

**CODE 3 OR 8 C1**

**CODE 4 C2**

**CODE 5 D**

**CODE 6 OR 7 E**

**S** **ASK ALL**

**Q15** Which of the following bands does your **total household income** fall into from all sources before tax and other deductions?

**Total household income** = total across everyone in the household, including pensions, benefits, etc.

*Please select one answer only*

1. Up to £199 a week/Up to £10,399 a year
2. From £200 to £299 a week/From £10,400 to £15,599 a year
3. From £300 to £499 a week/From £15,600 to £25,999 a year
4. From £500 to £699 a week/From £26,000 to £36,399 a year
5. From £700 to £999 a week/From £36,400 to £51,999 a year
6. From £1,000 to £1,399 a week/From £52,000 to £72,799 a year
7. From £1,400 to £1,999 a week/From £72,800 to £103,999 a year
8. £2,000 and above a week/£104,000 and above a year
9. Don’t know
10. Prefer not to say

**INFO SHOW ALL**

The next few questions are about the company or companies that provide your water and sewerage services.

**S** **ASK ALL**

**S3** Are you solely or jointly responsible for paying your household’s water and sewerage bill?

*Please select one answer only*

1. Yes
2. No, I am not responsible for paying the bill **THANK AND CLOSE**
3. Don’t know **THANK AND CLOSE**

**S** **ASK IF QSOURCE = 1 / UPLOAD FROM THE DATABASE IF QSOURCE=2-5**

**S4** Are you currently charged for water through a water meter?

*Please select one answer only*

1. Yes
2. No
3. Don’t know

**S** **ASK IF QSOURCE =2-5**

**CLOSE IF 2 OR 3 SELECTED**

**S5** **IF SERVICED BY 2 COMPANIES: QWATER≠QWASTE** **<WATER COMPANY>** is your water company. Does this sound right?

You may or may not be aware of that, but **<SEWERAGE COMPANY>** is responsible for your sewerage services. Part of the water bill you pay to **<WATER COMPANY>** is given to **<SEWERAGE COMPANY>** to cover your sewerage services.

**IF BOTH SERVICED BY 1 COMPANY: QWATER=QWASTE** **<WATER COMPANY>** is your water company and it is responsible for water and sewerage services.

Does this sound right?

*Please select one answer only*

1. Yes
2. No
3. Don’t know

**Captcha**

**SHOW IF QSOURCE=1**

**TERMINATE IF NOT PASSED**

**S** **ASK IF QSOURCE =1 OR 6. IF QSOURCE = 2-5 AUTOCODE FROM QWATER AND SKIP**

**SHOW 1-19 IN ALPHABETICAL ORDER**

**CLOSE IF 98 ‘DON’T KNOW’ OR 99 ‘NONE’ ARE SELECTED**

**S5b** Which of these is your water company i.e. provides water services to your household?

If you are not sure, please use the link below to find out which company provides your water services.

Please note that the water and sewerage company may be different. If only one company is listed, then they are responsible for both – your water and sewerage.

This question is about your **water company**.

<https://www.water.org.uk/customers/find-your-supplier>

*Please select one answer only*

1. Affinity Water
2. Anglian Water including Hartlepool
3. Bristol Water
4. Dŵr Cymru Welsh Water
5. Hafren Dyfrdwy
6. Essex and Suffolk Water
7. Northumbrian Water
8. Portsmouth Water
9. SES Water
10. Severn Trent Water
11. South East Water
12. Cambridge Water
13. South Staffs Water
14. South West Water including Bournemouth
15. Southern Water
16. Thames Water
17. United Utilities
18. Wessex Water
19. Yorkshire Water
20. None of these **THANK AND CLOSE**
21. Don’t know **THANK AND CLOSE**

**S**

**IF QSOURCE = 2-5 AUTOCODE FROM QWASTE AND SKIP, ASK IF QSOURCE = 1**

**SHOW CODES IN ALPHABETICAL ORDER**

**S5c** **<WATER COMPANY>** is your water company. Which company provides sewerage services for your household?

*Please select one answer only*

If you are not sure, please use the link below to find out who your water and sewerage companies are. Please note the water and sewerage company may be different. If only one company is listed, then they are responsible for both – your water and sewerage.

This question is about your **sewerage company**.

<https://www.water.org.uk/customers/find-your-supplier>

2. Anglian Water **SHOW IF S5B = 1, 2, 6, 12**

4. Dŵr Cymru Welsh Water **SHOW IF S5B = 4, 5**

5. Hafren Dyfrdwy **IF S5B = 5**

7. Northumbrian Water **SHOW IF S5B = 7**

10. Severn Trent Water **SHOW IF S5B = 10, 13**

14. South West Water **SHOW IF S5B = 14**

15. Southern Water **SHOW IF S5B = 1, 8, 9, 11, 14, 15**

16. Thames Water **SHOW IF S5B = 1, 6, 9, 11, 16**

17. United Utilities **SHOW IF S5B = 17**

18. Wessex Water **SHOW IF S5B = 3, 18**

19. Yorkshire Water **SHOW IF S5B = 19**

98. None of these **THANK AND CLOSE**

99. Don’t know **THANK AND CLOSE**

**RECODED, NOT SHOWN TO A PARTICIPANT, RECODE ALL, SCREENOUT IF A DIFFERENT COMBINATION**

**QFINAL** Final combination of tested water/sewerage companies

|  |  |  |  |
| --- | --- | --- | --- |
|  | **IF S5B=** | **S5C=** | **CODE AS** |
| 1 | 1. Affinity Water | 2. Anglian Water | Affinity Water + Anglian Water |
| 2 | 1. Affinity Water | 16. Thames Water | Affinity Water + Thames Water |
| 3 | 2. Anglian Water including Hartlepool | 2. Anglian | Anglian Water |
| 4 | 3. Bristol Water | 18. Wessex Water | Bristol Water + Wessex Water |
| 5 | 4. Dŵr Cymru Welsh Water | 4. Dŵr Cymru Welsh Water | Dŵr Cymru Welsh Water |
| 6 | 5. Hafren Dyfrdwy | 4. Dŵr Cymru Welsh Water | Hafren Dyfrdwy + Dŵr Cymru Welsh Water |
| 7 | 5. Hafren Dyfrdwy | 5. Hafren Dyfrdwy | Hafren Dyfrdwy |
| 8 | 6. Essex and Suffolk Water | 2. Anglian Water | Essex and Suffolk Water + Anglian Water |
| 9 | 6. Essex and Suffolk Water | 16. Thames Water | Essex and Suffolk Water + Thames Water |
| 10 | 7. Northumbrian Water | 7. Northumbrian Water | Northumbrian Water |
| 11 | 8. Portsmouth Water | 15. Southern Water | Portsmouth Water + Southern Water |
| 12 | 9. SES Water | 16. Thames Water | SES + Thames Water |
| 13 | 10. Severn Trent Water | 10. Severn Trent Water | Severn Trent Water |
| 14 | 11. South East Water | 15. Southern Water | South East Water + Southern Water |
| 15 | 11. South East Water | 16. Thames Water | South East Water + Thames Water |
| 16 | 12. Cambridge Water | 2. Anglian Water | Cambridge + Anglian Water |
| 17 | 13. South Staffs Water | 10. Severn Trent Water | South Staffs Water + Severn Trent Water |
| 18 | 14. South West Water including Bournemouth | 14. South West Water | South West Water |
| 19 | 15. Southern Water | 15. Southern Water | Southern Water |
| 20 | 16. Thames Water | 16. Thames Water | Thames Water |
| 21 | 17. United Utilities | 17. United Utilities | United Utilities |
| 22 | 18. Wessex Water | 18. Wessex Water | Wessex Water |
| 23 | 19. Yorkshire Water | 19. Yorkshire Water | Yorkshire Water |

**S ALLOCATE ALL**

**QDUAL** Water vs. sewerage company allocation

1. **IF S5b = S5c** Water & sewerage services come from 1 company (dual)
2. **IF S5b ≠ S5c** Water & sewerage services come from multiple companies

**AFFORDABILITY**

**INFO SCREEN:** Thank you. We are now going to ask you some questions about your household's financial situation. We are asking about this because we want to make sure that the survey is completed by households in a range of financial circumstances.

**S** **ASK ALL RANDOMISE REVERSING ORDER OF CODES 1-5 (KEEP ORDER THE SAME BUT REVERSE LIST FOR HALF OF SAMPLE, EXCEPT CODE 6)**

**Q1** Thinking about your household's finances over the last year, how often, if at all, have you struggled to pay at least one of your household bills?

*Please select one answer only*

1. All of the time
2. Most of the time
3. Sometimes
4. Rarely
5. Never
6. Prefer not to say **FIXED**

**S** **ASK ALL, RANDOMISE REVERSING ORDER OF CODES 1-5**

**Q2** Overall, how well would you say you are managing financially now?

*Please select one answer only*

1. Living comfortably
2. Doing alright
3. Just about getting by
4. Finding it quite difficult
5. Finding it very difficult
6. Prefer not to say **FIXED**

**S** **ASK ALL, RANDOMISE REVERSING ORDER OF CODES 1-5**

**Q3** Thinking about your household’s financial situation over the next few years up to 2030, do you expect it to get:

*Please select one answer only*

1. A lot worse
2. A bit worse
3. Stay the same
4. A bit better
5. A lot better
6. Prefer not to say **FIXED**
7. Don’t know **FIXED**

**S** **ASK ALL, RANDOMISE REVERSING ORDER OF CODES 1-5**

**Q4** How easy or difficult is it for you to afford to pay your current water and sewerage bill?

*Please select one answer only*

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don’t know **FIXED**

**INFO SCREEN:** **The next set of questions are about proposed changes to your water and sewerage bill for the years 2025—2030.**

**IF QSOURCE = 1**

The chart below shows these changes for the average household water bill for your water company. It also shows how inflation may affect your bill, based on the inflation forecast from the Office for Budget Responsibility.

**IF QSOURCE = 2-5**

The chart below shows these changes. It also shows how inflation may affect your bill, based on the Office for Budget Responsibility’s inflation forecasts.

**ALWAYS SHOW:**

Water bills change each year in line with inflation.

Inflation is the increase in prices paid for goods and services over time. Household incomes also change over time.

* If your household income keeps up with inflation (increases at the same rate), then you are likely to notice little difference in what you are paying for things.
* If inflation increases at a faster rate than your household income, then you are likely to have less money to go around.
* If your household income increases at a faster rate than inflation, then you are likely to have more money to go around.

*For example, if an average shop in 2023 cost £100 and inflation was at 5%, then the average cost in 2024 would be £105.*

The Bank of England aims to keep inflation at 2%, but it has been quite a bit higher than this at times in the last year or so, although it recently fell in line with the target.

As well as changing in line with inflation each year, bills change by an amount set by Ofwat as part of their price review process every five years.

The proposed bills you will see from 2025 to 2030 include the Office for Budget Responsibility forecasts for inflation from 2025 to 2030 and proposed amounts to cover the investment in water and sewerage services needed by your water company over the next few years.

**SHOW IF S4 = 1** Your bill for 2024/2025 has been estimated based on your current charges.

**IF QDUAL = 2:** Please note this shows the proposed total bill from **<WATER COMPANY>** for your water supply and **<SEWERAGE COMPANY>** for your sewerage service.

**SHOW IF QSOCIALTARIFF=1 ‘THE RESPONDENT IS ON A SOCIAL TARIFF’**

This water bill is based on the financial support scheme you are currently on.

**SHOW ALL ON THE SAME SCREEN**

*Please note that some numbers may not appear to add up exactly. This is due to rounding.*

**SHOW IF QSOURCE = 1 CHANGES FOR THE AVERAGE HOUSEHOLD WATER AND SEWERAGE BILL IN YOUR REGION:**

**SHOW IF QSOURCE= 2-5 CHANGES TO YOUR WATER AND SEWERAGE BILL:**

**SHOW INTERACTIVE CHART TOOL: PERSONALISED BILL GRAPH SHOWN FOR RESPONDENT (SEE DRAFT EXAMPLE BELOW)**

**A graph of numbers and a bar chart

Description automatically generated with medium confidence**

**SHOW ON THE SAME SCREEN AS THE ABOVE**

**S** **ASK ALL, RANDOMISE REVERSING ORDER OF CODES 1-5**

**Q5** How easy or difficult do you think it would be for you to afford these water and sewerage bills? **SHOW IF QDUAL = 2** Please be aware that this bill combines the charges for your clean water from **<WATER COMPANY>** and your sewerage from **<SEWERAGE COMPANY>.**

*Please select one answer only*

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don’t know **FIXED**

**M** **ASK IF Q5=3, 4 OR 5, RANDOMISE**

**Q6** Which of the following do you think you would need to do to pay for the increase in your water bills between 2025 and 2030?

*Select all that apply*

1. Shopping around more
2. Spending less on food shopping and essentials
3. Spending less on non-essentials
4. Cutting back on non-essential journeys in my vehicle
5. Eating out less
6. Using less fuel such as gas or electricity in my home
7. Using less water
8. Using my savings
9. Using credit more than usual, for example, credit cards, loans or overdrafts
10. Ask family and friends for financial support
11. Other *Please specify* **FIXED**
12. Don’t know **FIXED**

**ACCEPTABILITY**

On the next screens you will see a snapshot of how **<WATER COMPANY>** is currently performing compared to other water companies. Please look through this data, taking note of how **<WATER COMPANY>** compares to other water companies on services which customers have said are important to them.

Please take your time to read through the information carefully, making sure you understand what is being shown before moving on to the next screen. There will be a short delay before you are able to move on. Please use the zoom function to view the tables if you are having trouble reading them.

**SHOW ON SAME SCREEN IF WATER COMPANY = SOUTH STAFFS**

Please note that South Staffordshire Plc group includes Cambridge Water. They are in separate geographic areas. Ofwat looks at how well they deliver their water services as one company, giving them the same performance targets for water services, except for leakage where they each have their own.

**SHOW ON SAME SCREEN IF WATER COMPANY = ESSEX SUFFOLK OR NORTHUMBRIAN**

Please note that Essex & Suffolk Water and Northumbrian Water are part of Northumbrian Water Limited. They are in separate geographic areas. Ofwat looks at how well they deliver their water services as one company, giving them the same performance targets for water services, except for leakage where they each have their own.

**SHOW ON SAME SCREEN IF WATER COMPANY = CAMBRIDGE WATER**

Please note that Cambridge Water is part of the South Staffordshire Plc group of companies. They are in separate geographic areas. Ofwat looks at how well they deliver their water services as one company, giving them the same performance targets for water services, except for leakage where they each have their own.

**NEXT PAGE, TABLE1 AND GRAPH1, ADD 15 SECOND TIME DELAY, ADD ZOOM FUNCTION**

**SHOW ALL**

Please read the text carefully. Note that the continue button will appear after 15 seconds.

# Ofwat will set targets for how companies must perform for all of the services that follow. You will see how your company is currently performing, and their targets for the five years from 2025 to 2030. We’d like you to think about how acceptable their current performance is and how acceptable the proposed performance targets are when you look at this information.

**YOUR WATER COMPANY PERFORMANCE ON THE FOLLOWING MEASURE:**

|  |
| --- |
| **WATER SUPPLY INTERRUPTIONS** |
| **The average length of time properties are without water.** This covers where a water supply is interrupted without warning for more than 3 hours; if this happens, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.  Performance for each company is shown in hours, minutes, and seconds (hh:mm:ss). Duration is measured once a household has been without water for more than three hours and then averaged across all households that experience this. So, the average duration is worked out from the three-hour starting point. |
| **The lower numbers, which are displayed at the top of the table, are better** as this means that the average length of time (after the three-hour point) that households are without water is shorter. |
| In 2022/2023 **<WATER COMPANY>** **<PIPE IN ‘met’ / ‘did not meet’>** its performance target. |
| **<WATER COMPANY>** perform at <**RANK>** out of 19 companies on this measure. |

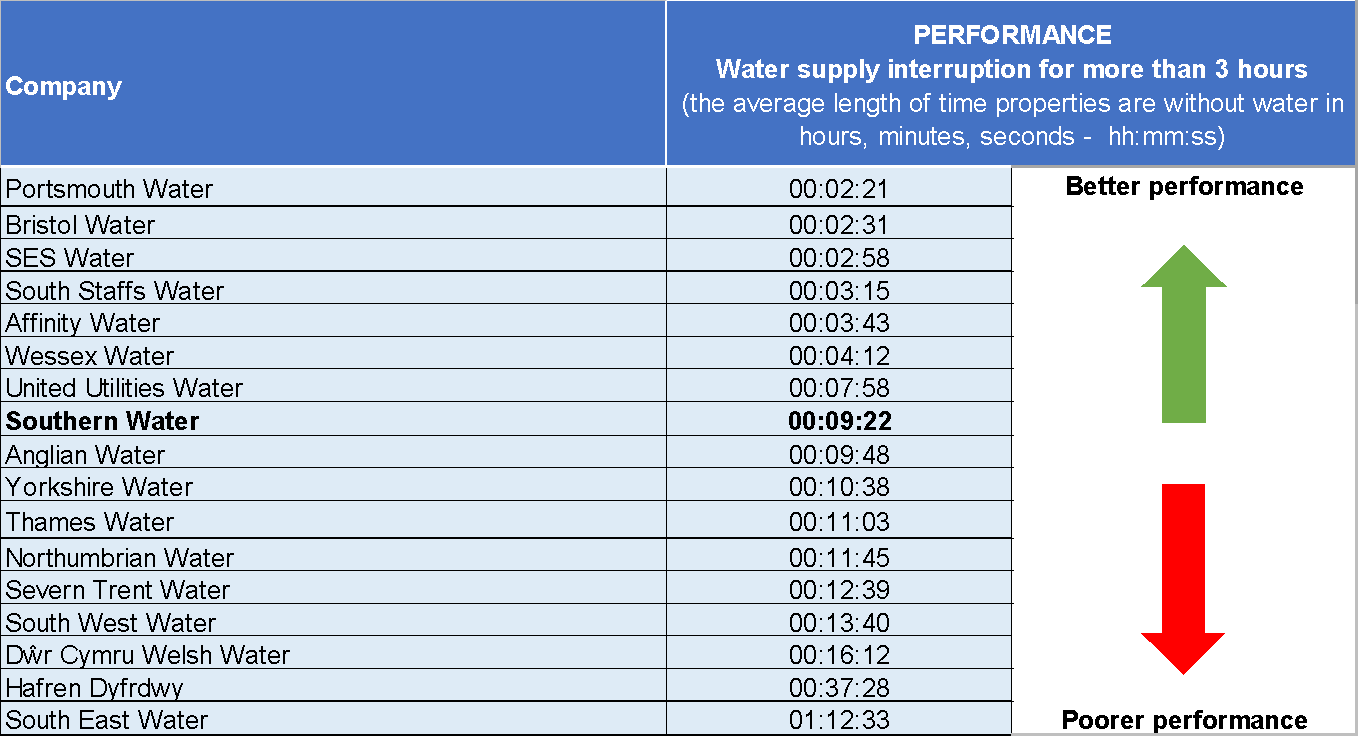
This table shows how the water companies compare for **water supply interruptions** over 3 hours for 2022/2023.

**COMPANY PERFORMANCE:**

**Water supply interruption over 3 hours**

(the average length of time properties are without water in hours, minutes, seconds - hh:mm:ss)

**SHOW TABLE 1 –TABLE HIGHLIGHTING PERFORMANCE OF RESPONDENT’S WATER COMPANY SHOWN (DRAFT EXAMPLE BELOW)**



**PROPOSALS FOR YOUR COMPANY’S PERFORMANCE FROM 2025 TO 2030**

The proposal is for all water companies to have a future performance target of 00:05:00 (hh:mm:ss). The information below shows this in relation to the current performance of <**WATER COMPANY**>. The service improves as the length of time gets smaller.

**PERFORMANCE:**

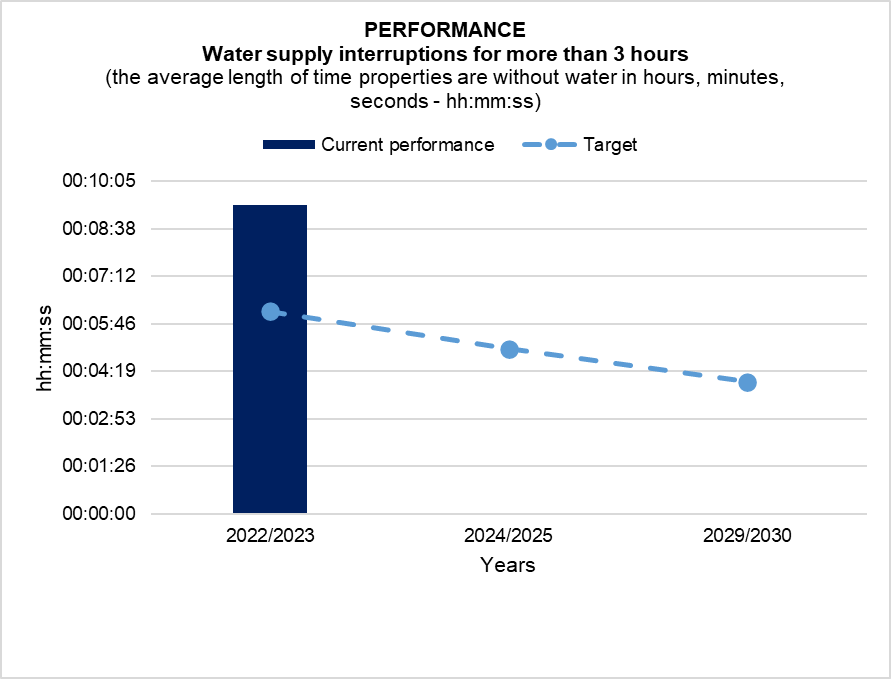
**Water supply interruption over 3 hours**

(the average length of time properties are without water in hours, minutes, seconds - hh:mm:ss)

Current performance

Target performance

**SHOW CHART 1 – CHART HIGHLIGHTING PERFORMANCE OF RESPONDENT’S WATER COMPANY (DRAFT EXAMPLE BELOW)**



**NEXT PAGE, TABLE2 AND GRAPH2, ADD 15 SECOND TIME DELAY, ADD ZOOM FUNCTION**

**SHOW ALL**

Please read the text carefully. Note that the continue button will appear after 15 seconds.

**YOUR WATER COMPANY PERFORMANCE ON THE FOLLOWING MEASURE:**

|  |
| --- |
| **DRINKING WATER QUALITY** |
| **The number of contacts companies get about tap water taste, smell or appearance.** Tap water may taste/smell/look different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.  Performance for each company is shown as the number of customer contacts about drinking water quality per 1,000 population for the 2022/2023 period. |
| **The lower numbers, which are displayed at the top of the table, are better**, as that means fewer customers are contacting their water company concerning their water taste, smell, and appearance. |
| In 2022/2023 **<WATER COMPANY>** **<PIPE IN ‘met’ / ‘did not meet’>** its performance target. |
| **<WATER COMPANY>** perform at <**RANK>** out of 19 companies on this measure. |

This table shows how the water companies compare for **drinking water quality** for 2022/2023.

**PERFORMANCE:**

**Drinking water quality** (number of customer contacts about drinking water quality per 1,000 population)

**SHOW TABLE 2 – TABLE HIGHLIGHTING PERFORMANCE OF RESPONDENT’S WATER COMPANY**

**SHOW IF S5B= 2, 3, 4, 6, 7, 8, 9, 11, 12, 13, 14, 15, 17, 18, 19**

**PROPOSALS FOR YOUR COMPANY’S PERFORMANCE FROM 2025 TO 2030**

The information below shows proposals for the future performance of **<WATER COMPANY>** for drinking water quality contacts. By 2030 they will aim to reduce it to **<NUMBER OF CONTACTS>** contacts per 1,000 population. The smaller the number, the fewer the contacts received about drinking water quality.

**SHOW IF S5B=1, 5, 10, 16  
PROPOSALS FOR YOUR COMPANY’S PERFORMANCE FROM 2025 TO 2030**The chart below shows the proposal for the future performance target for <**WATER COMPANY**> in relation to their current performance. The smaller the number, the fewer the contacts received about drinking water quality.

**PERFORMANCE: Drinking water quality**

(number of customer contacts about drinking water quality per 1,000 population)

Current performance

Target performance

**SHOW CHART 2 – CHART HIGHLIGHTING PERFORMANCE OF RESPONDENT’S WATER COMPANY**

**NEXT PAGE, TABLE3 AND GRAPH3, ADD 15 SECOND TIME DELAY, ADD ZOOM FUNCTION**

**SHOW ALL**

Please read the text carefully. Note that the continue button will appear after 15 seconds.

**YOUR WATER COMPANY PERFORMANCE ON THE FOLLOWING MEASURE:**

|  |
| --- |
| **LEAKS** |
| **The number of litres of water leaked per property per day.** Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. However, leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.  Performance for each company is shown as the number of litres lost from water mains or pipe leaks per property per day. |
| **The lower numbers, which are displayed at the top of the table, are better** as they show that there is less leakage. |
| In 2022/2023 **<WATER COMPANY>** **<PIPE IN ‘met’ / ‘did not meet’>** its performance target. |
| **<WATER COMPANY>** perform at <**RANK>** out of 19 companies on this measure.  Each company has its own target for performance on leaks.  This means that a company can perform well compared to others and still miss its target. This also means that a company can perform less well compared to others and still meet its target. |

This table shows how the water companies compare for **leaks** for 2022/2023.

**COMPANY PERFORMANCE:**

**Leaks**(the number of litres of water leaked per property per day)

**SHOW TABLE 3 – TABLE HIGHLIGHTING PERFORMANCE OF RESPONDENT’S WATER COMPANY**

**PROPOSALS FOR YOUR COMPANY’S PERFORMANCE FROM 2025 TO 2030**

The information below shows proposals for the future performance of **<WATER COMPANY>** for leakage. By 2030 they will aim to reduce it to **<NUMBER OF LITRES>** litres per property per day. The service improves as the number gets smaller.

**PERFORMANCE:**

**Leaks**(the number of litres of water leaked per property per day)

Current performance

Target performance

**SHOW CHART 3 – CHART HIGHLIGHTING PERFORMANCE OF RESPONDENT’S WATER COMPANY**

**NEXT PAGE, TABLE7 AND GRAPH7, ADD 15 SECOND TIME DELAY, ADD ZOOM FUNCTION**

**SHOW ALL**

Please read the text carefully. Note that the continue button will appear after 15 seconds.

**ON THE SAME SCREEN**

**SHOW IF QDUAL=2**

Please note that sewerage services where you live are provided by **<SEWERAGE COMPANY>.**

On the next three screens, you will see how their current performance compares to three important aspects of their sewerage services. We’d like you to think about how acceptable their current performance is and how acceptable the proposed performance targets are when you look at this information.

**YOUR WATER COMPANY PERFORMANCE ON THE FOLLOWING MEASURE:**

|  |
| --- |
| **SEWAGE FLOODING INSIDE PROPERTIES** |
| **The number of properties flooded by sewage for every 10,000 properties connected to the public sewer.** An escape of sewage inside a property is highly inconvenient, disruptive and a potential health risk. In bad cases, people might need to move out of their property while things are put right.  Performance for each company is shown as the number of properties flooded by sewage for every 10,000 properties connected to the public sewer for 2022/2023. |
| **The lower numbers, which are displayed at the top of the table, are better,** as that means fewer properties have been affected by sewage inside. |
| In 2022/2023 **<IF QDUAL = 1 WATER COMPANY / IF QDUAL = 2 SEWERAGE COMPANY>** **<PIPE IN ‘met’ / ‘did not meet’>** its performance target. |
| **<IF QDUAL = 1 WATER COMPANY / IF QDUAL = 2 SEWERAGE COMPANY>** perform at <**RANK>** out of 11 companies on this measure. |

This table shows how the water companies compare for **sewage flooding inside properties** for 2022/2023.

**COMPANY PERFORMANCE:**

**Sewage flooding inside properties**

(number of properties flooded by sewage for every 10,000 properties connected to the public sewer)

**SHOW TABLE 7 – TABLE HIGHLIGHTING PERFORMANCE OF RESPONDENT’S SEWERAGE COMPANY**

**SHOW IF S5C= 2, 7, 10, 15, 16, 17, 18, 19**

**PROPOSALS FOR YOUR COMPANY’S PERFORMANCE FROM 2025 TO 2030**

The information below shows proposals for the future performance of **<IF QDUAL = 1 WATER COMPANY / IF QDUAL = 2 SEWERAGE COMPANY>**, a company that provides sewerage services to your household, for sewage inside properties. By 2030 they will aim to reduce it to **<NUMBER OF INSIDE FLOODS>** floods for every 10,000 properties connected to the public sewer. The service improves as the number gets smaller.

**SHOW IF S5C=4, 5 OR 14  
PROPOSALS FOR YOUR COMPANY’S PERFORMANCE FROM 2025 TO 2030**The information below shows the proposals for the future performance of <**IF QDUAL = 1 WATER COMPANY / IF QDUAL = 2 SEWERAGE COMPANY**> in relation to their current performance. The service improves as the number gets smaller.

**PERFORMANCE:**

**Sewage flooding inside properties**

(number of properties flooded by sewage for every 10,000 properties connected to the public sewer)

Current performance

Target performance

**SHOW CHART 7 – CHART HIGHLIGHTING PERFORMANCE OF RESPONDENT’S SEWERAGE COMPANY**

**NEXT PAGE, TABLE8 AND GRAPH8, ADD 15 SECOND TIME DELAY, ADD ZOOM FUNCTION**

**SHOW ALL**

Please read the text carefully. Note that the continue button will appear after 15 seconds.

**YOUR WATER COMPANY PERFORMANCE ON THE FOLLOWING MEASURE:**

|  |
| --- |
| **SEWAGE FLOODING OUTSIDE PROPERTIES** |
| **Sewage flooding outside properties e.g. drives, gardens – number of external areas flooded by sewage for every 10,000 properties connected to the public sewer.** An escape of sewage into gardens, adjoining car parks or land is inconvenient and unpleasant and can restrict access to premises.  Performance for each company is shown as the number of external areas flooded by sewage for every 10,000 properties connected to the public sewer for 2022/2023. |
| **The lower numbers, which are displayed at the top of the table, are better,** as that means fewer external areas have been flooded. |
| **DO NOT SHOW IF S5B= 5 OR 16 OR S5C=5 OR 16** In 2022/2023 **<IF QDUAL = 1 WATER COMPANY / IF QDUAL = 2 SEWERAGE COMPANY>** **<PIPE IN ‘met’ / ‘did not meet’>** its performance target. |
| **SHOW IF S5C= 5 ‘HAFREN DYFRDWY’ WHERE NO TARGET AVAILABLE.** Hafren Dyfrdwy does not have a target for this service prior to 2025-2026  **SHOW IF S5B= 16 OR (S5B=1,6,9,11 & S5C=16 ‘THAMES WATER’) FIGURE NOT FINALISED BY OFWAT.** This performance figure for Thames Water is being reviewed, and performance is likely to be poorer than shown. Thames Water does not have a target for this service prior to 2025-2026. |
| **<IF QDUAL = 1 WATER COMPANY / IF QDUAL = 2 SEWERAGE COMPANY>** perform at <**RANK>** out of 11 companies on this measure.  Each company has its own target for performance on external sewer flooding.  This means that a company can perform well compared to others and still miss its target. This also means that a company can perform less well compared to others and still meet its target. |

This table shows how the water companies compare for **sewage flooding outside properties** for 2022/2023.

**COMPANY PERFORMANCE**

**Sewage flooding outside properties**

(number of external areas flooded by sewage for every 10,000 properties connected to the public sewer)

**SHOW TABLE 8 – TABLE HIGHLIGHTING PERFORMANCE OF RESPONDENT’S SEWERAGE COMPANY**



**PROPOSALS FOR YOUR COMPANY’S PERFORMANCE FROM 2025 TO 2030**

The information below shows proposals for the future performance of **<IF QDUAL = 1 WATER COMPANY / IF QDUAL = 2 SEWERAGE COMPANY>**, a company that provides sewerage services to your household, for sewage flooding of external areas. By 2030 they will aim to reduce it to **<NUMBER OF OUTSIDE FLOODS>** floods for every 10,000 properties connected to the public sewer. The service improves as the number gets smaller.

**PERFORMANCE**

**Sewage flooding outside properties**

(number of external areas flooded by sewage for every 10,000 properties connected to the public sewer)

Current performance

Target performance

**SHOW CHART 8 – CHART HIGHLIGHTING PERFORMANCE OF RESPONDENT’S SEWERAGE COMPANY**

**NEXT PAGE, TABLE9 AND GRAPH9, ADD 15 SECOND TIME DELAY, ADD ZOOM FUNCTION**

**SHOW ALL**

Please read the text carefully. Note that the continue button will appear after 15 seconds.

**YOUR WATER COMPANY PERFORMANCE ON THE FOLLOWING MEASURE:**

|  |
| --- |
| **POLLUTION INCIDENTS** |
| **Pollution incidents – the number of incidents per 10,000 km of sewer pipes.** Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.  Performance for each company is shown as the number of pollution incidents per 10,000 km of sewer pipes that have occurred over the 2022/2023 period. |
| **The lower numbers, which are displayed at the top of the table, are better**, as that means fewer pollution incidents have occurred. |
| In 2022/2023 **<IF QDUAL = 1 WATER COMPANY / IF QDUAL = 2 SEWERAGE COMPANY>** **<PIPE IN ‘met’ / ‘did not meet’>** its performance target. |
| **<IF QDUAL = 1 WATER COMPANY / IF QDUAL = 2 SEWERAGE COMPANY>** perform at <**RANK>** out of 11 companies on this measure. |

This table shows how the water companies compare for **pollution incidents** for 2022/2023.

**COMPANY PERFORMANCE:**

**Pollution incidents**

(the number of incidents per 10,000 km of sewer pipes)

**SHOW TABLE 9 – TABLE HIGHLIGHTING THE PERFORMANCE OF RESPONDENT’S SEWERAGE COMPANY**

**SHOW IF S5C= 2, 4, 7, 10, 14, 15, 16, 17, 18, 19**

**PROPOSALS FOR YOUR COMPANY’S PERFORMANCE FROM 2025 TO 2030**

The information below shows proposals for the future performance of **<IF QDUAL = 1 WATER COMPANY / IF QDUAL = 2 SEWERAGE COMPANY>**, a company that provides sewerage services to your household, for pollution incidents. By 2030 they will aim to reduce it to **<NUMBER OF POLLUTION INCIDENTS>** pollution incidentsfor each 10,000 km of sewers. The service improves as the number gets smaller.

**SHOW IF S5C=5  
PROPOSALS FOR YOUR COMPANY’S PERFORMANCE FROM 2025 TO 2030**The information below shows the proposals for the future performance of **Hafren Dyfrdwy** in relation to their current performance. The service improves as the number gets smaller.

**PERFORMANCE:**

**Pollution incidents**

(the number of incidents per 10,000 km of sewer pipes)

Current performance

Target performance

**SHOW CHART 9 – CHART HIGHLIGHTING PERFORMANCE OF RESPONDENT’S WATER COMPANY**

**INFO SCREEN SHOW ALL:**

The water and sewerage services provided by water companies in England and ~~in~~ Wales have to meet standards that are set out in the law. These various laws have been updated.

These laws inform the investment and service performance targets set by Ofwat for how water companies:

* deliver safe drinking water
* manage the effect of their operations on the environment, especially rivers and coastal bathing waters
* develop services so they are reliable in the longer term to adapt to the effects of climate change and society’s needs for water.

If a water company does not meet their service targets, Ofwat will require them to reduce their bills. If a water company does not meet legal standards, they can be prosecuted and/or fined by Ofwat, the Environment Agency (in England) or Natural Resources

Wales, or the Drinking Water Inspectorate.

You will shortly see the proposed investments that will have the biggest effect on your water and sewerage bill.

You will then be asked to say which investments are most important to you, whether they are acceptable or unacceptable to you and why.

Please note that the investment amounts you will see are on top of what Ofwat proposes water companies need to invest to keep the day-to-day business running. The investment amounts are in most cases what is proposed to meet new legal standards, and in the case of leakage, are expected to deliver an improved service.

**NEXT PAGE**

We will now show you proposals for investment in other areas of service and we’d like to know which of these are most important to you.

Please take your time to read through the information carefully, before selecting which of the investment proposals is most important to you. There will be a short time delay before you are able to move on, to ensure you can read the information before answering the question. For each area you will see how much the proposed investment spend is between 2025 and 2030.

**ADD 15 SECOND TIME DELAY, ADD ZOOM FUNCTION**

Read the text carefully. Note that the continue button will appear after 15 seconds.

**SHOW IF QDUAL=2 ON THE SAME SCREEN ONLY FOR Q7A ‘SEWERAGE SERVICES AND THE ENVIRONMENT’**

Please note that sewerage services where you live are provided by **<SEWERAGE COMPANY>.**

**SHOW COMPANY-SPECIFIC INVESTMENT INFORMATION ‘SEWERAGE SERVICES AND THE ENVIRONMENT’**

**ROTATE THE ORDER OF Q7A TO Q7D**

**NOT SHOW IF QFINAL =1, 2, 4, 6, 8, 9, 11, 12, 14, 15,16, 17**

**S** **ASK ALL, RANDOMISE, SHOW QUESTION ON THE SAME PAGE AS THE IMAGE**

**Q7a** Based on what you have just read, which of these is the most important to you relating to improving **sewerage services and the environment?**

Please note that the order in which the answer options appear may not match the order shown in the table above.

*Please select one answer only*

**MASK OPTIONS ACCORDINGLY BASED ON WATER AND SEWERAGE COMPANY**

1. Improving sewage treatment processes to help river water quality
2. Reducing the use of storm overflows which release sewage into rivers
3. Increasing the capacity of sewage treatment works
4. Monitoring river water quality
5. Thames Tideway Tunnel
6. Additional septic tank treatment facilities
7. Don’t know/can’t say

**SHOW ALL**

**NEXT PAGE ADD 15 SECOND TIME DELAY, ADD ZOOM FUNCTION**

Read the text carefully. Note that the continue button will appear after 15 seconds.

**SHOW COMPANY-SPECIFIC INVESTMENT INFORMATION ‘PROTECTING WATER SUPPLIES’**

**S** **ASK ALL, RANDOMISE, SHOW QUESTION ON THE SAME PAGE AS THE IMAGE**

**Q7b** Based on what you have just read, which of these is the most important to you relating to **protecting water supplies**?

Please note that the order in which the answer options appear may not match the order shown in the table above.

*Please select one answer only*

**MASK OPTIONS ACCORDINGLY BASED ON WATER AND SEWERAGE COMPANY**

1. Starting to develop large scale water supply schemes
2. Fitting smart water meters
3. Building water supply connections in the company area
4. Reducing leakage
5. Improving water supply
6. Better management of water use
7. Developing new sources of water
8. Reducing demand for water
9. Buildings connections between different water supply areas within Severn Trent Water's service area
10. Recuing demand for water through water saving advice and leak fixing
11. Don’t know/can’t say

**SHOW ALL**

**NEXT PAGE ADD 15 SECOND TIME DELAY, ADD ZOOM FUNCTION**

Read the text carefully. Note that the continue button will appear after 15 seconds.

**SHOW COMPANY-SPECIFIC INVESTMENT INFORMATION ‘IMPROVING DRINKING WATER QUALITY’**

**S** **ASK IF S5B=1-4 OR 6-19, RANDOMISE, SHOW QUESTION ON THE SAME PAGE AS THE IMAGE**

**Q7c** Based on what you have just read, which of these is the most important to you relating to **improving drinking water quality?**

Please note that the order in which the answer options appear may not match the order shown in the table above.

*Please select one answer only*

**MASK OPTIONS ACCORDINGLY BASED ON WATER AND SEWERAGE COMPANY**

1. Additional water treatment processes
2. Replacement of lead supply pipes
3. Don’t know/can’t say

**SHOW ALL**

**NEXT PAGE ADD 15 SECOND TIME DELAY, ADD ZOOM FUNCTION**

Read the text carefully. Note that the continue button will appear after 15 seconds.

**SHOW COMPANY-SPECIFIC INVESTMENT INFORMATION ‘IMPROVING THE RESILIENCE OF PIPES, SEWERS AND TREATMENT WORKS TO REDUCE THE RISK OF DISRUPTION TO SERVICES’**

**S** **ASK ALL, RANDOMISE, SHOW QUESTION ON THE SAME PAGE AS THE IMAGE**

**Q7d** Based on what you have just read, which of these is the most important to you relating to **improving the resilience of pipes, sewers and treatment works to reduce the risk of disruption to services?**

Please note that the order in which the answer options appear may not match the order shown in the table above.

*Please select one answer only*

**MASK OPTIONS ACCORDINGLY BASED ON WATER AND SEWERAGE COMPANY**

1. Improving the resilience of treatment works, pipes and technology
2. Improving security and resilience to cyber attacks
3. Don’t know/can’t say

**S** **ASK ALL, RANDOMISE REVERSING ORDER, SHOW QUESTIONS ON THE SAME PAGE AS THE TEXT ABOVE**

**Q8** Based on everything you have seen and read about this proposal for your water and sewerage services, how acceptable or unacceptable is it to you?

*Please select one answer only*

1. Completely acceptable
2. Acceptable
3. Unacceptable
4. Completely unacceptable
5. Don’t know/can’t say **FIXED**

**M** **ASK IF Q8=3 OR 4, RANDOMISE, MAX 2**

**Q8a** What are the two main reasons that you feel the proposals for your water services are unacceptable?

*Please choose up to two answers only*

1. The bill increases are too expensive
2. Company profits are too high
3. Companies should pay for service improvements
4. I expect better service improvements
5. The proposals are poor value for money
6. Compared to energy prices it is more expensive
7. I am dissatisfied with current services
8. The proposals don’t focus on the right services
9. I won’t be able to afford this
10. I don’t trust water companies to make these service improvements
11. I don’t trust Ofwat to hold water companies to account if they do not make these service improvements
12. Other 1 – *Please specify* **FIXED**
13. Other 2 – *Please specify* **FIXED**
14. Don’t know/can’t say **FIXED**

**M** **ASK IF Q8=1 OR 2, RANDOMISE, MAX 2**

**Q8b** What are the two main reasons that you feel the proposals for your water services are acceptable?

*Please choose up to two answers only*

1. The proposals are good value for money
2. The proposals are affordable
3. Compared to energy prices it’s cheaper
4. The proposals seem to focus on the right services
5. The water company provides a good service now
6. I support what Ofwat/ water companies are trying to do in the long term
7. The change to my bill is small
8. I trust water companies to do what’s best for customers
9. I trust Ofwat to do what’s best for customers
10. I have been dissatisfied with the service recently but am pleased that these proposals are making improvements
11. Other 1 – *Please specify* **FIXED**
12. Other 2 – *Please specify* **FIXED**
13. Don’t know/can’t say **FIXED**

**S** **ASK ALL**

**Q9** Water companies have to plan their services well into the future, i.e., 20-30 years from now, taking into account forecasts for things like the effect of climate change and increases in population. It can take decades for some of the things that companies build to come into service - for example, a new reservoir can take 20-30 years. There are different ways in which these long-term investments can feed into bills.

In principle, which one of the following options would you prefer?

*Please select one answer only*

1. An increase in bills starting sooner, spreading increases over the longer term, and over more generations of bill-payers
2. An increase starting later, putting more of the increases onto later generations of younger and future bill-payers
3. I don’t know enough at the moment to give an answer

**S ASK ALL**

**Q10a** Now, thinking about the proposed bill levels for 2025 to 2030, the investment that is planned in services and the proposed service levels, how acceptable or unacceptable are the proposals to you?

You can see the reminder of changes to your bill profile below.

**SHOW**

1. Completely acceptable
2. Acceptable
3. Unacceptable
4. Completely unacceptable
5. Don’t know

**SHOW IF QSOURCE = 1 CHANGES FOR THE AVERAGE HOUSEHOLD WATER AND SEWERAGE BILL IN YOUR REGION:**

**SHOW IF QSOURCE= 2-5 CHANGES TO YOUR WATER AND SEWERAGE BILL:**

**SHOW INTERACTIVE CHART TOOL: PERSONALISED BILL GRAPH SHOWN FOR RESPONDENT (SEE DRAFT EXAMPLE BELOW)**

**A graph of numbers and a bar chart

Description automatically generated with medium confidence**

**OE ASK ALL, ASK THIS QUESTION ON THE SAME PAGE AS Q10A**

**Q10b** What are the reasons for this?

|  |
| --- |
|  |

**ADDITIONAL DEMOGRAPHICS**

**M** **ASK ALL, RANDOMISE**

**Q13** Which of the following applies to you? We would like to collect this to ensure that a variety of particular needs are represented in the study, but you do not need to answer if you do not wish to. This information will not be shared with any third party and will be destroyed within 12 months of project completion.

*Please select all that apply*

1. I or another member of my household is disabled or suffer(s) from a debilitating illness
2. I or another member of my household have/has a learning difficulty
3. I or another member of my household relies on water for medical reasons
4. I or another member of my household is visually impaired (i.e., struggles to read even with glasses)
5. I or another member of my household am/is over the age of 75 years old
6. **IF QLANGUAGE=1 SHOW**: I or another member of my household’s first language is not English / **IF QLANGUAGE=2**: I or another member of my household’s first language is neither English nor Welsh”
7. I or another member of my household is deaf or hard of hearing
8. I or another member of my household is a new parent
9. None of these apply to me **FIXED**
10. Prefer not to say **FIXED**

**AUTOMATICALLY CODE Q13 INTO VULNERABILITY AS FOLLOWS:**

**CODE 1 OR 2 OR 3 MEDICAL VULNERABILITY**

**CODE 4 OR 6 OR 7 COMMUNICATIONS VULNERABILITY**

**CODE 5 OR 8 LIFE STAGE VULNERABILITY**

**CODE 1,2,3,4,5,6,7,8 ANY VULNERABILITY**

**S** **ASK ALL, RANDOMISE GROUPS, OPTIONAL**

**Q14** What is your ethnic group? Choose one option that best describes your ethnic group or background.

*Please select one answer only*

**White**

1. **IF QLANGUAGE=1** hh / **IF QLANGUAGE=2**: Welsh/English/Scottish/Northern Irish/British>
2. Irish
3. Gypsy or Irish Traveller
4. Any other White background, *please describe:*

**Mixed/Multiple ethnic groups**

1. White and Black Caribbean
2. White and Black African
3. White and Asian
4. Any other Mixed/Multiple ethnic backgrounds, *please describe:*

**Asian/Asian British**

1. Indian
2. Pakistani
3. Bangladeshi
4. Chinese
5. Any other Asian background, *please describe:*

**Black/African/Caribbean/Black British**

1. African
2. Caribbean
3. Any other Black/African/Caribbean background, *please describe*:

**Other ethnic groups**

1. Arab
2. Any other ethnic group, *please describe*:
3. Prefer not to say

**G ASK ALL**

**D1** Ona scale of 1 to 5, where 5 is very good and 1 is very bad, Using the rating please let us know how you would rate each of the following:

*Please select one answer per row.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **1**  **Very Bad** | **2** | **3** | **4** | **5**  **Very Good** |
| Length of survey |  |  |  |  |  |
| Ease of completion |  |  |  |  |  |
| Ability to form opinion based on the information provided |  |  |  |  |  |
| Overall experience |  |  |  |  |  |

**S ASK ALL**

**D5** Have you experienced any ***technical difficulties*** while taking the survey?

1. No
2. Yes (Please specify)

**O ASK ALL**

**D2** Do you have any other comments regarding the content of this survey or your experience with it?

1. I do not have any further comments

**S ASK IF QSOURCE= 2, 3, 4 OR 5**

**MARK ANYBODY WHO COMPLETES THIS QUESTION AS A COMPLETE**

**D3** Thank you for taking the time to give your feedback. As a further thank you for taking part, you are eligible to receive a £10 incentive. Please select how you would like to receive your incentive. Please note if you select an Amazon gift voucher, you will need to confirm your email address again so that it can be sent to you.

The incentive will be paid no later than 4th October 2024.

*Please select one answer only*

1. Amazon voucher
2. Donation to WaterAid charity

**OE ASK IF D3=1**, **ADD EMAIL VALIDATION**

**D4a** Please provide your email address so the voucher can be emailed to you.

|  |
| --- |
|  |

**S ASK IF QSOURCE =1**

**HIDE AFTER 400 EMAILS COLLECTED**

**D4B** The publication of our survey findings may generate interest from the media. Sometimes, the media are interested in speaking to participants to create case studies, which help them bring research to life.

**Can CCW contact you later** if there is any media interest in case studies?

Your details will only be shared with the media if you agree to it after further discussion with CCW about any opportunities.

1. **Yes,** I am happy for CCW to contact me later.
2. **No**, I do not wish CCW to contact me

**OE ASK IF D4b=1**, **ADD EMAIL VALIDATION**, **ADD EMAIL VALIDATION.**

**D4C** Please provide your email address so CCW can contact you to discuss this research further.

|  |
| --- |
|  |

**INFO**

Thank you, you have reached the end of this questionnaire, your feedback has been greatly appreciated!

Water companies offer help to qualifying low-income households that are struggling to afford their water and wastewater bills.

More information about this can be found on the following website: **https://www.ccw.org.uk/save-money-and-water/help-with-bills/**