



The voice for water consumers
Llais defnyddwyr dŵr

Water Company Research

This survey is designed to get your views on water and sewerage services. It is being undertaken on behalf of Ofwat, the regulator, and Consumer Council for Water (CCW), the consumer organisation which represents the interests of water and sewerage customers in England and Wales.

The research will be used to help water companies plan investment in their service from 2025, and will influence your future water services and bills.

This research is being conducted by Accent, an independent research agency on behalf of Ofwat and CCW.

NOT PANEL: Anyone completing the survey will be eligible for a £10 voucher (either an Amazon voucher, an M&S voucher or a One4All voucher). Alternatively, we can donate your incentive to WaterAid. Details on how to claim your voucher are given at the end of the survey.

The questionnaire will take about 10 minutes to complete.

Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society and your data will be treated in accordance with the Data Protection Act 2018. If you would like to confirm Accent's credentials type Accent in the search box at:

<https://www.mrs.org.uk/researchbuyersguide>.

You do not have to answer any question you do not wish to and you may terminate the interview at any point.

QA **IF PAF:** Please enter the **Unique ID** that is printed on the top right of your letter.

Please enter the **PIN** number that is printed on the top right of your letter.

Q1. Any data collected over the course of this interview that could be used to identify you, such as your name, address, or other contact details, will be held securely and will not be shared with any third party, including Ofwat, CCW and your water company, unless you give permission (or unless we are legally required to do so). Our privacy statement is available at <https://www.accent-mr.com/privacy-policy/>.

Do you agree to proceeding with the interview on this basis?

Yes

No **THANK AND CLOSE IF ONLINE**

Q2. **ASK HH ONLY:** Do you or any of your close family work in market research or for a water company?

Yes **THANK & CLOSE**

No

Q3. **IF NHH ASK:** We would like you to think about the site at #ADDRESS, POSTCODE# (SPID=#SPID#) when responding to this survey.

Are you solely or jointly responsible as the decision maker for your organisation's water and wastewater service at that property?

Yes

No **THANK AND CLOSE**

Q3b Does **HH ONLY:** your **NHH ONLY:** that property have a septic tank or cess pit? If you do have one, this would mean that your property is **not** connected to the main sewer and you would periodically arrange to have the septic tank emptied.

Yes **THANK & CLOSE**

No

Q4. **IF PANEL ASK (OTHERWISE GO TO Q8):** Please tell us the beginning of your postcode. So if your full postcode is ME14 3BN please just tell us ME14 3. (This will be used to check who supplies your water and wastewater services)

IF HH AND REFUSE GO TO Q6

Q5. **IF PANEL AND DIFFERENT WATER AND WASTEWATER:** Based on your postcode area, we believe your clean water service company should be #WATER COMPANY# and your wastewater service company should be #WASTEWATER COMPANY#. You may receive separate bills from each organisation or one combined bill. Is that correct?

IF PANEL AND SAME WATER AND WASTEWATER: Based on your postcode area, we believe your clean water service and wastewater service company should be #WATER COMPANY#. Is that correct?

Yes **GO TO Q8**

No **GO TO Q6**

Don't know **GO TO Q8**

Q6. **IF HH:** Which water company supplies clean water to your home?

Affinity Water
Anglian Water
Bournemouth Water
Bristol Water
Cambridge Water
Essex & Suffolk Water
Hafren Dyfrdwy
Hartlepool Water
Northumbrian Water
Portsmouth Water
Severn Trent Water
South East Water
Southern Water

South Staffs Water
South West Water
Sutton & East Surrey (SES) Water
Thames Water
United Utilities
Welsh Water/Dŵr Cymru
Wessex Water
Yorkshire Water
Other (Please specify) THEN THANK AND CLOSE
Don't know THANK AND CLOSE
None THANK AND CLOSE

Q7. IF HH: Which company provides wastewater (sewerage) services to your home?

Anglian Water
Hafren Dyfrdwy
Northumbrian Water
Severn Trent Water
Southern Water
South West Water
Thames Water
United Utilities
Welsh Water/Dŵr Cymru
Wessex Water
Yorkshire Water
Other (please specify) THEN THANK AND CLOSE
Don't know THANK AND CLOSE
None THANK AND CLOSE

Q8. IF HH: Are you the person in your household who is responsible, either solely or jointly, for paying for your water services bill?

I have complete responsibility for payment
I share responsibility for payment with others in my household
I have no responsibility
Don't know

BILLPAYER : = CODE 1 OR 2
NONBILLPAYER : = CODE 3-4

Q9. IF HH Which of the following age groups do you fall into?

Under 18 THANK AND CLOSE
18-29
30-64
65 or older
Prefer not to say
USE HH QUOTA IF PANEL

Q10. IF HH What is your sex? (A question about gender identity will follow)

Male
Female
USE HH QUOTA IF PANEL

Q10a IF HH: Is the gender you identify with the same as your sex registered at birth? **We would like to collect this to ensure that people of all backgrounds are represented in the study, but you do not**

have 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.

Yes

No (type in gender identity)

Prefer not to say

Q11. IF ONE SUPPLIER FOR WATER AND WASTEWATER DON'T ASK (BUT CODE AS ONE BILL FOR BOTH SERVICES) IF HH & BILLPAYER: Do you receive separate bills for water and sewerage services or one bill for both services?

Separate bills

One bill for both services

Don't know

Q12b IF HH & BILLPAYER: How often do you make payment for water and sewerage services?

Annually

Every six months

Every month, over eight months of the year

Every month

Other (please specify)

Don't know **GO TO Q14**

Q13 IF HH & BILLPAYER AND Q12B=1, 4-5 ASK: How much, roughly, do you pay for water and sewerage services each month, or in total for a year? The month amounts assume that the bills are paid evenly over a 12-month period, but some customers pay over a different number of months.

IF HH & BILLPAYER AND Q12B=3 ASK: How much, roughly, do you pay for water and sewerage services for each of the eight months, or in total for a year?

IF HH & BILLPAYER AND Q12B=2 ASK: How much, roughly, do you pay for water and sewerage services every 6 months, or in total for a year?

IF NHH AND NO BILLING DATA FROM SAMPLE: Which of the following bands do you estimate that your organisation's annual total water bill at your premises falls into – that's the amount for both water and sewerage services.

IF HH and 12B=1, 4 or 5: Less than £10 per month/Less than £120 per year

IF HH and 12B=1, 4 or 5: £10 - £19.99 per month/£120 - £239.99 per year

IF HH and 12B=1, 4 or 5: £20 - £29.99 per month/£240 - £359.99 per year

IF HH and 12B=1, 4 or 5: £30 - £39.99 per month/£360 - £479.99 per year

IF HH and 12B=1, 4 or 5: £40 - £59.99 per month/£480 - £719.99 per year

IF HH and 12B=1, 4 or 5: £60 - £79.99 per month/£720 - £959.99 per year

IF HH and 12B=1, 4 or 5: £80 or more per month /£960 or more per year

IF HH and 12B=3: Less than £15 per month/Less than £120 per year

IF HH and 12B=3: £15 - £29.99 per month/£120 - £239.99 per year

IF HH and 12B=3: £30 - £39.99 per month/£240 - £319.99 per year

IF HH and 12B=3: £40 - £59.99 per month/£320 - £479.99 per year

IF HH and 12B=3: £60 - £89.99 per month/£480 - £719.99 per year

IF HH and 12B=3: £90 - £119.99 per month/£720 - £959.99 per year

IF HH and 12B=3: £120 or more per month /£960 or more per year

IF HH and 12B=2: Less than £60 every 6 months/Less than £120 per year

IF HH and 12B=2: £60 - £119.99 every 6 months /£120 - £239.99 per year

IF HH and 12B=2: £120 - £179.99 every 6 months /£240 - £359.99 per year

IF HH and 12B=2: £180 - £239.99 every 6 months /£360 - £479.99 per year

IF HH and 12B=2: £240 - £359.99 every 6 months /£480 - £719.99 per year

IF HH and 12B=2: £360 - £479.99 every 6 months /£720 - £959.99 per year

IF HH and 12B=2: £480 or more every 6 months /£960 or more per year

- IF NHH: Less than £1,000 per year
- IF NHH: £1,000 to £5,000 per year
- IF NHH: £5,000 to £25,000 per year
- IF NHH: More than £25,000 per year
- I'm not sure

TIMESTAMP

Service issues

Q14 Have you ever experienced any of the following **NHH ONLY**: at this property? *ROTATE* **Please tick one or more**

- Unexpected water supply interruption
- Planned water supply interruption
- Unexpected low pressure
- Boil water notice
- Do not drink notice
- Discolouration of water coming out of your tap
- A change to the taste and/or smell of your tap water
- Sewer flooding: inside your property
- Sewer flooding: outside your property
- Hosepipe ban
- Emergency drought restrictions (e.g. tap water being cut off on a rota basis to conserve supplies)
- Pollution in a river
- Pollution in the sea near a beach
- Other (please specify)
- I haven't experienced any of these **GO TO Q15**

Q14b **IF ONE BELOW IN Q14 ASK:** Have you experienced the following in the last 12 months **NHH ONLY**: at this property?
IF BOTH BELOW IN Q14 ASK: Have you experienced any of the following in the last 12 months **NHH ONLY**: at this property?

- IF TICKED IN Q14: Discolouration of water coming out of your tap
- IF TICKED IN Q14: A change to the taste and/or smell of your tap water

Use of rivers and canals in the UK

IF HH: We would like to now find out a bit more about your use of rivers and canals in the UK.

Q15 **IF HH:** How often do you, or anyone in your household, use rivers or canals in the UK for any of the following activities?

	Often (more than six times a year)	Sometimes (between one and five times a year)	Rarely (less than once a year)	Never
Water contact activities (e.g. canoeing, rowing, rafting, paddleboarding, swimming, paddling)				
Fishing				

Walking, running, cycling or sitting nearby or other activities on or around the water (e.g. narrowboating, other types of boating)				
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Use of beaches and the sea in the UK

Q16 **IF HH:** How often do you, or anyone in your household, use the beach or sea in the UK for any of the following activities?

	Often (more than six times a year)	Sometimes (between one and five times a year)	Rarely (less than once a year)	Never
Water contact activities (e.g. surfing, windsurfing, dinghy sailing, canoeing, paddleboarding, swimming, paddling)				
Fishing				
Walking, running, cycling or sitting or playing nearby or other activities on or around the water (e.g. other types of boating)				

Use of hosepipe or sprinkler

Q16a How often does **[IF HH]** your household **[IF NHH]** this property use a hosepipe or sprinkler for any purpose (e.g. washing/cleaning, or watering plants)?

Often (more than six times a year)

Sometimes (between one and five times a year)

Rarely (less than once a year)

Never

TIMESTAMP

Impact of service issues

You are now going to be shown a series of ten short questions where you will be asked to choose between two different scenarios for your water or wastewater service.



Please consider, and then compare the scenarios carefully, and then **choose the one which would have the most impact** on your **IF HH:** household **IF NHH:** organisation if it were to happen.

Some of the scenarios would affect your **IF HH:** own **IF NHH:** organisation's property whereas others would affect your local area. When comparing the impact that each would have, please:

- **do** consider any concerns you may have for your local or regional environment; but
- **don't** consider any impacts on other people outside your **IF HH:** household **IF NHH:** organisation - other people will answer for themselves!

On some of the options you will see an ⓘ. Please click on this to see some more information about the option.

Q17 Which of these would have the most impact on your IF HH: household IF NHH: organisation?

Option A	Option B
<p data-bbox="293 360 620 427">Coastal bathing water is not Excellent quality</p> <ul data-bbox="220 450 536 770" style="list-style-type: none">▶ The sea water at the beach you would be most likely to visit meets Good rather than Excellent quality standards, as defined by the government ⓘ▶ This is due to the quality of treated wastewater entering the water nearby▶ You could still swim in the sea, but there would be a small increase in the chance that you might get ill if you swallowed some water  <p data-bbox="580 629 671 674">Water not Excellent</p>	<p data-bbox="767 360 1238 427">Sewer flooding: OUTSIDE your property (1 week)</p> <ul data-bbox="762 450 1078 707" style="list-style-type: none">▶ Flooding from the sewer affects access to your front door / entrance▶ This results from prolonged heavy rainfall in your local area▶ It gives off a foul smell, and could cause damage▶ It takes 1 week for access to your property to get back to normal  <p data-bbox="1134 685 1206 707">1 week</p>
<input checked="" type="radio"/>	<input type="radio"/>

Q17b Why did you choose this option?

Q18 Which of these would have the most impact on your IF HH: household IF NHH: organisation?

Q19 Which of these would have the most impact on your IF HH: household IF NHH: organisation?

Q20 Which of these would have the most impact on your IF HH: household IF NHH: organisation?

Q21 Which of these would have the most impact on your IF HH: household IF NHH: organisation?

Q22 Which of these would have the most impact on your IF HH: household IF NHH: organisation?

Q23 Which of these would have the most impact on your IF HH: household IF NHH: organisation?

Q24 Which of these would have the most impact on your IF HH: household IF NHH: organisation?

Q24b Which of these would have the most impact on your IF HH: household IF NHH: organisation?

Q24c Which of these would have the most impact on your IF HH: household IF NHH: organisation?

TIMESTAMP

Q25 We would now like to ask you a few questions about the choices you have just made. How strongly do you agree or disagree with the following statements about the choices you have just made?

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
I was able to understand the choices					
I found the options believable					
My choices were based on how much impact I thought each option would have on my [IF HH] household [IF NHH] organisation.					
I found it easy to choose between the options					
NHH ONLY: I found it easy to answer with this specific property in mind					

Q26 ASK IF Q25R1 = 1 OR 2. OTHERS GO TO Q27: Why were you unable to understand the choices?

Q27 ASK IF Q25R2 = 1 OR 2. OTHERS GO TO Q28: What was not believable about the options shown?

Q28 ASK IF Q25R3 = 1 OR 2. OTHERS GO TO Q29: What were the main factors driving your choices if not the impact that each would have on your [IF HH] household [IF NHH] organisation?

Q29 ASK IF Q25R4 = 1 OR 2. OTHERS GO TO NEXT SECTION: Why was it difficult choosing between the options?

Q29B ASK IF 0.5 = 1 OR 2. OTHERS GO TO NEXT SECTION: Why was it difficult to answer with this specific property in mind?

TIMESTAMP

Compensation for service issues

The following questions will each present you with a choice between:



- a) experiencing a service issue and receiving compensation from your water company,
- or
- b) not experiencing the issue and not receiving any compensation.

In each question, the type of service issue and the compensation amount will vary. The amounts will not necessarily reflect current compensation entitlements and may exceed these levels - substantially in some cases.

The purpose of these questions is to see if the amounts shown are enough to make up for the impact on your [IF HH] household [IF NHH] organisation from the service issue shown. It is important to consider each amount at face value, even if it seems higher than you would imagine might be offered.

RANDOMISE ORDER OF SERVICE ISSUES SHOWN IN Q30-Q31.

Q30 Which option would you prefer?

Option A	Option B
<p>PLANNED water supply interruption (6 hours)</p> <ul style="list-style-type: none"> ▶ Your water company sends you a notice in the post that in 2 days' time your water supply will stop for 6 hours, affecting all taps, toilets, dishwasher, etc ▶ This is due to planned maintenance in your local area ▶ As planned, it then stops between 12:00 and 18:00 on a Wednesday afternoon   <p>Planned, 6 hours</p> <p>Compensation amount: £50*</p>	<p>No service issue</p> <ul style="list-style-type: none"> ▶ There would be no issue affecting the water service at your property

IF BILLPAYER OR NHH: *Compensation would be paid automatically, and within 7 days, by crediting your bank account, if you have a direct debit set up, or by sending you a cheque otherwise

IF NON-BILLPAYER: *Compensation would be paid automatically, and within 7 days, by sending a cheque to your household.



If Option A Compensation level=50% of Q30 value


If Option B Compensation level =2*Q30 value

Then add in follow up question (Q30a) containing new compensation amounts.

Q30a Which option would you prefer?

Q30d [IF Q30=B AND Q30a=B] Why did you choose this option?

Q31 Which option would you prefer?

Option A	Option B
<div style="background-color: #1a3d54; color: white; padding: 5px; text-align: center;">Boil water notice (48 hours)</div> <ul style="list-style-type: none"> ▶ Your water company sends you a notice saying you need to boil tap water before drinking, cooking or preparing food to avoid the risk of becoming ill ▶ This is due to traces of e-coli being found in the water supply in your area ▶ You can still safely use tap water for washing and cleaning ▶ Bottled water would be delivered to vulnerable customers that need it ▶ You can still safely use tap water for washing and cleaning. The notice arrives on a Wednesday. After two days the water will be safe to drink again and your water company will notify you <div style="text-align: center;">  <p>48 48 hours</p> </div> <div style="background-color: #1a3d54; color: white; padding: 5px; text-align: center;">Compensation amount: £100*</div>	<div style="background-color: #1a3d54; color: white; padding: 5px; text-align: center;">No service issue</div> <ul style="list-style-type: none"> ▶ There would be no issue affecting the water service at your property

IF BILLPAYER OR NHH: *Compensation would be paid automatically, and within 7 days, by crediting your bank account, if you have a direct debit set up, or by sending you a cheque otherwise

IF NON-BILLPAYER: *Compensation would be paid automatically, and within 7 days, by sending a cheque to your household.



If Option A Compensation level=50% of Q31 value

If Option B Compensation level =2*Q31 value

Then add in follow up question (Q31B) containing new compensation amounts.

Q31B Which option would you prefer?

Q31C [IF Q31=B AND Q31B=B] Why did you choose this option?

TIMESTAMP

Q32 We would now like to ask you a few questions about the choices you have just made. How strongly do you agree or disagree with the following statements about the choices you have just made?

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
I was able to understand the choices					
I found the options believable					
My choices were based on how much impact I thought each option would have on my [IF HH] household [IF NHH] organisation and whether the amount of money shown was enough to compensate for this					
I found it easy to choose between the options					

Q33 ASK IF Q32R1 = 1 OR 2. OTHERS GO TO Q34: Why were you unable to understand the choices?

Q34 ASK IF Q32R2 = 1 OR 2. OTHERS GO TO Q35: What was not believable about the options shown?

Q35 ASK IF Q32R3 = 1 OR 2. OTHERS GO TO Q36: What were the main factors driving your choices?

Q36 ASK IF Q32R4 = 1 OR 2. OTHERS GO TO NEXT SECTION: Why was it difficult choosing between the options?

Q36X IF NHH MULTI SITE: Thinking about the choices you have just made about the impacts of different service issues and the compensation amounts shown, would you say that your responses would be similar across most other sites for which you manage the water and wastewater services?

Yes USE # IN 96 CELLS

No DO NOT USE # IN 96 CELLS

Don't know DO NOT USE # IN 96 CELLS

TIMESTAMP

Attitudes to environmental costs

Q37 IF HH: Please look at the following five statements about pollution control and the costs of pollution control. Which one do you agree with most? *SINGLE CHOICE*

The environment should be protected from pollution and improved, **regardless of cost**

The environment should be protected from pollution and improved, **provided costs are not excessive**

The environment should be protected from pollution and improved, **but at no additional cost**

Further protection and improvements to the environment are not needed, and **the costs for this should fall**

Standards for protection and improvement to the environment are already too high and should be relaxed, **and costs should fall**

Don't know

Q38 Please use this box to leave any further comments about this topic or this survey. Please note, your water company will be unable to respond to individuals.

TIMESTAMP

Classification Questions

We will now ask you a few questions about you and your IF HH household IF NHH organisation. These will only be used to ensure we have spoken to a wide range of customers. All responses you give will be kept strictly confidential.

Q39 IF HH: How would you describe the occupation type of the main income earner in your household?

Higher managerial/ professional/ administrative (e.g. Established doctor, Solicitor, Board Director in a large organisation (200+ employees), top level civil servant/public service employee)

Intermediate managerial/ professional/ administrative (e.g. Newly qualified (under 3 years) doctor, Solicitor, Board director small organisation, middle manager in large organisation, principle officer in civil service/local government)

Supervisory or clerical/ junior managerial/ professional/ administrative (e.g. Office worker, Student Doctor, Foreman with 25+ employees, salesperson, etc)

Skilled manual work (e.g. Skilled Bricklayer, Carpenter, Plumber, Painter, Bus/Ambulance Driver, HGV driver, AA patrolman, pub/bar worker, etc)

Semi or unskilled manual work (e.g. Manual worker, apprentice to skilled trade, Caretaker, Park keeper, non-HGV driver, shop assistant)

Unemployed

Retired

Student

Prefer not to say **GO TO Q44**

Q40 IF Q39=7 (RETIRED) ASK: Does the main income earner have a state pension, a private pension or both?

State only

Private only

Both

Prefer not to say **GO TO Q44**

Q41 IF Q40= PRIVATE OR BOTH ASK: How would you describe the main income earner's occupation type before retirement?

Higher managerial/ professional/ administrative (e.g. Established doctor, Solicitor, Board Director in a large organisation (200+ employees), top level civil servant/public service employee)

Intermediate managerial/ professional/ administrative (e.g. Newly qualified (under 3 years) doctor, Solicitor, Board director small organisation, middle manager in large organisation, principle officer in civil service/local government)

Supervisory or clerical/ junior managerial/ professional/ administrative (e.g. Office worker, Student Doctor, Foreman with 25+ employees, salesperson, etc)

Skilled manual work (e.g. Skilled Bricklayer, Carpenter, Plumber, Painter, Bus/ Ambulance Driver, HGV driver, AA patrolman, pub/bar worker, etc)

Semi or unskilled manual work. (e.g. Manual worker, apprentice to skilled trade, Caretaker, Park keeper, non-HGV driver, shop assistant)

None of these

Prefer not to say

Q44 IF HH: To which of these ethnic groups do you consider you belong to? **We would like to collect this to ensure that people of all backgrounds are represented in the study, but you do not have 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.**

WHITE

English, Welsh, Scottish, Northern Irish or British

Irish

Gypsy or Irish Traveller

Any other White background

MIXED

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background

ASIAN OR ASIAN BRITISH

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

BLACK OR BLACK BRITISH

Caribbean
African
Any other Black background

OTHER ETHNIC GROUP

Arab
Any other ethnic group
Prefer not to say

Q45 **IF HH:** Thinking about all the people in your household, including yourself, how many people live here?

1 or 2
3 or 4
5 or more
Prefer not to say

Q46 Please let us know if any of the following apply to you or a member of your household. *RANDOMISE ROWS*

We would like to collect this to ensure that people with a variety of particular needs are represented in the study, but you do not have 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.

Disabled or suffers from a debilitating illness
Has a learning difficulty
Relies on water for medical reasons
Visually impaired (i.e. struggles to read even with glasses)
Over the age of 75 years old
Speaks English as a second language
Deaf or hard of hearing
A new parent
None of these statements apply
Prefer not to say

Q47 **IF HH:** Which of the following statements do you most agree with? *Please remember, this research is entirely confidential and that it is only by understanding the views of people who are struggling to pay their household bills (eg gas, electricity, telephone etc) that change can be made.*

I can always afford to pay my household bills
I can usually afford to pay my household bills
I sometimes struggle to pay my household bills
I usually struggle to pay my household bills
I always struggle to pay my household bills
Prefer not to say

Q47a. **IF HH:** Thinking about your household finances, do you expect your household to be better off, worse off or about the same in 12 months' time?

Better off
The same
Worse off
Don't know

Q47b **IF NHH:** How does your organisation mainly use water at this property? **You can choose more than one answer**

The manufacturing process which is essential to the running of your organisation (e.g. to power machinery, agricultural production etc.)

The supply of services your organisation provides (e.g. cleaning services etc.)

An ingredient or part of the product or service your organisation provides (e.g. food or drink, chemical, cosmetics manufacturer etc.)

Normal domestic use for your organisation's customers and employees (e.g. customer toilets, supply of drinking water)

None of the above

Don't Know

Q48 IF NHH: How many sites in the UK does your organisation operate from?

1

2

3

4

5-10

11-50

51-250

250+

Prefer not to say

Q49 IF NHH: How many employees does your organisation have in the UK?

None, sole trader

Fewer than 4 employees

4 to 49 employees

50 to 249 employees

250+ employees

Prefer not to say

Q50 IF NHH: Which of the following best defines the core activity of your organisation?

Agriculture, forestry and fishing

Mining and quarrying

Energy or water service & supply

Manufacturing

Construction

Wholesale and retail trade (including motor vehicles repair)

Transport and storage

Hotels & catering

IT and Communication

Finance and insurance activities

Real estate activities

Professional, scientific and technical activities

Administrative and Support Service Activities

Public administration and defence

Education

Human health and social work activities

Arts, entertainment and recreation

Other service activities

Other (please specify)

Prefer not to say

Q52 IF HH: Do you have a water meter?

IF NHH: Does this property have a water meter?

Yes

No

Don't know
Prefer not to say

Q53 **IF HH AND Q52=1 ASK:** Did you ask to have a water meter fitted for your household?

Yes
No
Prefer not to say

Q54 **IF HH AND POSTAL:** Which of these best describes you?

I have never used the internet
I have used the internet but do not have regular access to it
I have regular access to the internet
Prefer not to say

Q54b Earlier in the questionnaire we asked you to make choices between experiencing a service issue and receiving compensation, or not experiencing the service issue. Different amounts were shown to different survey participants as part of this study to test how much money would be needed, in principle, to compensate for the impact that the service issue would have on customers.

We wish to reiterate that the amounts shown were not the same as those you would be currently entitled to expect if you were to experience the service issue at your property.

Q55 **IF NON PANEL:** We mentioned that there would be a £10 incentive for completing this survey. This incentive will be administered by Accent, within 4 weeks.

This can be sent as an Amazon, Marks & Spencer or One4All voucher by email [**PAPER ONLY:** or by post]. Alternatively, we can donate your incentive to WaterAid. Which would you prefer?

Amazon voucher by email **COLLECT EMAIL ADDRESS**
M&S Voucher by email **COLLECT EMAIL ADDRESS**
One4All by email **COLLECT EMAIL ADDRESS**
PAPER ONLY: Amazon voucher by post **COLLECT ADDRESS**
PAPER ONLY: M&S voucher by post **COLLECT ADDRESS**
PAPER ONLY: One4All voucher by post **COLLECT ADDRESS**
Donation to Water Aid

If you have any queries about your incentive, please contact us on 0131 220 8770.

Q56 Thank you. Would you be willing to be contacted again if we need to clarify any of the answers you have given today?

Yes
No

Thank you. This research was conducted under the terms of the MRS code of conduct and is completely confidential.