

As prescribed by the Ofwat CCW Guidance for water companies: testing customers' views of the acceptability and affordability of PR24 business plans Version 1.1

ONLINE Questionnaire V4.0 FOR Portsmouth Water & Southern Water

D2. HOUSEHOLD/NON-HOUSEHOLD

1	HOUSEHOLD	
2	NON-HOUSEHOLD	

D3. HOUSEHOLD NOT ON SOCIAL TARIFF / ON SOCIAL TARIFF

1	HOUSEHOLD NOT ON SOCIAL TARIFF	FROM SAMPLE
2	HOUSEHOLD ON SOCIAL TARIFF	FROM SAMPLE

PROC.

ASK ALL

Thank you for taking part in this survey. Before we start, we need to check you are happy with how we will use the information you share with us. The answers you give us will be used only for analysis purposes and so that we can send your voucher to you. Your answers will be handled according to GDPR data protection rules and no personally identifiable information will be passed on to your water company unless you explicitly give permission.

For NHH (D2=2)

You will be given the option of receiving an Amazon voucher or for us to make a donation to Portsmouth Hospitals Trust at the end of the survey.

For ALL HH (D2=1)

To receive a £5 voucher you will need to enter your email address or postal address at the end of the survey, so we can send it to you.

To view the Blue Marble privacy policy, [click here](#).

To view the QRS privacy policy, [click here](#).

Please confirm if you agree to the above and would like to continue, and then select 'Next' at the bottom of the screen.

1	Yes, continue	
2	No, do not continue	CLOSE GO TO SCREENOUT_PII

SCREENOUT_PII

SHOW IF PROC=2

We're sorry you do not wish to continue, and thank you for your interest in this research.

You may now close this browser window.

Screener: Household

S1. AGE

ASK IF D2=1 (HH)

SINGLE CODE

How old are you?

1	Please specify	OPEN, NUMERIC, 0-150
96	Prefer not to say	

Sage2. AGEGROUP

ASK IF D2=1 (HH) AND S1=96

SINGLE CODE

Please could you indicate which of the following age bands you fall under?

1	Under 18	
2	18-24	
3	25-34	
4	35-44	
5	45-54	
6	55-64	
7	65-74	
8	75+	
96	Prefer not to say	

Commented [BP1]: Sage2 and S1b were not in original guidance, but Blue Marble received Ofwat approval to add these in to maximise inclusivity

D4. DUMMY_AGE

HIDDEN VARIABLE TO COMBINE ANSWERS FROM S1 AGE AND Sage2

1	Under 18	CLOSE GO TO SCREENOUT_AGE
2	18-24	
3	25-34	
4	35-44	
5	45-54	
6	55-64	
7	65-74	
8	75+	

S1b. AGE

ASK IF D2=1 AND Sage2= 96 (HH AND PREFER NOT TO SAY)

SINGLE CODE

Before we continue, can we check if you are 18 years old or above?

1	Yes – I am 18 years old or above	
2	No, I am under 18 years old	CLOSE GO TO SCREENOUT_AGE
3	Prefer not to answer	CLOSE GO TO SCREENOUT_AGE

SCREENOUT_AGE

SHOW IF D4=1 OR S1b= 2 OR 3 (UNDER 18 or PREFER NOT TO SAY)

'We're sorry but for this research we can only include those who are 18 years old or above. Thank you for your interest and we hope that you will take part in our surveys in future.

You may now close this browser window.

S2. BILL-PAYER STATUS

ASK IF D2=1 (HH)

SINGLE CODE

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	CLOSE GO TO SCREENOUT_BILLPAYER
97	Don't know	CLOSE GO TO SCREENOUT_BILLPAYER

SCREENOUT_BILLPAYER

SHOW IF S2=2,97

We're sorry but for this research we can only include those who are responsible for paying their household's water and sewerage bill. Thank you for your time and we are sorry for any inconvenience.

You may now close this browser window.

S3. WATER METER STATUS

ASK IF D2=1 (HH)

SINGLE CODE

Are you currently charged for water through a water meter?

Please select one answer only

1	Yes	
2	No	
97	Don't know	

D5. DUMMY_COMPANY

HIDDEN VARIABLE. FOR HH CUSTOMERS THIS IS DEFINED BY SAMPLE LIST. FOR NHH THIS IS DEFINED BY POSTCODE

D5_1	D5_2	
Portsmouth Water	Southern Water	

S4. WATER COMPANY

ASK IF D2=1 (HH)

SINGLE CODE

Portsmouth Water is your water company and Southern Water is responsible for your sewerage services. Does this sound right?

Please select one answer only

1	Yes	
2	No	CLOSE GO TO SCREENOUT_SUPPLIER
97	Don't know	

SCREENOUT_SUPPLIER

SHOW IF S4=2

We're sorry but for this survey we can only include customers supplied by Portsmouth Water for water supply and Southern Water for sewerage services. Thank you for your time and we are sorry for any inconvenience.

You may now close this browser window.

Screener: Non-Household

S5. BILL PAYER STATUS

ASK IF D2=2 (NHH)

SINGLE CODE

Are you solely or jointly responsible as the decision maker for your organisation's water and sewerage service at any of its premises?

Please select one answer only

1	Yes	
2	No	CLOSE GO TO SCREENOUT_NHHBILLPAYER

SCREENOUT_NHHBILLPAYER

SHOW IF S5=2

We're sorry but for this survey we can only include those who are responsible for making decisions about their organisation's water and sewerage bill. Thank you for your time and we are sorry for any inconvenience.

You may now close this browser window.

S6. WATER COMPANY

ASK IF D2=2 (NHH)
SINGLE CODE

How many of these premises where you are a decision maker for water and sewerage services, are supplied by Portsmouth Water for water and Southern Water for sewerage services? (Please remember that you may have a different retailer who you pay for these services).

Please select one answer only

1	0	CLOSE GO TO SCREENOUT_NHHSUPPLIER
2	1	
3	2	
4	3-5	
5	6 or more	
6	Don't know - but at least 1	
7	Don't know – may not be any	CLOSE GO TO SCREENOUT_NHHSUPPLIER

Commented [BP2]: S6 to S8 follow principles of the guidance, although no wording was prescribed for these

SCREENOUT_NHHSUPPLIER

SHOW IF S6=1,7

We're sorry but for this survey we can only include decision makers for premises supplied by Portsmouth Water for water supply and Southern Water for sewerage services. Thank you for your time and we are sorry for any inconvenience.

You may now close this browser window.

S7. NHH HOME PREMISES

ASK IF D2=2 (NHH)
SINGLE CODE

Can you confirm that at least one of these premises supplied by Portsmouth Water and Southern Water is a site primarily used for the purposes of your organisation? (i.e. **not** used primarily as someone's home).

Please select one answer only

1	Yes – at least one premises is primarily for the use of my organisation	
2	No	CLOSE GO TO SCREENOUT_HOMEPREMISES
3	Don't know	CLOSE GO TO SCREENOUT_HOMEPREMISES

SCREENOUT_HOMEPREMISES

SHOW IF S7=2,3

We're sorry but for this survey we can only include decision makers for premises that are not primarily someone's home. Thank you for your time and we are sorry for any inconvenience.

You may now close this browser window.

S8. NHH PERSPECTIVE

ASK IF D2=2 (NHH)
SINGLE CODE

For the rest of this survey, we will be asking you to answer from the perspective of someone who is responsible for premises supplied by Portsmouth Water and Southern Water. Can you confirm that you will only answer relating to these premises in your organisation?

Please select one answer only

1	Yes	
2	No	CLOSE GO TO SCREENOUT_NHHPERSPECTIVE
3	Don't know	CLOSE GO TO SCREENOUT_NHHPERSPECTIVE

SCREENOUT_NHHPERSPECTIVE

SHOW IF S8=2,3

We're sorry but in this case we cannot proceed with the survey. Thank you for your time and we are sorry for any inconvenience.

You may now close this browser window.

Affordability

D6. DUMMY_CUSTOMERTYPE

HIDDEN VARIABLE

1	household	D2=1
2	organisation	D2=2

INFO1.

SHOW ALL

Thank you. We are now going to ask you some questions about your <PIPE IN: D6>'s financial situation.

Q1. ABILITY TO PAY BILLS

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

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

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF

Thinking about your organisation's finances over the last year, how often, if at all, has your organisation struggled to pay at least one of its bills?

Please select one answer only

1	All of the time	
2	Most of the time	
3	Sometimes	
4	Rarely	
5	Never	
96	Prefer not to say	ANCHOR IN LAST POSITION

Q2. FINANCIAL CIRCUMSTANCE

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

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

Please select one answer only

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF

Overall, how well would you say your organisation is managing financially now?

Please select one answer only

1	Living comfortably	SHOW IF D2=1 (HH)
2	Doing well	SHOW IF D2=2 (NHH)
3	Doing alright	
4	Just about getting by	
5	Finding it quite difficult	
6	Finding it very difficult	
96	Prefer not to say	ANCHOR IN LAST POSITION

Q3. FUTURE FINANCIAL CIRCUMSTANCE

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Thinking about your <PIPE IN D6>'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	
96	Prefer not to say	ANCHOR IN LAST POSITION

Q4. CURRENT BILL AFFORDABILITY

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

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

Please select one answer only

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF

How easy or difficult is it for your company/organisation to afford to pay its 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	
97	Don't know	ANCHOR IN LAST POSITION

INFO2. BILL PROFILE AFFORDABILITY_1

SHOW ALL

The next set of questions are about proposed changes to your <IF D2=2 NON HOUSEHOLD, PIPE IN: organisation's> water and sewerage bill for the years 2025-2030. The chart shown in the next question shows these changes. It also shows how inflation may impact on your bill, based on the Bank of England's inflation forecasts.

(Please note this is the total combined bills from Portsmouth Water for your water supply and Southern Water for your sewerage service).

Commented [BP3]: Sentence added in addition to the prescribed wording for clarity as this is jointly commissioned research

INFO3. BILL PROFILE AFFORDABILITY_2

SHOW IF D2=1 (HH)

Water bills change each in 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 by a faster rate than your household income, then you are likely to have less money to go around.
- If your household income increases by a faster rate than inflation, then you are likely to have more money to go around.

The Bank of England aims to keep inflation at 2%, but it has recently been much higher than this. As well as changing by 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 Bank of England forecasts for inflation from 2025 to 2030, and proposed amounts to cover the investment in water and sewerage services needed over the next few years.

SHOW IF D2=2 (NHH)

Water bills change each in year in line with inflation. Inflation is the increase in prices paid for goods and services over time. Organisations' incomes also change over time.

- If 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 by a faster rate than income, then you are likely to have less money to go around.
- If income increases by a faster rate than inflation, then you are likely to have more money to go around.

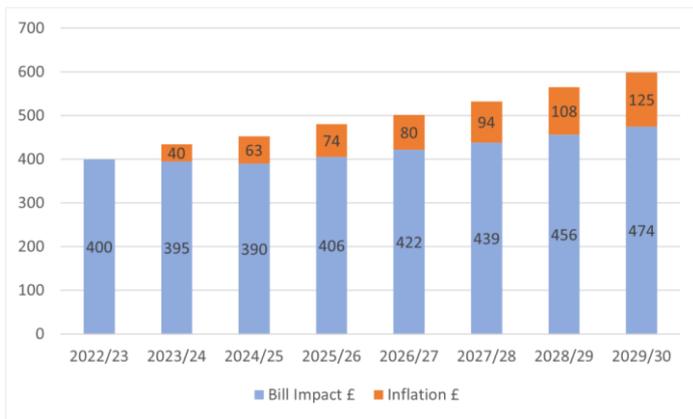
The Bank of England aims to keep inflation at 2%, but it has recently been much higher than this. As well as changing by inflation each year, bills change by an amount set by Ofwat as part of their price review process every five years.

The proposed bills you will see from 2025 to 2030 include the Bank of England forecasts for inflation from 2025 to 2030, and proposed amounts to cover the investment in water and sewerage services needed over the next few years.

Q5. BILL PROFILE AFFORDABILITY

ASK ALL, SHOW STIM (DYNAMIC BILL PROFILE CHART)

NOTE TO SCRIPTER: SEE SEPARATE SPEC FOR THE DYNAMIC BILL PROFILE CHART



SHOW UNDER STIM IF D2=1 AND BILL AMOUNT IS '0', '-' OR 'NULL IN THE SOURCE SPREADSHEET FOR THE CHART CALCULATION (I.E. WE HAVE USED AN AVERAGE BILL FOR THE CHART CALCULATION)

These bill amounts are based on the average household customer bill.

SHOW UNDER STIM IF D2=1 AND D3=2 (HH CUSTOMERS ON SOCIAL TARIFF)

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

SHOW UNDER STIM IF D2=2

This bill profile is based on an **example bill** that an organisation would pay to the retailer for water and sewerage, starting at £1,000 for 2022-23.

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

How easy or difficult do you think it would be for you to afford these water and sewerage bills?

Please select one answer only

ASK IF D2=2 (NHH)
SINGLE CODE, FLIP SCALE FOR HALF,

How easy or difficult do you think it would be for your organisation to afford its water and sewerage bills if they went up at the same rate?
Please select one answer only

1	Very easy	
2	Fairly easy	
3	Neither easy nor difficult	
4	Fairly difficult	
5	Very difficult	
97	Don't know	ANCHOR

Q6. COPING STRATEGIES FOR BILL INCREASES

ASK IF D2=1 AND Q5=3,4,5 (HH AND NEUTRAL OR DIFFICULT TO AFFORD BILLS)
MULTICODE, RANDOMISE

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

Please 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	Eat 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)	OPEN END, ANCHOR
97	Don't know	ANCHOR, EXCLUSIVE

Acceptability

SCRIPTER NOTE: ALWAYS SHOW BLOCK 1,2,3,4 IN THIS ORDER. ROTATE COMPONENTS WITHIN EACH BLOCK

INFO4.

Thank you. We are now going to ask you some questions about your views on your water companies' business plans. Water companies are required to put together business plans for each five-year period. The plans we are showing you are for 2025-2030.

INFO5.

On the following pages we will show you 6 parts of the business plan for Portsmouth Water, one part at a time, and then 6 parts of Southern Water's plan.

- Some parts of the plans relate to services that water companies have **performance targets** for. These targets are based on what customers have previously told companies they would like them to do. The targets are set and then measured by Ofwat, the water industry regulator. For these parts of the plan we will show you how well your water and sewerage company is doing compared to other water companies in England and Wales. What water companies are delivering today is informed by business plans already agreed up until 2025.

- Other parts of the plans are determined by statutory requirements, such as environmental laws and government policy. As new laws are introduced, water companies must make provision in their new business plans to comply with these. We will indicate those parts of the plan that are **legally required** (or 'must do').
- The remaining parts of the plan we will show you are proposed investments in addition to minimum requirements and performance commitments.

The parts of the 2025-30 plans we'll show you are a snapshot of the full range of services companies provide, and do not include everything that the plans will cover.

On the next page you'll see the first part of Portsmouth Water's 2025-30 plan. Once you've read it, scroll to the bottom of the page, and click the 'next' button to see the next part. Please read the descriptions carefully. After each set of 3 parts we'll ask you a question.

FOR BLOCK 1:

DISPLAY STIM 1,2,3 (REVERSE ORDER ON RANDOM BASIS)

Q7a. MOST IMPORTANT COMPONENT

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Based on what you have just read, which of these three parts of the business plan is the most important to you?

Please select one answer only

1	Water supply interruptions, lasting longer than 3 hours	
2	Reducing leaks	
3	The appearance, taste and smell of tap water	
97	Don't know/Can't say	ANCHOR

FOR BLOCK 2

DISPLAY STIM 4,5,6 (REVERSE ORDER ON RANDOM BASIS)

Q7b. MOST IMPORTANT COMPONENT

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Based on what you have just read, which of these three parts of the business plan is the most important to you?

Please select one answer only

1	Saving water by installing smart water meters	
2	Removing lead pipes	
3	Improving the environment at key sites	
97	Don't know/Can't say	ANCHOR

FOR BLOCK 3

DISPLAY STIM 7,8,9 (REVERSE ORDER ON RANDOM BASIS)

Q7c. MOST IMPORTANT COMPONENT

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Based on what you have just read, which of these three parts of the business plan is the most important to you?

Please select one answer only

1	Sewage flooding of properties – inside properties	
2	Sewage flooding of gardens, outbuildings or access points	
3	Pollution of rivers and bathing waters	
97	Don't know/Can't say	ANCHOR

FOR BLOCK 4

DISPLAY STIM 10,11,12 (REVERSE ORDER ON RANDOM BASIS)

Q7d. MOST IMPORTANT COMPONENT

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Based on what you have just read, which of these three parts of the business plan is the most important to you?

Please select one answer only

1	Improving river quality to restore habitats	
2	Increasing resilience to improve reliability of the service	
3	Reducing storm overflow spills	
97	Don't know/Can't say	ANCHOR

INFO5b.

SHOW ALL

Here is a quick reminder of what's included in the proposed business plans for Portsmouth Water and Southern Water for 2025-30. This summarises key elements of the plans, and does not include everything that the plans will cover. Once you have read it, please select 'Next' at the bottom of the screen to continue.

DISPLAY STIM 13

Q8. ACCEPTABILITY OF OVERALL PLAN

SINGLE CODE, FLIP SCALE FOR HALF

Based on everything you have seen and read about Portsmouth Water and Southern Water's proposed business plans, how acceptable or unacceptable are they to you? *(Please give one answer, thinking about everything in the two companies' plans' overall; you will have a chance later on to give your answer for each individual company's plan.)*

Please select one answer only

1	Completely acceptable	
2	Acceptable	
3	Unacceptable	
4	Completely unacceptable	
97	Don't know/Can't say	ANCHOR

Commented [BP4]: Sentence in brackets and italics added in addition to the prescribed wording for clarity as this is jointly commissioned research

A8a. REASONS WHY OVERALL PLAN NOT ACCEPTABLE

ASK IF Q8=3/4 (SINGLE COMPANY AND NOT ACCEPTABLE)

MULTICODE UP TO 2, RANDOMISE

What are the two main reasons that you feel the proposals for your water and sewerage 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 plan is poor value for money	
6	Compared to energy prices it is more expensive	
7	I am dissatisfied with current services	
8	The plans don't focus on the right services	
9	I won't be able to afford this	
10	I don't trust them to make these service improvements	

45	Other 1 (Please specify)	ANCHOR, OPEN END
46	Other 2 (Please specify)	ANCHOR, OPEN END
97	Don't know/Can't say	ANCHOR, EXCLUSIVE

A8a2. REASONS WHY OVERALL PLAN NOT ACCEPTABLE – OPEN ENDS

ASK IF Q8a= 2,4,7,8,10

OPEN END, ALPHABET ONLY

You just said: <ANSWER CODE>. Please write in below if you think this applies to one of the companies in particular.

Commented [BP5]: Question added in addition to the guidance to enable people to qualify if they are commenting on one company specifically

Q8b. REASONS WHY OVERALL PLAN IS ACCEPTABLE

ASK IF Q8=1/2 (ACCEPTABLE)

MULTICODE UP TO 2, RANDOMISE

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

Please choose up to two answers only

1	The plan is good value for money	SHOW ALL
2	The plan is affordable	SHOW ALL
3	Compared to energy prices it's cheaper	SHOW ALL
6	I support what they are trying to do in the long term	SHOW ALL
7	The change to my bill is small	SHOW ALL
10	Their plans seem to focus on the right services	OPEN
11	The company provides a good service now	OPEN
12	I trust them to do what's best for customers	OPEN
13	I have been dissatisfied with the service recently but am pleased that they are making improvements	OPEN
45	Other 1 (Please specify)	ANCHOR, OPEN END
46	Other 2 (Please specify)	ANCHOR, OPEN END
97	Don't know/Can't say	ANCHOR, EXCLUSIVE

A8b2. REASONS WHY OVERALL PLAN ACCEPTABLE – OPEN ENDS

ASK IF Q8b= 4,5,8,9

OPEN END, ALPHABET ONLY

You just said: <ANSWER CODE>. Please write in below if you think this applies to one of the companies in particular.

Commented [BP6]: Question added in addition to the guidance to enable people to qualify if they are commenting on one company specifically

Q9. PREFERRED PHASING

ASK ALL

SINGLECODE, DO NOT RANDOMISE

Long term investment by Portsmouth Water and Southern Water will require an increase in customer bills. Bills could increase in different ways over time. For example, there could be increases now for current bill payers, or bigger increases in the long term for future generations. Which one of the following options would you prefer?

Please select one answer only

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

Additional section for combined company research

Commented [BP7]: We have included affordability questions for each individual company - this was optional in the guidance

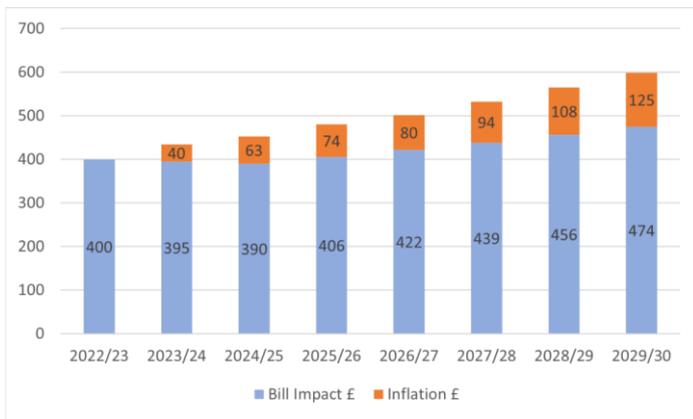
Q5b. BILL PROFILE AFFORDABILITY – WATER SUPPLY COMPANY BILL PROFILE ONLY

ASK ALL
SINGLE CODE, FLIP SCALE FOR HALF

This question is about proposed changes to your **water supply bill** (what you pay for Portsmouth Water's service) for the years 2025-2030.

SHOW STIM (DYNAMIC BILL PROFILE CHART)

NOTE TO SCRIPTER: THE CALCULATION BEHIND THIS WILL BE THE SAME AS FOR THE CHART SHOWN AT Q5 BUT ONLY INCLUDING THE COLUMN FOR THE **WATER SUPPLY BILL** (THE COMPANY THAT SUPPLIES WATER)



TEXT TO BE SHOWN UNDER STIM

SHOW UNDER STIM IF D2=1 (HH) AND BILL AMOUNT IS '0', '-1' OR 'NULL IN THE SOURCE SPREADSHEET FOR THE CHART CALCULATION (I.E. WE HAVE USED AN AVERAGE BILL FOR THE CHART CALCULATION)

These bill amounts are based on the average household customer bill.

SHOW UNDER STIM IF D2=1 AND D3=2 (HH CUSTOMERS ON SOCIAL TARIFF)

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

SHOW UNDER STIM IF D2=2 (NHH)

This bill profile is based on **an example bill** that an organisation would pay to the retailer for water, starting at £500 for 2022-23.

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

How easy or difficult do you think it would be for you to afford these water bills for the **water services** provided by Portsmouth Water?

Please select one answer only

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF,

How easy or difficult do you think it would be for your organisation to afford its water bills for the **water supply** provided by Portsmouth Water if they went up at the same rate?

Please select one answer only

1	Very easy	
2	Fairly easy	
3	Neither easy nor difficult	
4	Fairly difficult	
5	Very difficult	
97	Don't know	ANCHOR

Q5c. BILL PROFILE AFFORDABILITY – SEWERAGE COMPANY BILL PROFILE ONLY

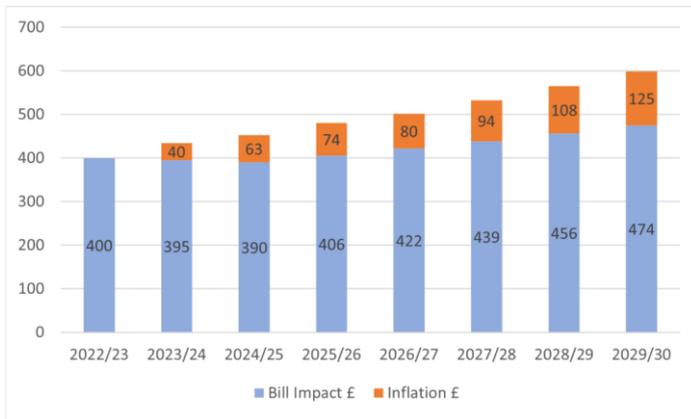
ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

This question is about proposed changes to your **sewerage bill** (what you pay for Southern Water's service) for the years 2025-2030,

ASK ALL, SHOW STIM (DYNAMIC BILL PROFILE CHART)

NOTE TO SCRIPTER: THE CALCULATION BEHIND THIS WILL BE THE SAME AS FOR THE CHART SHOWN AT Q5 BUT ONLY INCLUDING THE COLUMN FOR THE **SEWERAGE BILL** (THE COMPANY THAT SUPPLIES SEWERAGE SERVICE)



TEXT TO BE SHOWN UNDER STIM

SHOW IF D2=1 AND BILL AMOUNT IS '0', '-' OR 'NULL IN THE SOURCE SPREADSHEET FOR THE CHART CALCULATION (I.E. WE HAVE USED AN AVERAGE BILL FOR THE CHART CALCULATION)

These bill amounts are based on the average household customer bill.

SHOW IF D2=1 AND D3=2 (HH CUSTOMERS ON SOCIAL TARIFF)

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

SHOW IF D2=2

This bill profile is based on **an example bill** that an organisation would pay to the retailer for water, starting at £500 for 2022-23.

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

How easy or difficult do you think it would be for you to afford these water bills for the **sewerage services** provided by Southern Water?

Please select one answer only

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF,

How easy or difficult do you think it would be for your organisation to afford its water bills for the **sewerage services** provided by Southern Water if they went up at the same rate?

Please select one answer only

1	Very easy	
2	Fairly easy	
3	Neither easy nor difficult	
4	Fairly difficult	
5	Very difficult	
97	Don't know	ANCHOR

Q10a. ACCEPTABILITY OF OVERALL PLAN – WATER COMPANY

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Now please think specifically about Portsmouth Water's proposed plan for water supply services. The key elements of the plan are summarised again below. Based on everything you have seen and read about Portsmouth Water's proposed business plan for water services, how acceptable or unacceptable is it to you?

DISPLAY STIM 14

Please select one answer only

1	Completely acceptable	
2	Acceptable	
3	Unacceptable	
4	Completely unacceptable	
97	Don't know/Can't say	ANCHOR

Q10b. ACCEPTABILITY OF OVERALL PLAN – SEWERAGE COMPANY

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Now please think specifically about Southern Water's proposed plan for sewerage services. The key elements of the plan are summarised again below. Based on everything you have seen and read about Southern Water's proposed business plan for sewerage services, how acceptable or unacceptable is it to you?

DISPLAY STIM 15

Please select one answer only

1	Completely acceptable	
2	Acceptable	
3	Unacceptable	
4	Completely unacceptable	
97	Don't know/Can't say	ANCHOR

Household demographics

Q11. GENDER

ASK IF D2=1 (HH)

SINGLE CODE, DO NOT RANDOMISE

In which of the following ways do you identify?

Please select one answer only

1	Female	
2	Male	
3	I identify in another way	
96	Prefer not to say	

Q12. OCCUPATION

ASK IF D2=1 (HH)

SINGLE CODE, DO NOT RANDOMISE

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	
96	Prefer not to say	

Q13. OCCUPATION RETIRED

ASK IF D2=1 AND Q12=9 (HH AND RETIRED)

SINGLE CODE, DO NOT RANDOMISE

Please indicate which one of the following best describes the profession 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	
96	Prefer not to say	

D6 OCCUPATION (SEG)

HIDDEN VARIABLE

1	A	Q12/13=1
2	B	Q12/13=2
3	C1	Q12/13=3/8
4	C2	Q12/13=4
5	D	Q12/13=5
6	E	Q12/13=6/7

Q14. VULNERABLE CUSTOMERS

ASK IF D2=1 (HH)

MULTICODE, DO NOT RANDOMISE

Which of the following apply 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	I or another member of my household speaks English as a second language	
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	EXCLUSIVE

96	Prefer not to say	EXCLUSIVE
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D7. VULNERABLE CUSTOMERS

HIDDEN VARIABLE

1	Medical vulnerability	Q14=1-3
2	Communications vulnerability	Q14=4,6,7
3	Life stage vulnerability	Q14=5,8
4	Any vulnerability	Q14=1-8

Q15. ETHNICITY ENGLAND

ASK IF D2=1 (HH) IN ENGLAND

SINGLE CODE

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

Please select one answer only

	White	
1	English/Welsh/Scottish/Northern Irish/British	
2	Irish	
3	Gypsy or Irish Traveller	
4	Any other White background, please describe	OPEN END
	Mixed/Multiple ethnic groups	
5	White and Black Caribbean	
6	White and Black African	
7	White and Asian	
8	Any other Mixed/Multiple ethnic background, please describe	OPEN END
	Asian/Asian British	
9	Indian	
10	Pakistani	
11	Bangladeshi	
12	Chinese	
13	Any other Asian background, please describe	OPEN END
	Black/ African/Caribbean/Black British	
14	African	
15	Caribbean	
16	Any other Black/African/Caribbean background, please describe	OPEN END
	Other ethnic group	
17	Arab	
18	Any other ethnic group, please describe	OPEN END
96	Prefer not to say	

Q16. INCOME

ASK IF D2=1 (HH), SINGLE CODE

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

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	
97	Don't know	
96	Prefer not to say	

Non-household demographics

Q17. SERVICE USE

ASK IF D2=2 (NHH)
SINGLE CODE

How does your organisation mainly use water at its premises?
Please select all that apply

1	For the manufacturing process which is essential to the running of your organisation (e.g., to power machinery, agricultural production etc)	
2	For the supply of services your organisation provides (e.g., cleaning services etc)	
3	For an ingredient or part of the product or service your organisation provides (e.g., food or drink, chemical, cosmetics manufacturer etc)	
4	For normal domestic use for your organisation's customers and employees (e.g., customer toilets, supply of drinking water)	
5	None of the above	
97	Don't know	

Q18. NUMBER OF SITES

ASK IF D2=2 (NHH)
SINGLE CODE

How many sites in the UK does your organisation operate from?
Please select one answer only

1	1	
2	2	
3	3	
4	4	
5	5-10	
6	11-50	
7	51-250	
8	250+	
96	Prefer not to say	

Q19. NUMBER OF EMPLOYEES

ASK IF D2=2 (NHH)
SINGLE CODE

How many employees does your organisation have in the UK?
Please select one answer only

1	0 (Sole trader)	
2	1-9 employees (micro)	
3	10-49 employees (small)	

4	50-249 employees (medium)	
5	250+ employees (large)	
96	Prefer not to say	

Q20. SECTOR

ASK IF D2=2 (NHH)

SINGLE CODE

Which of the following best defines the core activity of your organisation?

Please select one answer only

1	Agriculture, forestry, and fishing	
2	Mining and quarrying	
3	Energy or water service & supply	
4	Manufacturing	
5	Construction	
6	Transport and storage	
7	Hotels & catering	
8	IT and Communication	
9	Finance and insurance activities	
10	Real estate activities	
11	Professional, scientific and technical activities	
12	Administrative and Support Service activities	
13	Public administration and defence	
14	Education	
15	Human health and social work activities	
16	Arts, entertainment, and recreation	
17	Other service activities	
19	Other Please specify	OPEN END
96	Prefer not to say	

Q21. CONSENT

ASK IF D2=1 (HH only)

SINGLE CODE

Do you consent to us letting Portsmouth Water and Southern Water know that you have completed this survey, with the sole purpose of excluding you from further reminders?

Please select one answer only

1	Yes	
2	No	

Commented [BP8]: Q21 and Q22 are additional question to guidance; extra questions permitted at the end.

Q22. INCENTIVE

ASK IF D2=1 (HH only)

SINGLE CODE

Please indicate below how you would like us to send you the £5 voucher once you have completed this questionnaire and submitted it? *Details you give us will be used solely for the purpose of issuing your voucher to you. Your details will be held for 8 weeks following the close of the survey before being securely deleted.*

Please select one answer only

1	Amazon voucher, by email (WRITE IN EMAIL WE SHOULD SEND TO)	OPEN END
2	Send Love2shop voucher in the post to the name and address your water companies have for you	
3	Send Love2shop voucher in the post to a different address (PLEASE WRITE IN FULL DETAILS)	OPEN END
4	Prefer not to receive the £5 voucher	

ASK IF D2=2 (NHH) SINGLE CODE

Please indicate below if you would prefer to receive a voucher or for us to make a donation to Portsmouth Hospitals Trust, once you have completed this questionnaire. If you select the voucher, you will need to write in the email address you would like us to send it to.

Details you give us will be used solely for the purpose of issuing your voucher to you. Your details will be held for 8 weeks following the close of the survey before being securely deleted.

Please select one answer only

1	Please send me a £25 Amazon voucher (WRITE IN EMAIL WE SHOULD SEND TO)	OPEN END
2	Please make a £25 donation to Portsmouth Hospitals Trust	
3	Prefer not to receive the voucher or make a donation	

INFO6. THANK AND CLOSE

SHOW ALL

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 by clicking the company names below:

For Portsmouth Water: <https://www.portsmouthwater.co.uk/customer-services/help-with-my-bills/>

For Southern Water: <https://www.southernwater.co.uk/the-news-room/the-media-centre/2021/september/need-help-with-your-water-bill-southern-water-can-help>

You may now close this browser window