

Portsmouth Water Barometer Panel (Water Talk) – PULSE 4 DECEMBER 2022

Questionnaire Final 12.01.22

INTRODUCTION: DISPLAY TO ALL

Welcome back to Water Talk! This time we're doing something a little different and offering you a choice of two options on the survey you take part in:

Option 1

Portsmouth Water have just published an important document on how they plan to secure healthy, reliable drinking water for the next 50 years. This is called their Water Resources Management Plan.

A 19 page summary of this new plan is out for public consultation until 20 February, and Portsmouth Water welcomes everyone's feedback. If you would like to read this summary and take part in the consultation survey*, providing your thoughts directly to Portsmouth Water and DEFRA (Department for Environment, Food and Rural Affairs), you can click below:

<https://haveyoursayportsmouthwater.uk.engagementhq.com/water-resources-consultation>

**Please note the consultation survey is completely separate from the Water Talk Panel, and the terms and conditions of being a member of the Water Talk panel do not apply. As part of the consultation you will be asked to enter personal details such as your name. Portsmouth Water's Privacy Policy will apply to the use of the information you provide.*

If you change your mind after clicking on the formal consultation link, you can still go back and take part in the Water Talk survey.

Option 2

If you would rather take part in a standard Water Talk survey please just continue by scrolling down. The survey today will ask you about some specific parts of Portsmouth Water's Water Resources Management Plan, and should take about 10 minutes.

Just a reminder that if you complete this option, your email address will automatically be entered into a prize draw for £200.

CONTINUE WITH OPTION 2 – WATER TALK SURVEY

DISPLAY TO ALL WHO CHOOSE TO DO OPTION 2:

SECTION A DISPLAY TO ALL

Firstly a couple of questions about you and your household

ASK ALL

Q1. How much do you agree or disagree that the total water and sewerage charges that you pay are **affordable to you?** (SC)

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree

4. Tend to disagree
5. Strongly disagree
6. Don't know / don't pay bill

ASK ALL

Q2. How many people, including children of under 16 years old, currently live in your household? **(SC)**

1. 1 – just me
2. 2
3. 3
4. 4
5. 5 or more
6. Prefer not to answer

Now we'd like you to read the following background information:

While it can seem that there is plenty of water in our area, in fact it is classed as 'seriously water stressed' by the Government.

Looking ahead, **climate change**, the need to limit how much drinking water is taken from **local chalk streams**, as well as **population growth** all mean that there will be growing pressure on our water supply. Official predictions are that we may have 40% less water available by 2075, and around 130,000 extra homes and businesses to provide for.

The Water Resources Management Plan considers how much water is available today and how much is needed for the future, and sets out how Portsmouth Water plans to supply safe, reliable drinking water for the next 50 years. The plan makes up part of a wider plan for the whole of the South East of England,

DISPLAY TO ALL

We'll now describe different parts of the Water Resources Management Plan, and ask your opinions on each one.

RANDOMISE ORDER OF SECTIONS A TO D

SECTION A

ASK ALL

Please read the summary about part of Portsmouth Water's plan below and then answer the question **(SC)**



REDUCING LEAKS

Current picture: We're already making significant reductions in leaks and last year we had the second lowest leakage rate of water companies in England and Wales. But this is still 27 million litres of leaks a day (or 15% of the total we supply).

Plan outcome / benefit: Halve leaks on our network by 2050 compared with 2017-18 levels, which means reducing leakage to 16 million litres per day by 2050. Leaks reduced by a further 2% every five years after up to 2075.

How? We'll use technology and new 'smart' ways of monitoring our pipe network to find more leaks and find smaller leaks; We'll also find more leaks in customers' homes by installing water meters.

Cost: £5 million per year on average from 2025

Environmental / community impact: Some localised disruption when fixing leaks.

Q3. How much do you support these plans to reduce leaks by half by 2050? **(SC)**

1. Strongly support
2. Support
3. Somewhat support
4. Neither support nor don't support
5. Somewhat don't support
6. Don't support
7. Strongly don't support
8. Don't know
- 9.

SECTION B

ASK ALL

Please read the summary about part of Portsmouth Water's plan below and then answer the question **(SC)**



HELPING HOMEOWNERS AND BUSINESSES SAVE WATER

Current picture: Currently on average every person in our region uses 160 litres of water a day – around two baths' worth of water each. This is higher than the national average of water use.

Plan outcome / benefit: The plan will support everyone to reduce their water use by a quarter, to an average of 119 litres per person per day by 2050. This will save 13 million litres of water a day by 2050 and 14.1 million litres per day by 2075.

How? We'll introduce community rewards to save water, give people water saving devices and visit homes and businesses to audit water use and give advice on how to save water.

Cost: £3 million per year on average from 2025.

Environmental / community impact: Customers will need to change their habits to use less water.

Q4. How much do you support our plans to help homeowners and businesses to save water? **(SC)**

1. Strongly support
2. Support
3. Somewhat support
4. Neither support nor don't support
5. Somewhat don't support
6. Don't support
7. Strongly don't support
8. Don't know

SECTION C

ASK ALL

Please read the summary about part of Portsmouth Water's plan below and then answer the questions **(SC)**



INSTALLING SMART WATER METERS

Current picture: Currently just over a third of Portsmouth Water customers have water meters, which is a much lower proportion than in most other areas in the South East. And very few customers currently have smart water meters.

Plan outcome / benefit: Install smart meters in most of the homes we supply by 2035 and replace existing meters with smart ones by 2040 to encourage water saving, find leaks and introduce fairer bills. This will help save 8.5 million litres of water a day.

How? Water meters mean that everyone pays for the water they use. Smart water meters enable real-time monitoring of water use so that customers can see how much water they use, and when, which can then help them save water and money. Any unusual water use (for example caused by a leaking toilet) can also be identified by Portsmouth Water.

Cost: £2 million per year on average from 2025.

Environmental / community impact: Short-lived installation disruption in streets.

Q5. How much do you support these plans to **install meters at most homes we supply** to encourage water saving and find more leaks? **(SC)**

1. Strongly support
2. Support
3. Somewhat support
4. Neither support nor don't support
5. Somewhat don't support
6. Don't support
7. Strongly don't support
8. Don't know
- 9.

Q6. Do you support the use of **smart** water meters? (So customers can track their water use and spot leaks)? **(SC)**

1. Strongly support
2. Support
3. Somewhat support
4. Neither support nor don't support
5. Somewhat don't support
6. Don't support
7. Strongly don't support
8. Don't know
- 9.

Q7. How much do you agree or disagree that water bills based on the amount of water a household uses would be fairer than bills based on rateable value (the estimated rent of a property)? **(SC)**

1. Strongly agree
2. Agree
3. Somewhat agree
4. Neither agree nor disagree
5. Somewhat disagree
6. Disagree

7. Strongly disagree
8. Don't know
- 9.

SECTION D

ASK ALL

Please read the summary about part of Portsmouth Water's plan below and then answer the question **(SC)**

INVESTING IN NEW WATER SOURCES TO REDUCE HOW MUCH WATER NEEDS TO BE TAKEN FROM OUR RIVERS AND NATURAL UNDERGROUND STORES



Current picture: At present we supply our customers by taking water from a chalk river, as well as natural underground stores of water (called aquifers) in our area. Taking too much water from these natural sources could damage the special environment and rare wildlife in our chalk-rich area.

Plan outcome / benefit: Our ambition is to continue reducing the amount of water we need to take from rivers, streams and aquifers in our area beyond 2040. We will do this by investing in new sources of water supply. This will mean we can leave more water in the natural environment, increasing river and stream flows, and in turn having benefits for the environment and community. It will also help local rivers, streams and aquifers reach 'good' environmental status.

How? We are already building a new reservoir at Havant Thicket as a new source of water for our customers and to free up supplies for the wider region. Wider regional investment in the 2030s and 2040s will mean Portsmouth Water will not need to pipe so much of its clean drinking water to other areas in the South East. From 2049, Portsmouth Water customers could also receive clean drinking water transferred from other areas of South East England, and / or benefit from a facility to safely recycle wastewater into drinking water at the new reservoir at Havant Thicket.

Cost: Up to £32 million on construction of new pipelines and treatment works (where water is made safe to drink) and then £0.5 million per year on average after 2049.

Environmental / community impact: Localised impact of building new pipelines and treatment works.

Q8. How much do you support these plans to secure more water so we can reduce the amount that needs to be taken from rivers, streams and aquifers in our chalk-rich area? **(SC)**


1. Strongly support
2. Support
3. Somewhat support
4. Neither support nor don't support
5. Somewhat don't support
6. Don't support
7. Strongly don't support
8. Don't know
- 9.


SECTION E


ASK ALL


Now here's an overall summary of the Water Resources Management Plan, including an indication of what it will mean for the average household water bill. Please bear in mind that currently Portsmouth Water's water supply bill is the lowest of any water company in England and Wales. **(SC)**


A plan designed to provide safe, reliable water at a price everyone can afford

**Reduce leaks on our network by 40% by 2050**

**Support everyone to reduce their water use to 119 litres per person per day by 2050** and to reduce businesses' water use

**Install smart meters in most homes by 2035 and replace existing meters with smart ones by 2040** to encourage water saving, find leaks and introduce fairer bills

**Construct Havant Thicket Reservoir by 2029**, a new source of water for our customers, plus improvements to an existing pumping station in 2030 will make it easier to move the water to where it's most needed

**Invest in other new sources to supply water beyond 2039 including water transferred in from other areas of the South East and / or water recycling at Havant Thicket Reservoir.** This will reduce water drawn from local chalk streams and groundwater, helping the environment, and reduce the chance of needing emergency drought restrictions.

To do all this we will invest £243 million:

- **Adding £5 to bills* from 2025 to 2030**
- **Increasing to £14 from 2046 to 2051**

*Average annual bill, in today's prices (excluding inflation)

Q9. Overall, how much do you support this plan?

1. Strongly support
2. Support
3. Somewhat support
4. Neither support nor don't support
5. Somewhat don't support
6. Don't support
7. Strongly don't support
8. Don't know
- 9.

ASK IF Q9=1 OR 2 OR 3 (IE SUPPORT THE PLAN)

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Q10a. Why do you say that?
OPEN END

ASK IF Q9=4 OR 8

Q10b. Why do you say that?
OPEN END

ASK IF Q9=5 OR 6 OR 7 (IE DO NOT SUPPORT PLAN)

Q10c. Why do you say that?
OPEN END

Q11. Thinking of the plan we have described, how much do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources?

1. Strongly support
2. Support
3. Somewhat support
4. Neither support nor don't support
5. Somewhat don't support
6. Don't support
7. Strongly don't support
8. Don't know
- 9.

ASK IF Q11=1 OR 2 OR 3)

Q12a. Why do you say that?
OPEN END

ASK IF Q11=4 OR 8

Q12b. Why do you say that?
OPEN END

ASK IF Q10=5 OR 6 OR 7

Q12c. Why do you say that?
OPEN END

ASK ALL:

Q13. Do you have any other comments on the elements of Portsmouth Water's Water Resources Management Plan which we have shown you?
OPEN END

SECTION F
DISPLAY TO ALL

THANK YOU, THAT'S ALL OUR QUESTIONS FOR TODAY. IF YOU HAVE ANY OTHER THOUGHTS YOU'D LIKE TO SHARE ABOUT THE DETAILS OF THE PLAN WE HAVE SHOWED YOU, PLEASE WRITE

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IN THE BOX BELOW, OTHERWISE, PLEASE MAKE SURE YOU CLICK THE 'SUBMIT' BUTTON BELOW TO RECORD YOUR ANSWERS. YOU WILL THEN BE ENTERED INTO THE PRIZE DRAW

SUBMIT ANSWERS