

## Portsmouth Water Barometer Panel (Water Talk)

PULSE 1 MARCH 2022

DRAFT 6.0 – 28/02/22 – FINAL CLEAN COPY

### INTRODUCTION: DISPLAY TO ALL

**Welcome to Water Talk!** We're delighted to have you on board.

### A. BASELINE IMPRESSIONS OF PORTSMOUTH WATER

#### ASK ALL

**Q1.** Firstly, which of the following are you aware of Portsmouth Water doing? You can tick as many or as few as you think apply **RANDOMISE ORDER (MC)**

1. Supplying tap water
2. Providing sewerage services
3. Assisting customers who struggle to afford their water bill
4. Providing priority services for people who need them, such as extra support during a supply interruption
5. Supporting local charities
6. Investing in the local environment
7. Building a new reservoir at Havant Thicket
8. Providing free water saving gadgets
9. None of these **(ANCHOR, EXCLUSIVE)**
10. Don't know **(ANCHOR, EXCLUSIVE)**

#### DISPLAY TO ALL

**Just to clarify, Portsmouth Water supplies drinking water, but does not provide sewerage services. It is Southern Water, a totally different company, that provides sewerage services in the area, removing and treating wastewater (water that drains from sinks and is flushed down toilets).**

#### ASK ALL

**Q2a.** We'd like you now to think about your experience of Portsmouth Water, the company that supplies you with drinking water. Taking everything into account how satisfied are you with Portsmouth Water? Please use a scale of 0-10, where 0 = extremely dissatisfied, 5 = neither satisfied nor dissatisfied and 10 = extremely satisfied? **(SC)**

0	1	2	3	4	5	6	7	8	9	10
Extremely dissatisfied				Neither nor			Extremely satisfied			

#### ASK IF CODE 0-5 AT Q2a

**Q2b.** You said that you are less than satisfied (a score of 0 - 5) why do you say that?  
**WRITE IN**

#### ASK IF CODE 6 or 7 AT Q2a

**Q2c.** You said that you were quite satisfied (a score of 6 or 7) why do you say that?  
**WRITE IN**

#### ASK IF CODE 8 or 9 AT Q2a

**Q2d.** You said that you were satisfied (a score of 8-10) why do you say that?  
**WRITE IN**

## **B. ATTITUDES TO AND KNOWLEDGE OF WATER**

### **DISPLAY TO ALL**

**Now we'd like to find out your thoughts about water supply and water use.**

### **ASK ALL**

**Q3.** Pressure on water resources occurs when people and businesses use a large proportion of the water available in rivers, lakes, reservoirs and water bearing rock underground.

To what extent do you think the area where you live has limited water resources? **(SC)**

1. To a great extent
2. To a small extent
3. Not affected at all – there is plenty of water
4. Don't know

### **ASK ALL**

**Q4a.** How much effort do you make at home to save water? **(SC)**

1. A great deal
2. A fair amount
3. Some effort
4. Not much effort
5. None

### **ASK IF CODE 1 OR 2 AT Q4a**

**Q4b.** You said that you make a great deal or a fair amount of effort to save water at home? Why do you make that amount of effort to save water?

**WRITE IN**

### **ASK IF CODE 3 AT Q4a**

**Q4c.** You said that you make some effort to save water at home? Why do you make that amount of effort to save water?

**WRITE IN**

### **ASK IF CODE 4 OR 5 AT Q4a**

**Q4d.** You said that you make not much or no effort to save water at home? Why do you say that?

**WRITE IN**

## **C. NEEDS, CONCERNS AND PRIORITIES**

There are many challenges ahead and lots of things Portsmouth Water would like to invest in – but they can't do it all at once, it would cost too much.

### **ASK ALL**

**Q5.** Bearing that in mind, how much of a priority do you think it is for Portsmouth Water to focus on each of the following things? **RANDOMISE ORDER (SC FOR EACH)**

1. Investing in providing even better quality water, without any bad taste, odour or appearance
2. Keeping bills as low as possible
3. Supporting wildlife and biodiversity
4. Supporting local communities (e.g. supporting local charities and staff volunteering in local initiatives)
5. Reducing carbon emissions to become 'net zero' (no longer adding to the carbon dioxide in the atmosphere)
6. Fixing leaks in the pipe network
7. Providing information and support to help customers reduce their water consumption
8. Ensuring a reliable supply of fresh water for the future
9. Helping those who struggle to pay their water bill
10. Providing water meters so that everyone pays for the water they use
11. Installing smart water meters so that customers can understand and manage their water use
12. Providing excellent customer service
13. Being transparent and accountable, and acknowledging mistakes when they occur
14. Making it easier to deal with them and pay your bill

15. Assisting you in identifying and replacing any lead pipes that might be in your property (*these pipes are normally the responsibility of the property owner*)

#### ANSWER SCALE

1. Very high priority	2. High priority	3. Medium priority	4. Low priority	5. Very low priority
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#### D. LONG TERM WATER SUPPLIES

##### DISPLAY TO ALL

Now we'd like to share a little more information before moving to the next question:

The Portsmouth Water region is now officially 'water stressed' – there's a risk of not having enough water to satisfy demand in a severe drought. Most of your drinking water currently comes from chalk under the South Downs, but taking more water from here would harm the ecosystem and wildlife.

**Q6.** Thinking about each of the following possible long-term aims for Portsmouth Water, do you think they are more or less of a priority than keeping your water bill as low as possible. **RANDOMISE ORDER (SC FOR EACH)**

1. Not damaging local environments and wildlife (e.g. chalk streams)
2. Minimising energy use and carbon emissions from supplying water
3. Ensuring a reliable water supply in the longer run, in the face of changing climate and population growth
4. Making sure those who struggle to pay their water bill are able to afford their water bill

#### ANSWER SCALE:

1. Much higher priority than keeping my bill low	2. Slightly higher priority than keeping my bill low	3. Equal priority with keeping my bill low	4. Slightly lower priority than keeping my bill low	5. Much lower priority than keeping my bill low
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#### ASK ALL

**Q7.** In future there won't be enough water to meet everyone's needs unless we invest to increase supply and / or reduce demand. What is your feeling about using each of the following methods to ensure there is enough water in the region to meet everyone's needs in future? **RANDOMISE ORDER (SC FOR EACH)**

1. **Water recycling:** Taking already treated wastewater and recycling it through further intensive treatment to allow it to be used for water supply
2. **The construction of a new reservoir at Havant Thicket:** A new reservoir to store water when it is available, to then use in dry conditions
3. **Use of grey water:** Water collection systems in individual houses, or as a community, to use untreated 'grey water' from baths and sinks, washing machines, or rainwater, to flush toilets and other non-drinking purposes)
4. **Desalination:** Taking water from the sea and treating it to remove the salt to make it safe to drink
5. **Water transfers from one region to another:** Moving water from other parts of England and Wales, where other water companies would build schemes that allows water to be shared
6. **Everyone using a little bit less water:** Portsmouth Water providing support, information, advice and water saving devices to help people save water
7. **Universal metering:** Requiring all customers to pay only for the water they use, and so being incentivised to use a little less.
8. **Reducing leaks:** Investing more in technology and new infrastructure to reduce the amount of fresh water lost through leaks, and to identify and fix new leaks more quickly

1. Strongly support	2. Tend to support	3. Neutral	4. Tend not to support	5. Do not support at all
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## ASK ALL

We'd like to now show you more detail on two possible large-scale projects in the Portsmouth Water region to help ensure there's enough water in future to meet everyone's needs. **ROTATE ORDER OF DISPLAYING.**

### Universal Smart Metering

Having a water meter means you only pay for the water you use. This encourages customers to be more careful with water, and so helps reduce pressure on water resources.

Smart meters are a new kind of meter that let you see on your smartphone or computer how much water you're using in real time. This helps you better understand how you can save water. Smart meters also allow Portsmouth Water to identify and fix leaks.

A programme of universal smart metering means all Portsmouth Water customers would receive smart meters along with support and advice from Portsmouth Water on water efficiency.

**Cost:** £80 million

**Benefit to water supply:** 20 million litres a day

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

**Q8.** Based on the information, how much do you support this scheme? **(SC)**

1. Strongly support	2. Tend to support	3. Neutral	4. Tend not to support	5. Do not support at all
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### Water Recycling plant in Havant

Predictions suggest that five water recycling schemes will be required in South East England by 2050. One of these is proposed to be located in Havant.

Water recycling is where highly treated wastewater is returned to the environment (in this case into the new Havant Thicket Reservoir) and used to supplement our natural water supplies.

The treatment that recycled water goes through is far more significant than the treatment normal wastewater receives. Recycled water would be used in relatively small volumes to supplement the spring water that will be in the reservoir.

When needed, the water is then re-abstracted from the reservoir, treated again to drinking water standard and supplied to customers.

**Cost:** £ 130 million

**Benefit to water supply:** 15 million litres per day

**Environmental / community impact:** The extra treatment will need a new treatment works building and will use a lot of energy. This energy will need to come from sustainable sources.

**Q9.** Based on the information, how much do you support this scheme?

1. Strongly support	2. Tend to support	3. Neutral	4. Tend not to support	5. Do not support at all
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## **E. ADDITIONAL PROFILING**

### **DISPLAY TO ALL**

And finally a couple of questions about you and your household

### **ASK ALL**

**Q10.** 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**

**Q11.** 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

**THANK YOU, THAT'S ALL OUR QUESTIONS FOR TODAY. IF YOU HAVE ANY OTHER THOUGHTS YOU'D LIKE TO SHARE ABOUT THE SUBJECTS WE'VE COVERED TODAY, PLEASE WRITE 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**