

Portsmouth Water Barometer Panel (Water Talk) – PULSE 3 SEPTEMBER 2022

Questionnaire Draft 5.0 7.10.22

INTRODUCTION: DISPLAY TO ALL

Welcome back to Water Talk!

We hope you'll enjoy taking part in this survey, it should take between 5 and 10 minutes.

Just a reminder that when you complete today's survey, your email address will automatically be entered into a prize draw for £200.

SECTION A. GENERAL COST OF LIVING CONTEXT (DO NOT DISPLAY)

ASK ALL

Q1 Firstly, thinking generally about the cost of living, how comfortable do you think you will be affording things over the next 6-12 months? **(SC)**

1. Very comfortable
2. Fairly comfortable
3. Might struggle a bit but should be OK
4. Will struggle quite a lot
5. Will struggle a lot
6. Don't know

ASK ALL

Q2 How much do you expect each of the following bills will change over the next 6-12 months? **(RANDOMISE ORDER OF A,B,C. SC FOR EACH)**

A) Energy bill

B) Water bill

C) Council tax

- Go up a great deal
- Go up quite a lot
- Go up slightly
- Stay the same
- Go down
- Don't know

SECTION B. CLAIMED WATER SAVING BEHAVIOURS (DO NOT DISPLAY)

DISPLAY TO ALL

Now thinking about your use of water.

ASK ALL

Q3. Please tell us which of these you are already doing, and which others, if any, you would be prepared to do, to reduce your use of water? **(SC FOR EACH)**

RANDOMISE ORDER OF STATEMENTS	Already doing	Would be prepared to	Would not be prepared to	Not applicable to me / unable to	Don't know
	1	2	3	4	5
1. Spending a short time (under 4 minutes) in the shower					
2. Not having a shower every day					
3. Not flushing the toilet after every use					
4. Reusing water used in the kitchen for other things like watering plants					
5. Not washing clothes after every wear					
6. Not watering outdoor plants / lawn with hose or sprinkler					
7. Keeping a close eye on how much water your household is using					
8. Turning off tap when brushing teeth					
9. Using a bucket rather than a hose to wash car					

SECTION C. SMART METER RESPONSE AND PREFERENCES (DO NOT DISPLAY)

DISPLAY TO ALL

*Having a water meter means you only pay for the water you use. **Smart meters** are a new kind of meter that let you see how much water your household is using hourly, daily, weekly or monthly, and how your water use is changing. This can help you better understand how you are using water and how you might save water. Smart meters also help identify leaks you may not otherwise know about (e.g. a leaking toilet).*

ASK ALL

Q4. Having read this, how much would you agree or disagree that you would be interested in having a smart water meter installed free of charge? **(SC)**

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree
6. Don't know

ASK ALL WHO CODE 1 or 2 AT Q4 – THOSE INTERESTED IN HAVING A SMART WATER METER

Q5a. You mentioned just now that you might be interested in having a smart water meter. Please tell us what you think the main benefits would be?

OPEN END.

ASK ALL WHO CODE 4 or 5 AT Q4 – THOSE NOT INTERESTED IN HAVING A SMART WATER METER

Q5b. You mentioned just now that you would not be interested in having a smart water meter. Please tell us why?

OPEN END.

ASK ALL

Q6. Which one of the following would be your preferred way of accessing information about your household's water use? *Please choose one answer (RANDOMISE. SINGLE CODE)*

A standalone device (e.g. in the kitchen)

An app on your mobile phone

Online / on a website

Another way **WRITE IN (ANCHORED)**

Don't know **(ANCHORED)**

ASK ALL

Q7. Which of these would you find most useful as a unit of measurement of your household's water use? *Please choose one answer (RANDOMISE. SINGLE CODE)*

1. **£ cost** of water used
2. **Litres** of water used
3. **Cubic meters** of water used
4. **Gallons** of water used
5. **Buckets** of water used
6. **Bathtubs** of water used
7. Other (WRITE IN)
8. Don't know

ASK ALL

Q8. If you had a smart water meter installed, how likely would you be to look at the information it provides in order to reduce your water use?

1. Definitely would
2. Likely to
3. Might do
4. Unlikely to
5. Definitely would not
6. Don't know

ASK ALL

Q9. Which, if any, of the below would motivate you to read a smart meter display to help you use less water? *Please choose up to 3 things that would be most motivating (MULTICODE. RANDOMISE ORDER)*

1. Saving money on your water bill
2. Saving money on your energy bill (by using less *hot* water)
3. Identifying leaks within your property so they can be fixed, and water saved
4. Helping the local environment and biodiversity by taking less water from natural sources
5. Learning how your water use compares to other households in your area
6. Gaining rewards for low water use

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7. Avoiding future restrictions on water use like hosepipe bans
8. None of these **(ANCHORED, EXCLUSIVE)**

ASK ALL

Q10. If you had a smart water meter, Portsmouth Water could send you notifications about your water use. For example you might be notified if the meter detected unusually high water use or a continuous water flow (indicating a leak or a tap left running). How, if at all, would you prefer Portsmouth Water to notify you? *You can choose all that apply* **(MC. RANDOMISE.)**

1. Emails
2. Text messages to your mobile phone
3. Notifications via an app on your mobile phone
4. WhatsApp
5. A phone call
6. Another way **WRITE IN (ANCHORED)**
7. Would not want any notifications **(ANCHORED, EXCLUSIVE)**
8. Don't know **(ANCHORED, EXCLUSIVE)**

SECTION D. WATER BILL AFFORDABILITY

DISPLAY TO ALL

Now we'd like you to think about water bills.

ASK ALL

Q11. How much do you agree or disagree that the total water and sewerage charges that you pay now 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

Q12. Now we'd like you to think just about the **water supply bill from Portsmouth Water.**

On average the bill from Portsmouth Water for your water supply is £109 per household per year, or just over £9 per month. This is the lowest of any water supply bill in England.

This is separate to your bill for sewerage services (removing and treating wastewater) which comes from Southern Water, a totally different company.

How much do you agree or disagree that the water supply bill from Portsmouth Water that you pay now is **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

Q13. Did you know that Portsmouth Water offers special reduced bills to support people who genuinely struggle to afford their water bill (e.g. 'Watersure' and 'Helping Hand' schemes)?
(SC)

1. Yes – and am receiving this bill support now
2. Yes – and have received this bill support in the past
3. Yes – but never received this bill support
4. No

ASK ALL

Q14. Please could you indicate your annual household income, before tax and deductions? This is only for analysis purposes and is completely confidential. If you'd rather not answer, just choose 'prefer not to answer' **(SC)**

1. Less than £10,000
2. £10,000 - £12,999
3. £13,000 - £16,999
4. £17,000 - £20,999
5. £21,000 - £29,999
6. £30,000 - £39,999
7. £40,000 - £49,999
8. £50,000 - £59,999
9. £60,000 - £69,999
10. £70,000 - £79,999
11. £80,000 - £89,999
12. £90,000 - £99,999
13. £100,000 or more
14. Prefer not to answer

ASK ALL

Q15. How would you prefer to spread the payment for your water bill? **(SC)**

- Pay once a year in full
- Pay monthly
- Two instalments per year
- Three instalments per year
- Four instalments per year
- More than four instalments per year (up to 8)
- Pay fortnightly
- Pay weekly
- Don't know

ASK ALL

Q16. And in which of these ways would you prefer to pay your water bill? **RANDOMISE (SC)**

1. Cash
2. Cheque
3. Online payment with debit or credit card
4. Payment by phone using debit or credit card
5. BACS or Internet banking
6. Direct debit
7. DWP
8. Other **WRITE IN (ANCHORED)**
9. Don't know **(ANCHORED, EXCLUSIVE)**

ASK ALL

Q17. In which, if any, of these ways, do you think would be best for Portsmouth Water to provide you with information about services they can offer related to paying your bill?

RANDOMISE (SC)

1. A letter through the post
2. Email from Portsmouth Water
3. Text from Portsmouth Water
4. Social media
5. The Portsmouth Water website
6. Advertising or articles in the local paper
7. Other **WRITE IN (ANCHORED)**
8. None **(ANCHORED)**

ASK ALL

Q18. How would you prefer to contact Portsmouth Water about your account or paying your bill? **(SC)**

- Speak to an advisor on the telephone
- Webchat on the Portsmouth Water website
- Email
- WhatsApp
- Write a letter
- Other **WRITE IN (ANCHORED)**
- Don't know **(ANCHORED)**

ASK ALL

Q19. Finally, please tell us 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

ASK ALL

Q20. FINAL THOUGHTS

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

	1	OPEN END
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SUBMIT AND CLOSE