

Portsmouth Water Barometer Panel (Water Talk)

PULSE 2 JUNE 2022

DRAFT 5.0 FINAL – 14/06/2022

INTRODUCTION: DISPLAY TO ALL

Welcome to Water Talk!

We hope you'll enjoy taking part in this, our second survey, and look forward to understanding your views. Today's survey should take between 5 and 10 minutes to complete. Just a reminder that when you complete this survey, your email address will automatically be entered into a prize draw for £200.

DISPLAY TO ALL

Today, we want you to think about the future. We'll be thinking about how your region might change over the next 25 years and the implications for Portsmouth Water.

ASK ALL

Q1. Firstly, please tell us what you think the biggest challenge will be for Portsmouth Water over the next 25 years? (We realise this is a difficult question but we're interested to hear any thoughts you have. If you prefer not to answer, please just leave blank and move down to the next question).

OPEN QUESTION – WRITE IN

ASK ALL

Q2. To what extent, if at all, do you expect each of the following will happen over the **next 25 years?** **RANDOMISE ORDER (SC FOR EACH)**

1. Climate change will mean less water available for people and businesses in the region
2. Climate change will affect local river habitats and wildlife
3. Population growth in your region will lead to higher demand for water
4. New technology will enable water companies to be more efficient (for example making it easier to identify and fix leaks in pipes)
5. Households in the region will change their habits to use less water
6. Long-term increases in living costs will mean more people struggle to afford their water bill
7. New digital technology will mean people experience better customer service

ANSWER SCALE

1. Expect this will definitely happen	2. Expect this probably will happen	3. This may or may not happen	4. Expect this will probably not happen	5. Expect this will definitely not happen
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6. Don't know

DISPLAY TO ALL

No one knows exactly what will happen over the next 25 years, but water companies must plan ahead for the likely challenges they will face. Portsmouth Water are developing a **vision** of what they want to do over this period. Please read this initial idea for their vision:

Our vision, in the face of climate change and population growth, is to serve an affordable, reliable and sustainable supply of high quality water for our customers.

By being smart in our approach we will meet our goals and at the same time protect and enhance the environment for generations to come.

ASK ALL

Q3a. Is there anything you particularly **like** about this vision? Please write in below

OPEN QUESTION – WRITE IN

ASK ALL

Q3b. Is there anything you **dislike** about this vision? Please write in below

OPEN QUESTION – WRITE IN

ASK ALL

Q4. How closely does this vision match what you would like Portsmouth Water to aim for over the next 25 years? **(SC) CLICK HERE TO SEE THE VISION AGAIN**

ANSWER SCALE

1. Very closely matches	2. Quite closely matches	3. I feel neutral about this	4. Does not match very well	5. Does not match at all
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6. Don't know

ASK ALL

Q5. How **ambitious** do you think this vision is? **(SC) CLICK HERE TO SEE THE VISION AGAIN**

ANSWER SCALE

1. Very ambitious	2. Quite ambitious	3. I feel neutral about this	4. Not very ambitious	5. Not at all ambitious
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6. Don't know

ASK IF SAY 'NOT VERY' OR 'NOT AT ALL' AMBITIOUS AT Q5

Q6a. Why do you say that this is not very or not at all ambitious? Is there anything missing?

Please write in your thoughts below

OPEN QUESTION – WRITE IN

ASK IF SAY 'VERY OR 'QUITE' AMBITIOUS AT Q5

Q6a. Why do you say that this is very or quite ambitious? Is there anything that you think is particularly ambitious? Please write in your thoughts below

OPEN QUESTION – WRITE IN

ASK ALL

Q7a. Portsmouth Water are considering different names for the vision for the next 25 years.

- **'Water smart'**
- **'Smart about water'**
- **'Innovative about water'**
- **'Serving our community'**
- **'Excellence in water. Always'**

If you have a preference we would ask you to rank them in the next question. If you have no preference please click 'I have no preference'.

1. Yes I have a preference and am able to rank them
2. I have no preference

ASK IF ABLE TO RANK ORDER OF PREFERENCE (CODE 1 AT Q7a)

Q7b. Please can you rank your top three, where '1' is the one you most prefer, '2' your second preference and '3' your third preference? **(RANDOMISE ORDER SC)**

1. **'Water smart'**
2. **'Smart about water'**
3. **'Innovative about water'**
4. **'Serving our community'**
5. **'Excellence in water. Always'**

ASK ALL

Q8. Here is a list of possible longer-term ambitions from Portsmouth Water. How much do you support each one, bearing in mind that any new investment may be funded by increased customer bills? **RANDOMISE ORDER (SC FOR EACH)**

1. *Take less water from vulnerable environments like chalk streams, **to protect habitats, wildlife and biodiversity***
2. **Ensure a sustainable and reliable supply of water** to meet demand now and in future
3. **Engage with customers to support them in what they need** and help them use water wisely
4. *Ensure the water we provide is **always clear, clean and healthy***
5. *Continue to deliver **excellent customer service** that you can rely on.*
6. **Achieve carbon net zero by 2050** by using renewable energy and new ways to reduce impact on climate change. (*Carbon net zero means not adding to the carbon in the environment)
7. **Provide affordable water for all, now and in the future**
8. **Make a positive contribution to local communities, places and businesses**

ANSWER SCALE

1. Strongly support	2. Tend to support	3. Neutral	4. Tend not to support	5. Do not support at all
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6. Don't know

ASK ALL

Q9. Here's a list of specific actions that could help achieve Portsmouth Water's vision for the next 25 years. How urgently, if at all, do you think Portsmouth Water should start taking these actions, bearing in mind it's not possible to do everything at once? **RANDOMISE ORDER (SC FOR EACH)**

Build a new reservoir at Havant Thicket to capture spring water and create a sustainable source of water.

Invest to improve the long-term **reliability of our water supply network**. This would ensure a secure, uninterrupted supply of water in a future with more unpredictable weather and uncertainty about water availability

Invest to ensure we **always supply clear, clean and healthy water** at customers' taps, now and in the future.

Use smart technology to monitor the water supply network and further **reduce water wasted through leaks**.

Give all customers a smart water meter with real time visibility of their water usage, along with access to advice on how to use less water.

Reward customers for using less water through new tariffs with lower charges when you save water.

Develop ways to **reduce our use of power and chemicals**, limiting our impact on the environment, and supporting our goal of carbon net zero*. (*Carbon net zero means not adding to the carbon in the environment)

Work with the **community** to reduce the environmental impact of plastic bottles by promoting tap water & re-usable bottles, and providing free public water dispensers. Give customers more choice in how they can interact with Portsmouth Water, with new **state of the art digital options** (like a user-friendly app) alongside current options.

Introduce **new tariffs to ensure all households can afford water**

Collaborate with charities & local government to **give vulnerable customers access to support**.

Take action to help customers identify and replace any **lead pipes** that might be in their properties (these pipes are normally the responsibility of the property owner)

1. Very urgent – start now	2. Urgent – start soon	3. Quite urgent – start in the next few years	4. Not so urgent – start later on	5. Should not do this at all
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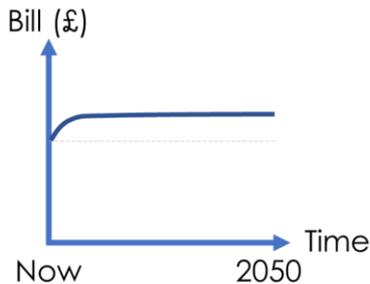
ASK ALL

Q10. Thinking ahead, Portsmouth Water want to get the balance right between preparing for challenges that future generations will face, and keeping bills today affordable. Bearing in mind that Portsmouth Water's bills for supplying water are currently the lowest in the country, **which would be your preferred option?** (The amounts shown are just illustrative) **(REVERSE ORDER FOR HALF SAMPLE) SC**

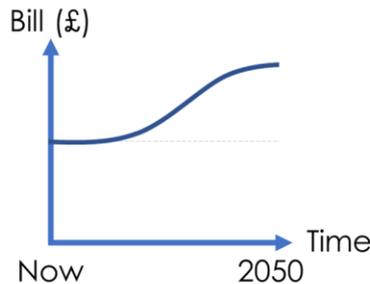
1. Reduce bills by £5 and do a little less to prepare for future challenges
2. Keep bills the same and not do any more to prepare for future challenges
3. Increase bills by £5 and do a little more to prepare for future challenges
4. Increase bills by £10 and do much more to prepare for future challenges

ASK ALL

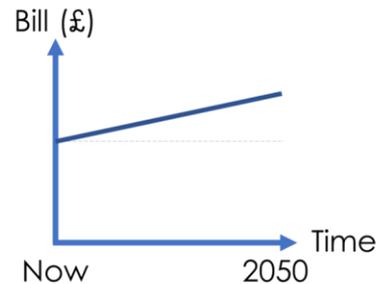
Q11. Long-term investment to achieve Portsmouth Water's vision will require an increase in customer bills. Bills could increase in different ways over time. For example there could be increases now for current bill payers, or bigger increases in the longer term for future generations. Which one of the following three options would you prefer? **RANDOMISE ORDER (SC)**



1. Some bill increase in the next few years, then no change, so in 25 years bill payers will pay a little more than today



2. No bill increase now, then the bill increases so in 25 years bill payers will pay much more than today



3. Bills rise steadily over time, so in 25 years bill payers will pay quite a lot more than today

DISPLAY TO ALL

And finally a couple of questions about you and your household

ASK ALL

Q12. 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

Q13. 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