



Please can you indicate your age?

1. Under 16
2. 16-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65+
8. Prefer not to answer

FOR LINK 9 ONLY



Please can you indicate your age?

1. Under 16
2. 16-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. ~~65+ 65-74~~
8. ~~Prefer not to answer 75+~~
9. ~~Do not wish to answer~~



To continue we need to check you're at least 16 years old?

1. Yes, I'm 16 years old or over
2. No, I'm under 16 years old



In what capacity are you taking this survey? Please choose one answer that best describes who you are representing

1. Individual / member of the public (myself)
2. Business user of Portsmouth Water (**SCRIPTING INSTRUCTION GO TO LINK 7 Q3**)
3. Other stakeholder (WRITE IN)
4. Other (WRITE IN)
5. Do not wish to answer



Please can you confirm you live in this region?

1. Yes
2. No (CLOSE)

IF CODE 2 AT QC1 SHOW SCREEN OUT TEXT: Based on your answer you do not qualify for this survey. Please talk to one of the interviewers for assistance. **NEXT SCREEN WILL THEN BE END SCREEN**



Are you?

1. Male
2. Female
3. Other
4. Prefer not to answer



Does Portsmouth Water provide tap water to your home?

1. Yes
2. No
3. Don't know



Does Portsmouth Water provide tap water to your term-time accommodation?

1. Yes
2. No
3. Don't know



Are you responsible for paying your water bill at home?

1. Yes
2. No
3. Don't know



Are you responsible for paying your water bill at your term-time accommodation?

1. Yes
2. No
3. Don't know



Are you responsible for paying the water bill for your business / organisation?

1. Yes
2. No
3. Don't know



How many **premises** does your business / organisation have that are supplied by Portsmouth Water?

1. 0
2. 1
3. 2-5
4. 6-9
5. 10+
6. Don't know



About how many employees does your business / organisation have at premises in the Portsmouth Water area?

1. 0-9
2. 10-49
3. 50-249
4. 250+
5. Don't know



Does your home have a water meter?

1. Yes
2. No
3. Don't know



At your term-time accommodation, do you have a water meter?

1. Yes
2. No
3. Don't know

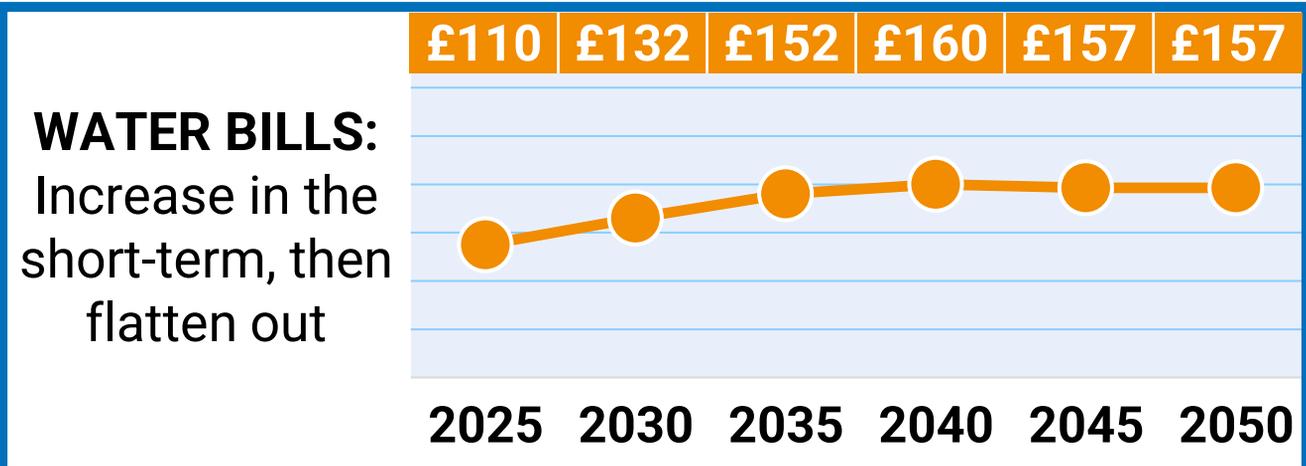


Does Portsmouth Water provide tap water at your place of work or study?

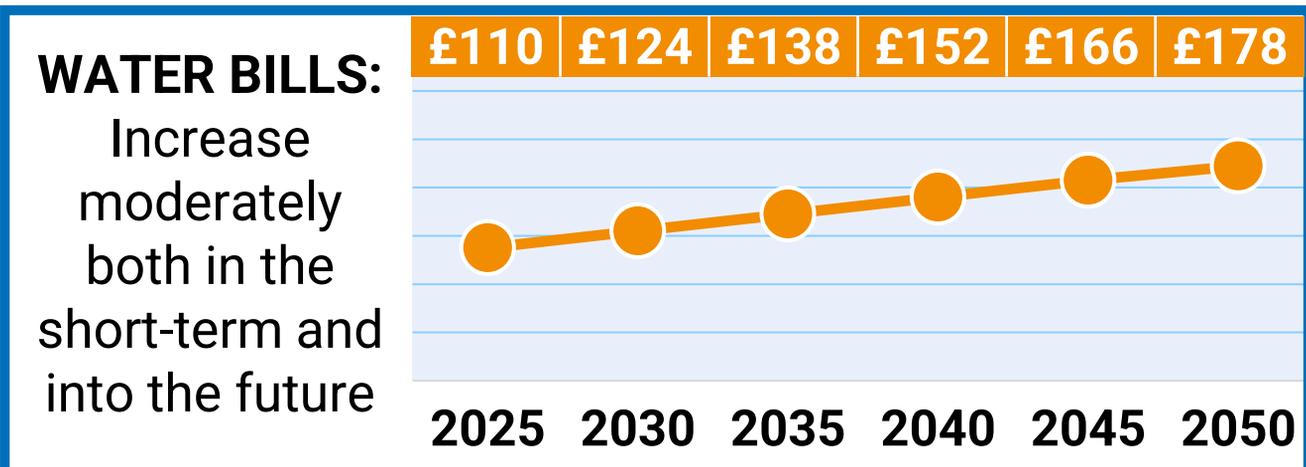
1. Yes
2. No
3. Not applicable
4. Don't know

FOR LINKS 1-4,5,6,9 (DIFFERENT VERSION FOR LINKS 7,8,11,12 IS ON THE NEXT PAGE)

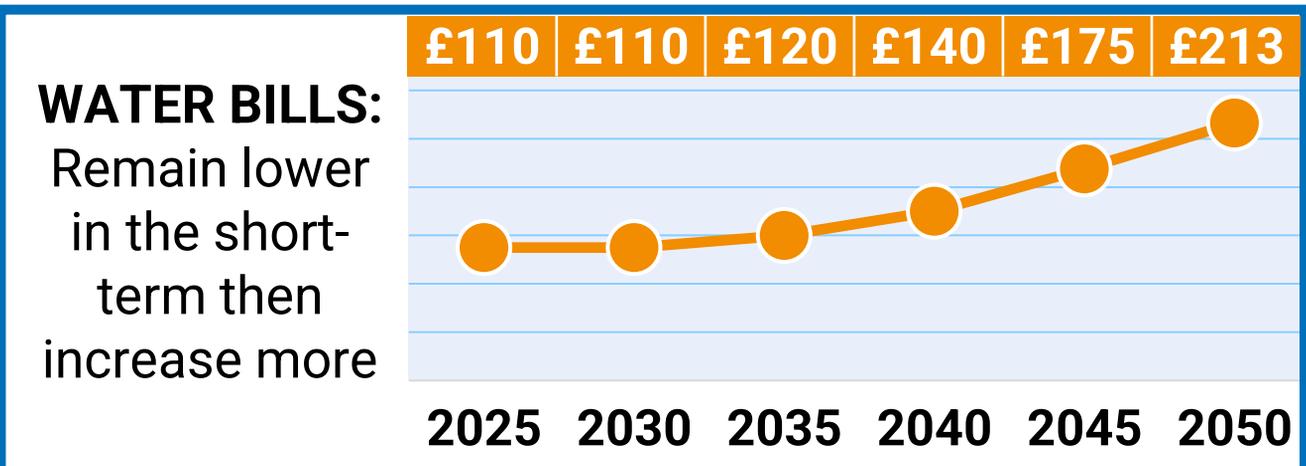
Which one of these three future bill options would you prefer? *The bill amounts shown are the **average** Portsmouth Water household water supply bill **per year**. They are in today's prices so **exclude inflation**.*



WHAT THIS MEANS? Compared to the other options, more investment is paid for by current customers, and less is paid for by future customers.



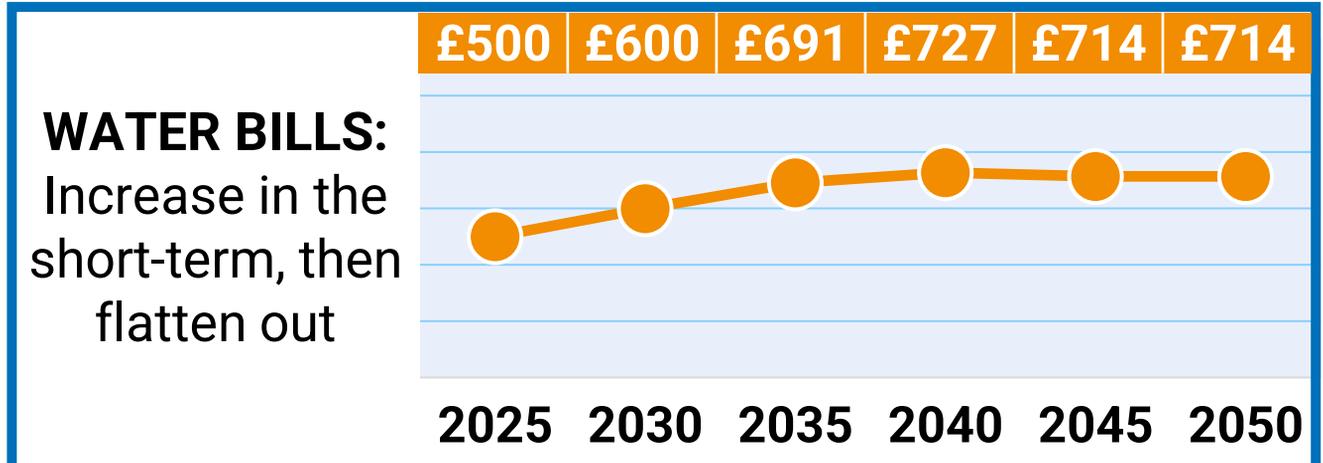
WHAT THIS MEANS? Compared to the other options, investment is paid for more evenly by both current and future customers.



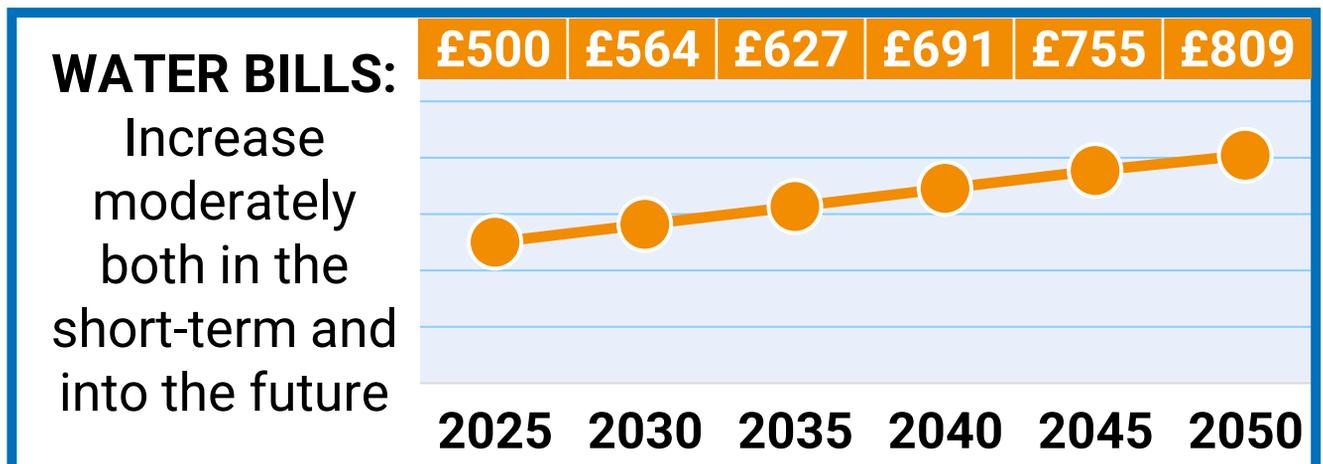
WHAT THIS MEANS? Compared to the other options, less investment is paid for by current customers, and more is paid for by future customers

FOR LINKS 7,8,11,12

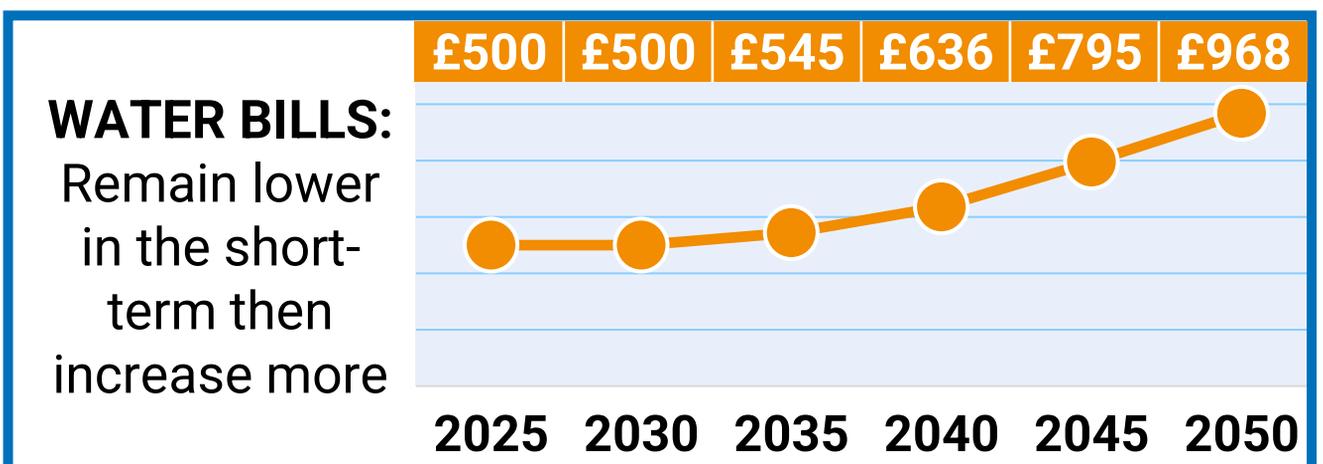
Which one of these three future bill options would you prefer? *The bill amounts shown are an **example business water supply bill per year**. They are in today's prices so **exclude inflation**.*



WHAT THIS MEANS? Compared to the other options, more investment is paid for by current customers, and less is paid for by future customers.



WHAT THIS MEANS? Compared to the other options, investment is paid for more evenly by both current and future customers.



WHAT THIS MEANS? Compared to the other options, less investment is paid for by current customers, and more is paid for by future customers.

Paul – in the datamap Q9 is Q1_1 to Q1_4.

Please choose banners at the bottom that you will need to reference. Change your choices until you're happy. When you're finished, scroll down to the arrow to continue. *The bill amounts shown are increases in the average bill per year, excluding inflation.*

Total increase in average bill	£0.00			
Summary				
	-	-	-	-
	-	-	-	-

 **REDUCING LEAKAGE** 

 **KEEPING YOUR WATER SUPPLY RELIABLE** 

 **FINDING AND REPLACING WATER PIPES MADE OF LEAD** 

 **ENHANCING THE LOCAL ENVIRONMENT** 

Please choose **one option** for **each** of the four banners at the bottom of this page. You can change your choices until you're happy. When you're finished, scroll down to the arrow to continue. *The bill amounts shown are increases in the average bill per year, excluding inflation.*

Total increase in average bill	£0.55			
Summary				
	High	-	-	-
	£0.55	-	-	-

 **REDUCING LEAKAGE** 

	Low: Reduce leakage by 50% by 2050. This meets minimum government expectations	£0.00
	Medium: Reduce leakage by 50% by 2045.	£0.40
	High: Reduce leakage by 50% by 2040. This is what Portsmouth Water would like to do	£0.55

 **KEEPING YOUR WATER SUPPLY RELIABLE** 

 **FINDING AND REPLACING WATER PIPES MADE OF LEAD** 

 **ENHANCING THE LOCAL ENVIRONMENT** 

Please choose **one option** for **each** of the four banners at the bottom of this page. You can change your choices until you're happy. When you're finished, scroll down to the arrow to continue. *The bill amounts shown are increases in the average bill per year, excluding inflation.*

Total increase in average bill	£1.90			
Summary				
	High	High	-	-
	£0.55	£1.35	-	-


REDUCING LEAKAGE



KEEPING YOUR WATER SUPPLY RELIABLE


	<p>Low: The number of households without water for 3 hours in any year goes up from 1 in 100 to 1 in 20 (as reliable as the industry average)</p>	£0.00
	<p>Medium: The number of households without water for 3 hours in any year stays at 1 in 100 (the most reliable in the country)</p>	£0.67
	<p>High: No-one would be without water for 3 hours in any year. This is what Portsmouth Water would like to do.</p>	£1.35


FINDING AND REPLACING WATER PIPES MADE OF LEAD



ENHANCING THE LOCAL ENVIRONMENT


Please choose **one option** for **each** of the four banners at the bottom of this page. You can change your choices until you're happy. When you're finished, scroll down to the arrow to continue. *The bill amounts shown are increases in the average bill per year, excluding inflation.*

Total increase in average bill	£2.95			
Summary				
	High	High	Medium	-
	£0.55	£1.35	£1.05	-


REDUCING LEAKAGE



KEEPING YOUR WATER SUPPLY RELIABLE



FINDING AND REPLACING WATER PIPES MADE OF LEAD


	<p>Low: All homes have access to water with no exposure to lead by 2070.</p>	£0.00
	<p>Medium: All homes have access to water with no exposure to lead by 2060.</p>	£1.05
	<p>High: All homes have access to water with no exposure to lead by 2050. This is what Portsmouth Water would like to do.</p>	£1.47


ENHANCING THE LOCAL ENVIRONMENT


Please choose **one option** for **each** of the four banners at the bottom of this page. You can change your choices until you're happy. When you're finished, scroll down to the arrow to continue. *The bill amounts shown are increases in the average bill per year, excluding inflation.*

Total increase in average bill	£3.01			
Summary				
	High	High	Medium	Medium
	£0.55	£1.35	£1.05	£0.06


REDUCING LEAKAGE



KEEPING YOUR WATER SUPPLY RELIABLE



FINDING AND REPLACING WATER PIPES MADE OF LEAD



ENHANCING THE LOCAL ENVIRONMENT


	<p>Low: Make sure biodiversity doesn't deteriorate at our key sites and no increase in our grants to enhance the environment</p>	£0.00
	<p>Medium: Improve biodiversity at our key sites by 2030 but no increase in our grants to enhance the environment</p>	£0.06
	<p>High: Improve biodiversity at our key sites by 2030 and double our grants to enhance the environment</p>	£0.08

Please choose **one option** for **each** of the four banners at the bottom of this page. You can change your choices until you're happy. When you're finished, scroll down to the arrow to continue. *The bill amounts shown are increases in the **example** bill per year, excluding inflation.*

Total increase in example bill	£0.00			
Summary				
	-	-	-	-
	-	-	-	-

 **REDUCING LEAKAGE** 

 **KEEPING YOUR WATER SUPPLY RELIABLE** 

 **FINDING AND REPLACING WATER PIPES MADE OF LEAD** 

 **ENHANCING THE LOCAL ENVIRONMENT** 

Please choose **one option** for **each** of the four banners at the bottom of this page. You can change your choices until you're happy. When you're finished, scroll down to the arrow to continue. *The bill amounts shown are increases in the **example** bill per year, excluding inflation.*

Total increase in example bill	£2.50			
Summary				
	High	-	-	-
	£2.50	-	-	-

 **REDUCING LEAKAGE** 

	Low: Reduce leakage by 50% by 2050. This meets minimum government expectations	£0.00
	Medium: Reduce leakage by 50% by 2045.	£1.82
	High: Reduce leakage by 50% by 2040. This is what Portsmouth Water would like to do	£2.50

 **KEEPING YOUR WATER SUPPLY RELIABLE** 

 **FINDING AND REPLACING WATER PIPES MADE OF LEAD** 

 **ENHANCING THE LOCAL ENVIRONMENT** 

Please choose **one option** for **each** of the four banners at the bottom of this page. You can change your choices until you're happy. When you're finished, scroll down to the arrow to continue. *The bill amounts shown are increases in the **example** bill per year, excluding inflation.*

Total increase in example bill	£8.64			
Summary				
	High	High	-	-
	£2.50	£6.14	-	-


REDUCING LEAKAGE



KEEPING YOUR WATER SUPPLY RELIABLE


	Low: The number of premises without water for 3 hours in any year goes up from 1 in 100 to 1 in 20 (as reliable as the industry average)	£0.00
	Medium: The number of premises without water for 3 hours in any year stays at 1 in 100 (the most reliable in the country)	£3.05
	High: No-one would be without water for 3 hours in any year. This is what Portsmouth Water would like to do.	£6.14


FINDING AND REPLACING WATER PIPES MADE OF LEAD



ENHANCING THE LOCAL ENVIRONMENT


Please choose **one option** for **each** of the four banners at the bottom of this page. You can change your choices until you're happy. When you're finished, scroll down to the arrow to continue. *The bill amounts shown are increases in the **example** bill per year, excluding inflation.*

Total increase in example bill	£13.41			
Summary				
	High	High	Medium	-
	£2.50	£6.14	£4.77	-

 **REDUCING LEAKAGE** ▼

 **KEEPING YOUR WATER SUPPLY RELIABLE** ▼

 **FINDING AND REPLACING WATER PIPES MADE OF LEAD** ▲

	Low: All premises have access to water with no exposure to lead by 2070.	£0.00
	Medium: All premises have access to water with no exposure to lead by 2060.	£4.77
	High: All premises have access to water with no exposure to lead by 2050. This is what Portsmouth Water would like to do.	£6.68

 **ENHANCING THE LOCAL ENVIRONMENT** ▼

Please choose **one option** for **each** of the four banners at the bottom of this page. You can change your choices until you're happy. When you're finished, scroll down to the arrow to continue. *The bill amounts shown are increases in the **example** bill per year, excluding inflation.*

Total increase in example bill	£13.68			
Summary				
	High	High	Medium	Medium
	£2.50	£6.14	£4.77	£0.27


REDUCING LEAKAGE
▼


KEEPING YOUR WATER SUPPLY RELIABLE
▼


FINDING AND REPLACING WATER PIPES MADE OF LEAD
▼


ENHANCING THE LOCAL ENVIRONMENT
▲

	Low: Make sure biodiversity doesn't deteriorate at our key sites and no increase in our grants to enhance the environment	£0.00
	Medium: Improve biodiversity at our key sites by 2030 but no increase in our grants to enhance the environment	£0.27
	High: Improve biodiversity at our key sites by 2030 and double our grants to enhance the environment	£0.36



How much do you agree or disagree that the total water and sewerage charges that you pay **now** are affordable to you?

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



Please indicate what your household income is, before tax and deductions? This is only for analysis purposes and is completely confidential.

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. Do not wish to answer



Do any of these apply to you? Please tick all that apply.
This is only for analysis purposes and is completely confidential

1. Someone in your household has a long-term disability/chronic physical illness
2. Someone in your household has a mental illness
3. Head of your household is unemployed & in receipt of benefits
4. Living in social/council housing
5. Someone in your household is receiving means-tested benefits (e.g. pensions credit or universal credit)
6. You live in a very remote location and do not have a car
7. You have no or limited Internet access at home
8. You rarely or never use the Internet
9. You have recently had a loss of income (e.g. you were made redundant or had to give up your job because of poor health)
10. You have been separated or divorced in the last year
11. You have been widowed or bereaved of your partner in the last year
12. You have ongoing problems with your water supply or wastewater disposal at home
13. English is not your first language
14. None of these (EXCLUSIVE, ANCHOR)
15. Do not wish to answer (EXCLUSIVE, ANCHOR)



Did you know before today 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)?

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



Thank you. Finally, are there any thoughts or comments you would like to share with us about today's survey?

1. Yes **PLEASE WRITE IN BELOW**

2. No



We've now finished the questions. In order for us to enter you into the Water Talk panel prize draw, you will need to confirm your name and email address below, so that you can be contacted you if you win.

1. NAME_____
2. EMAIL ADDRESS_____ (MUST BE EMAIL FORMAT)
3. Prefer not to enter my details and to not be entered into the prize draw (EXCLUSIVE)



We've now finished the questions. In order for us to send your £5 voucher, you will need to confirm your name and email address below.

1. NAME_____
2. EMAIL ADDRESS_____ (MUST BE EMAIL FORMAT)
3. Prefer not to enter my details and to not receive a voucher (EXCLUSIVE)