

PR19 Customer Challenge Group – Research Methodology Sub-Group

Meeting number: 10

Meeting Date: 30th May 2018

Paper No: 3

Agenda No: 5

Title: **Bill profile research feedback on questionnaire**

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Printing: This document does not contain any graphs or pictures and therefore does not require you to print in colour.

What is this paper about:	The proposed research methodology for our additional tracker survey which covers bill profile and resilience questions
Action needed from the CCG:	The CCG sub group is asked to provide comment on the proposed survey

Tell us your views – and you could win £1,000!

Your water, your say

We are currently preparing our next five-year business plan and would really like to get your views.

Our plan needs to set out the investment we want to make to meet your priorities for water and deliver the service you expect. Whatever decisions are made will influence what your water bills are for the 2020 to 2025 period - which is why we need your input.

For a chance of winning the top prize of **£1,000**, or one of four runners up prizes of **£250**, please take a moment to complete this survey and return it in the pre-paid envelope provided.

You can also complete this survey online at southeastwater.co.uk/yoursay

Thank you and good luck!

Terms and Conditions of prize draw

To be added by legal 30/5/18

Customer No:

For each question please put an 'x' in one box only – unless specified otherwise

Section A – Resilience

Resilience is the ability to cope with, and recover from, disruption when it happens. It's also about being prepared for future disruption too that could impact your water supply. All water companies need to make sure they are resilient businesses in the long term.

We want to know your priorities on resilience too so we can make the right investment decisions – not just today but for future generations too.

Please rank the below in order of importance to you from 1 (the most important issue you think we need to address) to 10 (the least important issue you think we need to address)

*** Please note that the first seven options would all include linking up pipes across the region so water can be pumped to the areas that need it most.*

Events that could cause disruption to water supplies	Possible solutions to make the water supply more resilient against these events	Customer ranking (1-10)
Water use restrictions being introduced during severe droughts	<ul style="list-style-type: none">· Building new reservoirs to store additional water· Increase water supply transfers from other water companies **	
Less water being available in the environment for drinking water supplies due to new laws to protect the environment	<ul style="list-style-type: none">· Providing tailored water efficiency advice and water saving devices to help customers to reduce their demand **	
Interruptions to customers' water supplies if they are reliant on a single water treatment works for their tap water, which then fails	<ul style="list-style-type: none">· Further improve the treatment works with better reserve/standby equipment, to reduce the chance of it shutting down.· Increase the number of water storage reservoirs so customers' water supplies can be switched around	

	<ul style="list-style-type: none"> · Increase water supply transfers from other water companies <p>**</p>	
Interruptions to customers' water supplies from a burst water mains	<ul style="list-style-type: none"> · Replace more of the older water mains each year to reduce the likelihood of them bursting <p>**</p>	
Interruptions to customers' water supplies due to power cuts (water is heavy and needs power to move it)	<ul style="list-style-type: none"> · Increase the number of back-up power generators <p>**</p>	
Loss of water supply transfers from other water companies	<ul style="list-style-type: none"> · Increase in South East Water developing more of its own sources of water so it is less reliant on others ** 	
Population growth leading to an increase in customer demand for water	<ul style="list-style-type: none"> · Increase in South East Water developing more sources of water · Providing tailored water efficiency advice and water saving devices to help customers to reduce their demand <p>**</p>	
Cyber-attacks affecting key business systems / terrorism and/or vandalism of water supply sites resulting in disruption to customers	<ul style="list-style-type: none"> · Enhance IT systems with improved security · Improve training of staff, and increase customer awareness of potential issues · Improve security at all operational sites to deter, detect and secure sites from terrorism or vandalism 	
Water supply sites unable to operate due to being flooded	<ul style="list-style-type: none"> · Improve protection at water supply sites so they can keep running even if the local area around them floods 	
Risk of cryptosporidium (a naturally occurring organism found in the guts of animals) getting into water supplies	<ul style="list-style-type: none"> · Work closely with farmers and other land users to reduce the risks of cryptosporidium getting into the water environment. 	

which can cause sickness and diarrhoea	· Upgrade our water treatment works to improve the treatment of cryptosporidium	
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Section B – Your water bill

Every five years, water bills are agreed between South East Water and Ofwat, the water industry regulator. The bills take into account future savings we can make, as well as any investment required to maintain and improve the level of service you receive.

We've set out some different ways of how we can apply changes to water bills from 2020 to 2025. In each scenario, the total amount you pay for your water will be no different over the five years – what we want to know is which of the following scenarios you would prefer:

- a bill decrease in the first year before bills increase in the following four years
- a bill increase in the first year before bills decrease in the following four years
- stable bills across all of the five years

Thumbnails similar to the below please

What about the next 20 years? Again, the total amount you pay for your water will be no different over the 20 years. Please select which of the following scenarios you would prefer:

- a bill decrease in the first 5 years before bills increase in the following 15 years
- a bill increase in the first 5 years before bills decrease in the following 15 years
- stable bills across all of the 20 years

Thumbnails similar to the below please

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	+/- Year 1	+/- Year 2	+/- Year 3	+/- Year 4	+/- Year 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Year 1	Year 2	Year 3	Year 4	Year 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Year 1 + -	Year 2	Year 3	Year 4	Year 5

About you

Supply type: Metered Not metered

Age Group: 16-24 25-34 35-49 50-64 65-75 75+ --

Which one of the following statements most closely applies to your use of water?

I don't know how much I use and I don't think about it

I don't know how much I use but I am conscious about it

I'm careful about how much I use to keep my bill down

I'm careful about how much I use because I don't want to waste water

How strongly do you agree or disagree with the following statements and how they apply to you and your life generally?

1 = strongly disagree, 2 = disagree 3 = neither agree or disagree, 4 = agree and 5 = strongly agree

I am conscious of the world around me and want to look after it for future generations

I'm happy to pay a bit more for products and services that are environmentally friendly

I consider the impact of my actions on the environment

If you'd like to give us more detailed feedback to any of these questions you can contact us at yourwateryoursay@southeastwater.co.uk