



## Non-Household Pre Task Questionnaire:



<b>Client name:</b>	United Utilities
<b>Project name:</b>	Affordability and acceptability research (NHH)
<b>Job number:</b>	9240



**Q01.**

**Base: All respondents**

Please type in the box below the amount your organisations current water bill.

*Please note that we are looking for the amount billed for the most recent 12 months for water and wastewater services, including site area (surface water) drainage where relevant.*

£ \_\_\_\_\_

**Q02.**

**Base: All respondents**

How easy or difficult is it for your organisation to afford to pay your current water and sewerage bill?

*Please select one answer only.*

**SINGLE RESPONSE**

<b>Code</b>	<b>Answer list</b>	
1	Very easy	<input type="checkbox"/>
2	Fairly easy	<input type="checkbox"/>
3	Neither easy nor difficult	<input type="checkbox"/>
4	Fairly difficult	<input type="checkbox"/>
5	Very difficult	<input type="checkbox"/>



**Q03.**

**Base: All respondents**

Which of the following aspects of service is most important for the day-to-day operation of your business?

*Please rank in order of importance with 1 being most important. Equal rankings are allowed.*

<b>Code</b>	<b>Answer list</b>	
1	A reliable water supply service – not prone to interruptions	<input type="text"/>
2	Consistent water pressure	<input type="text"/>
3	Reliable and consistent water supply quality (taste, smell, appearance of water)	<input type="text"/>
4	Responsive customer service when there is a problem	<input type="text"/>
5	Accurate bills	<input type="text"/>
6	Reliable removal and treatment of water used at the business premises	<input type="text"/>
7	Reliable removal of rainwater from the site	<input type="text"/>
80	Other – <i>(please specify)</i> ..... .....	<input type="text"/>



**Q04.**

**Base: All respondents**

What are your business's expectations for future water and sewerage services – what would you most like to see improved?

*Please select all that apply.*

<b>Code</b>	<b>Answer list</b>	
1	A reliable water supply service – not prone to interruptions	<input type="checkbox"/>
2	Consistent water pressure	<input type="checkbox"/>
3	Reliable and consistent water supply quality (taste, smell, appearance of water)	<input type="checkbox"/>
4	Responsive customer service when there is a problem	<input type="checkbox"/>
5	Accurate bills	<input type="checkbox"/>
6	Reliable removal and treatment of water used at the business premises	<input type="checkbox"/>
7	Reliable removal of rainwater from the site	<input type="checkbox"/>
80	Other – <i>(please specify)</i> ..... .....	<input type="checkbox"/>



**Q05.**

**Base: All respondents**

We will start the session discussing your reactions to this information.

Having read through the information sent to you, please list the 3 or 4 things that are new / interesting / surprising to you?

*Please write a sentence or two in the box below explaining your view and keep a note of your response to bring to the session with you.*

<b>Answer</b>
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