

Water visualisation tool survey

Intro

The following short survey is about a tool that United Utilities is considering developing to help customer manage and track their personal water usage.

Members who participate in surveys on In The Flow are provided with an option at the end of the survey to enter a prize draw with a chance of winning 1 of 4 £25 Voucher express vouchers. To be in with a chance of winning one of these vouchers, respondents must take part in the survey between the dates of **X and Y**. In the event of winning a prize, entrants will be contacted via a notification email from a member of the Explain team to their email address.

For further information about incentives, click [here](#).

To view the community privacy policy, click [here](#).

To view the Explain privacy policy, click [here](#).

To view the community terms and conditions, click [here](#).

Further details on how we process your data can be found here:
<https://www.explainresearch.co.uk/privacy-policy/>

This survey will take around 5 minutes to complete.

Profiling – *survey only sent to unmetered members*

Survey questions

Over the last few months United Utilities have been working on a draft water visualisation tool to help customers to manage and track their own personal water usage.

The ultimate aim of the tool is that it will help customers to become more aware of their personal water usage.

It is important to note that this tool will only be available to metered customers.

Below are some screenshots of what the tool currently looks like in desktop format (note – the tool will also be available via mobile phone if fully developed).

Please take a look at each page and for each please click on areas that you like and/or dislike and when prompted please provide a reason why. (HEAT MAPPING TOOL).

INSERT SCREENSHOTS.

Select an option to provide feedback

Like

Dislike

Cancel

Save

Thank you for your answers so far. After seeing the water visualisation tool, we'd like to know how you feel about the tool overall?

- I like the tool
- I neither like or dislike the tool
- I dislike the tool
- Don't know

Please let us know why?

(OPEN)

Routing – only ask those unmetered

Access to a product like this would make me...

- Want to install a water meter so I can track my personal water usage
- Neither more likely or less likely to think positively about getting a water meter
- Less likely to think positively about getting a water meter

- Would not make me want to install a water meter, I have no interest in tracking my personal water usage.
- Don't know

Why?

(OPEN)

Thank you for taking part in our survey. Your feedback will really help United Utilities to shape this tool.

To enter the prize draw for 1 of 4 £25 Voucher Express (Vex) vouchers, please enter your email below and ensure you click submit.

- OPEN