

United Utilities - State of the Nation Wave 6 (community) v1

ID: 172

Q1. Thinking about the country as a whole, to what extent are you concerned about the following issues at this time?*

	1 - Not at all concerned	2	3 - Neutral	4	5 - Extremely concerned	Prefer not to say
The economy	()	()	()	()	()	()
The environment	()	()	()	()	()	()
Climate change	()	()	()	()	()	()
My household finances	()	()	()	()	()	()
Crime	()	()	()	()	()	()
Immigration and asylum	()	()	()	()	()	()
Health	()	()	()	()	()	()
Education	()	()	()	()	()	()
Britain leaving the EU	()	()	()	()	()	()
Family life and childcare	()	()	()	()	()	()

Logic: Show/hide trigger exists.

ID: 187

Q2. Now thinking specifically about the North West, which of the following do you think are the most important issues at this time?

*Please select up to three.**

- Protecting the natural environment / green spaces
- Climate change
- Minimising disruption from street works
- Crime
- Education
- Maintenance of recreation sites (e.g. countryside parks and reservoirs)
- Transport
- Condition of roads (e.g. potholes)
- Keeping streets free from litter / fly tipping
- Housing
- Tackling poverty and inequality
- Protecting rivers and the sea
- Jobs and employment opportunities
- Flooding
- Don't know

Logic: Hidden unless: Question "Now thinking specifically about the North West, which of the following do you think are the most important issues at this time?

Please select up to three." is one of the following answers ("Maintenance of recreation sites (e.g. countryside parks and reservoirs)")

ID: 459

Q2a. Is there anything in particular in regards to maintenance or amenities, that you would like to see at specific recreational sites in the North West? Please specify the name of the site you are referring to.*

ID: 460

Q3. Which, if any, bills or costs are you worried about paying?*

	Not worried at all	Not very worried	Somewhat worried	Very worried	Extremely worried	Not applicable
Mortgage / rent	()	()	()	()	()	()
Phone / broadband bill	()	()	()	()	()	()
Water bill	()	()	()	()	()	()
Electricity / gas bill	()	()	()	()	()	()
Council tax	()	()	()	()	()	()
Personal loan repayments	()	()	()	()	()	()
TV licence	()	()	()	()	()	()
Holidays	()	()	()	()	()	()
Streaming subscription (e.g. Spotify, Netflix, Amazon)	()	()	()	()	()	()

Prime, etc.)						
Car tax / insurance	()	()	()	()	()	()
Food	()	()	()	()	()	()

ID: 474

Q4. How difficult would you say it is for your household to meet the monthly payments on your bills?*

	Extremely difficult	Very difficult	Somewhat difficult	Slightly difficult	Not difficult at all	Prefer not to say
6 months ago	()	()	()	()	()	()
Now	()	()	()	()	()	()
In 6 months' time	()	()	()	()	()	()

ID: 480

Q5. And, specifically, how difficult would you say it is for your household to pay your water bill?*

	Extremely difficult	Very difficult	Somewhat difficult	Slightly difficult	Not difficult at all	Prefer not to say

6 months ago	()	()	()	()	()	()
Now	()	()	()	()	()	()
In 6 months' time	()	()	()	()	()	()

ID: 225

Q6. How have each of the following changed for you compared to 6 months ago?*

	I've done this less	No change	I've done this more	Not sure
Making online purchases	()	()	()	()
Making impulse purchases	()	()	()	()
Making big expensive purchases (car, home improvements)	()	()	()	()
Shopping around to get the best deals	()	()	()	()
Spending money with companies I trust	()	()	()	()

Spending money with local, independent companies	()	()	()	()
Spending money with ethical companies	()	()	()	()
Dealing with companies via online channels (e.g. email, live chat, etc.)	()	()	()	()
Doing life admin / making payments online	()	()	()	()

ID: 238

Q6. How has the following changed for you compared to 6 months ago?*

	I/we have less	No change	I/we have more	Not sure	Prefer not to say
Your households discretionary income The amount of money left from your income after taking away money	()	()	()	()	()

spent on ongoing housing costs, bills, taxes and other necessary living expenses					
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ID: 241

Q7. Below are some actions people may be taking in relation to the cost of living. To what extent are you doing any of these this year in relation to your budgeting and spending?*

Commented [RP1]: Jenny for reference - N/A added

	I am already doing this	I will definitely do this	I may or may not do this	I will definitely not do this	Prefer not to say	Not applicable
Washing clothes at lower temperatures	()	()	()	()	()	()
Reducing the length of showers I take or reducing the number of baths I take	()	()	()	()	()	()
Driving less to save on petrol / reducing my travel costs	()	()	()	()	()	()

Reducing my spending on things that I need (e.g. buying food from value ranges/cheaper options)	()	()	()	()	()	()
Spending less on things that I enjoy (e.g. eating out, holidays, socialising)	()	()	()	()	()	()
Reducing the speed I drive to use less fuel	()	()	()	()	()	()
Having home improvements made to my home to make it more energy efficient (e.g. loft insulation)	()	()	()	()	()	()
Skipping meals / eating less	()	()	()	()	()	()
Ride-sharing more to reduce travel costs	()	()	()	()	()	()
Shopping at discount supermarkets	()	()	()	()	()	()
Spending more time in the office to conserve energy / water	()	()	()	()	()	()

watering devices for flowerpots and hanging baskets							
Use a watering can for my garden rather than a hose or sprinkler	()	()	()	()	()	()	()
Watering your garden in the morning and evening	()	()	()	()	()	()	()
Use drought resistant plants or use mulch to minimise evaporation in the garden	()	()	()	()	()	()	()
Don't water the lawn	()	()	()	()	()	()	()
Prevent water pipe leaks and bursts by lagging pipes in cold places, like the garage and loft	()	()	()	()	()	()	()
Regularly check for leaks in the home, such as leaking taps and toilets	()	()	()	()	()	()	()

Q10. Which, if any, of the following items have you disposed of down the toilet or sink/drains in the past 6 months?

Please be assured that all of your responses will be kept fully anonymous and won't be attributed to you or your details.

Please select all that apply*

- Baby wipes
- Moist toilet tissue wipes
- Cleaning / disinfectant wipes
- Nappies
- Period pads / liners
- Tampon applicator
- Tampon
- Food waste
- Pet mess
- Cigarettes
- Pets that have passed away
- Pet hair / human hair
- Cotton pads
- Cotton buds
- Make-up wipes
- The contents of your vacuum cleaner
- Condoms
- Dental floss
- Kitchen towel
- Cooking fats / oils
- Tissues (not toilet tissue)
- Contact lenses
- Plasters
- Bladder weakness products e.g. pads, shields
- None of these

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Q11. What do you think are some of the possible consequences of items being flushed or put down the drain when they shouldn't be?*

ID: 516

Q12. Do you have a bin in your bathroom?*

- Yes
- No
- Prefer not to say

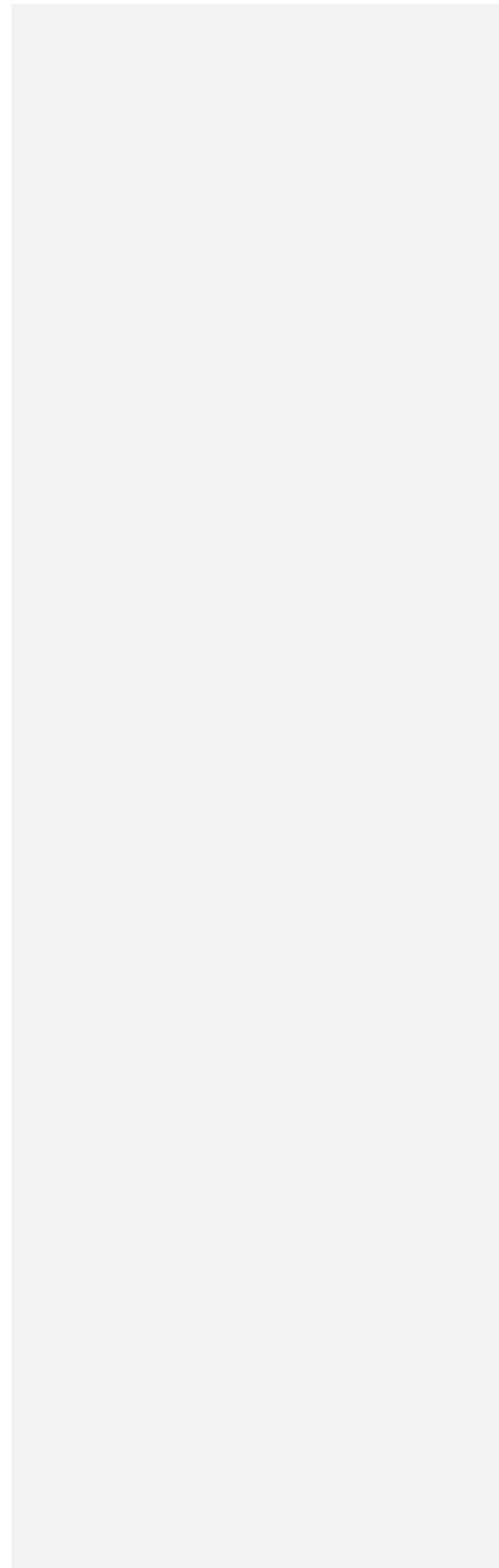
ID: 323

Q13. Which of the following types of communications would you be open to receiving from United Utilities?*

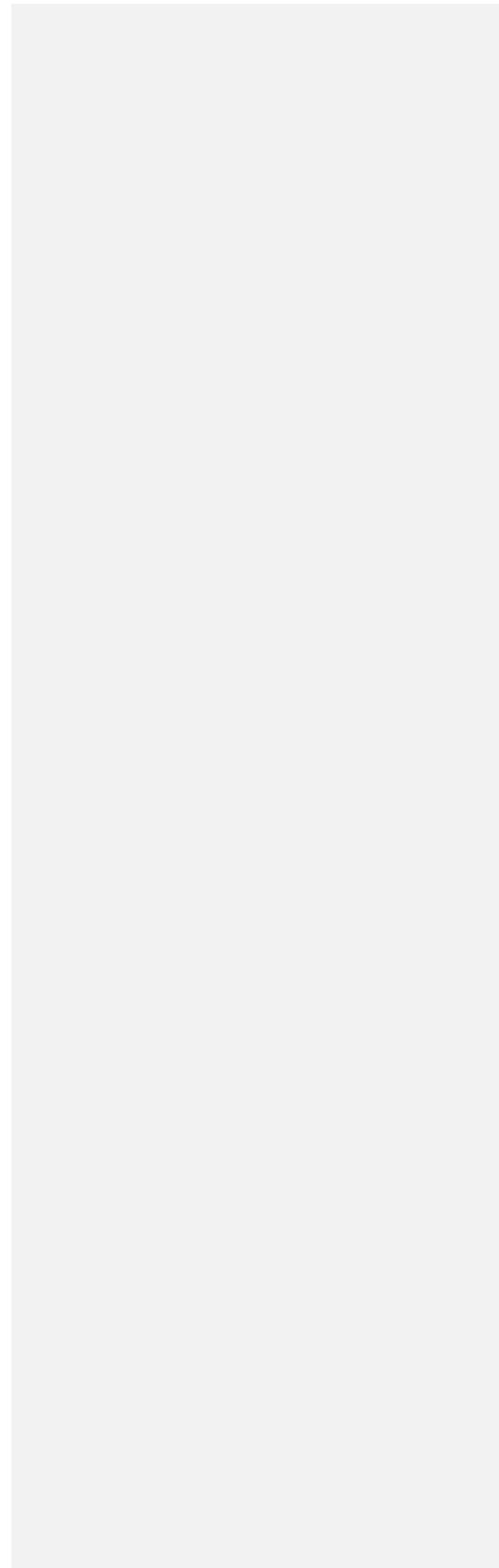
Please be assured that this is just to gauge your interest, you aren't opting in to receiving anything from United Utilities.*

	I would be interested in receiving communications about this	I would not want to receive communications about this	Not sure
Information on schemes for customers struggling to pay their water bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Light relief e.g. something fun that will distract me	()	()	()
Tips on how I can save money and save water in my home	()	()	()
Tips on home maintenance	()	()	()
Information on how I can ensure good water quality in my home	()	()	()
Information on how to access and things to do at United Utilities' countryside parks or reservoirs	()	()	()
Information on what United Utilities are doing to meet the challenges presented by climate change (e.g. extreme rainfall, drought)	()	()	()



Advice on how to avoid blockages in toilets, sinks, pipes and drains	()	()	()
Information on how to prevent pollution to the environment	()	()	()
Information on the financial position of United Utilities, including profits	()	()	()
Information on smart metering	()	()	()
Information on rainfall management	()	()	()
Information on river water quality in my local area	()	()	()
Information on what United Utilities is doing in my county, or local area	()	()	()



Performance information on sewer overflows	()	()	()
Information on drinking water quality, including where my water comes from and how it's treated	()	()	()

ID: 340

Q14. Please rank the following issues in order of importance, where 1 = the issue United Utilities should prioritise tackling first.*

- _____ Protecting river health
- _____ Protecting wildlife and biodiversity
- _____ Preventing pollution to the environment
- _____ Reducing leakage
- _____ Preventing wastewater flooding
- _____ Encouraging customers and industry to be water efficient
- _____ Investing in sustainable solutions and technology
- _____ Keeping bills low
- _____ Supporting customers on low incomes or in vulnerable circumstances
- _____ Protecting drinking water quality

ID: 341

Q15. Is there anything else you'd like to see United Utilities doing more of?*

It takes too much effort to be 'green'	()	()	()	()	()	()	()
I try to recycle as much as I can	()	()	()	()	()	()	()
I would like to be doing more to be 'green'	()	()	()	()	()	()	()
I am happy to pay more for eco-friendly products or services	()	()	()	()	()	()	()
I actively conserve water and look for ways to reduce water waste	()	()	()	()	()	()	()

ID: 433

Q18. Which of the following would you expect companies to be doing as part of their standard operating procedures?

Please select all that apply*

- Monitoring carbon emissions
- Provide environmental training to staff
- Carbon offsetting
- Sustainable transport
- Minimising waste
- Minimising noise disturbance
- Using non-toxic products
- Reducing use of single-use plastics
- Reducing their impact on air pollution
- Protecting wildlife and biodiversity
- Investing in sustainable technologies
- Other: _____
- Don't know

ID: 524

Please select all that apply*

I regularly spend time in rivers, the sea, lakes or reservoirs such as swimming or paddle boarding

I regularly spend time next to rivers, the sea, lakes or reservoirs such as dog walking or wildlife observation

I do not regularly visit rivers, the sea, lakes or reservoirs

Prefer not to say

Logic: Show/hide trigger exists.

ID: 388

Please could you confirm which household situation best applies to you?*

Living on my own (children have left home)

Living on my own (no children)

Living on my own with children under 18

Living with partner/spouse (children have left home)

Living with partner/spouse (no children)

Living with partner/spouse with children under 18

Living with other adult family members who are aged 18 or older (e.g. adult children, parents and/or elderly relatives)

Living with other adults that are non-family members e.g. friends/flatmates

Prefer not to say

ID: 396

Which of the following applies to you?

- Employed full-time
- Employed part-time
- Self-employed
- Housewife / Husband
- Student
- Casual worker - not in permanent employment
- Retired and living on state/company pension
- Unemployed or not working due to long-term sickness
- Full-time carer of other household member
- Other: _____ *
- Prefer not to say

ID: 397

Does the property you live in have a garden?*

- Yes, there is a garden that I/we actively maintain (e.g. that you regularly or occasionally water)
- Yes, there is a garden but I/we do not actively maintain it (e.g. you do not regularly or occasionally water it)
- No, there is not a garden BUT there is a balcony/terrace with plants that gets actively maintained
- No, I/we do not have a garden

ID: 451

Which of the following apply to you?

We would like to collect this to ensure that a variety of particular needs are represented in this study, but you do not need to answer if you do not wish to.

As a reminder this information will not be shared with any third party, to view how we handle your data, please view our privacy policy by clicking [here](#).*

- I or another member of my household is disabled or suffer(s) from a debilitating illness
- I or another member of my household have/has a learning difficulty
- I or another member of my household relies on water for medical reasons
- I or another member of my household is visually impaired (i.e. struggles to read even with glasses)
- I or another member of my household am/is over the age of 75 years old
- I or another member of my household speaks English as a second language
- I or another member of my household is deaf or hard of hearing
- I or another member of my household is a new parent
- None of these apply to me
- Prefer not to say

ID: 450

Thank you for taking part in our survey - to enter into a prize draw to win 1 of 4 £35 Love2Shop vouchers, please enter your email below and click submit!

