

Appendix A Focus Groups – Household Respondents – Topic Guide

TOPIC GUIDE – THE BIG THAW (CCWATER)

INTRODUCTION [5 mins]

Good afternoon/ evening, thank you for coming.

Introduce self and SYSTRA.

The Consumer Council for Water (CCWater), the organisation that represents water customers across England and Wales, has commissioned SYSTRA to research peoples' experiences of the recent 'freeze-thaw' across England and Wales, which led to people being without water for a period of time in March due to Mains pipe bursts. Specifically, CCWater want to:

- Understand how water companies responded to consumers who had no water supply or experienced disruption on surrounding roads, due to the repair of mains pipes;
- Identify how companies communicated with customers; and
- Find out how well consumers think the water companies dealt with the situation and kept them informed.

We are discussing this with consumers from six of the water companies which experienced the worst water supply issues. This discussion is for household consumers of [\[insert Water Company name\]](#).

The purpose of this group is to understand your water supply experiences during the 'freeze-thaw' and your views on [\[insert Water Company name\]](#) response to the 'freeze-thaw', including any forms of communication you received from them.

Explain rules of Focus Group:

- Take around 1¼ hrs;
- No right or wrong answers;
- Voice recorder/ anonymity;
- There may be representatives from your water company, or CCWater, present in the room. They are here to observe the findings from the group;
- Avoid temptation to talk over each other, want to hear everyone's views;
- Research conducted in accordance with the Market Research Society and Data Protection Act; and
- Phones off/ on silent.

Participants to introduce themselves:

- First name; and
- How long lived in the area.

SECTION A: Effects of the freeze-thaw on the household [15 mins]

To what extent was your household affected by the burst Mains water pipes in March that were caused by a sudden 'freeze' and then 'thaw' of the pipes?

- Did you experience a loss of water supply, and if so on one or multiple occasions, and for how long?
- Did you experience water discolouration or low water pressure, and if so for how long?
- Did you experience roadworks due to water pipe repairs in your area, and if so for how long?
- What effect did this have on your daily activities? i.e.:
 - Were you unable to do some things? If so, what?
 - Does anyone in your household have a health condition, or other need, which requires regular access to water?

SECTION B: Action taken by the water company during the supply interruption [25 mins]

Proactive Company Communication

When supply disruptions like this happen, how important/unimportant is it to be kept informed by **[insert Water Company name]**?

- Does this change depending on the extent of the supply disruptions, and if so how? Is there a difference in how they should keep bill payers and consumers informed?

Did you receive any information on water supply disruptions from [insert Water Company name] without specifically asking for it, during the 'freeze-thaw' in March this year?

- What information did you receive from [insert Water Company name]?
 - Information about loss of supply/low pressure and updates and timescales for return of supply;
 - Information about discolouration;
 - Information on compensation;
 - Information on alternative water sources i.e. water stations;
 - Information on assistance for individuals in vulnerable circumstances;
 - Information on traffic disruptions;
- How did the company provide this information and when did you receive it?
 - Telephone call;
 - Leaflet/letter;
 - SMS
 - Email;
 - Company website;
 - Company social media;
 - What do you think of social media as a communication channel?

- In person from an on the ground presence.
 - Local radio/local press
 - Other
- Was this information provided in a timely manner?

Reactive Company Communication

Did you, or someone in your household, contact **[insert Water Company name]**? (If yes) If you contacted them, what information were you seeking? Did you contact them more than once?

- Information about loss of supply/low pressure and updates and timescales for return of supply;
- Information about discolouration;
- Information on compensation;
- Information on alternative water sources i.e. water stations;
- Information on traffic disruptions;
- Information on assistance for individuals in vulnerable circumstances;
- Other.

What did you think of the information received in response to your request? Why?

- Did you understand the information?
- Was it helpful/unhelpful in meeting your needs?
- Was it reliable/unreliable?
- Did it contain sufficient information (level of detail/topics covered)?
- [If water company social media was used] Thinking specifically about the water company's social media communication during the 'freeze-thaw', how good/bad was this and why?

How could the communication provided by **[insert Water Company name]** during the supply disruption be improved?

- What could the water company do differently in the future? Why?

Did you receive any communication about water supply interruptions, pressure and roadworks from any other sources? E.g. local authorities/MPs, local news, non-water company social media or other internet/media sources, local venues or word of mouth.

Overall, what did you think of the alternative sources of information?

- Did you understand the information?
- Was it helpful/unhelpful in meeting your needs?
- Was it reliable/unreliable?
- Was the information provided better/worse than information from **[insert Water Company name]**? In what way?
- Was it more/less timely than information from **[insert Water Company name]**? if more timely, when did you receive it?



Water Company Response to Water Shortage

Were you provided with alternative, temporary water sources from **[insert Water Company name]**?

- If so, what were they?
 - Bottled water;
 - Water bowser or tanks;
 - Other.
- If not, how did you manage?
- Do you think you should have been provided with alternative, temporary water sources?
 - If yes, why?
 - What sort? (e.g. bottled water/water bowser/tank/etc)
 - How and when should they have been made available?

For those who were provided with water sources - did you make use of these alternative water sources?

- Why?
- How? i.e. were they:
 - Delivered to you;
 - A short walk away;
 - A long walk or short drive away;
 - Other?

Overall, what did you think of the alternative water sources and why?

- Were they helpful/unhelpful in meeting your needs?
- Were they timely?
- Were they reliable/unreliable?
- Were the instructions/information to access them accurate?
- Were they easy/difficult to access?
 - Did you receive any customised support for accessing the alternative sources? If so, who provided this support, what was the support and what did you think of it?

How could the actions taken by **[insert Water Company name]** during the water supply disruption be improved?

- What could **[insert Water Company name]** do differently in the future? Why?



SECTION C: Action taken by the water company after the supply interruption [15 MINS]

How were you notified that water supplies were restored? Was this timely?

Were you given information about what to do if the water was different to how it usually is? (discoloured, intermittent, temporary low pressure)

Are you aware of the compensation schemes provided by **[insert Water Company name]** for this water supply disruption?

- What, if anything, have you seen/heard, where/from who?
- What information, if any, can you remember?
- What did you think of the information received? Why?
- Did you understand the information you received?

Have you received, or been promised, any compensation from **[insert Water Company name]** for the water supply disruption you experienced?

(If paid) Overall, what did you think of the compensation and why?

- Were you satisfied/dissatisfied with the level of compensation?
- Were you satisfied/dissatisfied with the way the compensation was paid?
- Were you satisfied/dissatisfied with the timescale of payment?
- If dissatisfied with the compensation in any way, what should the compensation be and how and when should it be provided?

Would you be willing to pay a little bit more on your water bill to allow **[insert Water Company name]** to invest in pipes to make them more resilient to the effects of extreme weather, or can you live with this happening on rare occasions provided companies have an effective plan in place to manage the situation?

SECTION D: Overall customer attitudes [15 MINS]

Overall, what, if anything, did **[insert Water Company name]** do well during the water supply disruption? Why do you think this?

Overall, what, if anything, did **[insert Water Company name]** do poorly during the water supply disruption? Why do you think this?

Has your opinion of **[insert Water Company name]** changed as a result of the water supply disruption? Why?

- Are you more/less satisfied? Why?

What could **[insert Water Company name]** do differently in the future to better address the needs of its customers during water supply disruptions?

- Why?
- How would it do this? Who would it need to consult with?



SECTION E: Round up [5 mins]

Is there anything else anyone would like to add before we finish, about the actions of **[insert Water Company name]** during the 'freeze-thaw'?

What will happen next:

- Your views will be reported anonymously (no individual will be identified) in a research report for CCWater. This report will also include the results from other domestic customer focus groups and domestic and business customer surveys and telephone interviews.
- The report will feed into a nationwide review of the 'freeze-thaw', carried out by Ofwat, the Government agency responsible for water services regulation. The results from this review will be presented to Ministers in The Department for Environment, Food and Rural Affairs (Defra) by 15 June 2018.

[Thank people for taking part and ask them to sign for their incentive]

PLM Contingency Questions

- What if energy cut-off for similar period? Would your needs, and expectations, of company response be much the same? How do water company's response compare with what you would expect from companies providing other public/customer services?
- When there are mains bursts, your water company could reduce water pressure throughout its network. This would reduce the amount of water leaked, but would mean that those customers still being supplied with water would have a lower pressure than normal. What would you prefer your water company to do?



APPROVAL

Version	Name	Position	Date	
1	Authors	Emma Salter Andy Hatfield	Assistant Consultant Project Manager	12/04/2018
	Reviewer	Paul Le Masurier	Project Director	16/04/2018
2				
3				



Appendix B Depth Interview – Vulnerable Circumstances – Topic Guide

TOPIC GUIDE FOR USE DURING TELEPHONE INTERVIEWS

INTRODUCTION

Good morning / afternoon / evening, thank you for agreeing to an interview.

Introduce self and SYSTRA.

We are conducting interviews with customers on behalf of the Consumer Council for Water, the organisation that represents water customers across England and Wales, to understand the customer experience of the recent freeze-thaw across England and Wales, which led to people being without water for a period of time in March due to Mains pipe bursts.

The interview will last around 15 minutes.

The interview will be conducted in line with the Market Research Code of Conduct and Data Protection Act. As an individual, you will remain anonymous and none of your personal data will be stored.

If you are Ok with it, our conversation will be recorded to assist me in writing interview notes but will be destroyed once the interview is written up and project closed.

SECTION A: Effects of the freeze-thaw on the household

To what extent was your household affected by the burst Mains water pipes in March that were caused by a sudden 'freeze' and then 'thaw' of the pipes?

- Did you experience a loss of water supply, and if so for how long?
- Did you experience water discolouration or low water pressure, and if so for how long?
- Did you experience traffic from roadworks due to water pipe repairs in your area, and if so for how long?
- What effect did this have on your daily activities? i.e.: Were you unable to do some things? If so, what?

Do you or anyone in your household have a health condition, or other need, which requires regular access to water?

- What effect did the supply interruption have on this health condition?
 - [PROMPT IF NECESSARY]
 - Did the health condition get worse as the water cut-off persisted?

Do you or anyone in your household have any mobility issues, that would make carrying bottled water difficult?

SECTION B: Action taken by the water company during the supply interruption: Information

How important/unimportant is receiving information on supply disruptions from [\[insert Water Company name\]](#) when the water is cut off without warning?

Did you receive any information on water supply disruptions from [\[insert Water Company name\]](#) without specifically asking for it, during the 'freeze-thaw' in March this year?

- What information did you receive from [\[insert Water Company name\]](#)?
 - [PROMPT IF NECESSARY]
 - Information about loss of supply/low pressure and updates and timescales for return of supply;
 - Information about discolouration;
 - Information on compensation;
 - Information on alternative water sources i.e. water stations;
 - Information on traffic disruptions.
- How did you receive this information?
 - [PROMPT IF NECESSARY]
 - Telephone call;
 - Leaflet/letter;
 - SMS/Email;
 - Company website;
 - Company social media; What do you think of social media as a communication channel?
- When did you receive this information?
 - [PROMPT IF NECESSARY]
 - Prior to/after water being cut-off?
 - Multiple times a day?

Did you, or someone in your household, contact [\[insert Water Company name\]](#)? If you contacted them, what information were you seeking?

- [PROMPT IF NECESSARY]
- Information about loss of supply/low pressure and updates and timescales for return of supply;
- Information about discolouration;
- Information on compensation;
- Information on alternative water sources i.e. water stations;
- Information on traffic disruptions;
- Other.

What did you think of the information received? Why?

- Did you understand the information?
- Was it helpful/unhelpful in meeting your needs? i.e was it timely?
- Was it reliable/unreliable?
- Did it contain sufficient information (level of detail/topics covered)?

Are you able to access [\[insert Water Company name\]](#)'s Social Media? Can you access any other updates on the internet?

- [If water company social media was used] Thinking specifically about the water company's social media communication during the 'freeze-thaw', how good/bad was this and why?

How could the communication provided by [\[insert Water Company name\]](#) during the supply disruption be improved, if at all?

- What could the water company do differently in the future? Why?

Did you receive any communication about water supply interruptions, pressure and roadworks from any other sources? E.g. local authorities/MPs, local news, non-water company social media or other internet/media sources, local venues or word of mouth.

- Overall, what did you think of the alternative sources of information?
 - Did you understand the information?
 - Was it helpful/unhelpful in meeting your needs?
 - Was it reliable/unreliable?
 - Was the information provided better/worse than information from [\[insert Water Company name\]](#)? In what way?
 - Was it more/less timely than information from [\[insert Water Company name\]](#)? if more timely, when did you receive it?

SECTION C: Action taken by the water company during the supply interruption: Alternative water sources

Were you provided with alternative, temporary water sources from [\[insert Water Company name\]](#)?

- If so, what were they?
 - [PROMPT IF NECESSARY]
 - Bottled water;
 - Water bowser or tanks;
 - Other.
- How were they distributed? i.e. were they:
 - [PROMPT IF NECESSARY]

- Delivered to you; If yes, did you request this delivery or was the delivery offered by **[insert Water Company name]**?
- A short walk away;
- A long walk or short drive away;
- Other?
- If not made available, do you think you should have been provided with alternative, temporary water sources?
 - What sort? (e.g. bottled water/water bowser/tanks/etc)
 - How and when should they have been made available? (e.g delivered, short walk, long walk or short drive, or other?)

Did you make use of these alternative water sources?

Overall, what did you think of the alternative water sources, how they were provided and why?

- Were they helpful/unhelpful in meeting your needs?
- Were they timely?
- Were they reliable/unreliable?
- Were they easy/difficult to access?

Did you receive any customised support for accessing the alternative sources? If so, who provided this support, what was the support and what did you think of it?

- At what intervals was water provided?

Do you know about the company's list (Priority Services register) and are you on it?

- If so, how long was it before they got their bottled water delivery?

How could the actions taken by **[insert Water Company name]** during the water supply disruption be improved?

- What could **[insert Water Company name]** do differently in the future? Why?

SECTION D: Action taken by the water company after the supply interruption

Were you notified that supply had been restored? How?

Are you aware of the compensation schemes provided by **[insert Water Company name]** for this water supply disruption?

- What, if anything, have you seen/heard, where/from who?
- What information, if any, can you remember?
- What did you think of the information received? Why?
- Did you understand the information you received?

Have you received, or been promised, any compensation from **[insert Water Company name]** for the water supply disruption you experienced?

Overall, what did you think of the compensation and why?

- Were you satisfied/dissatisfied with the level of compensation? Why?
- Were you satisfied/dissatisfied with the way the compensation was paid? Why?
- Were you satisfied/dissatisfied with the timescale of payment? Why?

If dissatisfied with the compensation in any way, what should the compensation be and how and when should it be provided?

- How would this help you?

Have/do you receive any other financial assistance with your water bills?

- If so, what? How?
- If not, is this something you'd to receive further information about?

SECTION E: Overall customer attitudes

Overall, what, if anything, did **[insert Water Company name]** do well during the water supply disruption? Why do you think this?

Overall, what, if anything, did **[insert Water Company name]** do poorly during the water supply disruption? Why do you think this?

Has your opinion of **[insert Water Company name]** changed as a result of the water supply disruption? Why?

- Are you more/less satisfied? Why?

What, if anything, could **[insert Water Company name]** do differently in the future to better address the needs of its customers during water supply disruptions?

- Why?
- How would it do this? Who would it need to consult with?

SECTION F: Round Up

Is there anything else you would like to add before we finish, about the actions of **[insert Water Company name]** during the 'freeze-thaw'?

What will happen next:

- Your views will be reported anonymously (no individual will be identified) in a research report for CC Water. This report will also include the results from other domestic customer focus groups and domestic and business customer surveys and telephone interviews.

The report will feed into a nationwide review of the 'freeze-thaw', carried out by Ofwat, the Government agency responsible for water services regulation. The results from this review will be presented to Ministers in The Department for Environment, Food and Rural Affairs (Defra) by 15 June 2018.

[Thank for taking part]

Appendix C Depth Interview – Non-Household Customers – Topic Guide

CC WATER FREEZE THAW NON-HOUSEHOLD

TOPIC GUIDE FOR USE DURING TELEPHONE INTERVIEWS

INTRODUCTION

Good morning / afternoon / evening, thank you for agreeing to an interview.

Introduce self and SYSTRA/(or Protel).

We are conducting interviews with businesses on behalf of the Consumer Council for Water, the organisation that represents water customers across England and Wales, to understand the customer experience of the recent freeze-thaw across England and Wales, which led to your business being without water for a period of time in March due to Mains pipe bursts.

The interview will last around 15 minutes.

SECTION A: Business information and water use

What is the general nature of your business?

Thinking about water consumption, would you say your water consumption is low, medium or high?

- Low water consumption – i.e. hairdresser, office with less than 50 employees
- Medium water consumption i.e. – car wash, office with more than 50 employees, small farmer
- High water consumption i.e. – large manufacturing business, large chemical company, large farmer

Is the use of water critical to your business functions?

SECTION B: Effects of the freeze-thaw on the business

Was the water supply to your business premises disrupted by the severe cold weather in early March? (By disrupted we mean the supply was off for several hours or longer)

- Why? Was this due to:
 - A burst pipe in the road or area?
 - A request from **[insert Water Company name]** to restrict use?

Was your water supply affected in any other ways such as low water pressure, restricted use or discoloured water?

Was your business disrupted due to water company repairs (such as congested traffic caused by roadworks) in your area during this period?

Was your business asked to restrict its water use from your water company during the period of disruption?

To what extent was your business affected by the burst Mains water pipes in March that were caused by a sudden 'freeze' and then 'thaw' of the pipes?

[PROMPT IF NECESSARY]

- Were you unable to fully conduct your business activities?
- Were staff affected?
- Was it inconvenient to buy bottled water?
- Did you lose business?

SECTION C: Water Company response to freeze-thaw

As a business customer, your water supply is delivered by **[insert Water Company name]**, but your retail services (i.e. customer services and billing) are delivered by a separate water retailer. Do you know who your retailer is i.e. who sends bills for your business?

Did you receive any information on water supply disruptions from **[insert Water Company name]** without specifically asking for it, during the 'freeze-thaw' in March this year?

I'd like to ask you some questions about how well your business was informed by **[insert Water Company name]** about the interruption in water supply.

- What information did you receive from **[insert Water Company name]**?
 - Information about loss of supply?
 - Timescales for return of water supply?
 - Alternative sources of water e.g. bottled, tanker?
 - Requests to restrict use of water?
 - Compensation (what you were entitled for and the process to get it)?
 - Disruption caused by road closures?
 - Confirmation that supplies were restored and safe?
 - Information about discoloured water, or low pressure?
 - Information on how to register additional support via the company's priority services scheme?
 - Anything else?
- What did you think of the information received? Why?
 - How quickly / slowly did **[insert Water Company name]** provide the information you asked for?
 - Did you understand the information?
 - Was it helpful/unhelpful in meeting your needs?
 - Was it reliable/unreliable?
 - Did it contain sufficient information (level of detail/topics covered)?

Thinking specifically about the water company's social media communication during the freeze-thaw, how good/bad was this and why?

Did you, or someone else at your business, contact [insert Water Company name] or water retailer at any stage?

- Was it clear who to contact about problems with the water supply for your business?
- How did you contact **[insert Water Company name]**?
- What information were you seeking when you contacted **[insert Water Company name]**?
 - Timescales for return of water supply?
 - Information/updates about the loss of supply of water?
 - Alternative sources of water e.g. bottled, tanker?
 - Compensation (what you were entitled for and the process to get it)?
 - Disruption caused by road closures?
 - Confirmation that supplies were restored and safe?
 - Information about discoloured water, or low pressure?
 - Other?

How could the communication provided by **[insert Water Company name]** during the supply disruption be improved?

- What could the water company do differently in the future? Why?

Did you receive any communication about water supply interruptions, pressure and roadworks from any other sources? E.g. local authorities/MPs, local news, non-water company social media or other internet/media sources, local venues or word of mouth.

- Overall, what did you think of the alternative sources of information and why?
 - Did you understand the information?
 - Was it helpful/unhelpful in meeting your needs?
 - Was it reliable/unreliable?
 - Was the information provided better/worse than information from **[insert Water Company name]**? In what way?
 - Was it more/less timely than information from **[insert Water Company name]**? If more timely, when did you receive it?

Now, I will ask you a few questions about the action taken by your water company during the freeze-thaw.

Were you provided with alternative, temporary water sources from **[insert Water Company name]**?

- If so, what were they?
 - Bottled water?
 - Water bowser or tanks?
 - Other?
 - How was it distributed? i.e. were they:
 - Delivered to you?
 - A short walk away?
 - A long walk or short drive away?
 - Other?
- Did you make use of the alternative water sources?
- You said earlier that the use of water... [is/ is not] ... critical to your business. Given this, do you think your business should have been prioritised for receiving alternative supplies?
 - What sort? (e.g. bottled water/water bowser/tanks/etc)
 - How and when should they have been made available?

Overall, what did you think of the alternative water sources and why?

- Were they helpful/unhelpful in meeting your needs?
- Were they timely?
- Were they reliable/unreliable?
- Were they easy/difficult to access?

How could the actions taken by **[insert Water Company name]** during the water supply disruption be improved, if at all?

- What, if anything, could **[insert Water Company name]** do differently in the future? Why?

Now, I will ask you a few questions about the action taken by your water company after the freeze-thaw.

Are you aware of the compensation schemes provided by **[insert Water Company name]** for this water supply disruption?

- What, if anything, have you seen/heard, where/from who?
- What information, if any, can you remember?
- What did you think of the information received? Why?
- Did you understand the information you received?

Have you received, or been promised, any compensation from **[insert Water Company name]** for the water supply disruption you experienced?

Overall, what did you think of the compensation and why?

- Were you satisfied/dissatisfied with the level of compensation?
- Were you satisfied/dissatisfied with the way the compensation was paid?
- Were you satisfied/dissatisfied with the timescale of payment?
 - If dissatisfied with the compensation in any way, what should the compensation be and how and when should it be provided?

SECTION C: Opinion of the water company

Overall, what, if anything, did **[insert Water Company name]** do well during the water supply disruption? Why do you think this?

Overall, what, if anything, did **[insert Water Company name]** do poorly during the water supply disruption? Why do you think this?

Has your opinion of your water company, and water retailer, changed as a result of the recent disruptions? Why?

As a result of the disruption and how it was handled, will you consider switching your water retailer, that is, the company which provides customer service and bills? Why?

SECTION E: Round up

Is there anything else you would like to add before we finish, about the actions of **[insert Water Company name]** during the freeze-thaw?

What will happen next:

- Your views will be reported anonymously (no individual will be identified) in a research report for CC Water. This report will also include the results from other non-domestic customer telephone interviews and domestic and business customer surveys, focus groups and interviews.
- The report will feed into a nationwide review of the freeze-thaw, carried out by Ofwat, the Government agency responsible for water services regulation. The results from this review will be presented to Ministers in The Department for Environment, Food and Rural Affairs (Defra) by 15 June 2018.

[Thank for taking part, take details to receive incentive]

Appendix D – Sampling and Response Rates

Sampling and Response Rates

SYSTRA received, from each of the 7 water companies, postal address details of areas where supply interruptions were experienced.

For both the HH and NHH survey, we used commercially available databases to obtain telephone numbers of domestic properties, and business premises, for the identified postal areas. Our interviewer teams then telephoned these numbers at random to:

- find out whether the HH, or business, was in-scope; and
- if so, invite them to participate in the telephone survey.

Some water companies provided very localised address details – where the research team could be confident that most customers living in the defined area were in-scope. For example, Welsh Water provided address details of ‘interruption areas’ at postcode level [circa 1,000 postcodes] so most people whom interviewers contacted were in-scope.

Some other water companies provided very broad address details that covered a whole, or significant part of a postal sector, with only a small minority of customers within the specified area having experienced a supply interruption (and thus be in-scope) for our research. For example, Severn Trent provided address details of ‘interruption areas’ at a mix of postcode and postal sector level, with the majority at full postal sector level. This meant that most people whom interviewers contacted were NOT in-scope.

As CCWater wished to evaluate and compare the performance of each water company, the research team wanted a broadly equal sub-sample of HH (and NHH) respondents across the 7 water companies. However, the lack of localised precision in some water company address details meant that considerably different levels of resource were required to obtain equal sub-samples. The need for cost-effectiveness and the tight timescale meant that the research team should sample in line with quality of sample data – i.e. the more precise the sample data from a water company, the greater the number of interviews achieved in that water company area.

The table below shows the breakdown of our sample of 1,001 HH respondents and the ‘incidence’ rate – i.e. the rate at which contacted customers were in-scope to participate in the quantitative survey – by water company.

Table 1: HH Survey Sample by Company Incidence Rate (Descending Order)

<i>HH Sample</i>	<i>Incidence (%)</i>	<i>Achieved</i>
WaterCompany: Welsh Water	70	249
WaterCompany: South East Water	53	140
WaterCompany: Southern	44	140
WaterCompany: Thames	35	165
WaterCompany: South West	39	126
WaterCompany: Severn Trent	30	131
WaterCompany: Affinity	21	50
Total	41	1001

The table below shows the breakdown of our sample of 265 NHH respondents and the 'incidence' rate by water company.

Table 2: HH Survey Sample by Company Incidence Rate (Descending Order)

<i>HH Sample</i>	<i>Incidence (%)</i>	<i>Achieved</i>
WaterCompany: Welsh Water	44	39
WaterCompany: Southern	23	73
WaterCompany: Severn Trent	15	40
WaterCompany: South East Water	15	40
WaterCompany: Thames	13	30
WaterCompany: South West	10	25
WaterCompany: Affinity	8	18
Total	17	265

In addition to experiencing a supply interruption, those in-scope to participate in the research included HH consumers and NHH customers who had experienced low water pressure, discoloured water or had their daily activities disrupted due to water company repairs (such as congested traffic caused by roadworks). A quota was set as follows, for both the HH and NHH samples:

- circa 80% experienced a supply interruption; and
- circa 20% in the broader 'secondary experience' category encompassing low water pressure, discoloured water or had their daily activities disrupted due to water company repairs.

In the analysis, we have sought the result only for the sub-sample to which each issue relates. Typical sample and sub-sample sizes referenced in the main body of the report are as follows:

- 1,001 HH respondents and 265 NHH respondents who experienced a supply interruption OR low water pressure, discoloured water or had their daily activities disrupted due to water company repairs. For example, this total sample were asked whether they had received compensation (see Table 34).
- 808 HH respondents and 217 NHH respondents who experienced a supply interruption. For example, this sub-sample were asked whether they had received communication from their water company (see Table 3).
- Other subs-sets are occasionally reported, where appropriate - such as:
 - perceived reliability of information received (amongst the 508 HH and 79 NHH respondents who said they had received information, Table 9);
 - type of information sought (amongst the 226 HH and 62 NHH respondents who said they had sought information, Table 12);
 - whether the alternative supplies met their needs (amongst the 283 HH and 51 NHH respondents who said they had received alternative provision, Table 23);
 - whether customised support was provided to customers in vulnerable circumstances (amongst the 207 HH respondents who said they had a health condition, needed

constant access to water or had trouble getting out and about to access alternative supplies, Table 25);

- whether satisfied with the level of compensation (amongst the 397 HH and 55 NHH respondents who said they were aware of compensation, Table 38);

Each question was answered by almost all respondents who were supposed to answer each question, with very few “don’t knows” or missing responses, etc.

Appendix E – Household Quantitative Survey

Good morning/afternoon/evening. My name is from SYSTRA, an independent market research company, that is carrying out a survey on behalf of the Consumer Council for Water, the organisation that represents water customers across England and Wales. Would you mind answering some questions; it should take about 10 minutes?

The research is conducted in line with the Data Protection Act 1998, and Market Research Society Code of Conduct. All answers you give will remain completely anonymous.

S1a. Was the water supply to your house interrupted by the severe cold weather in early March? (By interrupted we mean the supply was off for several hours or longer)

Yes	<input type="checkbox"/> _1	No	<input type="checkbox"/> _2	IF S1A=1 GO TO S2
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[If yes, please check the supply was off because of a burst pipe or problem which was in the road or in the area rather than a problem with a pipe in your home or garden?]

S1b. Was your water supply affected in any other ways such as low water pressure or discoloured water?

Yes	<input type="checkbox"/> _1	No	<input type="checkbox"/> _2	IF S1B=1 GO TO S2
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S1c. Were your daily activities disrupted due to water company repairs (such as congested traffic caused by roadworks) in your area during this period?

Yes	<input type="checkbox"/> _1	No	<input type="checkbox"/> _2	IF S1A=2 and S1B=2 and S1C = 2 CLOSE
-----	-----------------------------	----	-----------------------------	---

S2. Are you, or is anyone in your family, an employee of [Water company]?

Yes	<input type="checkbox"/> _1	CLOSE	No	<input type="checkbox"/> _2
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S3. Interviewer to code respondent's gender

Male	<input type="checkbox"/> _1	Female	<input type="checkbox"/> _2
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S4. Which age group are you in...?

15 and under	<input type="checkbox"/> _1	CLOSE	50-64	<input type="checkbox"/> _4
16-34	<input type="checkbox"/> _2		65+	<input type="checkbox"/> _5
35-49	<input type="checkbox"/> _3		Prefer not to say	<input type="checkbox"/> _6

S5. What is the occupation of the chief income earner in your household?

Occupation title:

Position/rank/grade and number of staff responsible for:

Industry/type of company:

Qualification/degrees/apprenticeships:

[CODE SOCIAL GRADE CHECK GENDER, AGE, SEG QUOTAS. IF OUT OF SCOPE CLOSE]

A/B	<input type="checkbox"/> _1	C1/C2	<input type="checkbox"/> _2	D/E	<input type="checkbox"/> _3
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I'd like to ask you some questions about how well you were informed by your water company about the interruption in water supply, low pressure and/or roadworks.

Q1a. Did you, or someone else in your household, contact your water company at any stage?

Yes – I contacted by telephone	<input type="checkbox"/> ₁	Yes – Someone else in my household contacted	<input type="checkbox"/> ₃
Yes – I contacted by other means – (please specify)	<input type="checkbox"/> ₂	No	<input type="checkbox"/> ₄

IF Q1A = 'YES' PLEASE ANSWER Q1B OTHERWISE GO TO Q2

Q1b. What information were you seeking when you contacted them? [Allow respondent to answer then code the most relevant response]

Timescales for return of water supply	<input type="checkbox"/> ₁
Information/updates about the cause of the disruption	<input type="checkbox"/> ₂
Alternative sources of water e.g. bottled, tanker	<input type="checkbox"/> ₃
Compensation (what you were entitled for and the process to get it)	<input type="checkbox"/> ₄
Disruption caused by road closures	<input type="checkbox"/> ₅
Confirmation that supplies were restored and safe	<input type="checkbox"/> ₆
Information about discoloured water, or low pressure	<input type="checkbox"/> ₇
Other (please specify)	<input type="checkbox"/> ₈

Q2. In total, what information from your water company did you receive? (Select all that apply)

<i>[Interviewer read out each in turn, and tick which forms of contact received]</i>	Telephone Call	Leaflet /Letter	SMS/ Email	Company website	Company Social media
2a) Timescales for return of water supply	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2b) Information/updates about the cause of the disruption	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2c) Alternative sources of water e.g. bottled, tanker	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2d) Compensation (what you were entitled for and the process to get it)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2e) Disruption caused by road closures	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2f) Confirmation that supplies were restored and safe	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2g) Information about discoloured water, or low pressure	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2h) Information on how to register additional support via the company's priority services scheme	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2i) Anything else of importance to you (please specify)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

IF Q2='YES' (ANY METHOD, ANY SUBJECT) PLEASE ANSWER Q2H, Q3 & Q4 OTHERWISE GO TO Q5]

Q2h. How quickly or slowly did your water company provide the information you asked for?

Very quickly	<input type="checkbox"/> ₁	Quite slowly	<input type="checkbox"/> ₄
Quite quickly	<input type="checkbox"/> ₂	Very slowly	<input type="checkbox"/> ₅
Neither quickly nor slowly	<input type="checkbox"/> ₃	Don't know/can't remember	<input type="checkbox"/> ₆

Q3. How well did the information from your water company meet your needs?

<i>[Interviewer read out each in turn, and how helpful each form of contact received was]</i>	Very helpful	Quite helpful	neither helpful nor unhelpful	Quite unhelpful	Very unhelpful
IF Q2A = 1-5 3a) Timescales for return of water supply	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2B = 1-5 3b) Information/updates about the cause of the disruption	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2C = 1-5 3c) Alternative sources of water	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2D = 1-5 3d) Compensation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2E = 1-5 3e) Disruption caused by road closures	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2F=1-5 3f) Confirmation that supplies were restored and safe	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2G=1-5 3g) Information about discoloured water, or low pressure	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2H=1-5 3h) Information on how to register additional support via the company's priority services scheme	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2I = 1-5 3i) Anything else of importance to you	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q4a. How reliable, or unreliable, do you consider this information was?

Very reliable	<input type="checkbox"/> ₁	Quite unreliable	<input type="checkbox"/> ₄
Quite reliable	<input type="checkbox"/> ₂	Very unreliable	<input type="checkbox"/> ₅
neither reliable nor unreliable	<input type="checkbox"/> ₃		<input type="checkbox"/> ₆

Q4b How could the information be improved?

Q5. Did you hear information about interruptions in the water supply, water pressure or roadworks, through any of the following sources? (tick all that apply)

From your local authority/MP	<input type="checkbox"/> ₁
At a Community centre or other community venue	<input type="checkbox"/> ₂
from other water customers	<input type="checkbox"/> ₃
Newspaper	<input type="checkbox"/> ₄
Radio/Television	<input type="checkbox"/> ₅
(non water company) social media sources/internet	<input type="checkbox"/> ₆
No, none of the above	<input type="checkbox"/> ₇

IF Q5 <>7

Q5a. Overall, how reliable, or unreliable, do you feel these other sources of information were?

Very reliable	<input type="checkbox"/> ₁
Quite reliable	<input type="checkbox"/> ₂
neither reliable nor unreliable	<input type="checkbox"/> ₃
Quite unreliable	<input type="checkbox"/> ₄
Very unreliable	<input type="checkbox"/> ₅

Now, I will ask you a few questions about the action taken by your water company.

IF S1A= 1

Q6. If you were provided with temporary water supplies from your water company, what where they?

Bottled water	<input type="checkbox"/> ₁
Water bowsers or water tanks	<input type="checkbox"/> ₂
Other (please specify)	<input type="checkbox"/> ₃
None of the above	<input type="checkbox"/> ₄

IF S1A= 1 AND (IF Q6 <= 2, GO TO Q6A; IF Q6=3, GO TO Q6B, IF Q6=4, GO TO Q7)

Q6a. How did you get this water?

Delivered to the door	<input type="checkbox"/> ₁
Had to do a short walk	<input type="checkbox"/> ₂
Had to do a long walk or short drive	<input type="checkbox"/> ₃
Other (please specify _____)	<input type="checkbox"/> ₄

Q6b. To what extent did these measures meet your needs?

They met my needs entirely	<input type="checkbox"/> ₁
They somewhat met my needs	<input type="checkbox"/> ₂
They did not meet my needs	<input type="checkbox"/> ₃

IF Q6B=3

Q6c. Please give details:

Q7a. Does anyone in your household have a health condition or require constant access to water?

Yes	<input type="checkbox"/> ₁
No	<input type="checkbox"/> ₂

Q7b. Does anyone in your household have any difficulties with getting out and about that made accessing temporary water supplies difficult (perhaps because of the snow or because someone in your household is unable to leave the house for other reasons.)?

Yes	<input type="checkbox"/> ₁
No	<input type="checkbox"/> ₂

IF Q7A OR Q7B=YES

Q7c. Did your water company provide any support in accessing water during this period that was customised to the needs of your particular household?

Yes	<input type="checkbox"/> ₁
No	<input type="checkbox"/> ₂

IF Q7C = 1

Q7d Please specify:

Q8. Has your opinion of your water company changed as a result of the recent disruptions?

I am much more satisfied with my water company	<input type="checkbox"/> ₁
I am somewhat more satisfied with my water company	<input type="checkbox"/> ₂
No change in opinion	<input type="checkbox"/> ₃
I am somewhat more dissatisfied with my water company	<input type="checkbox"/> ₄
I am much more dissatisfied with my water company	<input type="checkbox"/> ₅

IF Q8 = 5

Q8a Why is that?

Now, I will ask you a few questions about the effects of the disruption on your household.

IF S1A=1

Q9. During the disruptions at the beginning of March, for approximately how long was the disruption to your household's water supply in total?

Days:	Hours:
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Q10. To what extent was your household affected by the disruption?

My household was badly affected	<input type="checkbox"/> ₁
My household was somewhat affected	<input type="checkbox"/> ₂
My household was not affected	<input type="checkbox"/> ₃

IF Q10=1 OR 2

Q10a. How were you affected? - e.g. were you unable to do some activities or did you have to buy bottled water?

Q11. Have you received, or been promised, any compensation from your water company for the disruption you experienced?

Yes – I received compensation	<input type="checkbox"/> ₁
Yes – I am in the process of claiming compensation	<input type="checkbox"/> ₂
No	<input type="checkbox"/> ₃
Don't know	<input type="checkbox"/> ₄

If Q11 = 1 OR 2

Q11a. How satisfied, or dissatisfied, are you with the level of compensation?

Very satisfied	<input type="checkbox"/>	1
Quite satisfied	<input type="checkbox"/>	2
Neither satisfied nor dissatisfied	<input type="checkbox"/>	3
Quite dissatisfied	<input type="checkbox"/>	4
Very dissatisfied	<input type="checkbox"/>	5

If Q11a = 4 or 5, ASK Q11 THEN GO TO Q12

Q11b. Why?

If Q11 = 1 OR 2

Q11c. Were you happy with the way the compensation was paid, eg: by automatic cheque, credited account or payment direct into bank account?

Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	4
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If Q11c = 2

Q11d. Why not?

Q12. Overall, what, if anything, did the water company do well?

Q13. What could the water company do differently in future to better address the needs of its customers?

Finally, we'd like to ask some questions which will help us analyse the results of this survey. All your answers will be kept strictly confidential and not linked to your personal details.

Q14a. Do you pay the water bill for your household, either yourself or jointly?

Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2
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Q14b. Are you a member of a scheme which gives help with paying your water bill (such as WaterSure or a social tariff) *Tick All that Apply*

No	<input type="checkbox"/>	1	Yes, Other	<input type="checkbox"/>	3
Yes, WaterSure	<input type="checkbox"/>	2	Don't know	<input type="checkbox"/>	4

Q15. Including yourself, how many people currently live in the household?

Aged 17 or over		Aged 16 or under	
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Q16. Which of these broad income categories reflects the total annual income of your household (before tax)?

Less than £10,000	<input type="checkbox"/> 1
£10,000 - £19,999	<input type="checkbox"/> 2
£20,000 - £29,999	<input type="checkbox"/> 3
£30,000 - £39,999	<input type="checkbox"/> 4
£40,000 - £59,999	<input type="checkbox"/> 5
£60,000 - £79,999	<input type="checkbox"/> 6
£80,000 or more	<input type="checkbox"/> 7
Don't Know/Can't say/Refused	<input type="checkbox"/> 8

Q17. Do you or anyone in your household have a long-term illness, health problem or disability which limits your daily activities or the work you can do?

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
Don't Know/Can't say/Refused	<input type="checkbox"/> 3

Q18. How would you describe the location of your home?

In a village/rural	<input type="checkbox"/> 1
On the edge of town or in a suburb	<input type="checkbox"/> 2
In a town or city	<input type="checkbox"/> 3

Q19. How often do you typically access the internet?

Many times throughout the day	<input type="checkbox"/> 1
Once or twice per day	<input type="checkbox"/> 2
A few times per week	<input type="checkbox"/> 3
About once a week	<input type="checkbox"/> 4
Rarely/Never	<input type="checkbox"/> 5

Thank and close

Appendix F – Non-Household Quantitative Survey

Good morning/afternoon/evening. My name is from SYSTRA, an independent market research company, that is carrying out a survey on behalf of the Consumer Council for Water, the organisation that represents water customers across England and Wales. Would you mind answering some questions; it should take about 10 minutes?

The research is conducted in line with the Data Protection Act 1998, and Market Research Society Code of Conduct. All answers you give will remain completely anonymous.

S1a. Was the water supply to your business premises interrupted by the severe cold weather in early March? (By interrupted we mean the supply was off for several hours or longer)

Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂	IF S1A=1 GO TO S2
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[IF YES, PLEASE CHECK THE SUPPLY WAS OFF BECAUSE OF A BURST PIPE OR PROBLEM WHICH WAS IN THE ROAD OR IN THE AREA OR IF THE WATER WAS OFF DUE TO A REQUEST FROM THE WHOLESALE WATER COMPANY TO RESTRICT USE (RATHER THAN A PROBLEM WITH A PIPE ON PREMISES)]

S1b. Was your water supply affected in any other ways such as low water pressure, restricted use or discoloured water?

Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂	IF S1B=1 GO TO S2
-----	---------------------------------------	----	---------------------------------------	--------------------------

S1c. Was your business required to limit its supply by the water company, or disrupted due to water company repairs (such as congested traffic caused by roadworks) in your area during this period?

Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂	IF S1A=2 and S1B=2 and S1C = 2 CLOSE
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S2. Is anyone in your family, an employee of [Water company]?

Yes	<input type="checkbox"/> ₁	CLOSE	No	<input type="checkbox"/> ₂
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S3. What is the general nature of your business?

Agriculture, Forestry and Fishing	<input type="checkbox"/> ₁
Mining	<input type="checkbox"/> ₂
Construction	<input type="checkbox"/> ₃
Manufacturing	<input type="checkbox"/> ₄
Transportation, Communications, Electric, Gas and Sanitary service	<input type="checkbox"/> ₅
Wholesale Trade	<input type="checkbox"/> ₆
Retail Trade	<input type="checkbox"/> ₇
Finance, Insurance and Real Estate	<input type="checkbox"/> ₈
Services	<input type="checkbox"/> ₉
Public Administration	<input type="checkbox"/> ₁₀

Other (Please specify) ₁₁

S4. Thinking about water consumption which of the following best describes your business?

Low water consumption – For example similar to a household, hairdresser, office with less than 50 employees	<input type="checkbox"/> ₁
Medium water consumption – For example, office of more than 50 employees, a car wash, a large business where water is not a key component, small farmer	<input type="checkbox"/> ₂
High water consumption – For example, large manufacturing business, a large chemical company, large (arable) farmer	<input type="checkbox"/> ₃

S5. Is the use of water part of your critical business functions?

Yes ₁ No ₂

IF [WATER COMPANY] = WELSH WATER AND S4<3, SET Q1 = 2 AND DO NOT ASK RESPONDENT

Q1. As a business customer, your water supply is delivered by [Water company], but your retail services (i.e. customer services and billing) are delivered by a separate water retailer. Do you know who your retailer is i.e. who sends bills for your business?

Yes and the retail company is called _____	<input type="checkbox"/> ₁	Don't know	<input type="checkbox"/> ₃
No, my business still communicates directly with [Water company]	<input type="checkbox"/> ₂		

IF Q1= 3

Since April 2017, your water supply and customer service/billing have been provided by different companies. [Water company] supplies water, whereas a different company provides customer service and billing – unless you have switched to another retailer service provider for these.

I'd like to ask you some questions about how well your company was informed by your water company about the interruption in water supply, any request to use less water, low pressure and/or roadworks.

Q1a. Did you, or someone else at your business contact [Water company] or water retailer at any stage? (tick all that apply)

Yes – I contacted [Water company] by telephone	<input type="checkbox"/> ₁	IF Q1= 1 Yes – I contacted water retailer by other means - specify	<input type="checkbox"/> ₅
Yes – I contacted [Water company] by other means – specify	<input type="checkbox"/> ₂	IF Q1= 1 Yes – someone else contacted water retailer	<input type="checkbox"/> ₆
Yes – Someone else contacted [Water company]	<input type="checkbox"/> ₃	No, we did not contact [Water company] or our water retailer	<input type="checkbox"/> ₇
IF Q1= 1 Yes – I contacted water retailer by telephone	<input type="checkbox"/> ₄		

IF Q1A = 'YES'

Q1b. Was it clear who to contact about problems with the water supply for your business?

Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂	N/A	<input type="checkbox"/> ₃
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IF Q1B=2

Q1bi. Please give details:

IF Q1A = 'YES'

What information were you seeking when you contacted them? *[ALLOW RESPONDENT TO ANSWER THEN CODE THE MOST RELEVANT RESPONSE & CLARIFY WITH WHOM THE CONTACT WAS MADE]*

	Q1c) [Water company]	IF Q1=1 Q1d) Water retailer
Timescales for return of water supply	<input type="checkbox"/> ₁	<input type="checkbox"/> ₁
Information/updates about the cause of the disruption	<input type="checkbox"/> ₂	<input type="checkbox"/> ₂
Alternative sources of water e.g. bottled, tanker	<input type="checkbox"/> ₃	<input type="checkbox"/> ₃
Compensation (what you were entitled for and the process to get it)	<input type="checkbox"/> ₄	<input type="checkbox"/> ₄
Disruption caused by road closures	<input type="checkbox"/> ₅	<input type="checkbox"/> ₅
Confirmation that supplies were restored and safe	<input type="checkbox"/> ₆	<input type="checkbox"/> ₆
Information about discoloured water, or low pressure	<input type="checkbox"/> ₇	<input type="checkbox"/> ₇
Other (please specify)	<input type="checkbox"/> ₈	<input type="checkbox"/> ₈

Q2. In total, what information from your water company did your business receive? (Select all that apply)

<i>[Interviewer read out each in turn, and tick which forms of contact received]</i>	Telephone Call	Leaflet /Letter	SMS/ Email	Company website	Company Social media
2a) Timescales for return of water supply	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2b) Information/updates about the cause of the disruption	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2c) Alternative sources of water e.g. bottled, tanker	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2d) Requests to restrict use of water	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2e) Compensation (what you were entitled for and the process to get it)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2f) Disruption caused by road closures	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2g) Confirmation that supplies were restored and safe	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2h) Information about discoloured water, or low pressure	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2i) Information on how to register additional support via the company's priority services scheme	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2j) Anything else of importance to you (please specify)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

IF Q2='YES' (ANY METHOD, ANY SUBJECT) PLEASE ANSWER Q2H-S, Q3, Q4 OTHERWISE GO TO Q5]

IF Q1 > 1 GO TO Q2s

Q2h. For each aspect above, who provided the information to your business? (tick all that apply)

<i>[Interviewer read out each in turn</i>	[Water company]	Water retailer	Not sure
IF Q2A = 1-5 2i) Timescales for return of water supply	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
IF Q2B = 1-5 2j) Information/updates about the cause of the disruption	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
IF Q2C = 1-5 2k) Alternative sources of water	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
IF Q2D = 1-5 2l) Requests to restrict use of water	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
IF Q2E = 1-5 2m) Compensation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
IF Q2F = 1-5 2n) Disruption caused by road closures	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
IF Q2G=1-5 2o) Confirmation that supplies were restored and safe	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
IF Q2H=1-5 2p) Information about discoloured water, or low pressure	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
IF Q2I=1-5 2q) Information on how to register additional support via the company's priority services scheme	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
IF Q2J = 1-5 2r) Anything else of importance to you	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

Q2s. How quickly or slowly did your water company provide the information you asked for?

Very quickly	<input type="checkbox"/> ₁	Quite slowly	<input type="checkbox"/> ₄
Quite quickly	<input type="checkbox"/> ₂	Very slowly	<input type="checkbox"/> ₅
Neither quickly nor slowly	<input type="checkbox"/> ₃	Don't know/can't remember	<input type="checkbox"/> ₆

Q3. How well did the information meet your needs?

<i>[Interviewer read out each in turn, and how helpful each form of contact received was]</i>	Very helpful	Quite helpful	neither helpful nor unhelpful	Quite unhelpful	Very unhelpful
IF Q2A = 1-5 3a) Timescales for return of water supply	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2B = 1-5 3b) Information/updates about the cause of the disruption	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2C = 1-5 3c) Alternative sources of water	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2D = 1-5 3d) Requests to restrict use of water	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2E = 1-5 3e) Compensation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2F = 1-5 3f) Disruption caused by road closures	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2G=1-5 3g) Confirmation that supplies were restored and safe	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2H=1-5 3h) Information about discoloured water, or low pressure	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
IF Q2I=1-5 3i) Information on how to register additional support via the company's priority services scheme	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

IF Q2J=1-5 3j) Anything else of importance to you ₁ ₂ ₃ ₄ ₅

Q4a. How reliable, or unreliable, do you consider this information was?

Very reliable	<input type="checkbox"/> ₁
Quite reliable	<input type="checkbox"/> ₂
neither reliable nor unreliable	<input type="checkbox"/> ₃
Quite unreliable	<input type="checkbox"/> ₄
Very unreliable	<input type="checkbox"/> ₅

Q4b How could the information be improved?

Q5. Did your business hear information about interruptions in the water supply, water pressure or roadworks, through any of the following sources? (tick all that apply)

From your local authority/MP	<input type="checkbox"/> ₁
from other businesses/water customers	<input type="checkbox"/> ₂
Newspaper	<input type="checkbox"/> ₃
Radio/Television	<input type="checkbox"/> ₄
(non water company) social media sources/internet	<input type="checkbox"/> ₅
No, none of the above	<input type="checkbox"/> ₆

IF Q5 <>6

Q5a. Overall, how reliable, or unreliable, do you feel these other sources of information were?

Very reliable	<input type="checkbox"/> ₁
Quite reliable	<input type="checkbox"/> ₂
neither reliable nor unreliable	<input type="checkbox"/> ₃
Quite unreliable	<input type="checkbox"/> ₄
Very unreliable	<input type="checkbox"/> ₅

Now, I will ask you a few questions about the action taken by your water company.

IF S1A= 1

Q6. If your business was provided with temporary water supplies from your water company, what where they?

Bottled water	<input type="checkbox"/> ₁
Water bowsers or water tanks	<input type="checkbox"/> ₂
Other (please specify)	<input type="checkbox"/> ₃
None of the above	<input type="checkbox"/> ₄

IF S1A= 1 AND (IF Q6 <= 2, GO TO Q6A; IF Q6=3, GO TO Q6B, IF Q6=4, GO TO Q7)

Q6a. How did your business get this water?

Delivered to your business premises	<input type="checkbox"/> ₁
Had to do a short walk	<input type="checkbox"/> ₂
Had to do a long walk or short drive	<input type="checkbox"/> ₃

Other (please specify _____)	<input type="checkbox"/> 4
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Q6b. To what extent were these measures sufficient in meeting your business needs?

They met my needs entirely	<input type="checkbox"/> 1
They somewhat met my needs	<input type="checkbox"/> 2
They did not meet my needs	<input type="checkbox"/> 3

IF Q6B=3

Q6c. Please give details:

Q7. Has your opinion of your water company, and water retailer, changed as a result of the recent disruptions?

	Q7a) Water company	IF Q1 = 1 Q7b) Water retailer
I am much more satisfied	<input type="checkbox"/> 1	<input type="checkbox"/> 1
I am somewhat more satisfied	<input type="checkbox"/> 2	<input type="checkbox"/> 2
No change in opinion	<input type="checkbox"/> 3	<input type="checkbox"/> 3
I am somewhat more dissatisfied	<input type="checkbox"/> 4	<input type="checkbox"/> 4
I am much more dissatisfied	<input type="checkbox"/> 5	<input type="checkbox"/> 5

IF Q7a or Q7b = 5

Q7c Why is that?

Now, I will ask you a few questions about the effects of the disruption on your company.

IF S1A=1

Q8. During the disruptions at the beginning of March, for approximately how long was the disruption to your business premises' water supply in total?

Days:	Hours:
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Q9. To what extent was your business affected by the disruption?

My business was badly affected	<input type="checkbox"/> 1
My business was somewhat affected	<input type="checkbox"/> 2
My business was not affected	<input type="checkbox"/> 3

IF Q9=1 OR 2

Q10. How was your business affected by the loss of supply? - e.g. were you unable to fully conduct your business activities, were staff affected, was inconvenient to buy bottled water, did you lose business?

Q11. Have you received, or been promised, any compensation from your water company for the disruption you experienced?

Yes – I received compensation	<input type="checkbox"/> 1
Yes – I am in the process of claiming additional compensation for business loss	<input type="checkbox"/> 2
No	<input type="checkbox"/> 3

Don't know 4

If Q11 = 1 OR 2

Q11a. How satisfied, or dissatisfied, are you with the level of compensation?

Very satisfied	<input type="checkbox"/> 1
Quite satisfied	<input type="checkbox"/> 2
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3
Quite dissatisfied	<input type="checkbox"/> 4
Very dissatisfied	<input type="checkbox"/> 5

If Q11a = 4 or 5, ASK Q11b AND c THEN GO TO Q12

Q11b. Why dissatisfied?

If Q11 = 1 OR 2

Q11c. Were you happy with the way the compensation was paid, eg: by automatic cheque, credited account or payment direct into bank account?

Yes 1 No 4

If Q11c = 2

Q11d. Why not?

IF Q1 = 1

Q12. As a result of the disruption and how it was handled, will you consider switching your water retailer, that is, the company which provides customer service and bills?

Yes	<input type="checkbox"/> 1	Don't know	<input type="checkbox"/> 4
No	<input type="checkbox"/> 2	Not applicable	<input type="checkbox"/> 5

Q13a.

Overall, what did the water supply company(IF Q1 = 1 "/retailer") do well?

Q13b. What could the water supply company(IF Q1 = 1 "/retailer") do differently in future to better address the needs of its customers?

Q14. Are you responsible for paying the water bill in your business?

Yes 1 No 2

Q15. Are you responsible for any communication with water companies/utilities?

Yes 1 No 2

Thank and close