

Have Your Say Survey 30 Questionnaire

Section 1: smart meters

Question 1: Which of these words come to mind or when you hear the term ‘smart meter’?

Accessible		Accurate	
Helpful		Innovative	
Efficient		Bill management	
Trustworthy		Intrusive	
Lower bills		Higher bills	
User-friendly		Complicated	
Unreliable		Reliable	
Smart app		In house monitor or display	

Response options

- Yes
- No

Question 2: Thinking about how you manage your water use, how much do you agree or disagree with the following statements:

- I manage my water use to keep the water bill down
- I manage my water use to help protect the environment
- I don't actively manage my water use
- I would like to have more frequent updates on how much water I'm using and how much it costs
- I'm not sure how I can reduce my household's water use

Response options

- Yes, Absolutely
- Yes perhaps
- Not really
- Don't know/cannot say

Nearly three quarters of homes in the Wessex Water area have water meters that are manually read twice a year and bills are generated off these readings. Smart water meters collect water usage information for households on a regular basis (hourly, daily, weekly, or monthly). This information can be used to find leaks and can be shared with customers to help them find ways to save water and manage costs.

We are planning to start upgrading manually read water meters to smart water meters from 2025. Our aim is that 40% of all homes and businesses in the Wessex Water region will have a smart water meter by 2030, rising to 95% by 2035. This programme is a key element of our plan to ensure there is sufficient water available for our area and that will mean we'll need to take less water from the environment despite a growing population.

The first 5 years of our smart metering installation programme will focus in and around Salisbury, Warminster, Devizes, Trowbridge, Bath and Poole because the water that supplies these towns come from some of our most environmentally sensitive river catchments. We'll aim to install a smart meter for every home and business, if they don't already have a meter it won't be compulsory to switch to metered charges. Households that are currently on one of our affordability tariffs will have no changes to their charges.

Question 3: How important to you are the following benefits for having a smart water meter?

- Understanding how much water I use
- Being able to track my water usage to help me make changes to reduce my bill
- Being able to track my water usage to help me make changes so I can help my local environment
- Receiving alerts/notifications if a leak is detected in my property
- Receiving alerts/notifications if my consumption has increased significantly without the presence of a leak

Response options

- Very important
- Fairly important
- Neither important nor unimportant
- Fairly unimportant
- Very unimportant
- Don't know /cannot say

Question 4a: Are you concerned about any of the following issues in relation to smart water meters?

- Difficulty tracking my water usage
- Smart meter installation will be disruptive/inconvenient for me
- Having a smart meter will increase my water bill
- A smart meter will not help me save water as I can manage my water consumption without it
- Having a smart meter track my water use so frequently feels intrusive
- None of the above

Response options

- Yes very much
- Yes a little
- Not a lot
- Not at all
- Don't know

Question 4b: Please enter below any other concerns you may have about smart water meters?

Alongside smart water meter installation, we plan to provide customers with access to a digital platform to access a range of information about their water usage and other services.

Question 5: What is your preferred method for receiving information about your water use?

- Online/website using your computer or tablet
- In-house device e.g., in your kitchen/living room
- Emails
- Letters
- Don't know
- Other please specify

Question 6a: Do you currently use any digital platforms (mobile apps or website portals) to monitor or track your utility usage or other lifestyle activities?

- Energy – e.g., Octopus, British Gas
- Fitness or wellbeing – e.g., Fitbit, Strava
- Financial – e.g., banking apps, Money Manager
- Personal habits – e.g., productivity apps
- I do not use any digital apps [skip Q6]
- Other [please specify]

Response option

- Yes
- No

Question 6b: What features of these platforms do you like the most? (Multiple select)

- Ability to track, monitor and compare my data
- Access to rewards for changing habits or usage
- Alert notifications or reminders about my information
- Easy access to my information
- Access to information that can help me resolve issues or answer questions I have
- 24/7 access to my information
- Personalised activity tracking to help me make lifestyle changes e.g., earning points, scoreboards, levels, badges
- Don't know
- Other [please specify]

Response option

- Yes
- No

Question 7a: Are you interested in having access to a digital platform?

- Yes
- No

Question 7b: Would you be able to access a digital platform?

- Yes
- No

Question 7c: If you had access to a digital platform, what information would you like see?

- My water usage
- The cost of the water I use
- Water saving tips and cost implications
- Information about my local environment and biodiversity
- Information about how my water use compares to other similar households in my area
- Information about incentives for reducing water usage

Response options

- Yes, Absolutely
- Yes perhaps
- Not really
- No need at all
- Don't know/cannot say

Question 7d Is there any other information that you would like to have on a digital platform?

Question 7e: If you had access to a digital platform, how often would you like to receive alerts/notifications about your water usage and other related information?

- My water usage
- The cost of the water I use
- Water saving tips and cost implications
- Information about my local environment and biodiversity
- Information about how my water use compares to other similar households in my area
- Information about incentives for reducing water usage

A key benefit of smart meters is the ability to save money by reducing water consumption.

Question 8: Which of the following would motivate you to reduce the amount of water that you use?

- Receiving frequent personal lifestyle rewards such as a free coffee or prize draw entry when reaching short term water saving goals
- Receiving less frequent personal lifestyle rewards such as shopping vouchers or cinema tickets for reaching longer term water saving goals
- Contributing to a local community goal to save water simply for the health of your local river

- Contributing to a local community water saving goal with a reward for your community e.g., funding for a school or community centre
- Contributing to environmentally friendly initiatives such as having a tree planted when reaching specific goals
- The savings on my bill are the only thing that will motivate me
- None of the above

Response options

- Yes
- No

At present every litre of water we supply to customers is charged at the same rate regardless of how much has been used and the time of year.

Question 9: How interested would you be in opting your household into one of the following alternative tariffs?

- Rising block tariff – a certain allocation of water is free, then above this threshold the price of what increases the more that's used
- Peak summer tariff - the price per unit of water would be cheaper in the winter months and higher during the peak summer months, compared to a flat charge
- 'Economy 7' style tariff – the price per unit of water would be lower at times of the day when demand is lower and higher at times when usage is typically increased, compared to a flat charge.
- I would not be interested in any of these alternative tariffs
- Other [please specify]

Response option

- Yes
- No

Section 2: preferred contact methods

We want to make sure customers find it easy to contact us by offering a wide choice of communication channels. It is important that we understand what your preferences are so that we can meet your expectations.

Question 10 What is your preferred method of contact in each of the following scenarios: [multiple select]

	When you are paying a bill or querying a bill?	To change personal details such as your payment card or home address details?	For non-emergency issues with your water supply or sewerage service?	For emergency issues with your water supply or sewerage service?
Telephone				
Email				
Online form (via website or billing portal)				
Text message				
Live chat (via website or billing portal)				
In writing (letter/post)				
Mobile messaging services (e.g., WhatsApp, Facebook Messenger)				
Social media posts (e.g., Facebook, Instagram, Twitter)				
Assisted communication (e.g., British Sign Language app)				
In person				
Video calling				

1. What source of information are you most likely to use if you wanted to find information about your water service

- Social media (e.g., Facebook)
- Local community groups / hubs
- Wessex Water's Website
- Search engines (e.g., Google)

- Friends or family members
- Other [please specify]

Section 3: Have Your Say feedback

This is the 11th year we are running our ‘Have Your Say’ survey. In this time, we have received over 28,000 responses from customers sharing views on over 25 different topics. Your input is invaluable and helps us shape the work we do.

Moving forward, we want to hear from even more customers on topics that are important to you. Please share your views below to help us shape our ‘have your say’ survey and newsletter.

Question 12a/b: How often do you complete this survey?

Options	Rarely	Sometimes	Most of the time
Complete the survey			
Read the newsletter			

Question 13: How much do you agree or disagree with the following statements:

- The topics covered in the survey are important to me
- The views I share in this survey are being listened too
- I would like to complete more surveys in the future
- I would like to receive surveys more often
- I am happy with the layout of the survey/newsletter

Response options

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know/cannot say

Question 14: Please provide any further feedback or suggestions for how we can improve our survey/newsletter (open-text; optional question)