**Household Pre Task Questionnaire:**

|  |  |
| --- | --- |
| **Client name:** | Yorkshire Water |
| **Project name:** | Affordability and acceptability research  |
| **Job number:** | 8941 |

**Introduction**

Thank you once again for agreeing to participate in Yorkshire Water’s Business Plan 2025-2030 Research.

Ahead of the session, we would just like to ask you a few questions about the pre-task information which you have received. Once you have read all of the materials thoroughly, please complete this short questionnaire ahead of the session, it should take you no longer than 5 minutes.

**MAIN QUESTIONNAIRE**

**Base: All respondents**

Your current water and sewerage services bill is x (x = current years bill amount pulled through from water company sample). How easy or difficult is it for you to afford to pay your current water and sewerage bill?

*Please select one answer only.*

|  |  |
| --- | --- |
| **Code** | **Answer list** |
| 1 | Very easy |
| 2 | Fairly easy |
| 3 | Neither easy nor difficult |
| 4 | Fairly difficult |
| 5 | Very difficult |

**Base: All respondents**

Please indicate from the list, which of the following you received from your water company?

*Please select as many as apply.*

|  |  |
| --- | --- |
| **Code** | **Answer list** |
| 1 | A bill in you preferred format (please mark which)* Braille
* Large print
* CD/talking bill
* Other (please say what) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |
| 2 | A password used by meter readers and other water company staff who might visit your home |
| 3 | Delivery of bottled water to your home if your water supply is disrupted for more than a few hours |
| 4 | No none of these |

**Base: All respondents**

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

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

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

|  |
| --- |
| **Answer**  |
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**THANK YOU FOR YOUR PARTICIPATION.**