**Non-Household Pre Task Questionnaire:**

**Introduction**

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

You are scheduled to take part in a group discussion which last approximately 3 hours.

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 5-10 minutes.

Please type/write in your organisations current annual water bill amount.

*Please note that we are looking for the amount billed for the most recent 12 months for water and wastewater services, including site area (surface water) drainage where relevant.*

……………………………………………………

How easy or difficult is it for your organisation to afford to pay your current water and sewerage bill?

*Please select one answer only.*

|  |  |
| --- | --- |
| **Answer list** | **Place a ‘X’ in the box below for answer selected** |
| Very easy |  |
| Fairly easy |  |
| Neither easy nor difficult |  |
| Fairly difficult |  |
| Very difficult |  |
| Don’t know |  |

Which of the following aspects of service is most important for the day-to-day

operation of your business?

*Please rank in order of importance with 1 being most important. Equal rankings are allowed.*

|  |  |  |
| --- | --- | --- |
|  | **Answer list** | **Rank 1-7 or 1-8 if including an ‘other’ response, with 1 being most important – write number in boxes below** |
| 1 | A reliable water supply service – not prone to interruptions |  |
| 2 | Consistent water pressure |  |
| 3 | Reliable and consistent water supply quality (taste, smell, appearance of water) |  |
| 4 | Responsive customer service when there is a problem |  |
| 5 | Accurate bills |  |
| 6 | Reliable removal and treatment of water used at the business premises |  |
| 7 | Reliable removal of rainwater from the site |  |
| 8 (optional | Other *(specify)…………………………..* |  |

**Base: All respondents**

What are your business’s expectations for future water and sewerage services

– what would you most like to see improved?

*Please select all that apply.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Code** | **Answer list** | **Place ‘X’ to select answers below** | **Routing** |
| 1 | A reliable water supply service – not prone to interruptions |  |  |
| 2 | Consistent water pressure |  |  |
| 3 | Reliable and consistent water supply quality |  |  |
| 4 | Responsive customer service |  |  |
| 5 | Accurate bills |  |  |
| 6 | Reliable removal and treatment of water used at the business premises |  |  |
| 7 | Reliable removal of rainwater from the site |  |  |



**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 explaining your view and keep a note of your response to bring to the session with you.*

…………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………….

………………………………………………………………………………………………………………………………………….

**Base: All respondents**

Was there anything in the business plan that you haven’t seen that you would have liked to/have expected to have seen covered?

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

…………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………….

………………………………………………………………………………………………………………………………………….

**THANK YOU FOR YOUR PARTICIPATION.**

**DON’T FORGET TO BRING YOUR LIST OF 3 / 4 THINGS TO THE IN PERSON SESSION.**