

3588

###### YW BR-MeX Replica – Bilateral

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| **PROJECT MANAGER:** [**Click here for guidance on what to put in this section**](file://accent-mr.com/accentdata/Proposal/LIBRARY/Back%20Checking.docx)  **Pls tick methodology, and where applicable nominate “back checking questions” (AKA “BCQs”)**  **Online only**  **CATI only (DP: add QAX)**  x  **CAPI/Tablet (If yes PM Nominate 3\*Backchecking Questions: )QAZ2 Paper showcard? Y N**  **CATI recruit for online/field (PM pls. Nominate BCQs: )QAZ3**  **Field recruit for online/CATI (PM pls. Nominate BCQs: )QAZ1**  **Recruit only (ie for qual)** |

**NOTE TO DP: PLEASE IMPORT ALL SAMPLE VARIABLES AS INTERVIEW VARIABLES, THAT GET PASSED THROUGH TO THE OUTPUT DATA ONLY IN THE EVENT THAT CONSENT TO IDENTIFY IS GIVEN (Q21 = “D NOT OBJECT”. THE EXCEPTION TO THIS IS (1) THE BILATERAL TYPE (CONTACTREASON ON THE PROCESSED SAMPLE), (2) THE RETAILER (WATERBRAND), AND (3) THE DATE OF RESOLUTION (DATECONTACT) WHICH SHOULD BE SHOWN FOR EVERYONE (BECAUSE Q5A IS YES FOR EVERYONE).**

YW B-MeX Replica

Good morning/afternoon/evening. My name is ....... and I am calling from Accent on behalf of Yorkshire Water, your water wholesaler. Could I talk to [NAME FROM SAMPLE]?

IF NO NAME ON SAMPLE SAY. I understand that someone on this number has been in touch with **Yorkshire Water.** Could I talk to the person who was in contact with Yorkshire Water?

**WHEN SPEAKING TO THE CORRECT PARTICIPANT REPEAT TEXT ABOVE & CONTINUE:**

Yorkshire Water would like your help in understanding how well they deal with their customers. I understand that you have been in contact with Yorkshire Water and we would like to ask you a few questions about the service you received and your views on things like smart water metering and efficiency. The survey will take around 5 minutes to complete.

The research is being conducted under the Market Research Society Code of Conduct, which means that any answers you give will be treated in confidence. This call may be recorded for quality control purposes.

Can I just ask you a couple of questions to check that you are eligible to take part in this research?

**NOTE TO INTERVIEWER:** SAMPLE SOURCE IS: #sourcetext#

INTCHECK. **INTERVIEWER**: PLEASE CONFIRM YOU HAVE ADVISED THE PARTICIPANT OF:

MRS Code of Conduct

Calls being recorded

INTCHECK2. **INTERVIEWER:** PLEASE CONFIRM YOU HAVE ASKED AND CHECKED THAT THE PARTICIPANT IS **NOT** TAKING THE INTERVIEW ON A MOBILE DEVICE WHILE DRIVING OR OPERATING EQUIPMENT

Yes, it is safe for the participant to proceed

No, it isn’t safe – we need to call back later GO TO APPT SCREEN

## Scoping questions

QA On 1st April 2017 the water market in England opened for competition. Similar to the Gas & Electricity market, this created new entities known as wholesalers and retailers.

As a **wholesaler**, Yorkshire Water is still responsible for:

Maintaining the water and wastewater pipe networks across Yorkshire

Managing the supply of water to your business and maintaining your water meter

Collecting, treating and returning your wastewater to the environment

**Retailers** are responsible for:

Your bills and payments

Reading your meter

Customer service and water saving advice

The questions you are about to be asked relate specifically to **your wholesaler, Yorkshire Water**.

Is that OK?

Yes GO TO Q2

No RE-EXPLAIN AND RE-ASK OTHERWISE **THANK AND CLOSE**

Any data collected over the course of this interview that could be used to identify you, such as your name, address, or other contact details, will be held securely and will not be shared with any third party unless you give permission (or unless we are legally required to do so). Our privacy statement is available at <https://www.accent-mr.com/privacy-policy/>.

Please do not include names, addresses, or other personal data in your responses to any questions, unless asked to do so.  
  
Do you agree to proceeding with the interview on this basis?

Yes

No **THANK AND CLOSE**

Q5A In order to learn as much as possible from the feedback provided in this interview, it is necessary to reveal to Yorkshire Water, information that could potentially identify you (such as the date/time you spoke to Yorkshire Water, what the contact was about, who your retailer is etc etc). Are you happy to proceed on this basis?

Yes

No **THANK & CLOSE**

Firstly, can I confirm that you were the person who had recent contact with your wholesaler Yorkshire Water?

**IF PARTICIPANT CONFUSED AT ALL ABOUT WHICH ORGANISATION THEY CONTACTED, THANK & CLOSE**

Yes GO TO Q4

No GO TO Q3

Can I speak to the person who was in contact with Yorkshire Water please?

Yes GO TO Q4

No, they are unavailable **MAKE APPOINTMENT OR THANK & CLOSE**

No one has contacted the company **THANK & CLOSE**

Refused **THANK & CLOSE**

Could I just check, was this contact related to the water or wastewater supply to a business premises?

Yes

No **THANK & CLOSE**

Can I confirm that you have had direct contact with your Wholesaler Yorkshire Water about [LOWER LEVEL REASON FOR CONTACT]?

Yes **GO TO Q6**

No **THANK & CLOSE**

## Main Questionnaire

Thank you, I can confirm you are in scope for the survey. The questionnaire will take about 5 minutes to complete.

Is the matter you wanted to be dealt with now fully resolved?

Yes

No

Taking everything into account how satisfied are you with your recent experience with Yorkshire Water? Please use a scale of 0-10, where 0 = extremely dissatisfied, 5 = neither satisfied nor dissatisfied and 10 = extremely satisfied.

**INSERT SCORE \_\_\_\_\_\_\_\_**

**IF Q7=9 OR 10 ASK:** What did they do well?

**GO TO Q11**

**IF Q7=7 OR 8 ASK:** What could they have done to improve this score?

**GO TO Q11**

1. **IF Q7=0 TO 6 ASK:** What could they have done better?

## Water Efficiency

Thank you for that, we now have a few questions about water efficiency.

Has your business taken any action to be more efficient with water use?

Yes **GO TO Q12**

No **GO TO Q13**

**Don’t know GO TO Q14**

**ASK IF Q11=YES** What have they done?

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

**ASK IF Q11=NO** Can I ask why you haven’t taken any action to be more water efficient?

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

Does your business monitor if there are any leaks and take corrective actions?

Yes **GO TO Q15**

No **GO TO Q16**

Don’t know GO TO Q17.

**ASK IF Q14=YES** What are the actions?

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

**ASK IF Q14=NO** Can you tell us why you don’t monitor for leaks and make corrective actions?

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

Do you believe having a smart water meter would help your business to reduce unnecessary water usage?

Yes **GO TO Q18**

No **GO TO Q19**

**Don’t know GO TO Q20.**

**ASK IF Q17=YES** How do you think smart meter would help reduce unnecessary water usage?

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

**ASK IF Q17=NO** Why do you think having a smart water meter would not help your business reduce unnecessary water use ?

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

**ASK ALL:** It would be helpful if we can share your feedback, including your name, contact details, and survey responses, with your wholesaler Yorkshire Water for them to improve their customer service. Would that be OK? If you would like more information about how Yorkshire Water processes your personal data, please refer to their privacy policy.

Yes, can pass on **GO TO Q21**

No, do not pass on **GO TO Q22**

In some cases your wholesaler, Yorkshire Water may wish to contact you to discuss any issues included in your feedback to improve its customer service. Do you object to being contacted by Yorkshire Water for this purpose?

Object

Do not object

**ENCRYPT. IF Q20= 2 SAY:** In that case your responses will only be passed on to Yorkshire Water in anonymised form and will not be linked to you personally or your business.

**ALL:** For quality control, we have spot checks on how our surveys are completed, please can I take a note of your name and where we can contact you for quality control purposes?

Name: [CATI: DP, IMPORT FROM ID]

Telephone: [CATI: DP, IMPORT FROM TELNUMBER]

Thank you for your time and co-operation in this survey. On behalf of Yorkshire Water I would like to thank you for your time and feedback, and I hope you enjoy the rest of your day.

## Interviewer Confirmation

I confirm that this interview was conducted under the terms of the MRS code of conduct and is completely confidential

Yes

No

SYSTEM INFORMATION

Time interview completed:

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| **Grid style for mobiles:** [**click here for example**](https://secure2.accent-mr.com/C10/accisformat7.ASPX?urn=opensurvey)  GM 1 to force mobiles to show grid (for small grids)  GAR 1 to show vertical text for answer headings  GAR 2 to show vertical text for answer headings on mobile devices only |

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| **Questionnaire Style (default is 7):** [**Click here for details**](file:///O:/9917%20DP%20%26%20Coding/Style/Accis%20style.docx)  **Choose base format: Choose variations:**  Accis3 Question and answer fonts (full list: <https://fonts.google.com/>)  Accis4 Header font  Accis5 Tick box style (1-6)  Accis6 Next/previous button style (1-3)  Accis7 Font colour (use HEX code <http://html-color-codes.info/#HTML_Color_Picker>)  #  Accis8 **Other colours:** Note that CLR1 and CLR6 change a number of different elements (to easily keep the colours consistent)  CLR1 Progress bar border, progress colour, button colour  #  #  #  #  #  #  #  #  CLR2 Progress bar background colour  CLR3 Page background colour  CLR4 Header background colour (if different from CLR1)  CLR5 Header font colour  CLR6 Border colour for selected checkbox and checkbox border colour when hovered over (if different from CLR1)  CLR7 Background colour for selected checkbox (if different from CLR1)  CLR8 Tick/circle colour for selected checkbox |