



In the three boxes below, please type in each element of your ‘best value plan’ made during the second session.

If you want to upload a picture of your plan, you can also do that at the bottom of this page. However, please only upload a picture if it is of high enough quality and the writing is legible. Thanks.

Best Value Plan: please outline what is most important to you, this should take into consideration everything we have discussed across the last two sessions, and should outline what is important to you as a customer, for YW to focus on in terms of waste water services in the future and why? What are your priorities? – 1st, 2nd, 3rd etc

Also are there any other considerations around the delivery of these priorities e.g. partnership working, nature based solutions vs traditional carbon intensive solutions?

Would you prioritise any areas of Yorkshire first? (e.g. the ones with more problems first?)

Your target (s) for your plan: When do you want YW to achieve this / these by? Remember this is a 25 year plan and not everything can be improved all at once as it is prohibitively expensive for customers - so are you looking to meet these in the short term (what is that in terms of years?)? Mid term (what is that in terms of years?)? Long term (what is that in terms of years?)?

So, thinking about each of the priorities you cite above, when do you want these achieve by?

Price of your bills to achieve your plan: What is the price you would be willing to pay, **if anything, in addition to what you pay now**, to enable these things to be achieved - this could be x%, £x per year £x per month, whatever you feel comfortable with.

Best Value Plan

Please outline what is most important to you...

Your target(s) for your plan

When do you want YW to achieve this / these by?

Price of your bills to achieve your plan

What is the price you would be willing to pay, if anything, in addition to what you pay now

Upload a picture of you BVP here

We've already asked you the below questions in the previous survey so apologies if this seems repetitive. We want to understand if any of your priorities have changed based on your new understanding of our performance and the additional discussion you had during your last workshop.

DWMP Measures	
A	Minimising risk of internal flooding of properties due to incapacity of sewers.
B	Minimising risk of external flooding of areas of land due to incapacity of sewers.
C	Improving resilience of the waste water and drainage system to extreme events
D	Improving the condition of the sewers e.g. by predicting blockages and / or collapses along the network.
E	Monitoring and improving wastewater flow & quality compliance to ensure treated discharges to river/sea meet allowed standards
F	Monitoring and improving Storm Overflows on how they are operating and the effect this may have on the river water/sea water they are entering.

In the first workshop we introduced you to the proposed measures and asked you to rank them from 1 to 6 where 1 was the most important to you, 2 was the second most important to you etc. Please could you re-confirm your ranking based how you feel now.

Unranked Choices	Ranked Choices
A. Minimising risk of internal flooding of properties due to incapacity of sewers during heavy rainfall	
B. Minimising risk of external flooding of areas of land due to incapacity of sewers during heavy rainfall	
C. Improving resilience of the wastewater and drainage system to extreme events	
D. Improving the condition of the sewers e.g. by predicting blockages and / or collapses along the network	
E. Monitoring and improving wastewater flow and quality compliance to ensure treated water discharged to river / sea meet allowed standards	
F. Monitoring and improving storm overflows on how they are operating and the effect this may have on the river water / sea water they are entering	



And again, we’d like you to conduct the same exercise for the metrics below. Just to remind you, Yorkshire Water, record how many failures they have against each of these metrics. The aim is to reduce the number of failures. Based on your last discussion we are keen to explore if your ranking of the below has changed at all.

We would now like you to rank the following metrics in order of which you would most like YW to avoid happening. i.e. no.1 would be the worst thing that would happen, no.2 would be the second worst thing and so on.

Unranked Choices	Ranked Choices
A. Internal flooding of customer properties due to overloading from heavy rainfall	
B. Internal flooding of infrastructure property (e.g. schools/hospitals) due to overloading from heavy rainfall	
C. Internal flooding of a business / commercial property due to overloading from heavy rainfall	
D. Internal flooding of any property due to blockages or sewer defect	
E. External flooding of infrastructure property (main roads) due to overloading from heavy rainfall	
F. External flooding of a customer’s garden due to overloading from heavy rainfall	
G. External flooding of a business / commercial property due to overloading from heavy rainfall	
H. External flooding of any properties due to blockages or sewer defect	
I. Pollution of a river with sewage due to a blockage or sewer defect	
J. A deterioration in river water quality due to sewage spills from storm overflows	
K. A deterioration in river water quality due to reduced quality of wastewater treatment works discharges to the river or sea	



Overall, to what extent did you understand the topics covered in both sessions? Please use 10-point scale, where 10 = I understood everything and 1 = I didn't understand anything.

☐ 1 - I didn't understand anything

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ 9

☐ 10 - I understood everything

Given all you’ve learned in the last two weeks, do you have any parting comments or advice for Yorkshire Water in terms of drainage and waste water management?

Please enter your name:

First Name

Last Name

Have you been recruited as a domestic or business customer?

☐ Domestic

☐ Business

On which date was your first workshop held?

If you know what number workshop you are in, please select it from the list.

<Please Select...>

Thank you. Please click submit to save your responses and we will follow-up shortly with the details to claim your incentive payment.