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Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	NET	
Response 1	Regular reviews of abstraction to keep a close eye on the matter Educating users Water transfers Water efficiency Protecting the environment Customers always on supply	
Response 2	i'd like WReN to focus more on preserving the water sources we have currently and ensuring that they last as long as possible. A key way to do this is minimising leaks. Furthermore i'd like them to focus on preserving the environment in multiple ways. Aiming to reduce carbon emissions and protecting habitats is an important factor for me.	
Response 3	For me that would be leakage. The less waste the less requirement for more. And everything else that comes with that	
Response 4	Drought resilience, leakage,financial cost, customer preferred option. These are all very important to me.	
Response 5	Leakage Protect habitats Carbon Supply pipe renewal	
Response 6	Reduce leakage by 10% by 2030 Increase customer awarness	
Response 7	My best value plan would focus on Biodiversity/Drought Resilience/Leakage and the Carbon Footprint of the company. It's important to me and a lot more people I am meeting and talking with that we must focus on sustainability and reliability of the services we have but without having a negative impact on the environment.	
Response 8	Best value plan Leakage Protecting ssIs Supply pipe renewl Drought ressilance	

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customer, for  
WReN to  
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**Tag - SUPPLIER**

	Text	Yorkshire Water
Response 1		i'd like WReN to focus more on preserving the water sources we have currently and ensuring that they last as long as possible. A key way to do this is minimising leaks. Furthermore i'd like them to focus on preserving the environment in multiple ways. Aiming to reduce carbon emissions and protecting habitats is an important factor for me.
Response 2		Drought resilience, leakage, financial cost, customer preferred option. These are all very important to me.
Response 3		Reduce leakage by 10% by 2030 Increase customer awareness
Response 4		Best value plan Leakage Protecting ssIs Supply pipe renewal Drought ressilance
Response 5		1 Water efficiency by way of Meter optants and Metering on change of occupancy. I know as a metered customer that we are more careful with water usage. We wash the car and water the garden from water butts. 2 Supply pipe renewal which will in turn cut leakage from old pipes. 3 Commercial water efficiency as we all have our part to play in water usage including industry. 4 Reviewing abstractions to ensure they are not damaging the environment in order to protect the whole environment.

Total sample; Unweighted; base n = 91

Part 2 of 116

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Northumbrian Water
Response 1	For me that would be leakage. The less waste the less requirement for more. And everything else that comes with that	
Response 2	Leakage Protect habitats Carbon Supply pipe renewal	
Response 3	My best value plan would focus on Biodiversity/Drought Resilience/Leakage and the Carbon Footprint of the company. It's important to me and a lot more people I am meeting and talking with that we must focus on sustainability and reliability of the services we have but without having a negative impact on the environment.	
Response 4	Firstly education & information, starting with kids up to adults about saving water & impacts on environment & wildlife Making sure all leaks are addressed ASAP Moving foto supply all homes with a water meter	
Response 5	<ul style="list-style-type: none"><li>- Improve the existing infrastructure to try and prevent water loss through leakage / flooding etc.</li><li>- Protect local and sensitive habitats to ensure impact is as minimal as possible</li><li>- Create new relationships and agreements with neighboring water providers to establish water trading links</li></ul>	
Total sample; Unweighted; base n = 91		

Part 3 of 116

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	Hartlepool Water	
Response 1	Regular reviews of abstraction to keep a close eye on the matter Educating users Water transfers Water efficiency Protecting the environment Customers always on supply Minimise leakage and ensure public water supply. Protection against drought and flooding	
Response 2	Bill transparency - where is the money going / what is it being used for Support customers (both public and private) in reducing their consumption through installation of metres and education around impact preservation of the environment  Overall improved efficiency and spare capacity should be sought, with a constant eye to UPgrading, rather than downgrading the the local environment, especially avoiding the destruction of habitats like SSSIs that cannot later be recovered.	
Response 3	Create more reservoirs. Improve the reservoirs, piping, and treatment works, higher capacity drains, and minimize leakage ( but only where economically practicable) the better to mitigate against coming droughts and worse flooding as a result of now unavoidable climate change. Seek a reduction in the water people use. Help educate the population in conserving water. Avoid obsessing over reducing carbon footprint if this would detrimentally affect the processing and supply of water. This is a national infrastructure. Avoid at all costs the free market exchange of water for profit. It is essential for human life. It should not be treated as a market comodity like any other.	
Response 4	Education both schooling and adult learning how can people make decisions or be aware of situations if they are left in the dark. Conservation continue protecting what's already naturally providing. Water transfer we are a whole as humanity and should share equally what the earth provides	

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	Text	NET
Response 5	Leakage Protect habitats Carbon Supply pipe renewal	
Response 6	Reduce leakage by 10% by 2030 Increase customer awarness	
Response 7	My best value plan would focus on Biodiversity/Drought Resilience/Leakage and the Carbon Footprint of the company. It's important to me and a lot more people I am meeting and talking with that we must focus on sustainability and reliability of the services we have but without having a negative impact on the environment.	
Response 8	Best value plan Leakage Protecting ssIs Supply pipe renewl Drought ressilance	
Response 9	1 Water efficiency by way of Meter optants and Metering on change of occupancy. I know as a metered customer that we are more careful with water usage. We wash the car and water the garden from water butts. 2 Supply pipe renewal which will in turn cut leakage from old pipes. 3 Commercial water efficiency as we all have our part to play in water usage including industry. 4 Reviewing abstractions to ensure they are not damaging the environment in order to protect the whole environment.	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Yorkshire Water
Response 5	1	Water efficiency by way of Meter optants and Metering on change of occupancy. I know as a metered customer that we are more careful with water usage. We wash the car and water the garden from water butts.
	2	Supply pipe renewal which will in turn cut leakage from old pipes.
	3	Commercial water efficiency as we all have our part to play in water usage including industry.
	4	Reviewing abstractions to ensure they are not damaging the environment in order to protect the whole environment.
Response 6		Leakage
		Pipe renewal
		Drought resilience
Response 7		Reduce leakage. We need to reduce water waste and conserve the levels we have without it running down drains.
		Reservoirs. These need to extended to hold more water and cleaned out to utilise all the water that comes into our regions especially as we live in such a rainy country. This would reduce the need to upset the eco system and any conservation plans.
		Renew and replace old supply pipes. This will help reduce leaks that cannot be detected as well as reduce treatments costs as the new pipes would carry less harmful bacteria.
Response 8		Reduce leakage by 50% Protecting salmon rivers, chalk streams Increasing biodiversity Increasing customer water awareness
Response 9		Carbon - to reduce pollution, save rivers and animals.

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Northumbrian Water
Response 5	<ul style="list-style-type: none"> <li>- Improve the existing infrastructure to try and prevent water loss through leakage / flooding etc.</li> <li>- Protect local and sensitive habitats to ensure impact is as minimal as possible</li> <li>- Create new relationships and agreements with neighboring water providers to establish water trading links</li> </ul>	
Response 6	Leakage. Fix leaks and replace main and wanted have to build Use sea water as state they use more sea water than snything <ul style="list-style-type: none"> <li>-achieve biodiversity net gain through planting the same amount of trees which were removed</li> </ul>	
Response 7	<ul style="list-style-type: none"> <li>-take into account an affordable but necessary financial cost for customers to pay</li> <li>- focus on the protection of sensitive habitats - review abstractions in order to ensure minimal damage to the environment</li> </ul>	



Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Hartlepool Water
Response 5	Leakage, in both supply and drainage, needs to be kept to an affordable minimum with renewal of old pipes a priority. This leads on to accountable water efficiency at all stages. Drought resilience needs to be addressed so everyone can still have a safe supply no matter where they live in the country. Water Abstraction needs to make sure the process used is not damaging the environment rather than “ leaving it better than we found it “. It wasn’t found it’s always been there and we need to protect it with the right measures. The customer also needs to know how their money is spent with total transparency.	
Response 6	Focus on the leakage Provide information in education Customers always on supply	
Response 7	Education of customers on PCC and ways to save water. Also, preventing harm to the environment and promoting environment causes were appropriate.	
Total sample; Unweighted; base n = 91		Part 8 of 116

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Plan: 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 WReN to focus on in the future and why?		
Text		NET
Response 8	Best value plan Leakage Protecting ssIs Supply pipe renewl Drought ressilance	
Response 9	1 Water efficiency by way of Meter optants and Metering on change of occupancy. I know as a metered customer that we are more careful with water usage. We wash the car and water the garden from water butts. 2 Supply pipe renewal which will in turn cut leakage from old pipes. 3 Commercial water efficiency as we all have our part to play in water usage including industry. 4 Reviewing abstractions to ensure they are not damaging the environment in order to protect the whole environment.	
Response 10	Leakage Pipe renewal Drought resilience	
Response 11	Reduce leakage. We need to reduce water waste and conserve the levels we have without it running down drains. Reservoirs. These need to extended to hold more water and cleaned out to utilise all the water that comes into our regions especially as we live in such a rainy country. This would reduce the need to upset the eco system and any conservation plans. Renew and replace old supply pipes. This will help reduce leaks that cannot be detected as well as reduce treatments costs as the new pipes would carry less harmful bacteria.	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Yorkshire Water
Response 8	Reduce leakage by 50% Protecting salmon rivers, chalk streams Increasing biodiversity Increasing customer water awareness	
Response 9	Carbon - to reduce pollution, save rivers and animals.	
Response 10	I think a recurring theme was education. Educating the consumer of water wastage is key to water reduction/usage. This could be met by water meter optants and installation of water meters for all and especially when there is a change of occupancy.	
	I also think that a reduction in the carbon footprint in all areas is important not only in protecting our environment and again education is key in achieving this goal. Simple steps like using less water and environmental awareness. Not just for consumers but business alike.	
Response 11	It's important to me for wren to focus on reviewing abstractions to ensure they are not damaging the environment. Abstraction provides essential water for public water supply, agriculture and industry. ... Sustainably abstracted water bodies will be more resilient to changes in climate and drought pressures so addressing unsustainable abstraction will help improve resilience to climate change.	

Best Value Plan: 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 WReN to focus on in the future and why?	Tag - SUPPLIER
Text	Northumbrian Water
Response 8	<p>1Public Water Supply drought resilience - The resilience of water supplies and the water environment to climate change and the impacts of drought are areas of concern for the UK. Projected changes in weather patterns and climate (increased temperatures and greater variability in rainfall) will reduce water availability. Increased water demand due to population growth means that, without action, water shortages could occur in future. These will impact the environment, society and the economy.</p> <p>2Leakage linked with repair of pipes - Leaks from water pipes I would think waste thousands of litres of water if pipes are repaired we can safeguard our water supply for future generations.</p> <p>3 Biodiversity Net Gain - Protecting and caring for our environment is extremely important ensuring geology, soil, air, water and all living habitats are not lost</p> <p>4 Carbon - Our planet is an amazing place to live – but it needs our future generations’ help to stay that way. 5 Non Drought Resillience - It is important to put a plan in place so we won't have shortage of water.</p> <p>6 Financial Cost - must be affordable to the customers and to achieve future improvements they must be paid for but the customers also need to know where the money is going to.</p> <p>7 Human and Social Wellbeing - Projects to help employment would be good.</p>
Response 9	<p>Leakages and preparing old pipes</p> <p>Improving infrastructure, educating customers, monitor and reviewing abstraction sites and initiating cost incentives.</p> <p>Improving infrastructure will fix pipe leaks</p>
Response 10	<p>Educating customers can reduce usage per capita</p> <p>Reviewing abstract locations can control the use and damage of different sites</p> <p>Cost incentives can encourage customers to do their bit</p>

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	Text	Hartlepool Water
Response 8	A best value plan should incorporate elements including customer expectations. Customers expect clear clean water to be available when the tap is turned on at the lowest cost to them. Leakages and water wastage is in the customer focus due to the cost of them, the inconvenience (roadworks) and being itemised. The customer may not be aware of the low detection of leaks or the measures taken to ensure a constant and consistent supply (ref: resilience). I consider the plan to be one of education and information. Inform the consumer regarding water usage per person, (break down to essential and non-essential if possible though this may be a subject to opinion), Include what it costs to treat the water per person, PCC, to make the numbers relevant. Engage the community in programmes to inform, invite schools to treatment plants, this is relevant to STEM subjects, geology, geography and ecology. Show the public what they can do to improve, reduce costs and their impact on the environment. Include the impacts of consumer intervention on water courses due to fly tipping, oil release and other negative activities conducted illicitly. Extend to school projects to maintain focus longer, children can be the best educators and influencers. (Every day is a learning day!)	
Response 9	'Only paper pee and poo, go down the loo'	
Response 10	The environment to me is pretty important because I know this may seem illigical but we do not want to but killing the environment in the effort of having water so if we have systems in place to give back like we do already, but being ready for the change in said environment	

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	Text	NET
Response 11	<p>Reduce leakage. We need to reduce water waste and conserve the levels we have without it running down drains.</p> <p>Reservoirs. These need to extended to hold more water and cleaned out to utilise all the water that comes into our regions especially as we live in such a rainy country. This would reduce the need to upset the eco system and any conservation plans.</p> <p>Renew and replace old supply pipes. This will help reduce leaks that cannot be detected as well as reduce treatments costs as the new pipes would carry less harmful bacteria.</p>	
Response 12	Reduce leakage by 50% Protecting salmon rivers, chalk streams Increasing biodiversity Increasing customer water awareness	
Response 13	Carbon - to reduce pollution, save rivers and animals.	
Response 14	<p>I think a recurring theme was education. Educating the consumer of water wastage is key to water reduction/usage. This could be met by water meter optants and installation of water meters for all and especially when there is a change of occupancy.</p> <p>I also think that a reduction in the carbon footprint in all areas is important not only in protecting our environment and again education is key in achieving this goal. Simple steps like using less water and environmental awareness. Not just for consumers but business alike.</p>	
Response 15	<p>Firstly education &amp; information, starting with kids up to adults about saving water &amp; impacts on environment &amp; wildlife</p> <p>Making sure all leaks are addressed ASAP Moving foto supply all homes with a water meter</p>	
Response 16	It's important to me for wren to focus on reviewing abstractions to ensure they are not damaging the environment. Abstraction provides essential water for public water supply, agriculture and industry. ... Sustainably abstracted water bodies will be more resilient to changes in climate and drought pressures so addressing unsustainable abstraction will help improve resilience to climate change.	

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Plan: 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 WReN to focus on in the future and why?		
	Text	Yorkshire Water
Response 11	It's important to me for wren to focus on reviewing abstractions to ensure they are not damaging the environment. Abstraction provides essential water for public water supply, agriculture and industry. ... Sustainably abstracted water bodies will be more resilient to changes in climate and drought pressures so addressing unsustainable abstraction will help improve resilience to climate change.	
Response 12	Human and social wellbeing is the most important as the preservation of human life is the main fundamental theme because water sustains and breeds life. from then on, they can delve into issues like carbon emictions as we need to protect the environment.	
Response 13	increase leakage by 10% by 2030. do more distribution of leaflets/advertising etc., raising awareness of loss of water and what we can do to help.	
Response 14	Best value plan	
	Reduce leakages, attempt to keep financial costs down, raise consumer awareness, introduce compulsory meters	
Response 15	Reduce leakage	
	Reservoirs	
	Supply pipe renewal	
Response 16	Old pipes may carry bacteria and it reduces cleanliness costs	
	Leakage Human and social Financial cost	
	Water meters	
	Consumption data	

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**Tag - SUPPLIER**

	Text	Northumbrian Water
Response 11	Invest in Water reuse schemes put in place where possible Bills kept low (especially for low income families, may find it hard to pay higher bills) Educate customers Try to lower the time frames Minimise leakage Sensitive habitats	
Response 12	Make public water supply drought resilient by trying to sort leaking pipes and renewing them where necessary. Maintaining Kielder reservoir and taking slit and rubbish out so it can be kept at full capacity while also looking after the wildlife as we go. Let everyone know what you are doing to make their water supply and how it is for their benefit with adverts, leaflets shows in library's etc	
Response 13	It takes into consideration the environment and the price the costumers will have to pay. Uses more water trading and treatment plants to reduce waste water therefore reducing the amount of water extraction to protect habitats. The areas that do end up having water extracted from them shouldn't be sensitive to the work and the work should be minimalistic. Leakages should not be frequent to reduce the amount of water that is needed to be extracted.	
Response 14	Best value plan is to try and make sure leakage is vey minimum also water pipes put up dated to avoid future water leaks also I think we should look after the future looking into global warming and the affect it will have on us all in the future plus people should be made aware off the amount off water we use and try and save. Where we can too	
Response 15	Humans and Social Well-being- 1. Finance 2. Leakage 3. Customer Input Environment 1. Carbon 2. 3.	

Total sample; Unweighted; base n = 91

Part 15 of 116



Best Value		Tag - SUPPLIER
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Text	Hartlepool Water	
Response 11		
Response 12		
Response 13		
Response 14		
Response 15		
Total sample; Unweighted; base n = 91		Part 16 of 116

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**Tag - SUPPLIER**

	Text	NET
Response 16	It's important to me for wren to focus on reviewing abstractions to ensure they are not damaging the environment. Abstraction provides essential water for public water supply, agriculture and industry. ... Sustainably abstracted water bodies will be more resilient to changes in climate and drought pressures so addressing unsustainable abstraction will help improve resilience to climate change.	
Response 17	<ul style="list-style-type: none"> <li>- Improve the existing infrastructure to try and prevent water loss through leakage / flooding etc.</li> <li>- Protect local and sensitive habitats to ensure impact is as minimal as possible</li> <li>- Create new relationships and agreements with neighboring water providers to establish water trading links</li> </ul>	
Response 18	Human and social wellbeing is the most important as the preservation of human life is the main fundamental theme because water sustains and breeds life. from then on, they can delve into issues like carbon emictions as we need to protect the environment.	
Response 19	increase leakage by 10% by 2030. do more distribution of leaflets/advertising etc., raising awareness of loss of water and what we can do to help.	
Response 20	<b>Best value plan</b> Reduce leakages, attempt to keep financial costs down, raise consumer awareness, introduce compulsory meters	
Response 21	<b>Leakage. Fix leaks and replace main and wanted have to build Use sea water as state they use more sea water than snything</b>	

Total sample; Unweighted; base n = 91

Part 17 of 116

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Yorkshire Water
Response 16	Leakage Human and social Financial cost Water meters Consumption data	
Response 17	A supply of constant clean water. A flooding response strategy. All Yorkshire Water sites to be equipped with self generating electricity/energy to power all equipment from natural resources i.e slush, other waste products, wind turbines, solo panels, etc. Reduction in water usage and increase in reserves.	
Response 18	Leakage - to prevent water waste. Raise customer awareness eg - water waste/useage. Also introduce more readings like we do for gas/electric. Every 3 months. Financial cost - how much is it going to cost us customers. Protecting the environment. We need to keep our wildlife safe.	

Best Value Plan: 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 WReN to focus on in the future and why?		Tag - SUPPLIER
	Text	Northumbrian Water
Response 16	My best value plan focused on the metric of per capita consumption and financial cost to the customer. My plan is for WreN to monetise usage, and provide customers an understand of how much different types of water usage costs. My plan was to introduce an incentive to customers to refuse their usage. If the customer can provide WreN a plan of their usage how how they have reduced their PCC they would receive a discount on their monthly water bill.	
Response 17	Making the best, most effort use of the natural capital. Ensure the infrastructure is in the best possible condition. Protect the environment.	
Response 18	To increase the water efficiency journey from when we extract to when you run the tap in your home	
Total sample; Unweighted; base n = 91		Part 19 of 116

Best Value		Tag - SUPPLIER
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Text		Hartlepool Water
Response 16		
Response 17		
Response 18		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	NET	
Response 19	increase leakage by 10% by 2030. do more distribution of leaflets/advertising etc., raising awareness of loss of water and what we can do to help.	
Response 20	Best value plan Reduce leakages, attempt to keep financial costs down, raise consumer awareness, introduce compulsory meters	
Response 21	Leakage. Fix leaks and replace main and wanted have to build Use sea water as state they use more sea water than snything Reduce leakage Reservoirs	
Response 22	Supply pipe renewal Old pipes may carry bacteria and it reduces cleanliness costs Leakage Human and social Financial cost	
Response 23	Water meters Consumption data	
Response 24	-achieve biodiversity net gain through planting the same amount of trees which were removed -take into account an affordable but necessary financial cost for customers to pay - focus on the protection of sensitive habitats - review abstractions in order to ensure minimal damage to the environment	

Total sample; Unweighted; base n = 91

Part 21 of 116

Best Value Plan: 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 WReN to focus on in the future and why?	Tag - SUPPLIER
Text	Yorkshire Water
Response 19	<p>My Best value plan is as follows and my priorities are as follows:</p> <p>1) My top priority is public water supply non drought resilience. For me this has to be the essence of why the water boards and wren exist to supply enough clean drinking water to the population. This is fundamental as far as I am concerned, without this human beings and society would flounder.</p> <p>2) my second priority is abstraction and the environment- without protecting this element we will run out of our natural water resources.</p> <p>3) Thirdly - effective water management must be considered and customers educated in the best use of our precious water resources which should never be taken for granted.</p> <p>I felt that the resolution of leakage whilst it is an issue was abit of a red herring which many group members focussed and prioritised to much, that said, we do need to develop technology that</p> <p>Routes out water leaks.</p> <p>Desalination and water trading are last resort options for me to be adopted only if absolutely necessary...</p>
Response 20	<p>Improve the pipework and stop leakages</p> <p>Extend water treatment works</p> <p>To improve water quality from the taps in our home.</p> <p>Environmental water, This should be done as a matter of course To protect the natural habitats and rivers in the area. Bills Keep bills at a level of affordability for the households and businesses as after covid everyone has lost money financially and weren't need higher bills yet.</p> <p>I don't agree with selling yw where to other areas as we have ties when we have water shortage and told you share water so keep it in Yorkshire as we also pay for water and maintenance and your asking us to pay more...</p>

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	Text	Northumbrian Water
Response 19	Would include...	
	Full Protection of abstraction and environment Promise of Management and mainof pipes The best financial deal	
Response 20	Best carbon footprint	
	Full customer cooperation and rewards for good usage Case studies	
Response 20	New relationships with neighbouring communities Aim to fix within 24 hours	
	Increase customer awareness, I feel like this is something I would really like to push. The more people are made aware of what changes can be done in their home the better. I also gave the idea of an 'electric metre' to keep an eye on how much we're spending; then potentially giving money off when switching to a water meter to 'prove' that their bills can be cheaper.	



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Text		Hartlepool Water
Response 19		
Response 20		

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Text	NET	
Response 21	Leakage. Fix leaks and replace main and wanted have to build Use sea water as state they use more sea water than snything	
Response 22	Reduce leakage	
	Reservoirs	
Response 23	Supply pipe renewal	
	Old pipes may carry bacteria and it reduces cleanliness costs	
Response 24	Leakage Human and social Financial cost	
	Water meters	
Response 25	Consumption data	
	-achieve biodiversity net gain through planting the same amount of trees which were removed	
Response 26	-take into account an affordable but necessary financial cost for customers to pay	
	- focus on the protection of sensitive habitats - review abstractions in order to ensure minimal damage to the environment	
Response 27	A supply of constant clean water. A flooding response strategy. All Yorkshire Water sites to be equipped with self generating electricity/energy to power all equipment from natural resources i.e slush, other waste products, wind turbines, solo panels, etc. Reduction in water usage and increase in reserves.	

Total sample; Unweighted; base n = 91

Part 25 of 116

Best Value Plan: 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 WReN to focus on in the future and why?		Tag - SUPPLIER
	Text	Yorkshire Water
Response 21		Improving water efficiency - educate public in better ways to be more waste conscious, install meters on properties when there's a change of occupant and encourage people to use less water. Environmental protection - put measures in place to help protect as many aspects of the surrounding environment as possible and do as much as possible to help those ecosystems thrive. Carbon - aim to reduce carbon emissions significantly in order to help protect against predicted future challenges. Try and install green energy systems to powers facilities. Pipe maintenance - continually strive to be improve networks to prevent big leakages and bursts by maintaining and/or replacing older pipes
Response 22		To encourage water meters and help more people a Aware of savings to water to  Leakage - we must "put our house in order" to conserve water through repairing leaks quickly, and proactively replacing old infrastructure. No environmental impact, and prevents localised flooding.
Response 23		Desilting / Heightening Reservoirs - we must create more reservoir capacity through desilting and heightening existing reservoirs, in preference to a) building additional reservoirs, or b) abstracting water from other areas (whether they are SSSIs or not). Shade balls in reservoirs to reduce evaporation? Resilience for Drought Events - we must develop resilience (capacity / contingency) for extreme drought events, to ensure a minimum level of water supply can be provided. Natural Capital - We must limit as far as possible (and within financial constraints) the impact we have on our environment, whilst understanding that on a local level some damage is unfortunately inevitable.

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Northumbrian Water
Response 21	<p>To reduce leakages by supply pipe renewal and maid replacement.</p> <p>This will also assist with water shortage and ensuring that supply meets demand.</p> <p>This is important as in my business and every business waste is deemed as a waste of cash.</p> <p>Desalination review- engaging with external matter experts to review what and up and coming technologies. To assist with global warming and the effect this will have on water supply it is very important to utilise the sea water we have. We would never be water shortages if we utilise this.</p>	
Response 22	<p>The following are the most important elements to me as a customer..</p> <p>Increase public water supply draught resilience, Reduce leakage, increase supply pipe renewal, increase mains replacements. Review financial cost, protect sensitive habitats.</p>	
Response 23	<p>We clearly need to be more efficient with our water usage and by installing meters in every household thus would encourage customers to be more careful with the water they use. I would like to see the water companies give some unsentimental to those who have water butts installed and even something available for butts to be installed. The companies need to play their part to and give priority to repairing mains and leaks</p>	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 21		
Response 22		
Response 23		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	NET	
Response 24	<ul style="list-style-type: none"> <li>-achieve biodiversity net gain through planting the same amount of trees which were removed</li> <li>-take into account an affordable but necessary financial cost for customers to pay</li> <li>- focus on the protection of sensitive habitats - review abstractions in order to ensure minimal damage to the environment</li> </ul>	
Response 25	<p>A supply of constant clean water. A flooding response strategy. All Yorkshire Water sites to be equipped with self generating electricity/energy to power all equipment from natural resources i.e slush, other waste products, wind turbines, solo panels, etc. Reduction in water usage and increase in reserves.</p>	
Response 26	<p>Leakage - to prevent water waste.</p> <p>Raise customer awareness eg - water waste/useage. Also introduce more readings like we do for gas/electric. Every 3 months.</p> <p>Financial cost - how much is it going to cost us customers.</p> <p>Protecting the environment. We need to keep our wildlife safe.</p>	
Response 27	<p>Minimise leakage and ensure public water supply.</p> <p>Protection against drought and flooding</p> <p>Bill transparency - where is the money going / what is it being used for Support customers (both public and private) in reducing their consumption through installation of metres and education around impact</p> <p>preservation of the environment</p>	

Total sample; Unweighted; base n = 91

Part 29 of 116

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Yorkshire Water
Response 24	Public water supply resilience Reservoirs reviewing abstractions Compulsory metering Leakage Water Transfers	
Response 25	Public water supply drought resilience - We need to make sure that every one has access to basic clean drinking water. Simple. Leaks and damage fixtures: - For a business who uses water daily, we almost rely on it, we want to know that any leaks are fixed so we can continue to rely on the services and not lose money due to this. Protecting salmon rivers - we should ideally look after our food supply. by looking after the salmon river we would automatically look after rivers to make sure they are healthy and clean. Commercial water efficiency - This will help many businesses be aware of wastage and only use what is needed,	
Response 26	Leakage - we need to fix leaks so we don't waste water. Financial cost - this is important so we know what the cost will be Reservoir - so we can hold more water to meet growing demand	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Northumbrian Water
Response 24	Consumption will be my first as this is in the publics hands and if you give each customer information about how much they use and could give them a target of how much they should try and use it would improve. Reviewing abstractions second choice as I think some areas could be where animals live and I think areas should be put in order to places for example taking water from where animals live would be last. Leakage third choice as I think places where pipes have been installed for over certain amount of years should be checked just incase of leakages as in the long run it does save you money.	
Response 25	Saving money is generally what most household are focused on especially after covid people losing jobs , business shutting down. 1 / reuse water 2 / increase water efficiency measures 3 / incentives to encourage customers to do this 4 / financial costs most customers like set amounts (I do) 5 / share water supply with other regions if needed	
Response 26	To fix leakages Financial cost Protecting the environment	



<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Hartlepool Water
Response 24		
Response 25		
Response 26		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	NET
Response 27	<p>Minimise leakage and ensure public water supply. Protection against drought and flooding</p> <p>Bill transparency - where is the money going / what is it being used for Support customers (both public and private) in reducing their consumption through installation of metres and education around impact preservation of the environment</p> <p>My Best value plan is as follows and my priorities are as follows: 1) My top priority is public water supply non drought resilience. For me this has to be the essence of why the water boards and wren exist to supply enough clean drinking water to the population. This is fundamental as far as I am concerned, without this human beings and society would flounder. 2) my second priority is abstraction and the environment- without protecting this element we will run out of our natural water resources. 3) Thirdly - effective water management must be considered and customers educated in the best use of our precious water resources which should never be taken for granted. I felt that the resolution of leakage whilst it is an issue was abit of a red herring which many group members focussed and prioritised to much, that said, we do need to develop technology that Routes out water leaks. Desalination and water trading are last resort options for me to be adopted only if absolutely necessary...</p>	
Response 28		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Yorkshire Water
Response 27	My plan would ideally include protection of the environment through the method of selective abstraction sites. Instead of stopping this abstraction method altogether, i feel that the best way to monitor this and ensure that it preserves the environment for the longest period of time would be through being selective with the sites that water companies abstract from. This may include sites that do not hold any wildlife or protected habitat within them. I also feel that the reservation of water should be included in my best value plan, through reducing leakages from water pipes or when conducting water abstraction. Through preventing this lost water, this ensures that we are being the most efficient with the water that we do have and not wasting any through leakages.	
Response 28	Becoming Carbon Neutral by 2027. WReN is directly impact by ecological factors and impending climate breakdown. Extreme weather events that can lead to flooding, frozen pipes, droughts etc all directly impact the flow of water. Being a leader in this field will be huge in terms of customer buy-in for future initiatives and show that WReN are serious in achieving positive environmental outcomes.	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Northumbrian Water
Response 27	Leakage and financial As a business that uses a lot of water on a daily basis I aim to educate myself and my employees on how to reduce the amount of water we waste unnecessarily. As a customer it is important that we do all we can to reduce waste and costs which hopefully in turn will benefit the water company and hopefully go back into the business to improve resources and services. As a city centre salon it is important to us that our water supply is clean, healthy and constant so an efficient service is paramount. I think waste and reserving water are very important so maintaining the equipment and sources that supply our water is a priority and in doing this not only can we can keep a healthy supply locally but also help out other areas that may not have such a good supply.	
Response 28		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 27		
Response 28		

<p><b>Best Value Plan: 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 WReN to focus on in the future and why?</b></p>	<p><b>Tag - SUPPLIER</b></p>
<p>Text</p>	<p><b>NET</b></p>
<p>Response 29</p>	<p><b>1Public Water Supply drought resilience - The resilience of water supplies and the water environment to climate change and the impacts of drought are areas of concern for the UK. Projected changes in weather patterns and climate (increased temperatures and greater variability in rainfall) will reduce water availability. Increased water demand due to population growth means that, without action, water shortages could occur in future. These will impact the environment, society and the economy.</b></p> <p><b>2Leakage linked with repair of pipes - Leaks from water pipes I would think waste thousands of litres of water if pipes are repaired we can safeguard our water supply for future generations.</b></p> <p><b>3 Biodiversty Net Gain - Protecting and caring for our environment is extremely important ensuring geology, soil, air, water and all living habitats are not lost</b></p> <p><b>4 Carbon - Our planet is an amazing place to live – but it needs our future generations’ help to stay that way. 5 Non Drought Resillience - It is important to put a plan in place so we won't have shortage of water.</b></p> <p><b>6 Financial Cost - must be affordable to the customers and to achieve future improvements they must be paid for but the customers also need to know where the money is going to.</b></p> <p><b>7 Human and Social Wellbeing - Projects to help employment would be good.</b></p>

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Yorkshire Water
Response 29	Leakage Financial cost Option deliverability Water efficiency Desalination Protecting wildlife Carbon	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Northumbrian Water
Response 29	Reliability Value Efficiency in Repairs	
	Customer Preferred Option	
	Financial Costs	
	Water Efficiency	
	Awareness Unrivalled Customer Service	
	Reliable Resilient Service	
	"Every Drop Counts"	



<b>Best Value</b>		<b>Tag - SUPPLIER</b>	
<b>Plan: 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 WReN to focus on in the future and why?</b>			
Text		Hartlepool Water	
Response 29			

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	NET
Response 30	<p>Overall improved efficiency and spare capacity should be sought, with a constant eye to UPgrading, rather than downgrading the the local environment, especially avoiding the destruction of habitats like SSSIs that cannot later be recovered.</p> <p>Create more reservoirs. Improve the reservoirs, piping, and treatment works, higher capacity drains, and minimize leakage ( but only where economically practicable) the better to mitigate against coming droughts and worse flooding as a result of now unavoidable climate change. Seek a reduction in the water people use. Help educate the population in conserving water. Avoid obsessing over reducing carbon footprint if this would detrimentally affect the processing and supply of water. This is a national infrastructure. Avoid at all costs the free market exchange of water for profit. It is essential for human life. It should not be treated as a market comodity like any other.</p>	
Response 31	<p>Leakages and preparing old pipes</p> <p>Improve the pipework and stop leakages</p> <p>Extend water treatment works</p> <p>To improve water quality from the taps in our home.</p>	
Response 32	<p>Environmental water, This should be done as a matter of course To protect the natural habitats and rivers in the area. Bills Keep bills at a level of affordability for the households and businesses as after covid everyone has list money financially and weren't need higher bills yet.</p> <p>I don't agree with selling yw where to other areas as we have ti.es when we have water shortage and told yo share water so keep it in Yorkshire as we also pay for water and maintance and your asking us to pay more...</p>	

Best Value Plan: 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 WReN to focus on in the future and why?		Tag - SUPPLIER
	Text	Yorkshire Water
Response 30	<p>Increase customer usage awareness Fix leaks</p> <p>Review abstractions</p> <p>My Best Value plan would be to get my business in order first; Look at what we already have and improve it. Making a focus on collecting more rain water, educating the public &amp; industry to use less</p> <ol style="list-style-type: none"> <li>1. Maintain the clean public water; essential this is our main role to provide fresh clean drinking water</li> <li>2. Decrease the leaks and replace old pipes, to conserve what we have already spent money on cleaning</li> <li>3. Reservoirs increasing the height of them and dredging them to increase volume therefore reducing evaporation.</li> <li>4. Water efficiency &amp; educating the population to use less. People are aware of the global warming they need advising what to do ( ie hand wash rather than use the dishwasher as it uses 2 gallon verse one bowl full</li> <li>5. Metering of houses and businesses, makes you aware on your bill - it would be good to see a break down on the bill on how to save water , &amp; how well you are doing on making more water for the population</li> <li>6. Increase treatment plants to make sure we have enough water in the future without having to get it from other areas</li> <li>7. Protecting the SSI &amp; SAC. Which is vital for the planet</li> <li>8 Buy in water only as a very last resort as we should be self sufficient</li> </ol>	
Response 31	<p>My best value plan looks at reducing leakage, biodiversity net gain, making it affordable for the customer and looking at the review of abstraction. I also think that water trading is a good idea in times of drou, again wren would have to look at how this would affect the customer financially. If we reduce the amount of leakage we can save water. Water is absolutely necessary so should be affordable. The environment is important to me and everyone including businesses should do there very best to make changes to save it and we should not damage the environment any further.</p>	
Response 32		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Northumbrian Water
Response 30	Leakage Reduce bills I environment is s something you need to look after cause it makes the world go around I would protect the natural things Keep bills low Increase the awareness of people using water The most important thing is to protect the environment and if you trade water this could be a bad thing as it could be bad as it could make the area which is trading the water lose out in it in the futer keeping the cost low is another great thing as people may not be able to afford raising the prices of water and it could cause people stress as they trying to pay there bills. Protecting animals is another thing as they are keeping the world moving too as they will need a water source to drink from and to eat from if you take that away. The target and time is essentially as it could be to late so I think over the next few years and in would be willing to pay extra when I start paying bills as it could help the world in the futer if we pay maybe 200 pound per month as it will increase the chances of survival and it will be a good idea if this happens by 2030 and the prices should start increasing now a little bit per month	
Response 31	I think Leakage is an important factor as I believe peoples bills would be reduced if there was less water wastage, also no one likes to hear that water is being wasted when there's countries and places out there struggling for water. Per capita consumption is another factor as I believe that this target is an easy one to achieve as people would be shocked if they really found out how much water they were using and if they were contacted they would be able to hear ways in which they could reduce this. I think protecting the SACs is also important as these have been set up to help the environment and must be working if they're still going therefore I don't think it would be a good idea to take from these areas or change them. Explanations to customers should also be a big part as people appreciate being told just exactly where their money is going and the changes that have happened because of this.	
Response 32		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 30		
Response 31		
Response 32		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		NET
Response 33	Improving water efficiency - educate public in better ways to be more waste conscious, install meters on properties when there's a change of occupant and encourage people to use less water. Environmental protection - put measures in place to help protect as many aspects of the surrounding environment as possible and do as much as possible to help those ecosystems thrive. Carbon - aim to reduce carbon emissions significantly in order to help protect against predicted future challenges. Try and install green energy systems to powers facilities. Pipe maintenance - continually strive to be improve networks to prevent big leakages and bursts by maintaining and/or replacing older pipes	
Response 34	Improving infrastructure, educating customers, monitor and reviewing abstraction sites and initiating cost incentives. Improving infrastructure will fix pipe leaks Educating customers can reduce usage per capita Reviewing abstract locations can control the use and damage of different sites Cost incentives can encourage customers to do their bit	
Response 35	To encourage water meters and help more people a Aware of savings to water to	
Response 36	Invest in Water reuse schemes put in place where possible Bills kept low (especially for low income families, may find it hard to pay higher bills) Educate customers Try to lower the time frames Minimise leakage Sensitive habitats	

Best Value Plan: 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 WReN to focus on in the future and why?		Tag - SUPPLIER
	Text	Yorkshire Water
Response 33	<p>My Best Value Plan includes the following: - A focus on PCC due to a growing population it is important to ensure people consumption of water is sustainable, this includes a focus on metering and educating people as to try and limit their consumption or avoid overconsumption of water. - Following on from this, it is also important to focus on limiting leakage and increasing water efficiency. This also includes supply pipe renewal.</p> <p>- The BVP also needs to consider the customer preferred option and fully consider the natural capital and biodiversity element, ensuring that the environment is equally considered. With that in mind limiting carbon emissions is critical. - Water trading should also be used, however only when it is feasible to do so, I.e, that area that would be lending isn't at risk of being in a shortage.</p>	
Response 34	Sorting leakage	
Response 35	<ul style="list-style-type: none"> <li>•Reduce leakage</li> <li>•increase communication</li> <li>•Reduce absorption rates from environmental sources</li> </ul>	
Response 36	<p>Leakage</p> <p>Soicoa and human contribution</p> <p>And keeping rivers clean. Ensuring water is clean to a high standard</p>	

**Best Value  
Plan: this  
should take  
into conside-  
ration every-  
thing we  
have discu-  
ssed across  
the last two  
sessions, and  
should outl-  
ine what is  
important to  
you as a  
customer, for  
WReN to  
focus on in  
the future  
and why?**

**Tag - SUPPLIER**

	Text	Northumbrian Water
Response 33	Protect sensitive habitats as we should look after what we have currently. Reviewing abstractions to ensure they are not damaging the environment as we need to protect the environment and ensure we are not leaving it in a worse state. Water efficiency/per capita consumption/watermeters so the customer takes some responsibility.	
Response 34	I think customers choice is a key feature as I think customers should have an input on what they're paying for. Therefor, this would make the customer as they feel like they're making a difference.	
Response 35	My plan is all about water efficiency and the benefits that can come with it. Educating people so that they can use less treated water within there household, for example instead of taking a bath everyday take a shower most days and cut you bath usage down to one times per week. when washing cars do not leave the tap running when applying soap ect. if people used less water and used it more efficiently there would be a reduction obviously in the amount of water you use and a reduction in the bill you pay, there will also be a positive impact on the environment due to there being less water taken from streams, underground reservoirs and rivers ect.	
Response 36	Reviewing abstractions to ensure they are not damaging the environment - Financial cost - leakage - water meters	

Total sample; Unweighted; base n = 91

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<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text	Hartlepool Water	
Response 33		
Response 34		
Response 35		
Response 36		

Best Value Plan: 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 WReN to focus on in the future and why?	Tag - SUPPLIER
Text	NET
Response 37	<p>Leakage - we must “put our house in order” to conserve water through repairing leaks quickly, and proactively replacing old infrastructure. No environmental impact, and prevents localised flooding.</p> <p>Desilting / Heightening Reservoirs - we must create more reservoir capacity through desilting and heightening existing reservoirs, in preference to a) building additional reservoirs, or b) abstracting water from other areas (whether they are SSSIs or not). Shade balls in reservoirs to reduce evaporation?</p> <p>Resilience for Drought Events - we must develop resilience (capacity / contingency) for extreme drought events, to ensure a minimum level of water supply can be provided.</p> <p>Natural Capital - We must limit as far as possible (and within financial constraints) the impact we have on our environment, whilst understanding that on a local level some damage is unfortunately inevitable.</p>
Response 38	<p>Make public water supply drought resilient by trying to sort leaking pipes and renewing them where necessary. Maintaining Kielder reservoir and taking slit and rubbish out so it can be kept at full capacity while also looking after the wildlife as we go. Let everyone know what you are doing to make their water supply and how it is for their benefit with adverts, leaflets shows in library's etc</p>
Response 39	<p>Education both schooling and adult learning how can people make decisions or be aware of situations if they are left in the dark.</p> <p>Conservation continue protecting what’s already naturally providing.</p> <p>Water transfer we are a whole as humanity and should share equally what the earth provides</p>

Total sample; Unweighted; base n = 91

Part 49 of 116

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
	Text	Yorkshire Water
Response 37	-biodiversity -leakage -increasing consumer awareness -abstraction and the environment	
Response 38	Water leaks for me, even though they're going to be getting reduced in 2050, I just think that it's to far away and there needs to be more work done on it now/as soon as possible. I still find it to be a very high number of pipe bursts and leaks every year, I've seen how bad a burst pipe/leak can get if not treated fast or cared about fully. That is why I'm backing leaks/burst pipes all the way.	
Total sample; Unweighted; base n = 91		Part 50 of 116

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Northumbrian Water
Response 37	Protect habits Leakages Water transfer checks	
Response 38	the best value plan should focus on reduction in water usage per household as I believe this would be a very cost effective way to implement change. I believe this would also drive an immediate effect to reduction in water loss and drive people to make more conscious choices about their water usage	
Total sample; Unweighted; base n = 91		Part 51 of 116

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 37		
Response 38		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	NET
Response 39	Education both schooling and adult learning how can people make decisions or be aware of situations if they are left in the dark. Conservation continue protecting what's already naturally providing. Water transfer we are a whole as humanity and should share equally what the earth provides Public water supply resilience Reservoirs reviewing abstractions Compulsory metering Leakage Water Transfers	
Response 40		
Response 41	It takes into consideration the environment and the price the costumers will have to pay. Uses more water trading and treatment plants to reduce waste water therefore reducing the amount of water extraction to protect habitats. The areas that do end up having water extracted from them shouldn't be sensitive to the work and the work should be minimalistic. Leakages should not be frequent to reduce the amount of water that is needed to be extracted.	
Response 42	Best value plan is to try and make sure leakage is vey minimum also water pipes put up dated to avoid future water leaks also I think we should look after the future looking into global warming and the affect it will have on us all in the future plus people should be made aware off the amount off water we use and try and save. Where we can too	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	Yorkshire Water	
Response 39	1 - Leakage and Evaporation: Sorting out the infrastructure First. Future proofing the resource. We as a nation, company and individuals must take responsibility for water resource (and usage) management. With the company being forefront in managing water especially during warm dry periods, managing leakage must be at the front of the companies future directive. We must manage what we have and minimise what we loose, as water is precious. Managing evaporation with tech that is already available can be managed to also co exist with nature. This is the floating balls that could cover water stocks in part, and also allow birds and fish to continue to live in these managed waters. On the other hand leakage is a more pressing problem. We were informed that only 6% of leaks could be found at the end of the session. The technology is not available yet to detect the rest. I'm sure a simple flow or volume metre along the water pipes and at critical junctions could be used to see if any water is being lost along the way. If the technology is not available now- create a competition from around the UK for people and the brightest minds to come up with inspiring and cost effective ways to detect a far greater amount of water being lost. This then may help water stretched area's not only in the UK but around the world to hold on to what they have better. As I mentioned in one of the sessions, we would not tolerate Gas, or Electricity being lost to leaks- Water should be the same	
	2 - Reservoir / Stock management. Increasing the height of open water sites, we can retain more water in each site. The infrastructure is already there and the same amount of evaporation loss would occur as the current shallower sites. Again this has to be balanced with nature and the natural way of things at each site, so that the ecological impact is balanced with the water we can gain 3 - To start in 2025 and be completed no later than 2030 We should all know what we use as individuals and companies on a daily basis V the target for a greener efficient user (110 litres or less a day) Be it through flow metres similar to gas or electric meters. Online bills / use made more available on a daily basis. At least give everyone the tools to be conscious and proactive about this individual impact. Make it more a national discussion. Educate and advertise this message more, so we can tackle the issue sooner as we will be conscious about what we use and for what. 4 - Desalinisation Not relevant to WReN but there should be more focus and development of technology to produce drinking water from sea water. I understand that it costs 25 times more that normal water supply's, at the moment but again the area's that have a shortage could be supported by the area's that do have enough to invest in new technology to filter this water and supply the area's that need it. Look to the more drought prone countries to see and then expand on what they are doing, and again think out of the box, Think Big and invest the time to come up with a solution to this process now as it will only get more expensive to do this in the years to come, when it is really needed. This would also reduce the sale of water to other area's that would normally buy water as their own stocks are lower, or usage is higher.	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	Northumbrian Water	
Response 39	Replacement of old pipes.as this would reduce the amount of leaks.The time scale would be within the next 15 year's so a dedicated budget could be allocated for this project.	
Total sample; Unweighted; base n = 91		Part 55 of 116



Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water

Response 39

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		NET
Response 40	Public water supply resilience Reservoirs reviewing abstractions Compulsory metering Leakage Water Transfers	
Response 41	It takes into consideration the environment and the price the costumers will have to pay. Uses more water trading and treatment plants to reduce waste water therefore reducing the amount of water extraction to protect habitats. The areas that do end up having water extracted from them shouldn't be sensitive to the work and the work should be minimalistic. Leakages should not be frequent to reduce the amount of water that is needed to be extracted.	
Response 42	Best value plan is to try and make sure leakage is vey minimum also water pipes put up dated to avoid future water leaks also I think we should look after the future looking into global warming and the affect it will have on us all in the future plus people should be made aware off the amount off water we use and try and save. Where we can too	
Response 43	Humans and Social Well-being- 1. Finance 2. Leakage 3. Customer Input Environment 1. Carbon 2. 3.	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	Yorkshire Water
Response 40	Financial cost Leakage Mains replacement If there is no leakages then there will be no water wasting	
Response 41		
Response 42		
Response 43		
Total sample; Unweighted; base n = 91		Part 58 of 116

Best Value Plan: 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 WReN to focus on in the future and why?	Tag - SUPPLIER
Text	Northumbrian Water
Response 40	<p>The best Value Plan would be to try to prevent or locate water leakage as this a high percentage of our water consumption and waste. Water is a valuable and limited resource, therefore should be treated with respect and appreciation.</p> <p>In society today we have a lot of old pipes that are burst or broken and in need of repair. Replacing and maintaining our old water pipes should be of high priority. Notifying businesses of a plan would help lessen the stress, worry, and anxiety, allowing the business to accommodate and prepare. The initial cost to consumers may be high but education for consumers would encourage them to conserve and be frugal with water.</p> <p>Incentives could be a reduction in Water Bills if a substantial amount of water is saved by the consumer.</p> <p>Building more reservoirs may be a long-term answer to some of the water shortages in the south.</p> <p>If water is sent from one area to another, we should check that the other authority is doing what they can to prevent water wastage or leakage. Natural habitats for animals and plants should be checked and maintained with a penalty for misuse.</p>
Response 41	<p>My best value plan as a customer would be, firstly to look into leakage. The reason for this is, leakage may contribute to future shortages should they ever have to share water with another area. Also leakage is waste, no one likes wasting things why should water be any different. Secondly mains/supply pipe replacement, I feel as though I may be a bit biased on choosing this as in my area there seem to have been several burst pipes over the last few years which have affected my water supply. I also think pipe replacement may also help in achieving less leakage as mentioned in my first point seen as some leaks are hard to find. Thirdly and lastly for my best value plan would be per capita consumption, I believe should wren bring this to the attention all their consumers/customers we would see a dramatic change in how much we use. This would be due to everyone being more conscious of how much water we are using. Even if everyone used 5 litres less per day, over the whole area would be huge.</p>
Response 42	the best value plan should be to focus on leakages and to distribute water evenly throughout regions

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 40		
Response 41		
Response 42		

Best Value Plan: 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 WReN to focus on in the future and why?		Tag - SUPPLIER
	Text	NET
Response 43	<p>Humans and Social Well-being- 1. Finance 2. Leakage 3. Customer Input Environment 1. Carbon 2. 3.</p> <p>Public water supply drought resilience - We need to make sure that every one has access to basic clean drinking water. Simple.</p> <p>Leaks and damage fixtures: - For a business who uses water daily, we almost rely on it, we want to know that any leaks are fixed so we can continue to rely on the services and not lose money due to this.</p>	
Response 44	<p>Protecting salmon rivers - we should ideally look after our food supply. by looking after the salmon river we would automatically look after rivers to make sure they are healthy and clean.</p> <p>Commercial water efficiency - This will help many businesses be aware of wastage and only use what is needed,</p>	
Response 45	<p>Leakage - we need to fix leaks so we don't waste water.</p> <p>Financial cost - this is important so we know what the cost will be</p> <p>Reservoir - so we can hold more water to meet growing demand</p>	
Response 46	<p>My best value plan focused on the metric of per capita consumption and financial cost to the customer. My plan is for WreN to monetise usage, and provide customers an understand of how much different types of water usage costs. My plan was to introduce an incentive to customers to refuse their usage. If the customer can provide WreN a plan of their usage how how they have reduced their PCC they would receive a discount on their monthly water bill.</p>	

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Yorkshire Water
Response 43		
Response 44		
Response 45		
Response 46		

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text	Northumbrian Water	
Response 43		
Response 44		
Response 45		
Response 46		



Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	Hartlepool Water	
Response 43		
Response 44		
Response 45		
Response 46		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	NET
Response 47	Leakage, in both supply and drainage, needs to be kept to an affordable minimum with renewal of old pipes a priority. This leads on to accountable water efficiency at all stages. Drought resilience needs to be addressed so everyone can still have a safe supply no matter where they live in the country. Water Abstraction needs to make sure the process used is not damaging the environment rather than “ leaving it better than we found it “. It wasn’t found it’s always been there and we need to protect it with the right measures. The customer also needs to know how their money is spent with total transparency.	
Response 48	My plan would ideally include protection of the environment through the method of selective abstraction sites. Instead of stopping this abstraction method altogether, i feel that the best way to monitor this and ensure that it preserves the environment for the longest period of time would be through being selective with the sites that water companies abstract from. This may include sites that do not hold any wildlife or protected habitat within them. I also feel that the reservation of water should be included in my best value plan, through reducing leakages from water pipes or when conducting water abstraction. Through preventing this lost water, this ensures that we are being the most efficient with the water that we do have and not wasting any through leakages.	
Response 49	Making the best, most effort use of the natural capital. Ensure the infrastructure is in the best possible condition. Protect the environment.	
Response 50	Becoming Carbon Neutral by 2027. WReN is directly impact by ecological factors and impending climate breakdown. Extreme weather events that can lead to flooding, frozen pipes, droughts etc all directly impact the flow of water. Being a leader in this field will be huge in terms of customer buy-in for future initiatives and show that WReN are serious in achieving positive environmental outcomes.	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Yorkshire Water
Response 47		
Response 48		
Response 49		
Response 50		

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Northumbrian Water
Response 47		
Response 48		
Response 49		
Response 50		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 47		
Response 48		
Response 49		
Response 50		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		NET
Response 51	Leakage Financial cost Option deliverability Water efficiency Desalination Protecting wildlife Carbon	
Response 52	To increase the water efficiency journey from when we extract to when you run the tap in your home Would include... Full Protection of abstraction and environment Promise of Management and mainof pipes The best financial deal	
Response 53	Best carbon footprint Full customer cooperation and rewards for good usage Case studies New relationships with neighbouring communities Aim to fix within 24 hours	
Response 54	Focus on the leakage Provide information in education Customers always on supply	

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Yorkshire Water
Response 51		
Response 52		
Response 53		
Response 54		

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Northumbrian Water
Response 51		
Response 52		
Response 53		
Response 54		



<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Hartlepool Water
Response 51		
Response 52		
Response 53		
Response 54		

**Best Value  
Plan: this  
should take  
into conside-  
ration every-  
thing we  
have discu-  
ssed across  
the last two  
sessions, and  
should outl-  
ine what is  
important to  
you as a  
customer, for  
WReN to  
focus on in  
the future  
and why?**

**Tag - SUPPLIER**

Text

NET

Response 55

**Increase customer usage awareness Fix leaks  
Review abstractions**

**My Best Value plan would be to get my business in order first; Look at what we already have and improve it. Making a focus on collecting more rain water, educating the public & industry to use less 1.Maintain the clean public water; essential this is our main role to provide fresh clean drinking water**

**2. Decrease the leaks and replace old pipes, to conserve what we have already spent money on cleaning**

**3. Reservoirs increasing the height of them and dredging them to increase volume therefore reducing evaporation.**

Response 56

**4. Water efficiency & educating the population to use less. People are aware of the global warming they need advising what to do ( ie hand wash rather than use the dishwasher as it uses 2 gallon verse one bowl full**

**5. Metering of houses and businesses, makes you aware on your bill - it would be good to see a break down on the bill on how to save water , & how well you are doing on making more water for the population 6. Increase treatment plants to make sure we have enough water in the future without having to get it from other areas**

**7. Protecting the SSI & SAC. Which is vital for the planet**

**8 Buy in water only as a very last resort as we should be self sufficient**

Response 57

**My best value plan looks at reducing leakage, biodiversity net gain, making it affordable for the customer and looking at the review of abstraction. I also think that water trading is a good idea in times of drou, again wren would have to look at how this would affect the customer financially. If we reduce the amount of leakage we can save water. Water is absolutely necessary so should be affordable. The environment is important to me and everyone including businesses should do there very best to make changes to save it and we should not damage the environment any further.**

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Yorkshire Water
Response 55		
Response 56		
Response 57		

<b>Best Value</b>		<b>Tag - SUPPLIER</b>	
<b>Plan: 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 WReN to focus on in the future and why?</b>			
Text		Northumbrian Water	
Response 55			
Response 56			
Response 57			

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 55		
Response 56		
Response 57		

Best Value Plan: 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 WReN to focus on in the future and why?		Tag - SUPPLIER
	Text	NET
Response 58	Increase customer awareness, I feel like this is something I would really like to push. The more people are made aware of what changes can be done in their home the better. I also gave the idea of an 'electric metre' to keep an eye on how much we're spending; then potentially giving money off when switching to a water meter to 'prove' that their bills can be cheaper.	
Response 59	My Best Value Plan includes the following: - A focus on PCC due to a growing population it is important to ensure people consumption of water is sustainable, this includes a focus on metering and educating people as to try and limit their consumption or avoid overconsumption of water. - Following on from this, it is also important to focus on limiting leakage and increasing water efficiency. This also includes supply pipe renewal. - The BVP also needs to consider the customer preferred option and fully consider the natural capital and biodiversity element, ensuring that the environment is equally considered. With that in mind limiting carbon emissions is critical. - Water trading should also be used, however only when it is feasible to do so, I.e, that area that would be lending isn't at risk of being in a shortage.	
Response 60	To reduce leakages by supply pipe renewal and maid replacement. This will also assist with water shortage and ensuring that supply meets demand. This is important as in my business and every business waste is deemed as a waste of cash.	
Response 61	Desalination review- engaging with external matter experts to review what and up and coming technologies. To assist with global warming and the effect this will have on water supply it is very important to utilise the sea water we have. We would never be water shortages if we utilise this.	
	Sorting leakage	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Yorkshire Water
Response 58		
Response 59		
Response 60		
Response 61		

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Northumbrian Water
Response 58		
Response 59		
Response 60		
Response 61		



Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 58		
Response 59		
Response 60		
Response 61		

**Best Value  
Plan: this  
should take  
into conside-  
ration every-  
thing we  
have discu-  
ssed across  
the last two  
sessions, and  
should outl-  
ine what is  
important to  
you as a  
customer, for  
WReN to  
focus on in  
the future  
and why?**

**Tag - SUPPLIER**

	Text	NET
Response 62	<ul style="list-style-type: none"> <li>•Reduce leakage</li> <li>•increase communication</li> <li>•Reduce absorption rates from environmental sources</li> </ul>	
Response 63	<p>The following are the most important elements to me as a customer..</p> <p>Increase public water supply draught resilience, Reduce leakage, increase supply pipe renewal, increase mains replacements. Review financial cost, protect sensitive habitats.</p>	
Response 64	<p>We clearly need to be more efficient with our water usage and by installing meters in every household thus would encourage customers to be more careful with the water they use. I would like to see the water companies give some unsentimental to those who have water butts installed and even something available for butts to be installed. The companies need to play their part to and give priority to repairing mains and leaks</p>	
Response 65	<p>Consumption will be my first as this is in the publics hands and if you give each customer information about how much they use and could give them a target of how much they should try and use it would improve. Reviewing abstractions second choice as I think some areas could be where animals live and I think areas should be put in order to places for example taking water from where animals live would be last.</p> <p>Leakage third choice as I think places where pipes have been installed for over certain amount of years should be checked just incase of leakages as in the long run it does save you money.</p>	
Response 66	<p>Leakage</p> <p>Soicoa and human contribution</p> <p>And keeping rivers clean. Ensuring water is clean to a high standard</p>	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Yorkshire Water
Response 62		
Response 63		
Response 64		
Response 65		
Response 66		
Total sample; Unweighted; base n = 91		Part 82 of 116

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	Northumbrian Water	
Response 62		
Response 63		
Response 64		
Response 65		
Response 66		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 62		
Response 63		
Response 64		
Response 65		
Response 66		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	NET	
Response 67	Saving money is generally what most household are focused on especially after covid people losing jobs , business shutting down. 1 / reuse water 2 / increase water efficiency measures 3 / incentives to encourage customers to do this 4 / financial costs most customers like set amounts (I do) 5 / share water supply with other regions if needed	
Response 68	To fix leakages Financial cost Protecting the environment	
Response 69	Leakage and financial	
Response 70	As a business that uses a lot of water on a daily basis I aim to educate myself and my employees on how to reduce the amount of water we waste unnecessarily. As a customer it is important that we do all we can to reduce waste and costs which hopefully in turn will benefit the water company and hopefully go back into the business to improve resources and services. As a city centre salon it is important to us that our water supply is clean, healthy and constant so an efficient service is paramount. I think waste and reserving water are very important so maintaining the equipment and sources that supply our water is a priority and in doing this not only can we can keep a healthy supply locally but also help out other areas that may not have such a good supply.	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Yorkshire Water
Response 67		
Response 68		
Response 69		
Response 70		

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text	Northumbrian Water	
Response 67		
Response 68		
Response 69		
Response 70		



Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 67		
Response 68		
Response 69		
Response 70		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
	Text	NET
Response 71	Reliability Value Efficiency in Repairs	
	Customer Preferred Option	
	Financial Costs	
	Water Efficiency	
	Awareness Unrivalled Customer Service	
Response 72	Reliable Resilient Service	
	“Every Drop Counts”	
	Leakage	
Response 73	Reduce bills	
	I environment is s something you need to look after cause it makes the world go around I would protect the natural things Keep bills low Increase the awareness of people using water The most important thing is to protect the environment and if you trade water this could be a bad thing as it could be bad as it could make the area which is trading the water lose out in it in the futer keeping the cost low is another great thing as people may not be able to afford raising the prices of water and it could cause people stress as they trying to pay there bills. Protecting animals is another thing as they are keeping the world moving too as they will need a water source to drink from and to eat from if you take that away. The target and time is essentially as it could be to late so I think over the next few years and in would be willing to pay extra when I start paying bills as it could help the world in the futer if we pay maybe 200 pound per month as it will increase the chances of survival and it will be a good idea if this happens by 2030 and the prices should start increasing now a little bit per month	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Yorkshire Water
Response 71		
Response 72		
Response 73		

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text	Northumbrian Water	
Response 71		
Response 72		
Response 73		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 71		
Response 72		
Response 73		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	NET	
Response 74	Education of customers on PCC and ways to save water. Also, preventing harm to the environment and promoting environment causes were appropriate.	
Response 75	I think Leakage is an important factor as I believe peoples bills would be reduced if there was less water wastage, also no one likes to hear that water is being wasted when there's countries and places out there struggling for water. Per capita consumption is another factor as I believe that this target is an easy one to achieve as people would be shocked if they really found out how much water they were using and if they were contacted they would be able to hear ways in which they could reduce this. I think protecting the SACs is also important as these have been set up to help the environment and must be working if they're still going therefore I don't think it would be a good idea to take from these areas or change them. Explanations to customers should also be a big part as people appreciate being told just exactly where their money is going and the changes that have happened because of this.	
Response 76	Protect sensitive habitats as we should look after what we have currently. Reviewing abstractions to ensure they are not damaging the environment as we need to protect the environment and ensure we are not leaving it in a worse state. Water efficiency/per capita consumption/watermeters so the customer takes some responsibility.	
Response 77	-biodiversity -leakage -increasing consumer awareness -abstraction and the environment	

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Yorkshire Water
Response 74		
Response 75		
Response 76		
Response 77		

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text	Northumbrian Water	
Response 74		
Response 75		
Response 76		
Response 77		



<b>Best Value</b>		<b>Tag - SUPPLIER</b>	
<b>Plan: 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 WReN to focus on in the future and why?</b>			
Text		Hartlepool Water	
Response 74			
Response 75			
Response 76			
Response 77			

Best Value Plan: 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 WReN to focus on in the future and why?		Tag - SUPPLIER
	Text	NET
Response 78	A best value plan should incorporate elements including customer expectations. Customers expect clear clean water to be available when the tap is turned on at the lowest cost to them. Leakages and water wastage is in the customer focus due to the cost of them, the inconvenience (roadworks) and being itemised. The customer may not be aware of the low detection of leaks or the measures taken to ensure a constant and consistent supply (ref: resilience). I consider the plan to be one of education and information. Inform the consumer regarding water usage per person, (break down to essential and non-essential if possible though this may be a subject to opinion), Include what it costs to treat the water per person, PCC, to make the numbers relevant. Engage the community in programmes to inform, invite schools to treatment plants, this is relevant to STEM subjects, geology, geography and ecology. Show the public what they can do to improve, reduce costs and their impact on the environment. Include the impacts of consumer intervention on water courses due to fly tipping, oil release and other negative activities conducted illicitly. Extend to school projects to maintain focus longer, children can be the best educators and influencers. (Every day is a learning day!) 'Only paper pee and poo, go down the loo'	
Response 79	I think customers choice is a key feature as I think customers should have an input on what they're paying for. Therefore, this would make the customer as they feel like they're making a difference.	
Response 80	The environment to me is pretty important because I know this may seem illogical but we do not want to but killing the environment in the effort of having water so if we have systems in place to give back like we do already, but being ready for the change in said environment	

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Yorkshire Water
Response 78		
Response 79		
Response 80		

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text	Northumbrian Water	
Response 78		
Response 79		
Response 80		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		Hartlepool Water
Response 78		
Response 79		
Response 80		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		NET
Response 81	<p>My plan is all about water efficiency and the benefits that can come with it. Educating people so that they can use less treated water within there household, for example instead of taking a bath everyday take a shower most days and cut you bath usage down to one times per week.</p> <p>when washing cars do not leave the tap running when applying soap ect.</p> <p>if people used less water and used it more efficiently there would be a reduction obviously in the amount of water you use and a reduction in the bill you pay, there will also be a positive impact on the environment due to there being less water taken from streams, underground reservoirs and rivers ect.</p>	
Response 82	<p>Reviewing abstractions to ensure they are not damaging the environment - Financial cost - leakage - water meters</p> <p>Water leaks for me, even though they're going to be getting reduced in 2050, I just think that it's to far away and there needs to be more work done on it now/as soon as possible.</p>	
Response 83	<p>I still find it to be a very high number of pipe bursts and leaks every year, I've seen how bad a burst pipe/leak can get if not treated fast or cared about fully. That is why I'm backing leaks/burst pipes all the way.</p>	
Response 84	<p>Protect habits Leakages Water transfer checks</p>	
Response 85	<p>the best value plan should focus on reduction in water usage per household as I believe this would be a very cost effective way to implement change. I believe this would also drive an immediate effect to reduction in water loss and drive people to make more conscious choices about their water usage</p>	

Total sample; Unweighted; base n = 91

Part 101 of 116

Best Value		Tag - SUPPLIER
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Text	Yorkshire Water	
Response 81		
Response 82		
Response 83		
Response 84		
Response 85		

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	Northumbrian Water	
Response 81		
Response 82		
Response 83		
Response 84		
Response 85		
Total sample; Unweighted; base n = 91		Part 103 of 116



Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text	Hartlepool Water	
Response 81		
Response 82		
Response 83		
Response 84		
Response 85		
Total sample; Unweighted; base n = 91		Part 104 of 116

<p>Best Value Plan: 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 WReN to focus on in the future and why?</p>	<p>Tag - SUPPLIER</p>
<p>Text</p> <p>Response 86</p>	<p>NET</p> <p>1 - Leakage and Evaporation: Sorting out the infrastructure First. Future proofing the resource. We as a nation, company and individuals must take responsibility for water resource (and usage) management. With the company being forefront in managing water especially during warm dry periods, managing leakage must be at the front of the companies future directive. We must manage what we have and minimise what we loose, as water is precious. Managing evaporation with tech that is already available can be managed to also co exist with nature. This is the floating balls that could cover water stocks in part, and also allow birds and fish to continue to live in these managed waters. On the other hand leakage is a more pressing problem. We were informed that only 6% of leaks could be found at the end of the session. The technology is not available yet to detect the rest. I'm sure a simple flow or volume metre along the water pipes and at critical junctions could be used to see if any water is being lost along the way. If the technology is not available now- create a competition from around the UK for people and the brightest minds to come up with inspiring and cost effective ways to detect a far greater amount of water being lost. This then may help water stretched area's not only in the UK but around the world to hold on to what they have better. As I mentioned in one of the sessions, we would not tolerate Gas, or Electricity being lost to leaks- Water should be the same</p> <p>2 - Reservoir / Stock management.</p> <p>Increasing the height of open water sites, we can retain more water in each site. The infrastructure is already there and the same amount of evaporation loss would occur as the current shallower sites. Again this has to be balanced with nature and the natural way of things at each site, so that the ecological impact is balanced with the water we can gain</p> <p>3 - To start in 2025 and be completed no later than 2030 We should all know what we use as individuals and companies on a daily basis V the target for a greener efficient user (110 litres or less a day) Be it through flow metres similar to gas or electric meters. Online bills / use made more available on a daily basis. At least give everyone the tools to be conscious and proactive about this individual impact. Make it more a national discussion. Educate and advertise this message more, so we can tackle the issue sooner as we will be conscious about what we use and for what. 4 - Desalinisation Not relevant to WReN but there should be more focus and development of technology to produce drinking water from sea water. I understand that it costs 25 times more that normal water supply's, at the moment but again the area's that have a shortage could be supported by the area's that do have enough to invest in new technology to filter this water and supply the area's that need it. Look to the more drought prone countries to see and then expand on what they are doing, and again think out of the box, Think Big and invest the time to come up with a solution to this process now as it will only get more expensive to do this in the years to come, when it is really needed. This would also reduce the sale of water to other area's that would normally buy water as their own stocks are lower, or usage is higher.</p>

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Yorkshire Water

Response 86

**Best Value  
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the future  
and why?**

**Tag - SUPPLIER**

Text

Northumbrian Water

Response 86

<b>Best Value</b>		<b>Tag - SUPPLIER</b>
<b>Plan: 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 WReN to focus on in the future and why?</b>		
Text		Hartlepool Water

Response 86

Best Value		Tag - SUPPLIER
Plan: 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 WReN to focus on in the future and why?		
Text		NET
Response 87	<p>Financial cost</p> <p>Leakage</p> <p>Mains replacement If there is no leakages then there will be no water wasting</p>	
Response 88	<p>Replacement of old pipes.as this would reduce the amount of leeks.The time scale would be within the next 15 year's so a dedicated budget could be allocated for this project.</p> <p>The best Value Plan would be to try to prevent or locate water leakage as this a high percentage of our water consumption and waste.</p> <p>Water is a valuable and limited resource, therefore should be treated with respect and appreciation.</p> <p>In society today we have a lot of old pipes that are burst or broken and in need of repair. Replacing and maintaining our old water pipes should be of high priority. Notifying businesses of a plan would help lessen the stress, worry, and anxiety, allowing the business to accommodate and prepare. The initial cost to consumers may be high but education</p>	
Response 89	<p>for consumers would encourage them to conserve and be frugal with water.</p> <p>Incentives could be a reduction in Water Bills if a substantial amount of water is saved by the consumer.</p> <p>Building more reservoirs may be a long-term answer to some of the water shortages in the south.</p> <p>If water is sent from one area to another, we should check that the other authority is doing what they can to prevent water wastage or leakage. Natural habitats for animals and plants should be checked and maintained with a penalty for misuse.</p>	

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Text		Yorkshire Water
Response 87		
Response 88		
Response 89		

<b>Best Value</b>		<b>Tag - SUPPLIER</b>	
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Text		Northumbrian Water	
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	Text	NET
Response 90	My best value plan as a customer would be, firstly to look into leakage. The reason for this is, leakage may contribute to future shortages should they ever have to share water with another area. Also leakage is waste, no one likes wasting things why should water be any different. Secondly mains/supply pipe replacement, I feel as though I may be a bit biased on choosing this as in my area there seem to have been several burst pipes over the last few years which have affected my water supply. I also think pipe replacement may also help in achieving less leakage as mentioned in my first point seen as some leaks are hard to find. Thirdly and lastly for my best value plan would be per capita consumption, I believe should wren bring this to the attention all their consumers/customers we would see a dramatic change in how much we use. This would be due to everyone being more conscious of how much water we are using. Even if everyone used 5 litres less per day, over the whole area would be huge.	
Response 91	the best value plan should be to focus on leakages and to distribute water evenly throughout regions	

Best Value		Tag - SUPPLIER
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Text		Yorkshire Water
Response 90		
Response 91		
Total sample; Unweighted; base n = 91		Part 114 of 116

Best Value		Tag - SUPPLIER
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Text		Northumbrian Water
Response 90		
Response 91		
Total sample; Unweighted; base n = 91		Part 115 of 116

Best Value		Tag - SUPPLIER
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Text		Hartlepool Water
Response 90		
Response 91		
Total sample; Unweighted; base n = 91		Part 116 of 116

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For example,  
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Text

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 1	A 10% increase over the year.	
Response 2	Personally i wouldn't mind an increase in my monthly bills if it ensures that these points are a prime focus for WReN. At most a £5 increase monthly could be enough to cover these points adequately	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Yorkshire Water
Response 1	Personally i wouldn't mind an increase in my monthly bills if it ensures that these points are a prime focus for WReN. At most a £5 increase monthly could be enough to cover these points adequately	
Response 2	I would be happy to pay £10 extra per month and would like a high percentage of this to go towards looking at technical support for treatment and leakage works.	

Total sample; Unweighted; base n = 91

Part 2 of 148

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Northumbrian Water
Response 1	10% of your target could be a 1 % increase 50% could be a 5% On this sliding scale up to 100% and a 10% increase to the bill	
Response 2	I would be willing to a 3% to 5% yearly rise in my bill. As long as the increase wasnt lining someones pocket and the customer go the full benefit for our and the next generations future.	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Hartlepool Water
Response 1	A 10% increase over the year.	
Response 2	2% increase optional gift/donation to help conservation and environment Maybe some mechanic similar to pensions, where customer can increase what they pay and this is matched by the water company?	

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 3	10% of your target could be a 1 % increase 50% could be a 5% On this sliding scale up to 100% and a 10% increase to the bill	
Response 4	I would be happy to pay £10 extra per month and would like a high percentage of this to go towards looking at technical support for treatment and leakage works.	

Total sample; Unweighted; base n = 91

Part 5 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Yorkshire Water
Response 3	I will pay an increase if £50 per year max	
Response 4	4 5 pound a month	

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Northumbrian Water
Response 3	I would totally be totally honest and explain that at the moment the price of bills don't factor in the longevity of a clean reliable source of water for the present and future generations of customers. I think an either an initial 10-15% hit on price increases or a 3 year gradually increase additional to base line inflation,	
Response 4	I think so long as it is made clear to consumers the reason behind price increases that is acceptable and helping to save the environment is definitely something I think the UK is behind other countries on	
	I think it would be acceptable to charge an extra £2-£3 per month	



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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Hartlepool Water
Response 3	I'd be happy to pay an extra whopping eight to ten per cent on water bills to secure a critical national infrastructure we will ask more and more of in future It's a big job.	
Response 4	No more than a 5% raise in yearly bill and bimonthly reports on what's happening and where money is being used.	

Total sample; Unweighted; base n = 91

Part 8 of 148

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	NET
Response 5	I would be willing to a 3% to 5% yearly rise in my bill. As long as the increase wasnt lining someones pocket and the customer go the full benefit for our and the next generations future.	
Response 6	I will pay an increase if £50 per year max	
Response 7	I would totally be totally honest and explain that at the moment the price of bills don't factor in the longevity of a clean reliable source of water for the present and future generations of customers. I think an either an initial 10-15% hit on price increases or a 3 year gradually increase additional to base line inflation,	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Yorkshire Water
Response 5	I would be happy to pay an extra 10% - 15% if these challenges were realised.	
Response 6	4 to 5 pound a month	
Response 7	Price of bills to achieve plans was to initially increase by 3% up to 5% incrementally in the next 10 years.	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Northumbrian Water
Response 5	Raise all customers bills by 5% as a one off (unless inflation rises)	
Response 6	Nothing really as prices are high now and certainly not a meter. This is just greed for the water companies	
Response 7	Increase current bills by 20 to 30 percent	

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Total sample; Unweighted; base n = 91

Part 11 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Hartlepool Water
Response 5	As said in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual proposals and not for some CEO or Fatcat to line his pockets.	
Response 6	Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.	
Response 7	£30 a month, with the extra money being put towards the above mentioned areas.	

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 8	4 5 pound a month	
Response 9	I would be happy to pay an extra 10% - 15% if these challenges were realised.	
Response 10	4 to 5 pound a month	
Response 11	Price of bills to achieve plans was to initially increase by 3% up to 5% incrementally in the next 10 years.	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Yorkshire Water
Response 8	Happy to pay an extra £10-£15 per month	
Response 9	Each customer could pay £5 extra a year	
Response 10	I dont hink bills should increase as this should be in future plans and costings. For environmetal targets I think the cost should be borne from consumers and business alike and therefore a small increase to reflect this should be considered	
Response 11	I would be happy to pay at least £5 more per year	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Northumbrian Water
Response 8	Increase maybe of £3 to £4 monthly and high users of water eg industry should pay more.	
Response 9	Something that's, affordable according to my household income,	
Response 10	Initially a 25% increase in bill to invest in new strategies then aim to reduce this back down by a few percent a year so customers are getting back	
Response 11	Willing to pay a 2/6 % increase over a certain amount of years, once issues seem to be sorting themselves out and hitting targets, would expect to see prices drop down a bit or get incentives	



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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Hartlepool Water
Response 8	Pricing bills to achieve targets and innovation to improve services I would expect to be around 10-15% annual bill. I am unsure of the pricing scale, but maybe a variable scale would be appropriate compensating for volume (gardens can increase demand) and occupancy of the household as this increases water usage.	
Response 9	I would say 30 pound a month so that there is a lot of leeway in research and the sort for the target	
Response 10		
Response 11		

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text	NET
Response 12	Happy to pay an extra £10-£15 per month
Response 13	Each customer could pay £5 extra a year
Response 14	I dont hink bills should increase as this should be in future plans and costings. For environmetal targets I think the cost should be borne from consumers and business alike and therefore a small increase to reflect this should be considered

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Yorkshire Water
Response 12	£5 extra on a monthly basis	
Response 13	i would be prepared to pay around £50 per year or {say around an extra £4.00/£5.00 monthly}	
Response 14	hope to achieve in 10-15 years, with 25p - 30p per day, added to water charges.	

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Total sample; Unweighted; base n = 91

Part 18 of 148

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Northumbrian Water
Response 12	Monthly bills will have to go up if this work is to be carried out but definitely no more than inflation.	
Response 13	£2 more a week. Total expense per month £35-£40.	
Response 14	We cannot and should not put a price on this special service we get as we don't realise the amount of people and time it takes for water to come out of our taps I think the price should go up and I'm sure Northumbria water won't over charge us and just increase it to what they think is fair	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 12  
Response 13  
Response 14

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Tag - SUPPLIER

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	Text	NET
Response 15	I think so long as it is made clear to consumers the reason behind price increases that is acceptable and helping to save the environment is definitely something I think the UK is behind other countries on I think it would be acceptable to charge an extra £2-£3 per month	
Response 16	I would be happy to pay at least £5 more per year	
Response 17	Raise all customers bills by 5% as a one off (unless inflation rises)	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Yorkshire Water
Response 15	Price of bills to increase by 3% annually	
Response 16	id be willing to pay an extra £1 a week on top of my bill	
Response 17	0% - Addendum these plans should not be paid for by the domestic consumer, but businesses, local councils and government grants etc.	

Total sample; Unweighted; base n = 91

Part 22 of 148

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Northumbrian Water
Response 15	20-30% increase per household.	
Response 16	My plan was for customers to feel the financial reduction of using less water, therefore they would have reduced bill and wouldn't pay to achieve the plan.	
Response 17	I want to have a heavy cost now and an incremental improvement each year, which brings the cost down, much in the way a toll bridge would work. Communicate with with society and have a contract between the people to deliver, which cannot be reneged upon.	



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 15  
Response 16  
Response 17

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 18	£5 extra on a monthly basis	
Response 19	i would be prepared to pay around £50 per year or {say around an extra £4.00/£5.00 monthly}	
Response 20	hope to achieve in 10-15 years, with 25p - 30p per day, added to water charges.	
Response 21	Nothing really as prices are high now and certainly not a meter. This is just greed for the water companies	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Yorkshire Water
Response 18	Maximum £50 per annum.	
Response 19	I would be prepared to pay an extra £60 per year and would expect achievements to be evidenced with an HMRC pie graph with demonstrates how are water rates are being spent and achievements being met.	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Northumbrian Water
Response 18	Recue your current bill by £5.00 per month	
Response 19	Price of your bills Round up to nearest figure For everyone automatically unless specified not to	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 18

Response 19

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	NET
Response 20	hope to achieve in 10-15 years, with 25p - 30p per day, added to water charges.	
Response 21	Nothing really as prices are high now and certainly not a meter. This is just greed for the water companies	
Response 22	Price of bills to increase by 3% annually	
Response 23	id be willing to pay an extra £1 a week on top of my bill	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

At the moment after covid Businesses are struggling with losses And have been strained financially The payments needs to be int future not 2021 or 2022 until we get back on our feet after losses.

Response 20

I also remember when the council tax bill i included water then the water company was sold to private investors and the council tax bill increased and we also had a new water bill. This was unfair as the previous water element should of been removed from council tax bill To pay for improvements I would pay £2 a MONTH . THE WATER MAINTANCE SHOULD BE DONE AS A MATTER OF COURSE IN THE COMPANY

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Northumbrian Water
Response 20	Cost wise, I would be happy to pay upfront for an electronic device for my home which will therefore mean paying less for my bills in the long run. However with regards to inflation on bills, I would be happy with £5 a year additional costs if I can see a difference happening.	



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 20

Total sample; Unweighted; base n = 91

Part 32 of 148

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 21	Nothing really as prices are high now and certainly not a meter. This is just greed for the water companies	
Response 22	Price of bills to increase by 3% annually	
Response 23	id be willing to pay an extra £1 a week on top of my bill	
Response 24	Increase current bills by 20 to 30 percent	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Yorkshire Water
Response 21	I would be happy to pay 5 - 10% more on my bill but only if the added cost was detailed in its reasons why	
Response 22	I would be willing to pay £5 a month	
Response 23	Inflation + 2% per annum	
Response 24	I would be quite happy to pay up to £10 per month on top of my existing bills.	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Northumbrian Water
Response 21	I would be willing to pay an additional 10% for the first 3 years with a view to reducing to 5% there after.	
Response 22	I would be willing to pay £3-£4 per month in the next 5 years but I would like it to be made clear where the funds go and how the money would be spent	
Response 23	I am prepared to pay around £3 per month on top of my bill providing it is clearly showing what this money will be used for. However if the water company is making huge profits every year I would like to see what they are putting back into the business.	
Response 24	I think all them should be £1 as if all the customers or most customers do it their should be enough money to make a difference.	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

- Response 21
- Response 22
- Response 23
- Response 24

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	NET
Response 25	<b>0% - Addendum these plans should not be paid for by the domestic consumer, but businesses, local councils and government grants etc.</b>	
Response 26	<b>Maximum £50 per annum.</b>	
Response 27	<b>2% increase optional gift/donation to help conservation and environment</b>	
	<b>Maybe some mechanic similar to pensions, where customer can increase what they pay and this is matched by the water company?</b>	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

Response 25 the cost should be with the company who are offering a service and not to the end user unless: it of sets against our tax once the project is complete we get a small price rise and explained why.

Response 26 £5 increase on bills.

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Total sample; Unweighted; base n = 91

Part 38 of 148

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Northumbrian Water
Response 25	I think it's hard to be put a set amount of your bills as everyone house is different however if you offer incentives for people cutting back on water usage I think people would be interested ie teach people on turn the tap off while brushing teeth , shorter showers etc by incentives like saving money this would help as after the last 2 years I believe most people would like to save money.	
Response 26	An increase of 15% which will be over the next 10 years	



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 25

Response 26

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	NET
Response 27	2% increase optional gift/donation to help conservation and environment Maybe some mechanic similar to pensions, where customer can increase what they pay and this is matched by the water company?	
Response 28	I would be prepared to pay an extra £60 per year and would expect achievements to be evidenced with an HMRC pie graph with demonstrates how water rates are being spent and achievements being met.	
Response 29	Increase maybe of £3 to £4 monthly and high users of water eg industry should pay more.	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

Response 27

I would be willing to pay an extra £5 per month against the average of £15 out of the overall £35 monthly bill toward this plan. I feel that i would be happy to pay more per month/per year for a company or plan that agreed with and sufficed my concerns for the environment and created plans to prevent the harm against it, and considered other elements instead of focusing mainly on financial cost for example.

I would definitely invest more money into a company that prioritised the concerns for the environment, and the impact that they may have against this. They would also ensure that the actions they take have the least impact on the environment.

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text	Northumbrian Water
Response 27	I be happy to change the current £27 per month to £30/£35 to help with this reduction of leakages so an increase of £3-£7 per month

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

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Response 27

Total sample; Unweighted; base n = 91

Part 44 of 148

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 28	I would be prepared to pay an extra £60 per year and would expect achievements to be evidenced with an HMRC pie graph which demonstrates how water rates are being spent and achievements being met.	
Response 29	Increase maybe of £3 to £4 monthly and high users of water eg industry should pay more.	
Response 30	I'd be happy to pay an extra whopping eight to ten per cent on water bills to secure a critical national infrastructure we will ask more and more of in future It's a big job.	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Yorkshire Water
Response 28	£2 increase per month.	
Response 29	Percentage increase inline with average percentage improvement in given metric, however ultimately some of these metrics should reduce costs, such as efficiency etc	
Response 30	2% increase reviewed every 5-10 years	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Northumbrian Water
Response 28	To achieve this I am more than willing to contribute to costings and I would be happy to have 5% of my current monthly bill put toward carrying out these measures.	
Response 29	This I found more difficult to predict - every penny counts but willing to pay more if it achieves goals overall. £5 a year seems good.	
Response 30	Need price to stay the same due to new inovation	



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 28  
Response 29  
Response 30

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

NET

Response 31    Something that's, affordable according to my household income,

Total sample; Unweighted; base n = 91

Part 49 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Yorkshire Water
Response 31	I think that £5 a month would be acceptable to most people ( if there are 7 million people paying that is £350 milling a year) Businesses could be charged dependant on there water usage £6 low per month £20 high users on a sliding scale	

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 31

I environment is s something you need to look after cause it makes the world go around I would protect the natural things Keep bills low Increase the awareness of people using water The most important thing is to protect the environment and if you trade water this could be a bad thing as it could be bad as it could make the area which is trading the water lose out in it in the futer keeping the cost low is another great thing as people may not be able to afford raising the prices of water and it could cause people stress as they trying to pay there bills. Protecting animals is another thing as they are keeping the world moving too as they will need a water source to drink from and to eat from if you take that away. The target and time is essentially as it could be to late so I think over the next few years and in would be willing to pay extra when I start paying bills as it could help the world in the futer if we pay maybe 200 pound per month as it will increase the chances of survival and it will be a good idea if this happens by 2030 and the prices should start increasing now a little bit per month

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Hartlepool Water

Response 31

Total sample; Unweighted; base n = 91

Part 52 of 148

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

NET

Response 32

At the moment after covid Businesses are struggling with losses And have been strained financially The payments needs to be int future not 2021 or 2022 until we get back on our feet after losses.

I also remember when the council tax bill i included water then the water company was sold to private investors and the council tax bill increased and we also had a new water bill.

This was unfair as the previous water element should of been removed from council tax bill To pay for improvements I would pay £2 a MONTH . THE WATER MAINTANCE SHOULD BE DONE AS A MATTER OF COURSE IN THE COMPANY

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

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Response 32     I would be willing to pay an extra £1-2 per month.

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Total sample; Unweighted; base n = 91

Part 54 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 32 I would be happy to pay an extra £2 a month.

Total sample; Unweighted; base n = 91

Part 55 of 148



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 32

Total sample; Unweighted; base n = 91

Part 56 of 148

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 33	I would be happy to pay 5 - 10% more on my bill but only if the added cost was detailed in its reasons why	
Response 34	Initially a 25% increase in bill to invest in new strategies then aim to reduce this back down by a few percent a year so customers are getting back	
Response 35	I would be willing to pay £5 a month	
Response 36	Willing to pay a 2/6 % increase over a certain amount of years, once issues seem to be sorting themselves out and hitting targets, would expect to see prices drop down a bit or get incentives	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Yorkshire Water
Response 33	No more than 5% increase on an annual bill.	
Response 34	Upto 20% increase per year	
Response 35	Average price of bills I've been told is £35 p/m with £15 going to WRM. I'm lucky enough to be in a position to be happy with a 33% increase in WRM seeing a total increase of bill just less than 20%. For that increase I would expect results and fast for example 5-10yrs. Not goals like 2050.	
Response 36	We sgoyos not be paying as customers and the cost sgouod be offsetted against our tax. But willing to pay up to 5 percent if needed.	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Northumbrian Water
Response 33	Percentage of Bill to be paid as extra so that the more people use, the more they pay as extra. This is fairer than putting everybody's bill up by the same amount.	
Response 34	I think a fair amount would be to add an extra £5 to every bill each month as I feel this would have a huge impact. If 75% of the customers were to do this it would make a big difference.	
Response 35	not so much an increase in my bills however a reduction of around £2-3 a month of your current bill and maybe a £10 quarterly bonus in you use below a certain amount of water consistently	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 33  
Response 34  
Response 35

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 36	Willing to pay a 2/6 % increase over a certain amount of years, once issues seem to be sorting themselves out and hitting targets, would expect to see prices drop down a bit or get incentives	
Response 37	Inflation + 2% per annum	
Response 38	Monthly bills will have to go up if this work is to be carried out but definitely no more then inflation.	
Response 39	No more than a 5% raise in yearly bill and bimonthly reports on what's happening and where money is being used.	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Yorkshire Water
Response 36	We sgoyos not be paying as customers and the cost sgouod be offsetted against our tax. But willing to pay up to 5 percent if needed.	
Response 37	£50 a year increase	
Response 38	I think that it shouldn't be mandatory to do this, however, I do believe it should be an option to do something like this, maybe a donate or even people have an option to pay more/ donate, but with that, if people donate as a customer I think they should get updates/information on what their money is helping to achieve, with images and some text to show off/ prove that their money is making a difference to the community.	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Northumbrian Water
Response 36	25% increase to current bill	
Response 37	A would like my bill to increase from 2 to 5 percent depending on your income but try keep it as fair as possible. You could always pay more if you wanted.	
Response 38	I believe a target based billing system would work best. I.E if the company manages to achieve their set targets by a certain date then they can increase prices by a certain percentage.	



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 36  
Response 37  
Response 38

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	NET
Response 39	No more than a 5% raise in yearly bill and bimonthly reports on what's happening and where money is being used.	
Response 40	I would be quite happy to pay up to £10 per month on top of my exisiting bills.	
Response 41	£2 more a week. Total expense per month £35-£40.	
Response 42	We cannot and should not put a price on this special service we get as we don't realise the amount of people and time it takes for water to come out of our taps I think the price should go up and I'm sure Northumbria water won't over charge us and just increase it to what they think is fair	

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	Yorkshire Water
Response 39	Like anything in life we want to see value for money, see what we are in essence buying if our bills are to increase. Paying for something now will be more cost effective than in the years to come. Again if you are a green user, a more efficient individual or company that beats targets there should also be a price reduction or incentive. As long as these increases go directly to infrastructure improvement and efficiency of water management, and not profits or increased salaries. As I see it a 3-5% of our annual bill would not be offensive to more reasonable companies or individuals, but as long as there is a breakdown and total visibility of investment made with everyone's contributions. We all need to buy in to this and see what we have invested in for now and the future. Again this increase is part if any investment. No investment no increase.	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 39 water bills should rise no more than the currant rate of inflation

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 39

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 40	I would be quite happy to pay up to £10 per month on top of my existing bills.	
Response 41	£2 more a week. Total expense per month £35-£40.	
Response 42	We cannot and should not put a price on this special service we get as we don't realise the amount of people and time it takes for water to come out of our taps I think the price should go up and I'm sure Northumbria water won't over charge us and just increase it to what they think is fair	
Response 43	20-30% increase per household.	

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

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Response 40     Depending on individual circumstances and prob willing to pay £3 extra a month

Response 41

Response 42

Response 43

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	Northumbrian Water
Response 40	I feel that we should all contribute at least £50 per annum. If things improve this could be reduced as per consumer usage.	
Response 41	Me personally I would not mind paying up to £5 per month to help achieve the targets above.	
Response 42	10 percent increase in bills per month (this seems to be a reasonable increase for any family/homes to contribute)	
Response 43		



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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Hartlepool Water

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Response 40

Response 41

Response 42

Response 43

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 44	the cost should be with the company who are offering a service and not to the end user unless: it of sets against our tax once the project is complete we get a small price rise and explained why.	
Response 45	£5 increase on bills.	
Response 46	My plan was for customers to feel the financial reduction of using less water, therefore they would have reduced bill and wouldn't pay to achieve the plan.	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

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Response 44

Response 45

Response 46

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Total sample; Unweighted; base n = 91

Part 74 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 44  
Response 45  
Response 46

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Hartlepool Water

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Response 44

Response 45

Response 46

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Total sample; Unweighted; base n = 91

Part 76 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

NET

Response 47

As said in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual proposals and not for some CEO or Fatcat to line his pockets.

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

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Response 47

Total sample; Unweighted; base n = 91

Part 78 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 47



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 47

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text	NET
Response 48	<p>I would be willing to pay an extra £5 per month against the average of £15 out of the overall £35 monthly bill toward this plan. I feel that i would be happy to pay more per month/ per year for a company or plan that agreed with and sufficed my concerns for the environment and created plans to prevent the harm against it, and considered other elements instead of focusing mainly on financial cost for example.</p> <p>I would definitely invest more money into a company that prioritised the concerns for the environment, and the impact that they may have against this. They would also ensure that the actions they take have the least impact on the environment.</p>

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

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Response 48

Total sample; Unweighted; base n = 91

Part 82 of 148

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Northumbrian Water

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Response 48

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Hartlepool Water

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Response 48

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	NET
Response 49	I want to have a heavy cost now and an incremental improvement each year, which brings the cost down, much in the way a toll bridge would work. Communicate with with society and have a contract between the people to deliver, which cannot be reneged upon.	
Response 50	£2 increase per month.	
Response 51	Percentage increase inline with average percentage improvement in given metric, however ultimately some of these metrics should reduce costs, such as efficiency etc	
Response 52	Recue your current bill by £5.00 per month	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

- Response 49
- Response 50
- Response 51
- Response 52

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

- Response 49
- Response 50
- Response 51
- Response 52



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

- Response 49
- Response 50
- Response 51
- Response 52

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	NET
Response 53	Price of your bills Round up to nearest figure For everyone automatically unless specified not to	
Response 54	Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.	
Response 55	2% increase reviewed every 5-10 years	
Response 56	I think that £5 a month would be acceptable to most people ( if there are 7 million people paying that is £350 milling a year) Businesses could be charged dependant on there water usage £6 low per month £20 high users on a sliding scale	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

- Response 53
- Response 54
- Response 55
- Response 56

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

- Response 53
- Response 54
- Response 55
- Response 56

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

- Response 53
- Response 54
- Response 55
- Response 56

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 57	I would be willing to pay an extra £1-2 per month.	
Response 58	Cost wise, I would be happy to pay upfront for an electronic device for my home which will therefore mean paying less for my bills in the long run. However with regards to inflation on bills, I would be happy with £5 a year additional costs if I can see a difference happening.	
Response 59	No more than 5% increase on an annual bill.	
Response 60	I would be willing to pay an additional 10% for the first 3 years with a view to reducing to 5% there after.	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

- Response 57
- Response 58
- Response 59
- Response 60

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

- Response 57
- Response 58
- Response 59
- Response 60



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

- Response 57
- Response 58
- Response 59
- Response 60

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	NET
Response 61	<b>Upto 20% increase per year</b>	
Response 62	<b>Average price of bills I've been told is £35 p/m with £15 going to WRM. I'm lucky enough to be in a position to be happy with a 33% increase in WRM seeing a total increase of bill just less than 20%. For that increase I would expect results and fast for example 5-10yrs. Not goals like 2050.</b>	
Response 63	<b>I would be willing to pay £3-£4 per month in the next 5 years but I would like it to be made clear where the funds go and how the money would be spent</b>	

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

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Response 61

Response 62

Response 63

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 61  
Response 62  
Response 63

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 61  
Response 62  
Response 63

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 64	I am prepared to pay around £3 per month on top of my bill providing it is clearly showing what this money will be used for. However if the water company is making huge profits every year I would like to see what they are putting back into the business.	
Response 65	I think all them should be £1 as if all the customers or most customers do it their should be enough money to make a difference.	
Response 66	We sgoynos not be paying as customers and the cost sgouod be offsetted against our tax. But willing to pay up to 5 percent if needed.	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

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Response 64

Response 65

Response 66

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Total sample; Unweighted; base n = 91

Part 102 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 64  
Response 65  
Response 66



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 64  
Response 65  
Response 66

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 67	I think it's hard to be put a set amount of your bills as everyone house is different however if you offer incentives for people cutting back on water usage I think people would be interested ie teach people on turn the tap off while brushing teeth , shorter showers etc by incentives like saving money this would help as after the last 2 years I believe most people would like to save money.	
Response 68	An increase of 15% which will be over the next 10 years	
Response 69	I be happy to change the current £27 per month to £30/£35 to help with this reduction of leakages so an increase of £3-£7 per month	

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

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Response 67

Response 68

Response 69

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 67  
Response 68  
Response 69

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 67  
Response 68  
Response 69

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 70	To achieve this I am more than willing to contribute to costings and I would be happy to have 5% of my current monthly bill put toward carrying out these measures.	
Response 71	This I found more difficult to predict - every penny counts but willing to pay more if it achieves goals overall. £5 a year seems good.	
Response 72	Need price to stay the same due to new inovation	

Total sample; Unweighted; base n = 91

Part 109 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

Response 70  
Response 71  
Response 72

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 70  
Response 71  
Response 72



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 70  
Response 71  
Response 72

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

NET

Response 73

I environment is s something you need to look after cause it makes the world go around I would protect the natural things Keep bills low Increase the awareness of people using water The most important thing is to protect the environment and if you trade water this could be a bad thing as it could be bad as it could make the area which is trading the water lose out in it in the futer keeping the cost low is another great thing as people may not be able to afford raising the prices of water and it could cause people stress as they trying to pay there bills. Protecting animals is another thing as they are keeping the world moving too as they will need a water source to drink from and to eat from if you take that away. The target and time is essentially as it could be to late so I think over the next few years and in would be willing to pay extra when I start paying bills as it could help the world in the futer if we pay maybe 200 pound per month as it will increase the chances of survival and it will be a good idea if this happens by 2030 and the prices should start increasing now a little bit per month

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

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Response 73

Total sample; Unweighted; base n = 91

Part 114 of 148

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Northumbrian Water

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Response 73

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

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Response 73

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 74	£30 a month, with the extra money being put towards the above mentioned areas.	
Response 75	I would be happy to pay an extra £2 a month.	
Response 76	Percentage of Bill to be paid as extra so that the more people use, the more they pay as extra. This is fairer than putting everybody's bill up by the same amount.	
Response 77	£50 a year increase	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

- Response 74
- Response 75
- Response 76
- Response 77

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

- Response 74
- Response 75
- Response 76
- Response 77



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

- Response 74
- Response 75
- Response 76
- Response 77

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 78	Pricing bills to achieve targets and innovation to improve services I would expect to be around 10-15% annual bill. I am unsure of the pricing scale, but maybe a variable scale would be appropriate compensating for volume (gardens can increase demand) and occupancy of the household as this increases water usage.	
Response 79	I think a fair amount would be to add an extra £5 to every bill each month as I feel this would have a huge impact. If 75% of the customers were to do this it would make a big difference.	
Response 80	I would say 30 pound a month so that there is a lot of leeway in research and the sort for the target	

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

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Response 78

Response 79

Response 80

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 78  
Response 79  
Response 80

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 78  
Response 79  
Response 80

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 81	not so much an increase in my bills however a reduction of around £2-3 a month of your current bill and maybe a £10 quarterly bonus in you use below a certain amount of water consistently	
Response 82	25% increase to current bill	

Total sample; Unweighted; base n = 91

Part 125 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

Response 81

Response 82

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 81

Response 82



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 81

Response 82

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

	Text	NET
Response 83	I think that it shouldn't be mandatory to do this, however, I do believe it should be an option to do something like this, maybe a donate or even people have an option to pay more /donate, but with that, if people donate as a customer I think they should get updates/information on what their money is helping to achieve, with images and some text to show off/prove that their money is making a difference to the community.	
Response 84	A would like my bill to increase from 2 to 5 percent depending on your income but try keep it as fair as possible. You could always pay more if you wanted.	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

Response 83

Response 84

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 83

Response 84

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 83

Response 84

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

NET

Response 85

I believe a target based billing system would work best. I.E if the company manages to achieve their set targets by a certain date then they can increase prices by a certain percentage.

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

Response 85

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 85



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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Hartlepool Water

Response 85

Total sample; Unweighted; base n = 91

Part 136 of 148

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

NET

Response 86

Like anything in life we want to see value for money, see what we are in essence buying if our bills are to increase. Paying for something now will be more cost effective than in the years to come. Again if you are a green user, a more efficient individual or company that beats targets there should also be a price reduction or incentive. As long as these increases go directly to infrastructure improvement and efficiency of water management, and not profits or increased salaries. As I see it a 3-5% of our annual bill would not be offensive to more reasonable companies or individuals, but as long as there is a breakdown and total visibility of investment made with everyone's contributions. We all need to buy in to this and see what we have invested in for now and the future. Again this increase is part if any investment. No investment no increase.

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Yorkshire Water

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Response 86

Total sample; Unweighted; base n = 91

Part 138 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 86

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

Text

Hartlepool Water

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Response 86

Total sample; Unweighted; base n = 91

Part 140 of 148

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**Tag - SUPPLIER**

**Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.**

	Text	NET
Response 87	Depending on individual circumstances and prob willing to pay £3 extra a month	
Response 88	water bills should rise no more than the currant rate of inflation	
Response 89	I feel that we should all contribute at least £50 per annum. If things improve this could be reduced as per consumer usage.	
Response 90	Me personally I would not mind paying up to £5 per month to help achieve the targets above.	

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

- Response 87
- Response 88
- Response 89
- Response 90

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

- Response 87
- Response 88
- Response 89
- Response 90



Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

- Response 87
- Response 88
- Response 89
- Response 90

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

NET

Response 91 10 percent increase in bills per month (this seems to be a reasonable increase for any family/homes to contribute)

Total sample; Unweighted; base n = 91

Part 145 of 148

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Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Yorkshire Water

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Response 91

Total sample; Unweighted; base n = 91

Part 146 of 148

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Northumbrian Water

Response 91

Tag - SUPPLIER

Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc. Please specify whether you are referring to a monthly, yearly etc. figure.

Text

Hartlepool Water

Response 91

Please can you tell us to what extent you support each of the objectives below using a 5-point scale where 5 = strongly supportive and 1 = strongly unsupportive

	1 = Stron- gly unsu...	2 = Unsu...	3 = Neit- her supp- ort nor unsu...	4 = Suppo- rtive	5 = Stron- gly suppo- rtive	NET	Aver- age	Base n
Create a plan that is affordable and sustainable over the long term	% 0%	1%	2% <sup>+</sup>	26% <sup>+</sup>	70% <sup>+</sup>	100%	4.66 <sup>+</sup>	91
Meet the future PWS (Public Water Supply) needs in our region	% 0%	0%	3% <sup>+</sup>	33%	63% <sup>+</sup>	100%	4.60 <sup>+</sup>	90
Contribute to the Government's ambition in the 25 Year Environment Plan to 'leave the environment in a better state than we found it'	% 1%	1%	10%	24% <sup>+</sup>	64% <sup>+</sup>	100%	4.48 <sup>+</sup>	91
Achieve multiple benefits (including non-drought resilience)	% 0%	0%	12%	48%	40%	100%	4.28	90
Achieve the WReN environmental destination and RBMP (River Basin Management Plan) objectives (sustainability reductions)	% 0%	2%	14%	45%	39%	100%	4.21	87
Consider Strategic Environmental Assessment (SEA) in decision making	% 0%	1%	14%	48%	37%	100%	4.20	90
Contribute to national resilience	% 0%	0%	11%	60% <sup>+</sup>	29%	100%	4.18	91
Meet demand management policy requirements as defined in the Water Resources National Framework	% 0%	0%	16%	57%	28% <sup>+</sup>	100%	4.12	90
Consider multi sector solutions	% 0%	3%	16%	57%	24% <sup>+</sup>	100%	4.02 <sup>+</sup>	90
Produce a plan that supports the views of regional stakeholders and water companies' customers and is not detrimental to social wellbeing	% 2%	3%	21% <sup>+</sup>	44%	29%	100%	3.94 <sup>+</sup>	89
Meet and maintain a PWS drought resilience level of service of 1:500 for level 4 restrictions - i.e. water restrictions, such as rota cuts (at certain times of day) and standpipes will be needed no more than once every 500 years on average by the 2030's.	% 2%	8% <sup>+</sup>	14%	48%	28% <sup>+</sup>	100%	3.91 <sup>+</sup>	90

Total sample; Unweighted; base n = from 87 to 91; total n = 91; 4 missing

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

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.	Tag - SUPPLIER			
	NET	Yorks-hire Water	North... Water	Hartle-pool Water
	%	%	%	%
5	1%	0%	2%	0%
6	3%	3%	2%	11%
7	16%	15%	19%	11%
8	38%	25%	55%	22%
9	25%	38%	12%	33%
10 = I understood everything	15%	20%	10%	22%
NET	100%	100%	100%	100%
Average	8.30	8.58+	8.00+	8.44

Total sample; Unweighted; base n = 91  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	NET
Response 1	I would recommend education customer as water is something we all take for granted. Understand how the whole process works and detrimental effect this can have on our environment for instance may encourage users to help towards change and reducing the amount which is wasted.	
Response 2	listen to customer advice and ideas as they're the ones that are paying for your service. Stakeholders are important but shouldn't have the final say	
Response 3	Set more realistic targets 2050 seems to far away and difficult to relate	
Response 4	Concentrate on leakage and protect the environment	
Response 5	This has broadened my thinking to the full process of how water comes into our homes and not to take it for granted	
Response 6	To be more observant on water used	
Response 7	You're on the right path for sure keep it up.	
Response 8	I think that the views and opinions expressed in the meetings should be taken into account and then when the future plan is agreed sending out letter to everyone so we know what the future plans are	
Response 9	Good luck in achieving your goals	
Response 10	N/a	
Response 11	I think I have a much better understanding of how my water bill is calculated and where that money goes. It has also given me a much better understanding of the difficulties faced keeping water flowing and we are very fortunate to be in this position.	
Response 12	No comments	
Response 13	N/a	
Response 14	I really enjoyed both session. From not knowing much to wanting to research the subject in more detail.	
Response 15	Just to keep up the good work!	
Response 16	No comments to add	
Response 17	no	
Response 18	Hope the institution are able to meet the intended demands and goals before 2050	



**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	Yorkshire Water
Response 1	listen to customer advice and ideas as they're the ones that are paying for your service. Stakeholders are important but shouldn't have the final say	
Response 2	Concentrate on leakage and protect the environment	
Response 3	To be more observant on water used	
Response 4	I think that the views and opinions expressed in the meetings should be taken into account and then when the future plan is agreed sending out letter to everyone so we know what the future plans are	
Response 5	Good luck in achieving your goals	
Response 6	N/a	
Response 7	I think I have a much better understanding of how my water bill is calculated and where that money goes. It has also given me a much better understanding of the difficulties faced keeping water flowing and we are very fortunate to be in this position.	
Response 8	No comments	
Response 9	N/a	
Response 10	I really enjoyed both session. From not knowing much to wanting to research the subject in more detail.	
Response 11	No comments to add	
Response 12	Hope the institution are able to meet the intended demands and goals before 2050	
Response 13	hope this group helps our local authority to move forward	
Response 14	made me appreciate what supplying water to me entailed. Very surprised by the amount of leakages and wondered if it is possible and cost effective to reduce them	
Response 15	N/A	
Response 16	try to educate people on not wasting water maybe by arranging talks at schools to help the next generation get it right	
Response 17	It's clear you know what is needed and what you should be doing. I'm pleased you haven't included customer service and how you treat your workforce in these discussions. This for me means you are not trying to fudge the important issues. If we had been asked about customer care I believe this might have detracted us from the actual things that matter.	
Response 18	I learnt about how much water we use, before doing this group I was very uneducated and took a lot of things for granted.	

**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	Northumbrian Water
Response 1	Set more realistic targets 2050 seems to far away and difficult to relate	
Response 2	This has broadened my thinking to the full process of how water comes into our homes and not to take it for granted	
Response 3	You're on the right path for sure keep it up.	
Response 4	Just to keep up the good work!	
Response 5	no	
Response 6	No	
Response 7	thanks you for the opportunity.	
Response 8	Most of the topics I didn't realise how much was involved and I think as a customer information should be made available on what goes on in our area.	
Response 9	Keep on doing the good work.	
Response 10	Thanks for taking the time to get our opinions and feedback. I trust the outcome will be beneficial to all	
Response 11	More of these sessions or sessions like these to benefit the company by educating people	
Response 12	.	
Response 13	I hope your plans take into consideration the environment and the affordability for costumers.	
Response 14	I think more about the environment and appreciate the water in our taps and thank you everyday for doing such a good job	
Response 15	Not really	
Response 16	I found the sessions very informative and made me take a different view on my water usage, where my local water comes from which I didn't think too much of before the sessions.	
Response 17	Thank you for letting me take part. It made me think about water as a resource much more deeply and it is frightening how much we take it for granted!	
Response 18	I think water sharing between areas is a must to ensure we all have access to water through droughts or dryer months	

Total sample; Unweighted; base n = 91

Part 3 of 28

**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	Hartlepool Water
Response 1	I would recommend education customer as water is something we all take for granted. Understand how the whole process works and detrimental effect this can have on our environment for instance may encourage users to help towards change and reducing the amount which is wasted.	
Response 2	Public awareness is not high, and perhaps an ad campaign around the work that takes place behind the scenes and how customer money is used.	
Response 3	Treat water as a special commodity. (Pun intended) Thanks for listening.	
Response 4	I think it's crazy that one of the most important elements on earth that is a necessity to survival has such little coverage regarding public knowledge	
Response 5	Really enjoyed the discussions, looking forward to see what happens now I'm a bit better informed. Lovely, knowledgeable and relatable discussion leader.	
Response 6	It was a pleasure to be a part of, I have gained knowledge I would have never thought about	
Response 7	N/A	
Response 8	There was a lot of information to absorb and comment upon, I did find the late time a bit taxing to take in the information and participate in the group after a day at work. Possibly ask what times are suitable in advance, but I understand if that happens the group demograph may be narrowed and influx of ideas and comments may be reduced if all in the group are like-minded.	
Response 9	No	
Response 10		
Response 11		
Response 12		
Response 13		
Response 14		
Response 15		
Response 16		
Response 17		

**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	NET
Response 18	Hope the institution are able to meet the intended demands and goals before 2050	
Response 19	hope this group helps our local authority to move forward	
Response 20	made me appreciate what supplying water to me entailed. Very surprised by the amount of leakages and wondered if it is possible and cost effective to reduce them	
Response 21	No	
Response 22	N/A	
Response 23	try to educate people on not wasting water maybe by arranging talks at schools to help the next generation get it right	
Response 24	thanks you for the opportunity.	
Response 25	It's clear you know what is needed and what you should be doing. I'm pleased you haven't included customer service and how you treat your workforce in these discussions. This for me means you are not trying to fudge the important issues. If we had been asked about customer care I believe this might have detracted us from the actual things that matter.	
Response 26	I learnt about how much water we use, before doing this group I was very uneducated and took a lot of things for granted.	
Response 27	Public awareness is not high, and perhaps an ad campaign around the work that takes place behind the scenes and how customer money is used.	
Response 28	Yes - I think the pie charts are an effective tool to help customers understand where there money is spent and every generation across all communities need to be educated on usage and how precious our clean water is and that it should never, ever be taken for granted - even in rainy England !	
Response 29	Most of the topics I didn't realise how much was involved and I think as a customer information should be made available on what goes on in our area.	
Response 30	Treat water as a special commodity. (Pun intended) Thanks for listening.	
Response 31	Keep on doing the good work.	
Response 32	Save water, love water, keep it flowing.	

Total sample; Unweighted; base n = 91

Part 5 of 28

**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	Yorkshire Water
Response 18	I learnt about how much water we use, before doing this group I was very uneducated and took a lot of things for granted.	
Response 19	Yes - I think the pie charts are an effective tool to help customers understand where there money is spent and every generation across all communities need to be educated on usage and how precious our clean water is and that it should never, ever be taken for granted - even in rainy England !	
Response 20	Save water, love water, keep it flowing.	
Response 21	It would be nice to see WReN not only working to meet the demands for water supply but doing that in an environmentally friendly way where the surrounding wildlife and habitats are left as undisturbed as possible and where these things do have to be sacrificed all is done to help in the aftermath. It would also be nice to see WReN moving along with the times like companies such as Amazon to invest some money in improving their carbon footprint.	
Response 22	Hopefully you can achieve to make this plan work	
Response 23	Of primary importance is ensuring an adequate supply of water to the consumers in the area, whilst ensuring no environmental damage (excepting any localised damage necessitated by the first point, such as dredging reservoirs) and minimising financial impact on customers. A really interesting set of sessions, and I hope my (and co-respondents) have given some valuable input that helps validate the upcoming plan.	
Response 24	Keep up the good work.. Don't be afraid to implement strategies that may at first seem controversial.	
Response 25	Its always about the money, thats the honest truth.	
Response 26	It was a great discussion	
Response 27	I feel that as a company, Water Resources North should consider factors such as water sustainability and efficiency, alongside my views of reflecting on how they could protect and reserve the environment for the future.	
Response 28	I have made this comment previously but I do think some co-ordination with others in the field to put pressure on the burning of moors for grouse shooting. The run off and subsequent floods harm the water supply directly and the banning of this practice and planting of trees will add to your initiatives. Please consider this.	
Response 29	Consider the benefits to your business aswell.	
Response 30	Make sure you speak with your customers over pay increases and make sure you show your customers a direct plan in what you achieve	

Total sample; Unweighted; base n = 91

Part 6 of 28

**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	Northumbrian Water
Response 18	I think water sharing between areas is a must to ensure we all have access to water through droughts or dryer months	
Response 19	Fantastic job and great team doing research for you	
Response 20	I would advice to shout louder than they already are. Be known within a range of social media's so the younger generation can get the info without even realising.	
Response 21	I know that water resources north state that some leaks are too small and too costly to repair but to me it's criminal that we have any waste through water leaks in this day and age.	
Response 22	NA	
Response 23	We're very fortunate to have such a large reservoir keep making the most of it	
Response 24	This is more about the environment but I would increase education about littering as it could be in rivers and seas also just so kids know From a younger age.	
Response 25	I have learnt quite a lot of things that I didn't know about water supply and what could be done to help the environment etc	
Response 26	No	
Response 27	Not really it was all covered in the session and the previous comments on thus	
Response 28	Taking part in the survey has really opened my eyes and educated me to think about where my water comes from, how it is supplied and how we use it. I shall certainly passing this knowledge onto my employees and even clients.	
Response 29	Thoroughly enjoyed the process, an education for me and I certainly appreciate the challenges WRN face. Keep up the excellent work	
Response 30	No	

Total sample; Unweighted; base n = 91

Part 7 of 28

Given all  
you’ve  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?

Tag - SUPPLIER

Text

Hartlepool Water

- Response 18
- Response 19
- Response 20
- Response 21
- Response 22
- Response 23
- Response 24
- Response 25
- Response 26
- Response 27
- Response 28
- Response 29
- Response 30

**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	NET
Response 31	Keep on doing the good work.	
Response 32	Save water, love water, keep it flowing.	
Response 33	It would be nice to see WReN not only working to meet the demands for water supply but doing that in an environmentally friendly way where the surrounding wildlife and habitats are left as undisturbed as possible and where these things do have to be sacrificed all is done to help in the aftermath. It would also be nice to see WReN moving along with the times like companies such as Amazon to invest some money in improving their carbon footprint.	
Response 34	Thanks for taking the time to get our opinions and feedback. I trust the outcome will be beneficial to all	
Response 35	Hopefully you can achieve to make this plan work	
Response 36	More of these sessions or sessions like these to benefit the company by educating people	
Response 37	Of primary importance is ensuring an adequate supply of water to the consumers in the area, whilst ensuring no environmental damage (excepting any localised damage necessitated by the first point, such as dredging reservoirs) and minimising financial impact on customers. A really interesting set of sessions, and I hope my (and co-respondents) have given some valuable input that helps validate the upcoming plan.	
Response 38	.	
Response 39	I think it's crazy that one of the most important elements on earth that is a necessity to survival has such little coverage regarding public knowledge	
Response 40	Keep up the good work.. Don't be afraid to implement strategies that may at first seem controversial.	
Response 41	I hope your plans take into consideration the environment and the affordability for costumers.	
Response 42	I think more about the environment and appreciate the water in our taps and thank you everyday for doing such a good job	
Response 43	Not really	
Response 44	Its always about the money, thats the honest truth.	
Response 45	It was a great discussion	
Response 46	I found the sessions very informative and made me take a different view on my water usage, where my local water comes from which I didn't think too much of before the sessions.	



**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	Yorkshire Water
Response 31	I was very suprised to hear about all that you do, & the considerations that you have to go through. It's a hard call to juggle all the priorities. Get your house in order, stop the leaks and create more water. I think the public should be aware of exactly what you do, in a non boring way for them to understand. Maybe a TV advert to save water aimed with children& dogs in it! Kids are vey good at singing catch phrases and telling mum and dad off. Something catchy	
Response 32	Thank you for listening to your customers . Good luck making positive changes.	
Response 33	Hope this feedback helps! Thank you!	
Response 34	The water company needs to educate more and communicate more	
Response 35	I have enjoyed being part of the market research, one to learn myself and two I hope my feedback has been helpful. For me it's couldn't be more important to communicate with your consumers with a strong, reliable message to educate the public on why these areas are important. During the first meeting I felt why should I fund Yorkshire Water development to helping the environment and come up with new technologies. By the second meeting I felt I wanted to support the change but wanted quick action. If my bills went up and didn't see change over 5-10yrs I would want them to return to the original price.	
Response 36	To also focus on keeping water clean	
Response 37	No	
Response 38	I believe they're doing a great job as it is, going onwards into the future from both sessions I attended it's quite clear they've got a good couple of plans for the future, some better than others but that's mostly opinion-based. It makes me feel happy that it's taken so seriously and with such care. I look forward to hearing about updates on water leakage and what their doing to keep the ecosystem going.	
Response 39	I am far more conscious about water (the supply and management) now than I was previously. My thoughts on this are as follows. What ever is agreed and what ever plans and targets are made, it should be done as a matter or urgency. Be Brave Think Big Act Now, and treat the whole program as a time limited and critically important project. This is only when real action happens. When our backs are against the wall, we as people and a society come together and really think through the problem to take real action. The physiology of planning for 2050 and beyond is too far away for most people. Yes its a great plan but that's all it is when you talk 2050. its not tangible. Be Brave and bring targets forward. Think Big and invest in infrastructure and new technologies sooner. As we know the price of anything and specifically gas electric and water now verses what it will be in 20-30 years will be massively different, so manage and invest in it now for now and the future, as it will be good value for money looking back, in 2050.	
Response 40	None	

Total sample; Unweighted; base n = 91

Part 10 of 28

**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	Northumbrian Water
Response 31	You need water to survive	
Response 32	Explain everything they do their customers and give them strategies in which they can help.	
Response 33	No	
Response 34	I hope that something comes from this to make a difference to our environment	
Response 35	when coming to project your plans in the future to educate people ect, keep the details in layman's terms. Keep it simple	
Response 36	I do not	
Response 37	A hope what we said comes in helpful	
Response 38	n/a	
Response 39	Global warming will increase the way both industry and domestic water is consumed so it will be a challenge to maintain currant services at the present cost so therefore prices may have to rise especially for industry as they use more of what is a natural resource.	
Response 40	I feel that education for Water conservation should start early on. Educating children from Primary Schools to Higher Education should be part of the curriculum. After all, this is not a short term problem but is for all our futures.	

Total sample; Unweighted; base n = 91

Part 11 of 28

Given all  
you’ve  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?

Tag - SUPPLIER

Text

Hartlepool Water

- Response 31
- Response 32
- Response 33
- Response 34
- Response 35
- Response 36
- Response 37
- Response 38
- Response 39
- Response 40

**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	NET
Response 41	<b>I hope your plans take into consideration the environment and the affordability for costumers.</b>	
Response 42	<b>I think more about the environment and appreciate the water in our taps and thank you everyday for doing such a good job</b>	
Response 43	<b>Not really</b>	
Response 44	<b>Its always about the money, thats the honest truth.</b>	
Response 45	<b>It was a great discussion</b>	
Response 46	<b>I found the sessions very informative and made me take a different view on my water usage, where my local water comes from which I didn't think too much of before the sessions.</b>	
Response 47	<b>Really enjoyed the discussions, looking forward to see what happens now I'm a bit better informed. Lovely, knowledgeable and relatable discussion leader.</b>	
Response 48	<b>I feel that as a company, Water Resources North should consider factors such as water sustainability and efficiency, alongside my views of reflecting on how they could protect and reserve the environment for the future.</b>	
Response 49	<b>Thank you for letting me take part. It made me think about water as a resource much more deeply and it is frightening how much we take it for granted!</b>	
Response 50	<b>I have made this comment previously but I do think some co-ordination with others in the field to put pressure on the burning of moors for grouse shooting. The run off and subsequent floods harm the water supply directly and the banning of this practice and planting of trees will add to your initiatives. Please consider this.</b>	
Response 51	<b>Consider the benefits to your business aswell.</b>	
Response 52	<b>I think water sharing between areas is a must to ensure we all have access to water through droughts or dryer months</b>	
Response 53	<b>Fantastic job and great team doing research for you</b>	
Response 54	<b>It was a pleasure to be a part of, I have gained knowledge I would have never thought about</b>	
Response 55	<b>Make sure you speak with your customers over pay increases and make sure you show your customers a direct plan in what you achieve</b>	
Response 56	<b>I was very suprised to hear about all that you do, &amp; the considerations that you have to go through. It's a hard call to juggle all the priorities. Get your house in order, stop the leaks and create more water. I think the public should be aware of exactly what you do, in a non boring way for them to understand. Maybe a TV advert to save water aimed with children&amp; dogs in it! Kids are vey good at singing catch phrases and telling mum and dad off. Something catchy</b>	

Given all  
you’ve  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?

Tag - SUPPLIER

Text

Yorkshire Water

- Response 41
- Response 42
- Response 43
- Response 44
- Response 45
- Response 46
- Response 47
- Response 48
- Response 49
- Response 50
- Response 51
- Response 52
- Response 53
- Response 54
- Response 55
- Response 56

Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?

Tag - SUPPLIER

	Text	Northumbrian Water
Response 41	Thank you, you don't realise how much goes into it all.	
Response 42	from what i have learnt from these session i will think and look more into saving water within my home	
Response 43		
Response 44		
Response 45		
Response 46		
Response 47		
Response 48		
Response 49		
Response 50		
Response 51		
Response 52		
Response 53		
Response 54		
Response 55		
Response 56		

Given all  
you’ve  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?

Tag - SUPPLIER

Text

Hartlepool Water

- Response 41
- Response 42
- Response 43
- Response 44
- Response 45
- Response 46
- Response 47
- Response 48
- Response 49
- Response 50
- Response 51
- Response 52
- Response 53
- Response 54
- Response 55
- Response 56

**Given all  
you've  
learned in  
the last two  
weeks, do  
you have any  
parting  
comments or  
advice for  
Water  
Resources  
North?**

**Tag - SUPPLIER**

	Text	NET
Response 57	Thank you for listening to your customers . Good luck making positive changes.	
Response 58	I would advice to shout louder than they already are. Be known within a range of social media's so the younger generation can get the info without even realising.	
Response 59	Hope this feedback helps! Thank you!	
Response 60	I know that water resources north state that some leaks are too small and too costly to repair but to me it's criminal that we have any waste through water leaks in this day and age.	
Response 61	The water company needs to educate more and communicate more	
Response 62	I have enjoyed being part of the market research, one to learn myself and two I hope my feedback has been helpful. For me it's couldn't be more important to communicate with your consumers with a strong, reliable message to educate the public on why these areas are important. During the first meeting I felt why should I fund Yorkshire Water development to helping the environment and come up with new technologies. By the second meeting I felt I wanted to support the change but wanted quick action. If my bills went up and didn't see change over 5-10yrs I would want them to return to the original price.	
Response 63	NA	
Response 64	We're very fortunate to have such a large reservoir keep making the most of it	
Response 65	This is more about the environment but I would increase education about littering as it could be in rivers and seas also just so kids know From a younger age.	
Response 66	To also focus on keeping water clean	
Response 67	I have learnt quite a lot of things that I didn't know about water supply and what could be done to help the environment etc	
Response 68	No	
Response 69	Not really it was all covered in the session and the previous comments on thus	
Response 70	Taking part in the survey has really opened my eyes and educated me to think about where my water comes from, how it is supplied and how we use it. I shall certainly passing this knowledge onto my employees and even clients.	
Response 71	Thoroughly enjoyed the process, an education for me and I certainly appreciate the challenges WRN face. Keep up the excellent work	
Response 72	No	



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Tag - SUPPLIER

Text

Yorkshire Water

- Response 57
- Response 58
- Response 59
- Response 60
- Response 61
- Response 62
- Response 63
- Response 64
- Response 65
- Response 66
- Response 67
- Response 68
- Response 69
- Response 70
- Response 71
- Response 72

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Tag - SUPPLIER

Text

Northumbrian Water

- Response 57
- Response 58
- Response 59
- Response 60
- Response 61
- Response 62
- Response 63
- Response 64
- Response 65
- Response 66
- Response 67
- Response 68
- Response 69
- Response 70
- Response 71
- Response 72

Given all  
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Resources  
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Tag - SUPPLIER

Text

Hartlepool Water

- Response 57
- Response 58
- Response 59
- Response 60
- Response 61
- Response 62
- Response 63
- Response 64
- Response 65
- Response 66
- Response 67
- Response 68
- Response 69
- Response 70
- Response 71
- Response 72

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Resources  
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**Tag - SUPPLIER**

	Text	NET
Response 73	<b>You need water to survive</b>	
Response 74	<b>N/A</b>	
Response 75	<b>Explain everything they do their customers and give them strategies in which they can help.</b>	
Response 76	<b>No</b>	
Response 77	<b>No</b>	
Response 78	<b>There was a lot of information to absorb and comment upon, I did find the late time a bit taxing to take in the information and participate in the group after a day at work. Possibly ask what times are suitable in advance, but I understand if that happens the group demograph may be narrowed and influx of ideas and comments may be reduced if all in the group are like-minded.</b>	
Response 79	<b>I hope that something comes from this to make a difference to our environment</b>	
Response 80	<b>No</b>	
Response 81	<b>when coming to project your plans in the future to educate people ect, keep the details in layman's terms. Keep it simple</b>	
Response 82	<b>I do not</b>	
Response 83	<b>I believe they're doing a great job as it is, going onwards into the future from both sessions I attended it's quite clear they've got a good couple of plans for the future, some better than others but that's mostly opinion-based. It makes me feel happy that it's taken so seriously and with such care. I look forward to hearing about updates on water leakage and what their doing to keep the ecosystem going.</b>	
Response 84	<b>A hope what we said comes in helpful</b>	
Response 85	<b>n/a</b>	

Total sample; Unweighted; base n = 91

Part 21 of 28

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Tag - SUPPLIER

Text

Yorkshire Water

- Response 73
- Response 74
- Response 75
- Response 76
- Response 77
- Response 78
- Response 79
- Response 80
- Response 81
- Response 82
- Response 83
- Response 84
- Response 85

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**Tag - SUPPLIER**

Text

Northumbrian Water

- Response 73
- Response 74
- Response 75
- Response 76
- Response 77
- Response 78
- Response 79
- Response 80
- Response 81
- Response 82
- Response 83
- Response 84
- Response 85

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Tag - SUPPLIER

Text

Hartlepool Water

- Response 73
- Response 74
- Response 75
- Response 76
- Response 77
- Response 78
- Response 79
- Response 80
- Response 81
- Response 82
- Response 83
- Response 84
- Response 85

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	Text	NET
Response 86	I am far more conscious about water (the supply and management) now than I was previously. My thoughts on this are as follows. What ever is agreed and what ever plans and targets are made, it should be done as a matter or urgency. Be Brave Think Big Act Now, and treat the whole program as a time limited and critically important project. This is only when real action happens. When our backs are against the wall, we as people and a society come together and really think through the problem to take real action. The physiology of planning for 2050 and beyond is too far away for most people. Yes its a great plan but that's all it is when you talk 2050. its not tangible. Be Brave and bring targets forward. Think Big and invest in infrastructure and new technologies sooner. As we know the price of anything and specifically gas electric and water now verses what it will be in 20-30 years will be massively different, so manage and invest in it now for now and the future, as it will be good value for money looking back, in 2050.	
Response 87	None	
Response 88	Global warming will increase the way both industry and domestic water is consumed so it will be a challenge to maintain currant services at the present cost so therefore prices may have to rise especially for industry as they use more of what is a natural resource.	
Response 89	I feel that education for Water conservation should start early on. Educating children from Primary Schools to Higher Education should be part of the curriculum. After all, this is not a short term problem but is for all our futures.	
Response 90	Thank you, you don't realise how much goes into it all.	
Response 91	from what i have learnt from these session i will think and look more into saving water within my home	

Total sample; Unweighted; base n = 91

Part 25 of 28



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Resources  
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Tag - SUPPLIER

Text

Yorkshire Water

- Response 86
- Response 87
- Response 88
- Response 89
- Response 90
- Response 91

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Water  
Resources  
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Tag - SUPPLIER

Text

Northumbrian Water

- Response 86
- Response 87
- Response 88
- Response 89
- Response 90
- Response 91

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Water  
Resources  
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Tag - SUPPLIER

Text

Hartlepool Water

- Response 86
- Response 87
- Response 88
- Response 89
- Response 90
- Response 91