**WReN Inter-Group Questionnaire 1**

1. **In the workshop we introduced you to the proposed Metrics and asked you to rank them from 1 to 12 where 1 was the most important to you, 2 was the second most important to you etc. Please could you confirm how you ranked them from the notes you took. SHOWCARD USED IN GROUPS WILL BE SHOWN**

**Ranking 1 - 12**

1. Public Water Supply (PWS) drought resilience
2. Biodiversity net gain
3. Natural capital
4. Leakage
5. Per Capita Consumption (PCC)
6. Non-drought resilience
7. Carbon
8. Customer preferred option type
9. Stakeholder preferred option type
10. Human and social wellbeing
11. Financial cost
12. Option deliverability
13. **Thinking about the Metrics again we would like you to allocate points to them to show how important they are to you. You have a total of 100 points to give to the 12 Metrics, you can give as many points as you would like to each of the Metrics, you can give some to all of them or only choose to share the points out to a selection, it all depends on what you think is important (the more points given the more important it is) however the total must add up to 100.**
14. Public Water Supply (PWS) drought resilience
15. Biodiversity net gain
16. Natural capital
17. Leakage
18. Per Capita Consumption (PCC)
19. Non-drought resilience
20. Carbon
21. Customer preferred option type
22. Stakeholder preferred option type
23. Human and social wellbeing
24. Financial cost
25. Option deliverability
26. **Is there anything missing from the list of metrics that you think companies should be considering?**

Open

1. **There are a number of options available as part of a Water Resources Management Plan (WRMP) that can either reduce demand or increase supply. The options are as follows, please read:- (SHOW OPTIONS WITH DESCRIPTION FIRST)**

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| Water Demand Management  |
| Meter optants | Customers who have a metered supply are generally more water efficient as they are more water aware. Through increased promotion of metering we can encourage a greater number of customers to opt for a water meter |
| Metering on change of occupancy | The WReN supply areas cannot universally meter all customers as this is only permitted in areas the Environment Agency classify as water stressed. However, we can increase the number of metered customers by installing a meter into every property which is sold  |
| Supply pipe renewal | Customers are responsible for their supply pipe from the property boundary to the point of supply. Water is wasted through leaks from these pipes. Increased investment would allow identification and replacement of leaking supply pipes |
| Water efficiency (providing water saving products) | Both commercial and domestic customers can benefit from water audits and installation of water saving products, such as shower regulators and low flush cistern devices |
| Consumption data | By providing customers with information on how much they use vs. how much other consumers use it raises awareness of how they compare and encourages them to take action to reduce use. This can be through an online portal or app |
| Commercial water efficiency | Audits and / or internal leakage detection/fixing |
| Distribution management  |
| Leakage | All water companies have an annual leakage target they must meet. By investing in increased leakage detection activity, leakage can be reduced beyond current targets |
| Mains replacement | Replacing aging mains pipes to reduce the number of bursts. Old pipes generally result in more bursts, replacing those mains that lose the most water through bursts will reduce the volume of water put into supply |
| Resources management  |
| Extension of existing water treatment works | Increasing the capacity of existing works can increase the volume of water treated and available for supply |
| Reservoir (dam or embankment raising) | Increasing reservoir capacity provides additional storage of water and increases the volume available for supply |
| Reservoir desilting | Over time silt accumulates at the bottom of reservoirs taking up capacity. Removal of this silt increases storage and therefore the volume of water available |
| Desalination | Increased water supply could be provided by constructing a desalination plant. This would treat sea water and increase the water available for supply |
| Increased abstraction | Supply can be increased by applying for licenses to abstract from new river / groundwater sources or apply for an increase to an existing river / groundwater sources. This may require additional investment in increased treatment work capacity |
| Water transfers | Transfer water between water companies in our region or between neighbouring regions. This will require investment in new infrastructure  |

1. **Having read the above options, at an overall level, can you tell me which area of water resource management is most important to you overall?**

Demand Management options

Distribution Management options

Resource Management options

1. **Why is that?**

Open

1. **Considering all of these options please could you rank them in order of how you would prefer WReN (Water Resources North) approach the water supply demand balance where a ranking of 1 is your most preferred option for meeting the water supply demand balance and a ranking of 14 is your least preferred option.**

Meter optants

Metering on change of occupancy

Supply pipe renewal

Water efficiency (providing water saving products)

Consumption data

Commercial water efficiency

Leakage

Mains replacement

Extension of existing water treatment works

Reservoir (dam or embankment raising)

Reservoir desilting

Desalination

Increased abstraction

Water transfers

1. **Company Water Resources Management Plans (WRMP) also need to consider a Drainage Water Management Plan (DWMP).**

**These plans look to improve drainage and, through doing so, environmental water quality. When wastewater (sewage) escapes from the sewer or other drainage networks, it can have a number of consequences which are shown below. We would like you to tell us which consequences you think water companies should work hardest to prevent.**

Flooding of infrastructure like major roads, hospitals

Indoor flooding

Pollution leading to dead fish in rivers

Potential to make people and animals who go in river and sea water poorly

Algae choking plant and wildlife

Outdoor flooding

Litter in rivers and the sea

Water company fines for pollution or poor river and bathing water quality

Slow drainage due to blocked drains

Bad smells due to blocked drains

Temporary loss of use of rivers and the sea for activities like swimming, surfing and paddling

1. **Considering all of these options, please could you rank them in order of the most important drainage issue to prevent to the least where a ranking of 1 is your most preferred option for improving drainage and environmental water quality and a ranking of 11 is your least preferred option.**

Flooding of infrastructure like major roads, hospitals

Indoor flooding

Pollution leading to dead fish in rivers

Potential to make people and animals who go in river and sea water poorly

Algae choking plant and wildlife

Outdoor flooding

Litter in rivers and the sea

Water company fines for pollution or poor river and bathing water quality

Slow drainage due to blocked drains

Bad smells due to blocked drains

Temporary loss of use of rivers and the sea for activities like swimming, surfing and paddling

1. **Taking your 6 most preferred options from the WRMP (Water Resources Management Plan) and the 6 most preferred options to prevent from the DWMP (Drainage Water Management Plan) please could you rank them together based on where you believe companies should be focussing their efforts where 1 is the most preferred and 12 is the least preferred.**

**TOP 6 FROM EACH WILL BE SHOWN HERE**

1. **Thinking about all of the Water Resources Options and the Drainage Water Options you’ve seen just now, we understand all of these services are important and will be a core focus of water company activity, however, out of interest if you had to prioritise one over which is most important to you?**

Providing safe, clean, drinking water whilst protecting the environment

Removing and managing wastewater, treating it, and safely returning it back to the environment

I can’t choose they are both important