



Household Pre Task Questionnaire:



Client name:	United Utilities
Project name:	Affordability and acceptability research (HH)
Job number:	9240



Introduction

Thank you once again for agreeing to participate in United Utilities' Business Plan 2025-2030 Research.

You are scheduled to take part in an interview which will last approximately 3.5 hours.

Ahead of the session, we would just like to ask you a few questions about the pre-task information which you have received. Once you have read all of the materials thoroughly, please complete this short questionnaire ahead of the session, it should take you no longer than 5 minutes.



MAIN QUESTIONNAIRE

Q01.

Base: All respondents

Your current water and sewerage services bill is X (X = current years bill amount pulled through water company sample).

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

Please select one answer only.

Code	Answer list	
1	Very easy	<input type="checkbox"/>
2	Fairly easy	<input type="checkbox"/>
3	Neither easy nor difficult	<input type="checkbox"/>
4	Fairly difficult	<input type="checkbox"/>
5	Very difficult	<input type="checkbox"/>

Q02.

Base: All respondents

Please indicate from the list, which of the following do you receive from your water company?

Please select as many as apply.

Code	Answer list	
1	A bill in you preferred format (please mark which) <ul style="list-style-type: none"> • Braille • Large print • A talking bill • Other (please say what) _____ 	<input type="checkbox"/>
2	A password used by meter readers and other water company staff who might visit your home	<input type="checkbox"/>
3	Delivery of bottled water to your home if your water supply is disrupted for more than a few hours	<input type="checkbox"/>
4	No none of these	<input type="checkbox"/>



Q03.

Base: All respondents

We will start the session discussing your reactions to this information.

Having read through the information sent to you, please list the 3 or 4 things that are new / interesting / surprising to you?

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

Answer

<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
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**THANK YOU FOR YOUR PARTICIPATION.
DON'T FORGET TO BRING THIS COMPLETED QUESTIONNAIRE TO THE
SESSION.**