

United Utilities Customer Survey

QINTRO

Thank you for agreeing to take part in this survey. This survey is being jointly conducted by DJS Research and Ecorys Research on behalf of United Utilities who provides water and wastewater services to the North West of England.

We would like to hear from you so we can understand the impact that any help from the **[PN: Pipe in name of fund(s)]** might have had on you and your family life. By exploring the direct impact of these tariffs, we can reflect on how better to support our customers like yourselves.

Taking part is up to you. All of your information will be kept confidential, and we won't pass your details onto anyone outside of the research team. It will not be possible to identify you from the research findings and your access to any help or support will not be affected, whether you take part in this survey or not. You can view our privacy notice explaining how your information will be used [here](#).

About DJS:

[DJS](#) is an independent market research agency, and a member of the Market Research Society (MRS). The MRS set the rules for how research companies are allowed to collect information from people who participate in research in the UK.

About Ecorys:

[Ecorys](#) is a research-based consultancy. Ecorys complies with GDPR and follows the MRS and Government Social Research ethical protocols.

How to take part

The survey will take about 15 minutes to complete. You can click on the link below to complete the survey. We would really appreciate your time.

Please click 'next' below to begin the survey.

Section 1: Before the support

- 1) Why did you originally apply to the **[PN: Pipe in name of fund(s)]** ? *(Please tick all that apply)* **PN: Multiple code**
 - I could not afford to pay my water bill or water debt
 - I could not afford to pay other essential bills or debts (for example, gas, electricity, Internet, or council tax bills)
 - I could not afford rent or mortgage payments or debts
 - I could not afford a credit card, bank or overdraft charges, bank or payday lender loan repayments or debts
 - I could not afford essential household items (for example, a cooker, washing machine, fridge, or bed)
 - I needed advice or help on managing money and debt
 - Other, please write in **PN: Open Text**
 - Don't know/Prefer not to say

2) Did the COVID pandemic affect your ability to pay your water bill or water debt?

PN: Single Code

- Yes, the COVID pandemic affected my ability to pay my water bill or water debt
- No, the COVID pandemic had no effect on my ability to pay my water bill or water debt

3) Why did the COVID pandemic affect your ability to pay your water bill or water debt?
(Please tick all that apply)

PN: SHOW IF Q2=1

Multiple Code

- Redundancy or reduced household earnings
- More time spent at home during lockdowns, leading to increased water use
- Other debts needing to be paid
- Other, please write in..... **PN: Open Text.**

4) Has the current cost of living crisis affected your ability to pay your water bill or water debt? **PN: Single Code**

- Yes, the cost of living crisis has affected my ability to pay my water bill or water debt
- No, the cost of living crisis has not affected my ability to pay my water bill or water debt

5) Why has the cost of living crisis affected your ability to pay your water bill or water debt? *Please tick all that apply*

PN: Multiple Code

PN: SHOW IF Q4=1

- An increase in your water bill
- Less money to pay your water bill due to an increase in the price of other things (for example, food, gas or electricity bills)
- Wages not rising to match the increase in prices
- Other debts needing to be paid
- Other, please write in..... **PN: Open Text**

6) Thinking about **before you received support** from the **[PN: Pipe in name of fund(s)]**, did your concerns about money have any impact on the following areas of **your life**?

PN: DISPLAY AS GRID. SINGLE CODE PER ROW

	Yes: concerns about money had an impact on this area of my life	No: concerns about money did NOT impact on this area of my life	Don't know/Prefer not to say
Physical health			
Healthy eating			

Mental health (including levels of stress, anxiety or depression)			
Relationships with family or partner			
Relationships with friends			
Housing situation			
Job or employment status			

- 7) Thinking about **before you received support** from the **[PN: Pipe in name of fund(s)]**, did your concerns about money have any impact on the following areas of **your partner’s and/or family’s life?**

PN: DISPLAY AS GRID. SINGLE CODE PER ROW

	Yes: concerns about money had an impact on this area of my partners/family life	No: concerns about money did NOT impact on this area of my partners/family life	Don’t know/Prefer not to say	Not applicable
Physical health				
Healthy eating				
Mental health (including levels of stress, anxiety or depression)				
Relationships with you or other family members				
Relationships with friends				
Housing situation				
Job or employment status				

Section 2: Outcomes of the support

- 8) Has the support you have received from the **[PN: Pipe in name of fund(s)]** helped your ability to pay your water bill?

PN: Single Code

- Yes
- No
- Don’t know/Prefer not to say

- 9) Has the support you have received from the **[PN: Pipe in name of fund(s)]** helped your ability to pay other essential bills (for example, gas, electricity, internet, or council tax)?

PN: Single Code

- Yes
- No
- Don't know/Prefer not to say

10) Has the support you have received from the **[PN: Pipe in name of fund(s)]** helped your housing situation (for example, reducing possibility of eviction, being able to pay for your rent or mortgage)?

PN: Single Code

- Yes
- No
- Don't know/Prefer not to say

11) Has the support you received from the **[PN: Pipe in name of fund(s)]** helped you to start paying off any other debts (for example, credit cards, bank or overdraft charges, bank or payday lender loans)? **PN: Single Code**

- Yes
- No
- Don't know/Prefer not to say

PN: SHOW Q12 AND Q13 ON SAME PAGE

12) Think about **all of your bills in total combined**: in other words, everything that you owe or need to pay for, such as:

- Your water bill and debt
- Other essential bills (for example, gas, electricity, Internet or council tax)
- Housing costs (for example rent or mortgage payments)
- Other debts (for example, credit cards, bank or overdraft charges, bank or payday lender loans).

13) Now – roughly – how much of this (the debt from **all of your bills in total combined**) have you paid off since getting support from the **[PN: Pipe in name of fund]**?

PN: Single Code

- **Almost none** of my total debt has been paid off (10% or less approximately)
- **Less than half** of my total debt has been paid off (between 11% and 45% approximately)
- **About half** of my total debt has been paid off (between 46% and 54% approximately)
- **More than half** of my total debt has been paid off (between 55% and 89% approximately)
- **Almost all** of my total debt has been paid off (between 90% and 99% approximately)
- **All** of my debt has been paid off (100%)
- **Don't know/Prefer not to say**

Section 3: Wider quality of life outcomes

14) Have any of these areas of **your life** changed since you received support from the **[PN: Pipe in name of fund]**?

PN: DISPLAY AS GRID. SINGLE CODE PER ROW

	Improved	No difference	Got worse	Don't know/Prefer not to say
Physical health				
Healthy eating				
Mental health (including levels of stress, anxiety or depression)				
Relationships with family or partner				
Relationships with friends				
Job or employment status				

PN: SHOW IF “NO DIFFERENCE / GOT WORSE” SELECTED AT ANY ABOVE

- 15) You mentioned that the following areas of your life have not improved since you received support from the fund [pipe in answers from Q14]. What are the reasons for this? **PN: Multiple Code**
- The COVID pandemic
 - The cost of living crisis
 - Unemployment, redundancy or reduced household earnings **unrelated to the COVID pandemic or the cost of living crisis**
 - Health problems **unrelated to the COVID pandemic or the cost of living crisis**
 - Other (please specify):.....**PN: Open Text**
 - Don't know/prefer not to say

- 16) If applicable, have any of these areas of **your partner's and/or family's life** changed since having support from the [PN: Pipe in name of fund]?
PN: DISPLAY AS GRID. SINGLE CODE PER ROW

	Improved	No difference	Got worse	Don't know/Prefer not to say	Not applicable
Physical health					
Healthy eating					
Mental health (including levels of stress, anxiety or depression)					
Relationships with you or other family members					
Relationships with friends					
Job or employment status					

PN: SHOW IF “NO DIFFERENCE / GOT WORSE” SELECTED AT ANY ABOVE

17) You mentioned that the following areas of your **partner's and/or family's life** have not improved since you received support from the fund **[pipe in answers from Q16]**. What are the reasons for this? **PN: Multiple Code**

- The COVID pandemic
- The cost of living crisis
- Unemployment, redundancy or reduced household earnings **unrelated to the COVID pandemic or the cost of living crisis**
- Health problems **unrelated to the COVID pandemic or the cost of living crisis**
- Other (please specify):.....**PN: Open Text**
- Don't know/prefer not to say

18) Has anything else in your life changed since getting support from the fund?

PN: Single Code

- Yes (please write here):.....**PN: Open Text**
- No
- Don't know/Prefer not to say

Section 4: Future outcomes and sustainability

19) After receiving support from the **[PN: Pipe in name of fund]**, how do you feel about managing your bills in the future?

PN: Single Code

- Much more confident
- A little more confident
- About the same / no impact
- A little less confident
- Much less confident
- Don't know/Prefer not to say **[go to Q22]**

PN: SHOW Q20 IF Q19= 1 OR 2

20) In the previous question you selected that after receiving support from the **[PN: Pipe in name of fund]** you felt **[PIPE RESPONSE SELECTED AT Q19]** about managing your bills in the future. Why do you feel this way?

PN: Multiple Code

- I have a better understanding of how to manage my bills
- A change to my situation (for example a new job, or more money coming into the household)
- Lower debt on my water bills
- Lower debt on my other bills
- Other, please write in**PN: Open Text**
- Don't know/Prefer not to say

PN: SHOW Q21 IF Q19= 3 OR 4 OR 5

21) In the previous question you selected that after receiving support from the **[PN: Pipe in name of fund]** you felt **[PIPE RESPONSE SELECTED AT Q19]** about managing your bills in the future. Why do you feel this way?

PN: Multiple Code

- Unemployment, redundancy or reduced household earnings
- Ongoing health problems

- Rises in day-to-day living costs (for example, food prices, gas and electricity bills)
- The support provided through the scheme was not enough
- Other, please write in **PN: Open Text**
- Don't know/Prefer not to say

22) Did you receive any funding or support **other than** the **[PN: Pipe in name of fund]** to reduce any of your debts or bills?

PN: Single Code

- Yes (please write here): **PN: Open Text.**
- No
- Don't know/Prefer not to say

23) If you had not received support from the **[PN: Pipe in name of fund]**, what do you think would have happened to your total debt or bills?

- My debt or bills would have got worse
- My debt or bills would have stayed about the same
- My debt or bills would have got better
- Don't know/Prefer not to say

24) If you have any other comments about the support from the **[PN: Pipe in name of fund]**, please write them here:

PN: Open Text

PN: DO NOT FORCE

.....

25) As part of the research, Ecorys are also speaking to a sample of people who have received support from **[PN: Pipe in name of fund]**. If you would like to be involved in a short telephone call to talk about your experiences of the support, please select below.

- Yes, I would like to be involved (we will collect your details on the next page)
- No, I would not like to be involved

SHOW IF Q25=1

25A) Please complete your name and telephone number and/or email address below. Please note your contact details will be securely shared with Ecorys, who may contact you to organise a convenient time for the interview. Your contact details will only be stored for this purpose, and you can opt out at any time. Ecorys will securely delete your details at the end of the project. Further details are provided in the privacy notice.

- **Name:** **PN: Open Text**
- **Telephone number:** **PN: OPEN NUMERIC WITH PHONE NUMBER VALIDATION**
PN: MAKE UNREQUIRED
- **Email address:** **PN: OPEN TEXT WITH EMAIL ADDRESS VALIDATION** **PN: MAKE UNREQUIRED**

QOUTRO

Thank you for taking part in the survey.

