



**Future Bill Payers Pre Task Questionnaire:**



<b>Client name:</b>	United Utilities
<b>Project name:</b>	Affordability and acceptability research (FBP)
<b>Job number:</b>	9240



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## **Introduction**

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

You are scheduled to take part in a group discussion which will last approximately 3 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

The information has probably given you an impression of the water company operating in your area to supply and/or manage the removal of wastewater.

If 10 is 'very impressed' and 0 is 'very unimpressed', how are you feeling about your water company?

*Please write a score of 0-10 along with sentence or two in the box below explaining your view.*

#### Answer

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### Q02.

#### 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

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