

Have Your Say Survey 32 Questionnaire

Welcome to our 32nd issue of this survey. We invite you to share what you think of our bill design, it's fine if you are not the bill payer as we still value your feedback.

Do you have a water meter?

- Yes I have a water meter (go to Q1>6)
- No I do not have a water meter (start at Q7 >14)
- Not sure (go to Q1>6)

[Section 1 - measured bill questions]

Below is an example of our current bill to show you the colours and style. We've included other images through the survey to help you too. Remember bills do vary a little in their content depending on the services you receive from us, how you pay and whether you have a meter or not. The figures are for illustrative purposes only. [Image 1]

1. We would like to understand your initial impression when you see your bill. To what extent do you agree or disagree with the following statements?

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly
The bill has a good visual appeal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The print size and colours are easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The layout makes it easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The layout is too crowded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The bill has too much information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Overall, how easy or difficult is the bill to understand?

- Very easy
- Quite easy
- Neither easy nor difficult
- Quite difficult
- Very difficult

3. In Section 1 of the bill, we show you information about bill charges (this is an example, so the bill amounts won't match yours). How easy or difficult is this information to understand? [image 2]

- Very easy
- Quite easy
- Neither easy nor difficult
- Quite difficult
- Very difficult

3.1. What is your understanding of the figure labelled 'amount brought forward?' (open-text)

3.2. We use the abbreviation 'CR' to show when you are in credit and 'DR' when there is an amount outstanding. How easy or difficult is this to understand?

- Very easy
- Quite easy
- Neither easy nor difficult
- Quite difficult

- Very difficult

3.3. For customers who pay by direct debit, we show them their payment plan. How easy or difficult is this information to understand? [image 3]

- Very easy
- Quite easy
- Neither easy nor difficult
- Quite difficult
- Very difficult

3.4. In this example payment plan, you can see that future direct debit payments will increase from £15.50 to £18.50. Based on the information provided, how clear or unclear is the reason for this increase in direct debit payments?

- Very clear
- Quite clear
- Neither clear nor unclear
- Somewhat unclear (go to Q3.5)
- Very unclear (go to Q3.5)

3.5. Do you have any thoughts about how we can make this section clearer for customers? (optional open-text)

4. In section 3 of the bill, we show you a graph of your daily water use. How easy or difficult is this graph to understand? [image 4]

- Very easy
- Quite easy
- Neither easy nor difficult
- Quite difficult
- Very difficult

4.1. If your average daily water usage was higher than the national average, would this motivate you to try reducing your water consumption?

- Yes
- No (go to 4.2)
- Not sure (go to 4.2)

4.2. You said that you are not sure or that the information presented would not motivate you to try reducing your water consumption. Why is this? (optional open-text)

4.3. Is the information presented under the heading 'using more water than expected?' helpful? [image 6]

- Very helpful
- Quite helpful
- Neither helpful nor not helpful
- Not that helpful
- Not helpful at all

4.4. How would you prefer the text information in this section to be presented?

- Keep as it is
- Reduce the amount of text by only including key information with weblinks to our website with more details
- I'm not sure

5. Thinking about the overall layout of the bill and what information is most important to you, arrange the following sections in the order you think they should be presented on our bill (e.g., 1st = top of the bill, 7th = bottom of the bill)

- Information about the amount due
- Information about your payment options
- Information about different ways to pay your bill
- Information about how you can contact us
- Information about additional financial help that is available to customers
- Information explaining your water use and how charges are calculated
- Tips and advice on how to reduce your water use
- Other general information

6. Do you have any further thoughts about our bill design that you would like to share? (optional)

[Section 2 - unmeasured bill questions]

Below is an example of our current bill to remind you of the colours and style. We've included other images through the survey to help you too. Remember bills do vary a little in their content depending on the services you receive from us, how you pay and whether you have a meter or not. The figures are for illustrative purposes only. [image 7]

7. We would like to understand your initial impression when you see your bill. To what extent do you agree or disagree with the following statements?

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly
The bill has a good visual appeal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The print size and colours are easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The layout makes it easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The layout is too crowded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The bill has too much information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Overall, how easy or difficult is the bill to understand?

- Very easy
- Quite easy
- Neither easy nor difficult
- Quite difficult
- Very difficult

9. In Section 1 of the bill, we show you information about bill charges (this is an example, so the bill amounts won't match yours). How easy or difficult is this information to understand? [image 8]

- Very easy
- Quite easy
- Neither easy nor difficult
- Quite difficult
- Very difficult

10. What is your understanding of the figure labelled 'amount brought forward' (optional open-text)

11. In Section 3 of the bill, we present information to explain how your water and sewerage charges are calculated (right side). How useful is this information? [image 9]

- Very useful
- Quite useful
- Neither useful nor not useful
- Not that useful
- Not useful at all

11.1. Do you have any further thoughts on how we can make this section more useful? (optional)

12. In Section 6 of the bill, we share information to help you decide if you should switch to having a water meter. How useful is this information to you? [image 10]

- Very useful
- Quite useful
- Neither useful nor useless
- Not very useful
- Not at all useful

12.1. Would this information persuade you to switch to having a water meter?

- Yes
- No (go to 12.2)
- Not sure (go to 12.2)

12.2. You said that you are not sure or that the information presented would not persuade you to switch to having a water meter. Why is this? (optional open-text)

13. Thinking about the overall layout of the bill and what information is most important to you, arrange the following sections in the order you think they should be presented on our bill (e.g., 1st = top of the bill, 7th = bottom of the bill)

- Information about the amount due
- Information about your payment options
- Information about different ways to pay your bill
- Information about how you can contact us
- Information about additional financial help that is available to customers
- Information explaining your water use and how charges are calculated
- Information about the benefits of switching to a water meter
- Other general information

14. Do you have any further thoughts about our bill design that you would like to share? (optional)

[ALL]

Thank you for providing feedback on our bills. We will use the feedback from this survey to inform our review of bill designs and potential future changes. Look out for our newsletter in the next few weeks where we will share the survey findings.

[End survey]

We conduct a range of customer research to inform our future plans for the activities and the services we provide. You can find more information about our customer research here:

[Customer Research documents | Wessex Water](#). Thank you once again for taking part.