

BRISTOL WATER CUSTOMER SATISFACTION DOMESTIC (PH12077)

TOPLINE TABLES

SCREENING

S3 : Respondent responsible for dealing with local water company				
	2006	2005	2004	2003
BASE:	1005	1000	1000	1000
	%	%	%	%
Yes	99	99	99	99
No bill received in household	1	1	1	1

Table 1

CLASSIFICATION

QA/B/C/D/E : CLASSIFICATION					
	2006	2005	2004	2003	2002
BASE:	1005	1000	1000	1000	302
	%	%	%	%	%
Gender					
Male	50	50	42	41	39
Female	50	50	58	59	61
Age					
18 – 20	1	2	2	-	1
21 – 24	4	4	4	4	2
25 – 34	14	14	15	20	29
35 – 44	20	20	20	20	20
45 – 54	20	20	20	19	15
55 – 64	20	20	20	17	14
65+	20	20	20	20	20
SEG					
AB	18	22	25	17	28
C1	28	27	25	29	24
C2	19	24	25	25	30
DE	31	21	25	26	18
Refused	3	6	-	2	1
No. of children within Household					
None	68	68	69	69	60
1	13	16	13	12	14
2	13	10	14	13	17
3+	6	5	4	5	10
No. of adults within Household					
1	30	29	32	N/A	N/A
2	56	61	56	N/A	N/A
3+	14	10	12	N/A	N/A
TOTAL people within Household					
1	25	25	27	20	16
2	36	39	36	42	43
3	17	19	16	15	12
4	15	12	15	17	17
5+	7	6	6	6	11
Description of Home					
Flat/maisonette	14	15	10	12	9
Semi-detached house	36	31	35	35	33
Detached house	20	19	23	25	23
Terraced house	21	22	22	21	27
Bungalow	8	10	9	7	8
Mobile home	1	-	-	1	-
Refused	1	4	-	-	-
Number of Bedrooms					
1	8	8	6	6	7
2	23	24	30	22	18
3	47	46	47	51	57
4	17	15	15	17	15
5+	5	7	4	5	4

Table 2

Q1/2 : Frequency use washing machine/dishwasher in a week						
	Washing Machine			Dishwasher		
	2006	2005	2004	2006	2005	2004
BASE:	1005	1000	1000	1005	1000	1000
	%	%	%	%	%	%
Don't have one	4	3	3	62	64	53
Less than once a week	-	-	1	9	-	5
Once a week	12	13	9	3	4	3
2 – 3 times a week	36	34	39	10	8	10
4 – 5 times a week	21	21	21	8	7	10
6 – 10 times a week	21	24	23	14	14	15
11 – 15 times a week	3	4	3	1	1	-
16 – 20 times a week	1	1	1	-	-	-
21+ times a week	1	1	1	-	-	-
Don't know	1	1	-	1	2	3

Table 3a

Q1/2 : Frequency use washing machine/dishwasher in a week			
	2003		2002
	Washing machine	Dishwasher	2002
BASE:	1000	1000	302
	%	%	%
Don't have one	-	63	-
Less than once a week	2	2	5
About once a week	7	5	12
2-3 times a week	44	12	33
Most days	34	12	34
More than once a day	6	3	8
2-3 times a day	3	1	5
4-5 times a day	2	-	1
More than 5 times a day	-	-	2
Don't know	2	3	-

Table 3b

Q3 : Number of baths/showers taken in a week in household					
	2006	2005	2004	2003	2002
BASE:	1005	1000	1000	1000	302
	%	%	%	%	%
1-5	17	14	16	15	10
6-10	32	32	29	28	25
11-15	23	28	25	30	33
16-20	9	9	8	6	8
21-25	8	8	12	10	9
26-30	7	4	7	7	11
31-35	1	1	1	2	5
36-40	-	1	-	1	-
41+	1	1	1	1	1
Don't know	2	2	1	-	-

Table 4

Q4 : External tap in garage/garden				
	2006	2005	2004	2003
BASE:	1005	1000	1000	1000
	%	%	%	%
Yes	47	53	46	54
No	52	47	54	46

Table 5

Q4a/b : Frequency external tap used						
	Used			Used in Summer		
	2006	2005	2004	2006	2005	2004
BASE: Have external tap at Q4	476	532	461	476	532	461
	%	%	%	%	%	%
Less than once a week	54	80	67	9	11	9
Once a week	23	9	16	32	42	28
2 – 3 times a week	4	3	5	25	31	33
4 – 5 times a week	1	1	1	8	5	10
6 – 10 times a week	2	1	1	12	8	15
11 – 15 times a week	1	-	-	3	1	-
16 – 20 times a week	-	-	-	1	-	-
21+ times a week	-	-	-	1	-	1
Don't know	16	6	9	9	2	4

Table 6a

Q4a/b : Frequency external tap used (2003)		
	Used	Used in Summer
BASE: Have external tap at Q4	536	536
	%	%
Less than once a week	82	27
About once a week	11	30
2-3 times a week	2	26
Everyday	1	14
Don't know	3	3

Table 6b

Q5 : Water devices used						
	2006	2005	2004	2003	2002	2001
	Prompted	Prompted	Prompted	Prompted	Spontaneous/ Prompted	Spontaneous/ Prompted
BASE:	1005	1000	1000	1000	302	300
	%	%	%	%	%	%
Water efficient washing machine and/or dishwasher	42	53	42	59	20	34
Power shower	33	25	33	31	-	-
Trigger action hose spray gun	12	19	14	25	4	15
Water butt	20	22	22	24	46	35
Modern low volume cistern (6 litre)	15	13	10	24	-	-
Dual flush cistern	20	16	14	20	15	19
Low volume shower heads	19	19	10	16	17	17
Pressure washer	10	10	7	11	-	-
Low volume spray taps	9	8	4	10	9	2
Displacement device in cistern (eg hippo bag or bottle)	4	5	4	9	8	14
Don't know	4	3	6	2	-	-
None of the above	17	18	13	9	-	-

Table 7

Q5a : Water efficiency rating a consideration when buying a new appliance		
	2006	2005
BASE:	1005	1000
	%	%
Yes	67	52
No	24	36
Maybe	5	6
Don't know	4	6

Table 8

Q6 : Ever removed cistern device				
	2006	2005	2004	2003
BASE: Use displacement device in cistern at Q5	44	45	42	92
	%	%	%	%
Yes	14	9	14	11
No	86	87	79	85
Don't know	-	4	7	4

Table 9

Q6a : When removed cistern device				
	2006	2005	2004	2003
BASE: Removed cistern device at Q6	6	4	6	10
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
1995	-	-	-	1
1997	-	1	-	1
1998	-	1	-	-
1999	-	-	-	1
2000	1	-	-	3
2001	1	-	1	1
2002	-	1	-	1
2003	1	-	2	2
2004	-	-	1	N/A
2005	2	-	-	-
Don't know/can't remember	1	1	2	-

Table 10

Q6b : Why removed cistern device				
	2006	2005	2004	2003
BASE: Removed cistern device at Q6	6	4	6	10
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Not working	4	2	3	8
Didn't like it	2	2	1	-
Just to check it	-	-	-	1
To replace it with a new one	-	-	2	1
Don't know	6	-	-	-

Table 11

Q6c/d : Water efficiency awareness/behaviour rating				
	2006		2005	
	Awareness	Behaviour	Awareness	Behaviour
BASE:	1005	1005	1000	1000
	%	%	%	%
Very good	27	25	16	16
Fairly good	53	53	54	56
Neither good nor poor	14	14	17	19
Fairly poor	5	5	7	4
Very poor	1	1	4	2
Don't know	1	2	2	3

Table 12

Q7 : Bristol Water does enough to promote water conservation						
	2006	2005	2004	2003	2002	2001
BASE:	1005	1000	1000	1000	302	300
	%	%	%	%	%	%
Yes	42	44	50	49	57	47
No	34	33	23	19	19	28
Don't know	24	23	27	32	24	24

Table 13

Q8: Importance of utility companies product/service features (2006)							
BASE: 304	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Responds quickly in emergencies	36	49	9	1	-	-	5
Provides accurate bills	34	57	9	1	-	-	-
Carries out work efficiently	23	62	11	2	-	-	3
Resolves enquiries/problems promptly	23	57	16	-	-	-	4
Provides value for money	36	53	10	-	-	-	1
Handles phone calls/written contacts efficiently	18	63	14	-	1	-	5
Contributes to improving the environment	21	57	18	2	1	-	1
Provides a good range of methods to pay bills	18	50	26	3	2	-	1
Provides helpful information	17	53	27	1	-	-	1
Keeps customers informed of how their money is used	11	44	28	11	3	1	3
Contributes to the community (e.g. employees active in local community groups)	11	43	31	7	2	1	5
Is situated locally	9	37	22	19	8	2	3

Table 14a

Q8: Importance of utility companies product/service features (2005)							
BASE: 300	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Responds quickly in emergencies	43	45	7	1	1	-	2
Provides accurate bills	44	46	6	4	-	-	-
Carries out work efficiently	39	47	9	4	-	-	1
Resolves enquiries/problems promptly	27	63	9	1	-	-	1
Provides value for money	39	48	10	3	-	-	-
Handles phone calls/written contacts efficiently	33	50	12	2	-	-	3
Contributes to improving the environment	36	51	8	3	1	-	1
Provides a good range of methods to pay bills	35	46	14	3	1	-	1
Provides helpful information	26	51	19	2	-	-	2
Keeps customers informed of how their money is used	26	41	22	7	1	1	2
Contributes to the community (e.g. employees active in local community groups)	25	42	19	9	3	-	2
Is situated locally	24	29	20	16	5	3	3

Table 14b

Q8: Importance of utility companies product/service features (2004)							
BASE: 300	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Responds quickly in emergencies	48	44	5	-	-	-	3
Provides accurate bills	44	48	7	1	-	-	-
Carries out work efficiently	36	52	10	-	-	-	2
Resolves enquiries/problems promptly	34	44	17	1	-	-	3
Provides value for money	37	48	13	-	-	-	1
Handles phone calls/written contacts efficiently	28	54	13	2	-	-	4
Contributes to improving the environment	30	51	18	-	-	-	-
Provides a good range of methods to pay bills	29	50	18	3	1	-	-
Provides helpful information	26	46	25	1	-	-	2
Keeps customers informed of how their money is used	26	39	25	7	1	1	-
Contributes to the community (e.g. employees active in local community groups)	23	34	26	10	1	-	6
Is situated locally	18	30	25	17	5	3	2

Table 14c

Importance of utility companies product/service features (2003)							
BASE: 300	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Responds quickly in emergencies	42	48	7	-	-	-	1
Provides accurate bills	36	54	8	2	-	-	-
Carries out work efficiently	32	55	10	1	-	-	1
Resolves enquiries/problems promptly	28	55	15	1	-	-	-
Provides value for money	30	54	14	2	-	-	-
Handles phone calls/written contacts efficiently	27	54	15	3	-	-	1
Contributes to improving the environment	22	47	24	4	-	-	2
Provides a good range of methods to pay bills	18	44	31	5	2	-	-
Provides helpful information	17	46	34	4	-	-	-
Keeps customers informed of how their money is used	14	36	31	15	2	-	1
Contributes to the community (e.g. employees active in local community groups)	11	32	37	14	1	2	3
Is situated locally	9	22	36	23	6	2	2

Table 14d

Q8: Importance of utility companies product/service features (Essential/Very Important)						
	2006	2005	2004	2003	2002	2001
BASE:	304	300	300	300	302	300
	%	%	%	%	%	%
Responds quickly in emergencies	85	88	93	91	90	94
Provides accurate bills	91	89	92	90	91	96
Carries out work efficiently	85	86	88	87	89	94
Resolves enquiries/ problems promptly	80	90	78	84	82	85
Provides value for money	89	87	86	84	91	92
Handles phone calls/ written contacts efficiently	81	83	81	81	78	90
Contributes to improving the environment	78	87	81	70	70	79
Provides a good range of methods to pay bills	68	81	78	62	73	64
Provides helpful information	70	77	72	62	67	66
Keeps customers informed of how their money is used	55	66	66	50	68	41
Contributes to the community (e.g. employees active in local community groups)	54	67	57	44	60	55
Is situated locally	46	53	48	31	-	-

Table 14e

Q9: Performance of energy provider (2006)								
BASE: 166	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	6	27	25	5	2	1	-	34
Provides accurate bills	9	46	27	4	4	2	1	7
Carries out work efficiently	7	38	19	7	2	-	1	27
Resolves enquiries/ problems promptly	7	42	24	2	4	1	-	20
Provides value for money	6	33	32	13	7	1	1	7
Handles phone calls/ written contacts efficiently	8	33	28	2	4	2	1	22
Contributes to improving the environment	5	29	23	9	4	2	-	29
Provides a good range of methods to pay bills	4	54	28	3	2	-	-	9
Provides helpful information	4	42	31	6	7	1	1	9
Keeps customers informed of how their money is used	5	26	28	9	11	2	1	18
Contributes to the community (e.g. employees active in local community groups)	2	27	20	9	7	1	1	33

Table 15a

Q9: Performance of energy provider (2005)								
BASE: 150	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	9	35	25	1	-	1	1	27
Provides accurate bills	15	49	27	1	3	1	1	4
Carries out work efficiently	6	42	29	5	1	1	1	15
Resolves enquiries/problems promptly	9	40	29	1	1	2	1	16
Provides value for money	7	42	29	3	5	4	3	7
Handles phone calls/written contacts efficiently	9	38	31	4	1	1	1	13
Contributes to improving the environment	12	27	29	3	3	-	1	23
Provides a good range of methods to pay bills	9	53	28	3	-	1	1	5
Provides helpful information	7	43	35	3	1	2	1	7
Keeps customers informed of how their money is used	7	37	32	5	5	5	1	8
Contributes to the community (e.g. employees active in local community groups)	8	33	26	6	1	3	2	21

Table 15b

Q9: Performance of gas company (2004)								
BASE: 100	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	16	25	17	10	-	-	1	31
Provides accurate bills	13	35	26	13	1	-	-	12
Carries out work efficiently	6	26	25	2	1	-	-	40
Resolves enquiries/problems promptly	9	30	14	5	1	-	-	41
Provides value for money	12	30	21	10	4	1	-	22
Handles phone calls/written contacts efficiently	4	29	25	5	1	-	1	35
Contributes to improving the environment	5	21	18	4	3	-	-	49
Provides a good range of methods to pay bills	11	40	24	12	-	-	-	13
Provides helpful information	9	29	22	9	7	-	-	24
Keeps customers informed of how their money is used	5	20	22	12	9	1	-	31
Contributes to the community (e.g. employees active in local community groups)	4	15	14	14	3	-	-	50

Table 15c

Performance of gas company (2003)								
BASE: 100	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	17	21	11	6	1	-	-	44
Provides accurate bills	17	30	22	7	2	1	-	21
Carries out work efficiently	19	24	15	7	2	-	-	33
Resolves enquiries/problems promptly	14	21	23	5	7	3	-	27
Provides value for money	14	23	24	15	2	2	-	20
Handles phone calls/written contacts efficiently	16	23	21	5	4	1	1	29
Contributes to improving the environment	9	17	20	7	4	3	-	40
Provides a good range of methods to pay bills	14	27	25	8	5	2	-	19
Provides helpful information	12	21	28	10	4	4	1	20
Keeps customers informed of how their money is used	7	12	20	12	9	6	-	34
Contributes to the community (e.g. employees active in local community groups)	10	17	12	7	6	4	-	44

Table 15d

Q9: Performance of electricity company (2004)								
BASE: 100	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	13	24	25	5	3	2	-	28
Provides accurate bills	13	50	20	3	4	1	-	9
Carries out work efficiently	8	34	25	4	1	1	-	27
Resolves enquiries/problems promptly	11	35	21	2	8	2	-	21
Provides value for money	11	31	37	6	5	-	1	9
Handles phone calls/written contracts efficiently	6	36	26	2	5	-	2	23
Contributes to improving the environment	7	18	21	6	2	2	1	43
Provides a good range of methods to pay bills	18	41	28	4	2	1	-	6
Provides helpful information	10	27	33	6	8	2	-	14
Keeps customers informed of how their money is used	6	28	25	9	11	3	1	17
Contributes to the community (e.g. employees active in local community groups)	4	15	25	6	2	1	1	46

Table 15e

Performance of electricity company (2003)								
BASE: 100	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	9	25	13	-	-	1	-	52
Provides accurate bills	5	48	24	1	5	2	-	15
Carries out work efficiently	4	34	21	2	3	1	-	35
Resolves enquiries/problems promptly	5	38	22	4	3	-	1	27
Provides value for money	10	41	27	4	2	2	1	13
Handles phone calls/written contracts efficiently	3	36	26	2	5	-	2	26
Contributes to improving the environment	3	24	17	6	3	1	2	44
Provides a good range of methods to pay bills	11	40	30	7	-	2	-	10
Provides helpful information	5	34	32	7	4	1	-	17
Keeps customers informed of how their money is used	3	31	24	4	11	4	-	23
Contributes to the community (e.g. employees active in local community groups)	2	23	14	7	2	1	-	51

Table 15f

Q9 : Performance of energy provider (Excellent/Very Good/Fairly Good)		
	2006	2005
BASE	166	150
	%	%
Responds quickly in emergencies	58	69
Provides accurate bills	82	90
Carries out work efficiently	64	77
Resolves enquiries/ problems promptly	73	78
Provides value for money	71	78
Handles phone calls/ written contacts efficiently	69	79
Contributes to improving the environment	57	69
Provides a good range of methods to pay bills	86	90
Provides helpful information	77	85
Keeps customers informed of how their money is used	58	76
Contributes to the community (e.g. employees active in local community groups)	49	67

Table 16

Q9 : Performance of gas/electricity company (Excellent/Very Good/Fairly Good)						
	2004		2003		2002	
	Gas	Elec	Gas	Elec	Gas	Elec
BASE :	100	100	100	100	102	100
	%	%	%	%	%	%
Responds quickly in emergencies	58	62	49	47	77	75
Provides accurate bills	74	83	69	77	86	92
Carries out work efficiently	57	67	58	59	73	76
Resolves enquiries/ problems promptly	53	67	58	65	78	85
Provides value for money	63	79	61	78	86	95
Handles phone calls/ written contacts efficiently	58	68	60	65	78	80
Contributes to improving the environment	44	46	46	44	62	62
Provides a good range of methods to pay bills	75	87	66	81	92	95
Provides helpful information	60	70	61	71	80	86
Keeps customers informed of how their money is used	47	59	39	58	74	80
Contributes to the community (e.g. employees active in local community groups)	33	44	39	39	64	55

Table 17a

Q9: Performance of telecoms company (2006)								
BASE: 138	Excellent	Very good	Fairly good	Neither/ nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	1	30	25	10	4	1	-	28
Provides accurate bills	10	57	25	1	3	-	-	4
Carries out work efficiently	2	40	28	5	2	1	-	22
Resolves enquiries/ problems promptly	5	42	22	4	4	3	1	19
Provides value for money	9	38	28	7	9	4	1	4
Handles phone calls/ written contacts efficiently	4	36	33	6	3	3	1	14
Contributes to improving the environment	1	19	14	13	7	2	-	43
Provides a good range of methods to pay bills	7	54	28	4	1	-	-	5
Provides helpful information	4	42	30	9	6	1	1	6
Keeps customers informed of how their money is used	4	27	17	10	13	8	2	18
Contributes to the community (e.g. employees active in local community groups)	1	16	18	14	6	2	-	43

Table 17b

Q9: Performance of telecoms company (2005)								
BASE: 150	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	7	34	25	3	5	3	-	22
Provides accurate bills	12	49	26	5	1	1	-	7
Carries out work efficiently	7	33	29	6	4	3	-	17
Resolves enquiries/problems promptly	8	39	23	4	6	2	-	19
Provides value for money	8	39	33	5	5	4	1	5
Handles phone calls/written contacts efficiently	5	37	31	5	5	4	1	11
Contributes to improving the environment	7	23	25	5	5	5	-	30
Provides a good range of methods to pay bills	7	51	27	3	2	2	-	7
Provides helpful information	4	39	31	5	7	3	1	9
Keeps customers informed of how their money is used	6	31	29	7	10	5	1	11
Contributes to the community (e.g. employees active in local community groups)	5	21	19	6	7	5	-	37

Table 17c

Q9: Performance of telecoms company (2004)								
BASE: 100	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	14	27	21	3	1	-	1	33
Provides accurate bills	29	39	14	6	-	1	1	10
Carries out work efficiently	17	30	19	7	-	-	-	27
Resolves enquiries/problems promptly	18	35	16	8	1	-	1	21
Provides value for money	19	25	30	13	5	-	-	8
Handles phone calls/written contacts efficiently	16	33	24	6	2	-	1	18
Contributes to improving the environment	7	25	15	12	2	3	1	35
Provides a good range of methods to pay bills	19	45	24	5	-	-	-	7
Provides helpful information	11	34	28	7	3	-	-	17
Keeps customers informed of how their money is used	9	27	25	12	5	4	2	16
Contributes to the community (e.g. employees active in local community groups)	6	22	16	14	1	2	1	38

Table 17d

Performance of telecoms company (2003)								
BASE: 100	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	6	16	36	7	2	-	-	33
Provides accurate bills	16	35	40	3	3	1	-	2
Carries out work efficiently	11	23	33	1	1	-	2	29
Resolves enquiries/problems promptly	10	21	39	4	4	-	-	22
Provides value for money	12	20	50	11	1	2	-	4
Handles phone calls/written contacts efficiently	9	23	38	4	5	2	2	17
Contributes to improving the environment	2	10	30	2	6	5	-	45
Provides a good range of methods to pay bills	17	33	43	5	-	-	-	2
Provides helpful information	9	27	43	8	4	1	-	8
Keeps customers informed of how their money is used	2	16	37	10	10	7	-	18
Contributes to the community (e.g. employees active in local community groups)	1	8	31	4	4	4	-	48

Table 17e

Q9 : Performance of telecoms company (Excellent/Very Good/Fairly Good)					
	2006	2005	2004	2003	2002
BASE:	138	150	100	100	100
	%	%	%	%	%
Responds quickly in emergencies	57	67	62	58	69
Provides accurate bills	91	87	82	91	90
Carries out work efficiently	70	69	66	67	72
Resolves enquiries/ problems promptly	69	69	69	70	73
Provides value for money	75	79	74	82	85
Handles phone calls/ written contacts efficiently	72	73	73	70	82
Contributes to improving the environment	34	55	47	42	67
Provides a good range of methods to pay bills	89	85	88	93	92
Provides helpful information	76	75	73	79	79
Keeps customers informed of how their money is used	49	66	61	55	78
Contributes to the community (e.g. employees active in local community groups)	36	45	44	40	66

Table 17f

Q10: Performance of Bristol Water (2006)								
BASE : 304	Excellent	Very good	Fairly good	Neither / nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	4	31	16	5	1	1	-	41
Provides accurate bills	12	52	23	3	2	-	-	9
Carries out work efficiently	5	34	22	7	3	1	-	29
Resolves enquiries/ problems promptly	6	39	16	6	1	-	-	32
Provides value for money	8	40	25	10	6	2	-	9
Handles phone calls/ written contacts efficiently	4	38	22	5	3	1	-	27
Contributes to improving the environment	5	35	24	7	1	1	-	28
Provides a good range of methods to pay bills	10	60	20	2	1	-	-	7
Provides helpful information	6	38	31	9	6	2	-	8
Keeps customers informed of how their money is used	4	35	24	9	8	2	1	18
Contributes to the community (e.g. employees active in local community groups)	4	24	24	7	3	1	-	37

Table 18a

Q10: Performance of Bristol Water (2005)								
BASE : 300	Excellent	Very good	Fairly good	Neither / nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	7	32	20	2	-	-	-	38
Provides accurate bills	14	52	23	4	2	-	1	4
Carries out work efficiently	9	40	23	4	-	-	1	23
Resolves enquiries/problems promptly	9	38	25	2	-	1	-	24
Provides value for money	8	41	32	6	2	3	1	7
Handles phone calls/written contacts efficiently	7	41	23	2	1	-	1	26
Contributes to improving the environment	7	38	25	3	1	1	-	25
Provides a good range of methods to pay bills	10	48	33	2	-	-	-	6
Provides helpful information	9	40	30	3	4	-	1	13
Keeps customers informed of how their money is used	6	42	30	6	2	3	-	11
Contributes to the community (e.g. employees active in local community groups)	7	32	24	5	2	2	-	27

Table 16b

Q10: Performance of Bristol Water (2004)								
BASE : 300	Excellent	Very good	Fairly good	Neither / nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	11	30	14	2	2	-	-	40
Provides accurate bills	14	46	25	5	-	-	-	10
Carries out work efficiently	13	31	18	3	3	1	-	31
Resolves enquiries/problems promptly	13	35	19	4	2	-	-	27
Provides value for money	12	37	26	8	6	2	-	9
Handles phone calls/written contacts efficiently	13	32	20	3	2	-	-	31
Contributes to improving the environment	12	32	24	3	2	1	-	26
Provides a good range of methods to pay bills	15	48	26	3	-	-	-	8
Provides helpful information	13	37	25	6	4	1	-	13
Keeps customers informed of how their money is used	10	32	24	9	7	4	1	14
Contributes to the community (e.g. employees active in local community groups)	7	25	22	6	-	1	-	38

Table 16c

Performance of Bristol Water (2003)								
BASE : 300	Excellent	Very good	Fairly good	Neither / nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Responds quickly in emergencies	10	24	19	2	2	-	-	43
Provides accurate bills	13	44	31	3	1	1	-	8
Carries out work efficiently	7	30	24	2	2	1	-	34
Resolves enquiries/problems promptly	8	31	25	3	2	1	-	31
Provides value for money	9	37	29	7	6	1	1	11
Handles phone calls/written contacts efficiently	7	31	28	2	2	1	-	30
Contributes to improving the environment	7	30	27	7	-	1	-	27
Provides a good range of methods to pay bills	11	42	31	4	2	-	-	10
Provides helpful information	7	34	32	9	6	1	-	12
Keeps customers informed of how their money is used	9	29	28	6	7	1	-	20
Contributes to the community (e.g. employees active in local community groups)	5	25	22	9	1	-	-	37

Table 16d

Q10: Performance of Bristol Water (Excellent/Very Good/fairly Good)					
	2006	2005	2004	2003	2002
BASE:	304	300	300	300	302
	%	%	%	%	%
Responds quickly in emergencies	52	59	56	53	74
Provides accurate bills	87	89	85	88	89
Carries out work efficiently	61	73	61	61	74
Resolves enquiries/ problems promptly	62	72	67	64	79
Provides value for money	74	81	75	75	89
Handles phone calls/ written contacts efficiently	64	71	64	65	80
Contributes to improving the environment	63	70	69	65	64
Provides a good range of methods to pay bills	90	91	89	84	93
Provides helpful information	75	79	76	72	80
Keeps customers informed of how their money is used	63	78	66	66	77
Contributes to the community (e.g. employees active in local community groups)	52	64	54	53	62

Table 16e

Q11: Overall performance of products and service over last 12 months (2006)			
	Energy Provider	Telecoms Company	Bristol Water
BASE:	304	304	304
	%	%	%
Excellent	6	6	10
Very good	38	38	47
Fairly good	37	39	30
Neither good nor poor	10	9	8
Fairly poor	3	1	2
Very poor	1	1	1
Totally unacceptable	1	1	-
Not used in the last 12 months	1	1	1
Don't know	5	4	3

Table 17a

Q11: Overall performance of products and service over last 12 months (2005)			
	Energy Provider	Telecoms Company	Bristol Water
BASE:	300	300	300
	%	%	%
Excellent	8	8	8
Very good	43	45	54
Fairly good	35	34	29
Neither good nor poor	8	8	4
Fairly poor	3	4	1
Very poor	1	-	-
Totally unacceptable	1	-	-
Not used in the last 12 months	-	1	1
Don't know	1	1	2

Table 17b

Q11: Overall performance of products and service over last 12 months (2004)				
	Electricity	Gas	Telecomms	Bristol Water
BASE:	100	100	100	300
	%	%	%	%
Excellent	6	8	10	7
Very good	39	30	34	47
Fairly good	36	27	33	33
Neither good nor poor	14	15	13	7
Fairly poor	2	2	5	1
Very poor	1	1	3	-
Totally unacceptable	-	-	-	-
Not used in the last 12 months	-	4	-	1
Don't know	2	12	3	5

Table 17c

Overall performance of products and service over last 12 months (2003)				
	Electricity	Gas	Telecomms	Bristol Water
BASE:	100	100	100	300
	%	%	%	%
Excellent	12	5	12	10
Very good	36	29	38	40
Fairly good	37	34	32	36
Neither good nor poor	14	13	7	9
Fairly poor	1	-	6	3
Very poor	-	-	1	2
Totally unacceptable	-	1	1	-
Not used in the last 12 months	-	4	-	-
Don't know	2	14	3	1

Table 17d

Overall performance of products and service over last 12 months (2002)				
	Electricity	Gas	Telecomms	Bristol Water
BASE:	100	102	100	302
	%	%	%	%
Excellent	23	20	23	25
Very good	46	43	45	45
Fairly good	19	15	21	21
Neither good nor poor	10	8	6	6
Fairly poor	-	1	3	3
Very poor	1	1	1	1
Totally unacceptable	-	-	1	-
Not used in the last 12 months	1	12	-	-

Table 17e

Overall performance of products and service over last 12 months (2001)				
	Electricity	Gas	Telecomms	Bristol Water
BASE:	100	100	100	300
	%	%	%	%
Excellent	31	25	26	31
Very good	38	33	36	45
Fairly good	19	16	25	20
Neither good nor poor	6	2	6	1
Fairly poor	1	1	4	-
Very poor	-	1	1	2
Totally unacceptable	-	-	-	-
Not used in the last 12 months	4	22	2	-

Table 17f

Q12 : Main reasons for Bristol Water high performance rating						
	2006	2005	2004	2003	2002	2001
BASE: Rated performance excellent/very good/fairly good at Q11	261	274	260	257	274	289
	%	%	%	%	%	%
Never had any problems with Bristol Water	72	80	69	63	70	81
Reliable/constant water supply	30	24	33	25	50	54
Water quality is good	27	15	27	22	58	43
Good value for money	10	3	8	7	19	7
Efficient bill handling	9	5	7	9	17	12
Helpful information provided	9	4	13	7	18	9
Efficient problem solving	7	4	9	5	16	9
Work carried out efficiently	5	2	4	3	5	8
Good response times to problems	5	1	5	4	4	7
Staff efficient/well trained	3	3	4	4	11	5
Range of payment schemes available	3	1	3	4	-	-
Efficient handling of telephone calls and letters	3	1	1	1	-	-
Helps the/environmentally friendly	3	-	-	1	-	-
Leaflets/newsletters	2	1	-	-	-	-
No competition	1	1	1	-	-	-
Good with community	1	-	-	1	-	-
Too hard/too much lime	1	-	-	1	-	-
Local	-	-	-	1	-	-
Good range of water conservation products	-	-	-	1	-	-
Don't know	4	4	2	9	-	-

Table 18

Q13 : Main reasons for Bristol Water low performance rating						
	2006	2005	2004	2003	2002	2001
BASE: Rated performance fairly poor/very poor/totally unacceptable at Q11	7	5	2	13	11	7
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Bills too high/expensive	3	2	-	1	9	3
Poor quality water	3	-	2	8	10	2
Poor handling of telephone calls and letters	1	2	-	1	1	2
Poor response times to problems	1	-	2	3	1	3
Not enough information provided	1	-	-	2	-	-
Not enough/no warning of disruptions	1	-	-	-	-	1
Incorrect bills	-	1	-	1	4	-
Not very flexible	-	1	-	-	-	-
No correspondence received at all	-	1	-	-	-	-
Poor quality of work carried out	-	-	-	1	-	1
Irregular bills	-	-	-	1	-	-
Bristol Water cannot access meter when I'm out	-	-	-	1	-	-
Poor ground repair after work completed	-	-	-	-	1	1
Estimated bills	-	-	-	-	1	-
Unfinished work	-	-	-	-	2	-
Don't know	1	-	-	-	-	-

Table 19

WATER SERVICES

Q14: Importance of provision of water services features (2006)							
BASE: 304	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Provides safe drinking water	65	31	3	-	-	-	1
Provides a regular and reliable supply of water	55	40	5	-	-	-	-
Provides water that smells, looks and tastes good	53	40	5	2	-	-	1
Repairs leaks as quickly as possible	42	49	7	1	-	-	2
Ensures adequate water pressure	30	50	18	1	-	-	1

Table 20a

Q14: Importance of provision of water services features (2005)							
BASE: 300	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Provides safe drinking water	76	16	8	-	-	-	-
Provides a regular and reliable supply of water	70	21	9	-	-	-	-
Provides water that smells, looks and tastes good	70	21	8	1	-	-	-
Repairs leaks as quickly as possible	65	27	8	-	-	-	-
Ensures adequate water pressure	59	28	10	2	-	-	-

Table 20b

Q14: Importance of provision of water services features (2004)							
BASE: 300	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Provides safe drinking water	70	27	3	-	-	-	-
Provides a regular and reliable supply of water *	69	30	1	-	-	-	-
Provides water that smells, looks and tastes good	60	33	6	1	-	-	-
Repairs leaks as quickly as possible	52	41	3	-	-	-	3
Ensures adequate water pressure	54	36	9	-	-	-	-

Table 20c

* Base : 1000

Importance of provision of water services features (2003)							
BASE: 300	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Provides safe drinking water	76	22	2	-	-	-	1
Provides a regular and reliable supply of water	67	30	2	-	-	-	1
Provides water that smells, looks and tastes good	62	31	5	1	-	-	2
Repairs leaks as quickly as possible	52	38	7	-	-	-	3
Ensures adequate water pressure	45	37	16	1	-	-	1

Table 20d

Q14: Importance of provision of water services features (Essential/very Important)						
	2006	2005	2004	2003	2002	2001
BASE:	304	300	300	300	302	300
	%	%	%	%	%	%
Provides safe drinking water	96	92	97	98	96	99
Provides a regular and reliable supply of water	95	91	99	97	94	99
Provides water that smells, looks and tastes good	93	91	93	92	93	97
Repairs leaks as quickly as possible	91	91	93	90	91	97
Ensures adequate water pressure	80	88	90	82	85	93

Table 20e

Q17 : Performance of Bristol Water's water service features (2006)								
BASE: 304	Excellent	Very good	Fairly good	Neither / nor	Fairly poor	Very poor	Totally unacceptable	Don't know
	%	%	%	%	%	%	%	%
Provides safe drinking water	32	51	11	2	2	-	-	2
Provides a regular and reliable supply of water	35	56	8	1	-	-	-	1
Provides water that smells, looks and tastes good	22	48	17	4	5	2	-	1
Repairs leaks as quickly as possible	13	38	10	6	2	-	-	30
Ensures adequate water pressure	24	55	17	1	1	-	-	1

Table 21a

Q17 : Performance of Bristol Water's water service features (2005)								
BASE: 300	Excellent	Very good	Fairly good	Neither / nor	Fairly poor	Very poor	Totally unacceptable	Don't know
	%	%	%	%	%	%	%	%
Provides safe drinking water	40	32	25	1	1	-	-	-
Provides a regular and reliable supply of water	42	35	21	1	-	-	-	-
Provides water that smells, looks and tastes good	26	39	25	3	5	1	-	2
Repairs leaks as quickly as possible	29	29	18	1	-	-	-	22
Ensures adequate water pressure	37	31	26	1	2	-	-	2

Table 21b

Q17 : Performance of Bristol Water's water service features (2004)								
BASE: 300	Excellent	Very good	Fairly good	Neither / nor	Fairly poor	Very poor	Totally unacceptable	Don't know
	%	%	%	%	%	%	%	%
Provides safe drinking water	29	49	16	3	1	-	1	1
Provides a regular and reliable supply of water	32	53	10	2	-	-	-	2
Provides water that smells, looks and tastes good	24	45	17	6	4	1	1	2
Repairs leaks as quickly as possible	18	31	8	4	2	1	-	35
Ensures adequate water pressure	29	51	14	3	2	-	-	2

Table 21c

Performance of Bristol Water's water service features (2003)								
BASE: 300	Excellent	Very good	Fairly good	Neither / nor	Fairly poor	Very poor	Totally unacceptable	Don't know
	%	%	%	%	%	%	%	%
Provides safe drinking water	35	39	15	6	2	-	-	2
Provides a regular and reliable supply of water	37	51	9	2	-	-	-	2
Provides water that smells, looks and tastes good	30	36	18	8	3	2	1	1
Repairs leaks as quickly as possible	18	27	14	4	-	-	-	36
Ensures adequate water pressure	31	43	18	4	2	-	-	2

Table 21d

Q17 : Performance of Bristol Water's water service features (Excellent/very good/fairly good)						
	2006	2005	2004	2003	2002	2001
BASE:	304	300	300	300	302	300
	%	%	%	%	%	%
Provides safe drinking water	95	97	94	89	93	93
Provides a regular and reliable supply of water	98	98	96	96	99	99
Provides water that smells, looks and tastes good	88	89	86	85	90	88
Repairs leaks as quickly as possible	62	76	58	59	76	49
Ensures adequate water pressure	96	95	93	92	95	95

Table 21e

Q18 : Reasons for performance rating of 'provides safe drinking water'						
	2006	2005	2004	2003	2002	2001
BASE: Rated 'provides safe drinking water' fairly poor/very poor/totally unacceptable at Q17	5	4	7	6	Not provided	Not provided
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Tastes unpleasant	3	2	2	-	9	3
Too hard, too much lime	1	-	-	2	6	3
Colour/cloudy	-	1	4	-	-	-
Bad smell, too much chlorine	-	-	2	4	4	2
Not very good in general	-	-	1	-	-	-
Don't know	1	1	-	-	-	-

Table 22

Q19: Reasons for performance rating of 'provides water that smells, looks, tastes good'						
	2006	2005	2004	2003	2002	2001
BASE: Rated 'provides water that smells, looks, tastes good' fairly poor/very poor/totally unacceptable at Q17	22	18	18	18	Not provided	Not provided
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Tastes unpleasant	10	3	4	3	8	3
Too much chlorine	8	1	2	-	-	-
Odour/smell	6	10	7	10	10	1
Hardness	6	5	7	5	4	3
Colour	5	2	7	4	4	4
Lots of limescale	1	-	1	-	-	-
Have to filter it	-	-	-	2	-	-
Lead	-	-	1	1	-	-
Unhealthy	-	-	-	1	-	-
Not very good in general	-	-	1	-	-	-
Other	-	-	-	-	2	-

Table 23

LAST BILL RECEIVED

Q21 : Importance of payment of water bill features (2006)							
BASE: Received bill at S3; 297	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Bill easy to understand	25	62	9	-	-	1	2
Ease of querying your bill	22	56	14	2	1	-	6
Clear point of contact	20	61	12	1	1	-	5
Availability of appropriate payment options	17	59	18	3	1	-	3
Helps people who cannot pay bills	15	54	14	2	1	1	12
Availability of appropriate payment frequencies	14	55	21	5	1	-	4
Has a low user tariff	13	49	18	3	1	1	14
Setting up of account	11	51	21	6	2	1	8
If pay by cash, convenient payment locations	12	44	14	6	3	4	16

Table 24a

Q21 : Importance of payment of water bill features (2005)							
BASE: Received bill at S3; 287	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Bill easy to understand	41	50	7	-	-	-	2
Ease of querying your bill	34	49	9	1	1	-	6
Clear point of contact	37	49	8	1	1	-	3
Availability of appropriate payment options	35	43	18	1	1	-	2
Helps people who cannot pay bills	34	41	12	3	2	-	7
Availability of appropriate payment frequencies	36	40	18	2	1	-	2
Has a low user tariff	33	40	14	3	2	-	8
Setting up of account	34	39	20	2	1	-	4
If pay by cash, convenient payment locations	31	37	14	2	3	4	9

Table 24b

Q21 : Importance of payment of water bill features (2004)							
BASE: Received bill at S3; 297	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Bill easy to understand	36	49	14	-	-	-	2
Ease of querying your bill	35	44	15	-	-	-	5
Clear point of contact	35	46	15	-	-	-	3
Availability of appropriate payment options	30	46	16	3	1	1	3
Helps people who cannot pay bills	30	41	15	2	1	1	11
Availability of appropriate payment frequencies	30	43	19	3	-	1	5
Has a low user tariff	31	43	18	2	1	1	5
Setting up of account	27	41	20	4	1	1	5
If pay by cash, convenient payment locations	29	36	16	5	2	3	10

Table 24c

Importance of payment of water bill features (2003)							
BASE : Received bill at S3 ; 293	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Bill easy to understand	29	54	13	2	-	-	2
Ease of querying your bill	26	54	14	1	-	-	5
Clear point of contact	22	55	18	1	-	-	3
Availability of appropriate payment options	23	50	23	1	-	1	2
Helps people who cannot pay bills	22	49	20	-	1	-	6
Availability of appropriate payment frequencies	23	45	25	4	-	-	2
Has a low user tariff	22	46	23	2	-	-	6
Setting up of account	21	42	26	5	1	-	4
If pay by cash, convenient payment locations	21	41	21	4	1	3	9

Table 24d

Q21 : Importance of payment of water bill features (Essential/very important)						
	2006	2005	2004	2003	2002	2001
BASE: Received bill at S3	297	287	297	293	302	295
	%	%	%	%	%	%
Bill easy to understand	87	91	85	83	86	94
Ease of querying your bill	78	83	79	80	77	84
Clear point of contact	81	86	81	77	71	84
Availability of appropriate payment options	76	78	76	73	80	76
Helps people who cannot pay bills	69	76	71	72	70	66
Availability of appropriate payment frequencies	69	76	72	68	75	74
Has a low user tariff	62	73	73	68	73	73
Setting up of account	62	74	69	63	66	76
If pay by cash, convenient payment locations	56	68	64	62	61	60

Table 24e

Q22 : Performance of Bristol Water's bill payment features (2006)								
BASE : Received bill at S3 ; 297	Excellent	Very Good	Fairly Good	Neither/ Nor	Fairly Poor	Very Poor	Totally Unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Bill easy to understand	19	53	16	3	1	1	1	6
Ease of querying your bill	10	46	15	4	-	-	1	23
Clear point of contact	10	47	19	3	1	-	2	18
Availability of appropriate payment options	11	51	23	3	-	-	1	11
Helps people who cannot pay bills	6	29	17	5	-	1	1	41
Availability of appropriate payment frequencies	11	57	20	1	1	-	1	9
Has a low user tariff	5	33	16	5	2	-	1	37
Setting up of account	9	50	22	2	-	-	1	15
If pay by cash, convenient payment locations	7	31	17	5	1	-	2	37

Table 25a

Q22 : Performance of Bristol Water's bill payment features (2005)									
BASE : Received bill at S3 ; 287	Excellent	Very Good	Fairly Good	Neither/ Nor	Fairly Poor	Very Poor	Totally Unacceptable	Don't Know	N/A
	%	%	%	%	%	%	%	%	%
Bill easy to understand	21	47	24	2	1	-	1	4	-
Ease of querying your bill	15	43	18	3	1	-	1	18	-
Clear point of contact	17	46	19	4	-	-	1	12	-
Availability of appropriate payment options	16	48	21	3	2	-	1	9	-
Helps people who cannot pay bills	11	33	14	7	1	-	2	31	-
Availability of appropriate payment frequencies	17	46	24	4	-	-	1	8	-
Has a low user tariff	11	32	21	3	1	-	1	31	-
Setting up of account	17	45	23	2	2	-	1	10	-
If pay by cash, convenient payment locations	14	31	18	4	-	-	2	31	-

Table 25b

Q22 : Performance of Bristol Water's bill payment features (2004)									
BASE : Received bill at S3 ; 297	Excellent	Very Good	Fairly Good	Neither/ Nor	Fairly Poor	Very Poor	Totally Unacceptable	Don't Know	N/A
	%	%	%	%	%	%	%	%	%
Bill easy to understand	14	52	21	4	1	1	-	6	1
Ease of querying your bill	11	38	16	4	-	-	1	23	7
Clear point of contact	12	45	18	4	1	-	-	19	2
Availability of appropriate payment options	12	47	25	4	1	-	-	10	1
Helps people who cannot pay bills	8	28	10	2	-	-	1	40	10
Availability of appropriate payment frequencies	16	48	21	2	1	-	-	12	1
Has a low user tariff	7	34	10	3	1	-	-	35	9
Setting up of account	15	47	20	3	-	-	-	13	2
If pay by cash, convenient payment locations	6	37	14	3	1	1	-	26	12

Table 25c

Performance of Bristol Water's bill payment features (2003)									
BASE : Received bill at S3 ; 293	Excellent	Very Good	Fairly Good	Neither/ Nor	Fairly Poor	Very Poor	Totally Unacceptable	Don't Know	N/A
	%	%	%	%	%	%	%	%	%
Bill easy to understand	21	41	28	1	2	-	-	8	1
Ease of querying your bill	15	33	20	3	1	1	-	21	6
Clear point of contact	17	34	24	3	1	1	-	19	2
Availability of appropriate payment options	19	42	25	3	1	1	-	9	2
Helps people who cannot pay bills	10	24	17	2	1	-	-	37	8
Availability of appropriate payment frequencies	16	38	28	3	1	-	-	12	1
Has a low user tariff	10	27	17	2	1	-	-	35	7
Setting up of account	15	36	28	2	-	-	-	15	3
If pay by cash, convenient payment locations	12	25	19	2	2	1	-	24	15

Table 25d

Q22 : Performance of Bristol Water's bill payment features (Excellent/very good/fairly good)						
	2006	2005	2004	2003	2002	2001
BASE: Received bill at S3	297	287	297	293	302	295
	%	%	%	%	%	%
Bill easy to understand	88	92	87	89	94	90
Ease of querying your bill	71	76	65	68	88	54
Clear point of contact	76	83	74	75	84	66
Availability of appropriate payment options	88	85	84	85	91	91
Helps people who cannot pay bills	52	59	46	52	73	44
Availability of appropriate payment frequencies	85	87	84	83	91	91
Has a low user tariff	54	64	51	54	71	44
Setting up of account	81	85	82	79	85	84
If pay by cash, convenient payment locations	55	63	58	56	74	48

Table 25e

Q23 : Satisfaction with the way Bristol Water handles billing						
	2006	2005	2004	2003	2002	2001
BASE: Received bill at S3	297	287	297	293	302	295
	%	%	%	%	%	%
Excellent	15	18	17	26	27	35
Very good	57	51	52	41	43	41
Fairly good	22	23	26	25	24	19
Neither good nor poor	2	2	2	3	5	5
Fairly poor	1	1	1	2	1	1
Very poor	1	-	-	-	-	-
Totally unacceptable	-	-	-	-	-	-
Not used in the last 12 months	1	-	-	-	-	-
Don't know	2	3	3	3	-	-

Table 26

Q24 : Reasons for dissatisfaction with the way Bristol Water handles billing				
	2006	2005	2004	2003
BASE: Rated fairly poor/very poor/totally unacceptable at Q23	5	5	2	6
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Not very flexible	2	1	-	-
Bill charges were incorrect	2	-	-	1
Water bill did not arrive when expected	1	1	-	3
Did not respond to change name & address details	1	-	-	-
Expensive	1	-	-	-
Difficult setting up direct debit	-	1	-	-
Would like a water meter	-	1	-	-
No correspondence received at all	-	1	-	-
Did not handle changing to a metered account very well	-	-	-	1
Separate bill for water and sewage	-	-	1	-
Confusing	-	-	1	-

Table 27

CUSTOMER INFORMATION

Q25 : Recall receiving bill enclosures over last 12 months						
	2006	2005	2004	2003	2002	2001
BASE: Received bill at S3	297	287	297	293	302	300
	%	%	%	%	%	%
Yes	39	36	44	36	41	55
No	61	64	56	64	59	45

Table 28

Q26 : Enclosures with water bill - spontaneous						
	2006	2005	2004	2003	2002	2001
BASE: Recalled receiving enclosures with water bill at Q25	117	102	131	106	124	161
	%	%	%	%	%	%
Water aid leaflet (charity donation slip)	32	29	37	27	27	47
A guide to your bill (useful information, how to pay, performance and investment)	16	16	37	21	8	3
Water conservation information, water butts	12	2	2	5	7	6
Services on offer	7	1	-	-	-	-
Insurance leaflet/information	6	9	1	3	-	-
Water supply charges leaflet	3	7	7	3	14	10
Overseas literature	3	1	-	-	-	-
General company information	3	-	-	-	-	-
Emergency plumbing and drainage repair leaflet	2	6	8	8	13	6
Third World water	2					
Invitation for people to inspect water tower	1	-	-	1	-	-
Vulnerable customer tariff leaflet (for people with special needs)	-	1	-	1	7	1
Amalgamation/merger information	-	-	-	3	-	-
Water bulletin	-	-	-	-	26	17
Pipe insurance information	-	-	-	-	7	4
Environmental leaflet	-	-	1	-	7	2
Information about water meters	-	-	-	-	7	1
How the water gets used	-	-	1	-	-	-
Water efficiency	-	-	2	-	-	-
Open day invitation to reservoirs	-	-	1	-	-	-
Annual report	-	-	1	-	-	-
Water magazines	-	-	1	-	-	-
Don't remember	28	38	25	42	14	21

Table 29

Q27 : How much read						
	2006	2005	2004	2003	2002	2001
BASE: Recalled receiving enclosures with water bill at Q25	117	102	131	106	124	161
	%	%	%	%	%	%
All of it	21	14	20	18	17	17
Most of it	21	23	18	22	14	19
About half	9	8	5	6	5	9
Some, but less than half	10	10	8	8	12	10
Just flicked through – didn't really read anything	24	25	21	28	27	21
Nothing at all	16	21	27	19	25	24

Table 30

Q28 : What read						
	2006	2005	2004	2003	2002	2001
BASE: Read all of it/most of it/about half/some or just flicked through at Q27	98	81	95	86	93	123
	%	%	%	%	%	%
Water aid leaflet (charity donation slip)	50	36	45	42	24	63
Information on the back of the bill	26	14	24	26	48	28
A guide to your bill (useful information, how to pay, performance and investment)	24	16	37	22	-	-
Water supply charges leaflet	-	N/A	N/A	24	15	28
Vulnerable customer tariff leaflet (for people with special needs)	-	N/A	N/A	8	13	7
Water bulletin	-	N/A	N/A	-	53	39
Don't remember	29	46	30	33	-	-

Table 31

Q29 : Quality of information read						
	2006	2005	2004	2003	2002	2001
BASE: Read all of it/most of it/about half/some or just flicked through at Q27	98	81	95	86	93	123
	%	%	%	%	%	%
Easy to understand	88	77	86	80	91	98
Useful	72	68	77	67	68	80

Table 32

Q30a : Ever read other Bristol Water literature						
	2006	2005	2004	2003	2002	2001
BASE: Received bill at S3	297	287	297	293	302	300
	%	%	%	%	%	%
Yes	12	10	11	12	11	14
No	88	90	89	88	89	86

Table 33a

Q30b : Other Bristol Water literature read - spontaneous						
	2006	2005	2004	2003	2002	2001
BASE: Read other Bristol Water literature at Q30a	35	29	33	34	33	42
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Newsletter, leaflet, adverts	15	9	6	11	13	10
Water conservation information, water butts	4	2	3	4	6	5
Insurance information	4	2	2	3	-	-
Environment information	3	1	-	-	-	-
Yearly review	2	1	-	-	-	-
Chew Magna open day	2					
Literature at waterworks visited	1	2	-	-	-	-
Literature about changing to a water meter	1	1	-	-	-	-
Emergency plumbing	1					
Details of the working of Bristol Water	-	1	-	-	-	-
Magazine	-	-	-	2	3	4
Information about water quality	-	-	-	1	2	3
Tariff brochure	-	-	-	1	-	-
Home service information	-	-	-	1	-	-
Customer information	-	-	-	1	-	-
Information at Chew Valley Lake on where water comes from	-	-	-	1	-	-
Literature on how money is spent/what they do with the bill	-	-	-	1	-	-
Fishing, leisure activities	-	-	1	-	9	4
Share information	-	-	-	-	-	3
Pre-warning of work	-	-	1	-	-	-
Open days	-	-	2	-	-	-
Concert sponsorship	-	-	1	-	-	-
Waterboard fair	-	-	2	-	-	-
Correspondence	-	-	4	-	-	-
Water charges information	-	-	1	-	-	-
Can't remember	6	10	10	8	-	-

Table 33b

Q31 : Quality of other information read						
	2006	2005	2004	2003	2002	2001
BASE: Read other Bristol Water literature at Q30a	35	29	33	34	41	41
	%	%	%	%	%	%
Easy to understand	86	97	97	71	100	95
Useful	74	90	82	53	77	76

Table 34

WATER METER

Q32 : Have a water meter						
	2006	2005	2004	2003	2002	2001
BASE:	1005	1000	1000	1000	302	300
	%	%	%	%	%	%
Yes	20	14	15	18	15	13
No	80	86	85	82	85	87

Table 35

Q33 : Reasons for having water meter installed				
	2006	2005	2004	2003
BASE: Have a water meter at Q32	205	141	147	182
	%	%	%	%
Meter already installed	57	58	61	61
To save money	18	28	31	27
To save water	10	10	14	5
It was offered	5	1	-	-
Done automatically	5	1	1	-
To monitor how much we use	2	1	-	-
Requirement ie new house/under building regulations	1	1	1	3
Was suggested	-	-	-	1
Free installation	-	-	-	1
Had to replace stop cock so put in water meter at same time	-	-	-	1
For private water line	-	-	-	1
Installed whilst other work being done	-	-	1	-
Big house but few people	-	-	1	-
Don't know	6	6	2	4

Table 36

Q34: Considered changing to metered water supply						
	2006	2005	2004	2003	2002	2001
BASE: Not got a water meter at Q32	800	859	853	818	257	261
	%	%	%	%	%	%
Yes	14	7	8	13	N/A	N/A
No	86	93	92	87	N/A	N/A
Yes, but decided against it	N/A	N/A	N/A	N/A	7	9
Yes, still undecided	N/A	N/A	N/A	N/A	11	11
Not given it much thought	N/A	N/A	N/A	N/A	78	80

Table 37

Q35 : Reasons for not having a meter installed						
	2006	2005	2004	2003	2002	2001
BASE: Had considered changing to metered water supply at Q34	112	62	69	103	43	39
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Still deciding/considering/talking about it	32	11	5	5	-	-
Too expensive	22	14	13	19	11	7
Too much bother	13	4	1	4	3	3
Have not had time	10	4	5	7	-	-
Would like one installed	6	1	2	3	-	-
Doesn't have any information on how to	5					
Happy with present system	4	1	-	1	-	-
Too difficult	3	3	8	8	-	-
They have not returned my phone calls	2	1	-	-	-	-
Don't know if it is allowed	1	2	3	1	-	-
Not available at the time	1	1	-	-	-	-
More information needed on meter installation	-	4	3	3	-	-
Other work took priority	-	1	-	-	-	-
No opportunity	-	-	-	6	-	-
No financial benefit	-	-	-	3	1	9
Did not realise difference it would make	-	-	-	1	-	-
Use a lot of water	-	-	-	-	6	5
Big family	-	-	-	-	3	4
Old pipes, water, waste, leakage	-	-	-	-	-	2
About to have one installed	-	-	2	-	-	-
Don't know	17	16	28	42	-	-

Table 38