

BRISTOL WATER CUSTOMER SATISFACTION DOMESTIC (KB20542)

TOPLINE TABLES

SCREENING

Table 1

S3 : Respondent responsible for dealing with local water company				
	2008	2007	2006	2005
BASE:	1000	1000	1005	1000
	%	%	%	%
Yes	99	99	99	99
No bill received in household	1	1	1	1

CLASSIFICATION

Table 2

QA/B/C/D/E : CLASSIFICATION				
	2008	2007	2006	2005
BASE:	1000	1000	1005	1000
	%	%	%	%
Gender				
Male	50	50	50	50
Female	50	50	50	50
Age				
18 – 20	-	-	1	2
21 – 24	4	6	4	4
25 – 34	16	14	14	14
35 – 44	20	20	20	20
45 – 54	20	20	20	20
55 – 64	20	20	20	20
65+	20	20	20	20
SEG				
AB	19	27	18	22
C1	25	29	28	27
C2	22	24	19	24
DE	28	18	31	21
Refused	6	2	3	6
No. of children within Household				
None	73	70	68	68
1	11	16	13	16
2	14	11	13	10
3+	3	3	6	5
No. of adults within Household				
1	29	22	30	29
2	60	66	56	61
3+	11	11	14	10
TOTAL people within Household				
1	26	20	25	25
2	40	44	36	39
3	16	18	17	19
4	13	14	15	12
5+	5	5	7	6

Description of Home				
Flat/maisonette	14	7	14	15
Semi-detached house	34	37	36	31
Detached house	25	27	20	19
Terraced house	21	24	21	22
Bungalow	6	5	8	10
Mobile home	-	-	1	-
Cottage	1	-	-	-
Refused		-	1	4
Number of Bedrooms				
1	1	4	8	8
2	6	18	23	24
3	21	54	47	46
4	51	20	17	15
5+	4	4	5	7

Table 3

Q1/2 : Frequency use washing machine/dishwasher in a week								
	Washing Machine				Dishwasher			
	2008	2007	2006	2005	2008	2007	2006	2005
BASE:	1000	1000	1005	1000	1000	1000	1005	1000
	%	%	%	%	%	%	%	%
Don't have one	-	2	4	3	33	56	62	64
Less than once a week	2	-	-	-	25	-	9	-
Once a week	10	7	12	13	4	2	3	4
2 – 3 times a week	37	49	36	34	12	17	10	8
4 – 5 times a week	26	22	21	21	10	7	8	7
6 – 10 times a week	22	17	21	24	17	19	14	14
11 – 15 times a week	2	3	3	4	-	-	1	1
16 – 20 times a week	-	-	1	1	-	-	-	-
21+ times a week	-	1	1	1	-	-	-	-
Don't know	-	-	1	1	-	-	1	2

Table 4 a

Q3 : Number of baths/showers taken in a week in household				
	Baths		Showers	
	2008	2007	2008	2007
BASE:	1000	1000	1000	1000
	%	%	%	%
Don't have one/ None	41	39	17	15
1 – 5 times per week	34	35	14	19
6 – 10 times per week	19	19	32	27
11 – 15 times per week	4	4	25	25
16 – 20 times per week	1	1	4	4
21 – 25 times per week	-	1	4	5
26 – 30 times per week	-	1	3	3
31 – 35 times per week	-	-	1	1
36 – 40 times per week	-	-	-	-
41+ times per week	-	-	-	-
Don't know	1	1	-	1

Table 4 b

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

Table 5

Q4 : External tap in garage/garden				
	2008	2007	2006	2005
BASE:	1000	1000	1005	1000
	%	%	%	%
Yes	54	69	47	53
No	46	31	52	47

Table 6

Q4a : Use external tap when		
	2008	2007
BASE: Have external tap at Q4	539	692
	%	%
Washing the car	42	43
Watering the garden with a watering can	52	52
Watering the garden with a hosepipe	25	30
Watering the garden with a sprinkler	4	5
Using your automated irrigation system	1	1
For leisure purposes e.g. filling up the paddling pool, playing children's water games, water slides etc	4	5
Watering cattle/filling up pond or fish tank/ washing or feeding pets	1	1
Cleaning purposes/ odd jobs	1	-
Don't use it at all/ only sometimes	2	-
Don't know	7	-
None of the above	3	14

Table 7 a

Q4b/c : Length of time external tap used				
	In the last 2 weeks		During the Summer (per week)	
	2008	2007	2008	2007
BASE: Have external tap at Q4	539	692	539	692
	%	%	%	%
Zero	82	82	14	8
1- 10 minutes	8	3	18	6
11-30 minutes	5	11	22	48
31-60 minutes	2	5	17	17
61-120 minutes (1< >2 hours)	1	-	9	7
121-240 minutes (2< >4 hours)	-	-	4	2
241-599 minutes (4< >10 hours)	-	-	2	-
600+ minutes (10 hours+)	-	-	2	-
Don't know	1	-	12	12

Table 7 b

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

Table 8

Q5a : Number of toilets in home		
	2008	2007
BASE:	1000	1000
	%	%
One	60	49
Two	29	40
Three	10	10
Four	1	1
Five+	-	-

Table 9

Q5b : number of toilets with dual flush/low volume		
	2008	2007
BASE:	1000	1000
	%	%
One	26	26
Two	13	17
Three	3	3
Four	-	1
Five+	-	-
None	54	49
Don't know	4	6

Table 10

Q5c : Number of toilets replaced within the last 3 years		
	2008	2007
BASE:	1000	1000
	%	%
One	14	21
Two	4	3
Three	1	1
Four	-	-
Five+	-	-
None	81	74
Don't know	1	1

Table 11

Q5d : Ever used cistern device		
	2008	2007
BASE:	1000	1000
	%	%
Yes	12	13
No	85	86
Don't know	3	2

Table 12

Q5e/6 : Ever removed cistern device				
	2008	2007	2006	2005
BASE: Use displacement device in cistern at Q5	119	126	44	45
	%	%	%	%
Yes	21	21	14	9
No	76	78	86	87
Don't know	3	1	-	4

Table 13

Q5f/6a : When removed cistern device				
	2008	2007	2006	2005
BASE: Removed cistern device at Q6	25	27	6	4
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
1970	1	1	-	-
1995	-	-	-	-
1997	-	1	-	1
1998	2	1	-	1
1999	1	-	-	-
2000	-	-	1	-
2001	3	-	1	-
2002	-	-	-	1
2003	-	-	1	-
2004	1	1	-	-
2005	-	3	2	-
2006	2	12	-	-
2007	7	-	-	-
2008	1	-	-	-
Don't know/can't remember	7	8	1	1

Table 14

Q5g : Why removed cistern device				
	2008	2007	2006	2005
BASE: Removed cistern device at Q6	25	27	6	4
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Not working	14	9	4	2
New toilet installed	6	9	-	-
Didn't like it	-	4	2	2
Drought was over	1	2	-	-
Didn't need it	-	2	-	-
Just to check it	-	-	-	-
To replace it with a new one	1	-	-	-
To clean	1	-	-	-
Don't know	2	2	6	-

Table 15

Q6 : Water devices used		
	2008	2007
BASE:	1000	1000
	%	%
Water efficient washing machine and/or dishwasher	35	42
Water butt	23	29
Whirlpool bath/Jacuzzi	2	-
Waste disposal unit	2	-
Water softener	4	-
Pump assisted shower	15	19
Trigger action hose spray gun	15	16
Low volume shower head	-	15
Pressure washer	10	9
Low volume spray taps	-	6
Don't know	1	2
None of the above	35	23

Table 16

Q6a : Water efficiency rating a consideration		
	2008	2007
BASE:	1000	1000
	%	%
Yes	73	76
No	21	20
Maybe	3	2
Don't know	3	2

Table 17

Q6b/c/d : Water efficiency awareness/behaviour rating								
	Awareness				Behaviour			
	2008	2007	2006	2005	2008	2007	2006	2005
BASE:	1000	1000	1005	1000	1000	1000	1005	1000
	%	%	%	%	%	%	%	%
Very good	38	29	27	16	38	27	25	16
Fairly good	44	59	53	54	44	61	53	56
Neither good nor poor	8	8	14	17	9	8	14	19
Fairly poor	4	3	5	7	3	3	5	4
Very poor	2	-	1	4	2	-	1	2
Don't know	4	1	1	2	4	1	2	3

Table 18

Q7: Do you agree, disagree or neither with the following statements (2008)						
BASE: 1000	Strongly agree	Agree	Neither/ Nor	Disagree	Stongly disagree	Don't Know
	%	%	%	%	%	%
As I pay for water, it's up to me how much I spend	21	35	7	22	11	4
Bristol water should do more to encourage people to use less water even if this means a small increase in water bills	3	41	11	24	14	7

Table 19 a

Q8: Importance of utility companies product/service features (2008)							
BASE: 300	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Responds quickly in emergencies	44	47	6	1	-	-	2
Provides accurate bills	25	49	23	1	1	-	-
Carries out work efficiently	25	50	23	2	-	-	-
Resolves enquiries/problems promptly	22	50	27	1	-	-	1
Provides value for money	25	48	24	1	-	-	-
Handles phone calls/written contacts efficiently	19	48	28	2	1	-	1
Contributes to improving the environment	16	50	31	1	1	1	1
Provides a good range of methods to pay bills	14	44	34	4	1	1	1
Provides helpful information	12	49	34	4	1	-	-
Keeps customers informed of how their money is used	12	43	36	6	2	-	1
Contributes to the community (e.g. employees active in local community groups)	10	42	37	5	1	1	3
Is situated locally	7	32	40	12	3	4	2

Table 19 b

Q8: Importance of utility companies product/service features (2007)							
BASE: 300	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Responds quickly in emergencies	35	61	2	-	-	-	1
Provides accurate bills	28	67	3	1	-	-	1
Carries out work efficiently	21	70	5	-	-	-	3
Resolves enquiries/problems promptly	20	68	9	-	-	-	3
Provides value for money	26	67	5	1	-	-	1
Handles phone calls/written contacts efficiently	15	69	10	1	-	1	3
Contributes to improving the environment	20	68	9	1	1	-	1
Provides a good range of methods to pay bills	5	63	20	8	1	1	2
Provides helpful information	8	73	14	3	1	-	-
Keeps customers informed of how their money is used	4	62	23	8	2	1	1
Contributes to the community (e.g. employees active in local community groups)	6	62	19	7	2	-	3
Is situated locally	4	52	24	11	2	5	2

Table 19 c

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 19 d

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 19 e

Q8: Importance of utility companies product/service features (Essential/Very Important)				
	2008	2007	2006	2005
BASE:	300	300	304	300
	%	%	%	%
Responds quickly in emergencies	91	96	85	88
Provides accurate bills	75	94	91	89
Carries out work efficiently	75	91	85	86
Resolves enquiries/problems promptly	71	88	80	90
Provides value for money	73	92	89	87
Handles phone calls/written contacts efficiently	67	84	81	83
Contributes to improving the environment	65	88	78	87
Provides a good range of methods to pay bills	58	68	68	81
Provides helpful information	61	81	70	77
Keeps customers informed of how their money is used	55	66	55	66
Contributes to the community (e.g. employees active in local community groups)	52	68	54	67
Is situated locally	39	56	46	53

Table 20 a

Q10: Performance of Bristol Water (2008)								
BASE: 300	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Respond quickly in emergencies	7	26	19	1	1	-	-	45
Provides a good range of methods to pay bills	7	43	30	1	1	-	1	18
Resolves enquiries/problems promptly	6	29	24	2	1	-	-	38
Keeps customers informed of how their money is used	5	36	33	5	4	1	-	15
Provides value for money	6	35	31	9	2	2	-	16
Provides helpful information	5	37	33	6	2	1	-	16
Carries out work efficiently	5	28	27	4	1	-	-	33
Handles phone calls/written contacts efficiently	5	28	28	3	-	-	-	36
Provides accurate bills	9	43	30	2	-	-	-	15
Contributes to improving the environment	6	30	29	5	1	-	1	30
Contributes to the community (e.g. employees active in local community groups)	5	25	25	6	1	-	1	36

Table 20 b

Q10: Performance of Bristol Water (2007)								
BASE: 300	Excellent	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Totally unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Respond quickly in emergencies	2	25	18	7	2	-	-	45
Provides a good range of methods to pay bills	4	50	27	3	1	-	-	14
Resolves enquiries/problems promptly	4	35	17	4	1	1	-	38
Keeps customers informed of how their money is used	2	31	30	12	5	2	-	17
Provides value for money	4	31	39	11	3	1	1	10
Provides helpful information	3	30	36	8	4	2	-	17
Carries out work efficiently	3	30	24	9	3	2	-	30
Handles phone calls/written contacts efficiently	3	32	22	6	3	1	-	33
Provides accurate bills	5	55	23	5	2	-	-	10
Contributes to improving the environment	2	31	28	8	2	1	-	29
Contributes to the community (e.g. employees active in local community groups)	2	18	23	8	3	1	-	46

Table 20 c

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 20 d

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 20 e

Q10: Performance of Bristol Water (Excellent/Very Good/fairly Good)				
	2008	2007	2006	2005
BASE:	300	300	304	300
	%	%	%	%
Responds quickly in emergencies	53	45	52	59
Provides accurate bills	82	83	87	89
Carries out work efficiently	61	56	61	73
Resolves enquiries/ problems promptly	59	55	62	72
Provides value for money	72	73	74	81
Handles phone calls/ written contacts efficiently	60	58	64	71
Contributes to improving the environment	64	61	63	70
Provides a good range of methods to pay bills	81	81	90	91
Provides helpful information	75	69	75	79
Keeps customers informed of how their money is used	75	63	63	78
Contributes to the community (e.g. employees active in local community groups)	56	93	52	64

Table 21 a

Q11: Overall performance of products and service over last 12 months								
	Gas Provider		Electricity Provider		Phone Provider		Bristol Water	
	2008	2007	2008	2007	2008	2007	2008	2007
BASE:	300	300	300	300	300	300	300	300
	%	%	%	%	%	%	%	%
Excellent	3	2	4	3	5	3	4	4
Very good	31	26	34	30	41	42	43	47
Fairly good	34	38	39	46	33	41	40	36
Neither good nor poor	8	11	8	14	8	9	6	7
Fairly poor	2	3	3	4	3	1	1	1
Very poor	1	2	1	2	1	-	1	-
Totally unacceptable	-	-	1	-	1	1	1	-
Not used in the last 12 months	8	14	4	-	3	1	-	-
Don't know	13	3	6	2	5	2	5	3

Table 21 b

Q11: Overall performance of products and service over last 12 months						
	Energy Provider		Telecoms Company		Bristol Water	
	2006	2005	2006	2005	2006	2005
BASE:	304	300	304	300	304	300
	%	%	%	%	%	%
Excellent	6	8	6	8	10	8
Very good	38	43	38	45	47	54
Fairly good	37	35	39	34	30	29
Neither good nor poor	10	8	9	8	8	4
Fairly poor	3	3	1	4	2	1
Very poor	1	1	1	-	1	-
Totally unacceptable	1	1	1	-	-	-
Not used in the last 12 months	1	-	1	1	1	1
Don't know	5	1	4	1	3	2

Table 22

Q12 : Main reasons for Bristol Water high performance rating				
	2008	2007	2006	2005
BASE: Rated performance excellent/very good/fairly good at Q11	260	264	261	274
	%	%	%	%
Never had any problems with Bristol Water	83	84	72	80
Reliable/constant water supply	15	20	30	24
Water quality is good	14	13	27	15
Helpful information provided	4	6	9	4
Efficient problem solving	6	6	7	4
Good response times to problems	3	6	5	1
Efficient bill handling / accurate bills	5	5	9	5
Work carried out efficiently	3	4	5	2
Good value for money	5	2	10	3
Staff efficient/well trained	2	2	3	3
Range of payment schemes available	1	2	3	1
Efficient handling of telephone calls and letters	-	2	3	1
Problems getting water meter	-	1	-	-
Poor value for money	-	1	-	-
Helps the/environmentally friendly	-	-	3	-
Leaflets/newsletters	-	-	2	1
No competition	-	-	1	1
Good with community	-	-	1	-
Too hard/too much lime	-	-	1	-
Local	-	-	-	-
Good range of water conservation products	-	-	-	-
Don't know	2	3	4	4

Table 23

Q13 : Main reasons for Bristol Water low performance rating				
	2008	2007	2006	2005
BASE: Rated performance fairly poor/very poor/totally unacceptable at Q11	4	3	7	5
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Bills too high/expensive	-	2	3	2
Poor quality water	100	1	3	-
Poor response times to problems	-	1	1	-
Not enough information provided	25	1	1	-
Poor quality of work carried out	25	1	-	-
Poor handling of telephone calls and letters	-	-	1	2
Not enough/no warning of disruptions	-	-	1	-
Incorrect bills	-	-	-	1
Not very flexible	-	-	-	1
No correspondence received at all	-	-	-	1
Irregular bills	-	-	-	-
Bristol Water cannot access meter when I'm out	-	-	-	-
Poor ground repair after work completed	-	-	-	-
Estimated bills	-	-	-	-
Unfinished work	-	-	-	-
High Scaling	25	-	-	-
Don't know	-	-	1	-

WATER SERVICES

Table 24 a

Q14: Importance of provision of water services features (2008)							
BASE: 300	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Provides safe drinking water	75	23	2	-	-	-	-
Provides a regular and reliable supply of water	52	44	4	-	-	-	-
Provides water that smells, looks and tastes good	69	25	4	1	-	-	-
Repairs leaks as quickly as possible	48	45	5	1	-	-	1
Ensures adequate water pressure	43	46	9	-	-	-	-

Table 24 b

Q14: Importance of provision of water services features (2007)							
BASE: 300	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Provides safe drinking water	56	43	-	-	-	-	-
Provides a regular and reliable supply of water	51	47	1	-	-	-	-
Provides water that smells, looks and tastes good	47	48	5	-	-	-	-
Repairs leaks as quickly as possible	46	51	3	-	-	-	1
Ensures adequate water pressure	43	50	7	-	-	-	-

Table 24 c

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 24 d

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 24 e

Q14: Importance of provision of water services features (Essential/very Important)				
	2008	2007	2006	2005
BASE:	300	300	304	300
	%	%	%	%
Provides safe drinking water	98	100	96	92
Provides a regular and reliable supply of water	96	99	95	91
Provides water that smells, looks and tastes good	95	95	93	91
Repairs leaks as quickly as possible	93	96	91	91
Ensures adequate water pressure	90	93	80	88

Table 25 a

Q17 : Performance of Bristol Water's water service features (2008)								
BASE: 300	Excellent	Very good	Fairly good	Neither / nor	Fairly poor	Very poor	Totally unacceptable	Don't know
	%	%	%	%	%	%	%	%
Provides safe drinking water	40	49	10	1	-	-	-	-
Provides a regular and reliable supply of water	37	47	14	1	-	-	-	1
Provides water that smells, looks and tastes good	33	46	16	2	1	-	1	-
Repairs leaks as quickly as possible	19	31	16	14	1	-	-	19
Ensures adequate water pressure	35	49	15	1	1	-	-	-

Table 25 b

Q17 : Performance of Bristol Water's water service features (2007)								
BASE: 300	Excellent	Very good	Fairly good	Neither / nor	Fairly poor	Very poor	Totally unacceptable	Don't know
	%	%	%	%	%	%	%	%
Provides safe drinking water	37	52	8	1	-	-	-	1
Provides a regular and reliable supply of water	28	63	7	1	-	-	-	1
Provides water that smells, looks and tastes good	22	52	17	3	2	1	-	1
Repairs leaks as quickly as possible	6	36	15	3	3	2	1	35
Ensures adequate water pressure	25	57	14	2	1	-	-	1

Table 25 c

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 25 d

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 25 e

Q17 : Performance of Bristol Water's water service features (Excellent/very good/fairly good)				
	2008	2007	2006	2005
BASE:	300	300	304	300
	%	%	%	%
Provides safe drinking water	99	97	95	97
Provides a regular and reliable supply of water	98	98	98	98
Provides water that smells, looks and tastes good	95	92	88	89
Repairs leaks as quickly as possible	66	57	62	76
Ensures adequate water pressure	99	96	96	95

Table 26

Q18 : Reasons for performance rating of 'provides safe drinking water'				
	2008	2007	2006	2005
BASE: Rated 'provides safe drinking water' fairly poor/very poor/totally unacceptable at Q17	0	3	5	4
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Tastes unpleasant	-	1	3	2
Colour/cloudy	-	1	-	1
Bad smell/ too much chlorine	-	1	-	-
Need to use water filter before drinking	-	1	-	-
Too hard, too much lime	-	-	1	-
Not very good in general	-	-	-	-
Don't know	-	-	1	1

Table 27

Q19: Reasons for performance rating of 'provides water that smells, looks, tastes good'				
	2008	2007	2006	2005
BASE: Rated 'provides water that smells, looks, tastes good' fairly poor/very poor/totally unacceptable at Q17	8	11	22	18
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Odour/smell	4	6	6	10
Colour	2	3	5	2
Cloudy	-	3	-	-
Tastes unpleasant	-	2	10	3
Residue	-	1	-	-
Too much chlorine	-	-	8	1
Hardness	6	-	6	5
Lots of limescale	-	-	1	-
Have to filter it	-	-	-	-
Lead	-	-	-	-
Unhealthy	-	-	-	-
Not very good in general	-	-	-	-
Other	-	-	-	-

LAST BILL RECEIVED

Table 28 a

Q21 : Importance of payment of water bill features (2008)							
BASE: Received bill at S3 : 298	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Bill easy to understand	35	50	12	-	1	-	1
Ease of querying your bill	31	46	18	1	1	1	3
Clear point of contact	31	49	16	1	1	-	2
Availability of appropriate payment options	29	45	19	2	2	1	3
Helps people who cannot pay bills	27	43	22	1	1	-	5
Availability of appropriate payment frequencies	27	44	21	3	2	-	3
Has a low user tariff	30	43	17	2	2	1	4
Setting up of account	27	43	22	3	2	1	2
If pay by cash, convenient payment locations	19	34	27	5	3	7	5

Table 28 b

Q21 : Importance of payment of water bill features (2007)							
BASE: Received bill at S3 : 295	Essential	Very Important	Fairly Important	Not Very Important	Not at all Important	Not Necessary	Don't Know
	%	%	%	%	%	%	%
Bill easy to understand	27	55	15	-	-	-	2
Ease of querying your bill	18	53	21	-	1	1	6
Clear point of contact	22	54	20	-	-	2	3
Availability of appropriate payment options	16	52	25	2	1	1	3
Helps people who cannot pay bills	16	46	27	1	2	1	8
Availability of appropriate payment frequencies	14	49	30	2	1	1	3
Has a low user tariff	13	51	26	3	1	1	6
Setting up of account	15	46	26	4	1	1	6
If pay by cash, convenient payment locations	16	38	27	4	3	4	8

Table 28 c

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 28 d

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 28 e

Q21 : Importance of payment of water bill features (Essential/very important)				
	2008	2007	2006	2005
BASE: Received bill at S3	298	295	297	287
	%	%	%	%
Bill easy to understand	86	83	87	91
Ease of querying your bill	76	71	78	83
Clear point of contact	80	76	81	86
Availability of appropriate payment options	74	67	76	78
Helps people who cannot pay bills	70	61	69	76
Availability of appropriate payment frequencies	70	62	69	76
Has a low user tariff	73	63	62	73
Setting up of account	70	61	62	74
If pay by cash, convenient payment locations	53	53	56	68

Table 29 a

Q22 : Performance of Bristol Water's bill payment features (2008)								
BASE : Received bill at S3 : 298	Excellent	Very Good	Fairly Good	Neither/ Nor	Fairly Poor	Very Poor	Totally Unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Bill easy to understand	25	42	26	1	-	-	-	5
Ease of querying your bill	18	35	15	2	-	-	-	16
Clear point of contact	17	35	26	3	-	1	-	10
Availability of appropriate payment options	20	43	23	1	1	-	-	8
Helps people who cannot pay bills	17	19	11	1	1	-	-	42
Availability of appropriate payment frequencies	19	42	27	1	1	-	-	8
Has a low user tariff	8	20	26	4	3	-	-	29
Setting up of account	24	44	20	-	-	-	-	8
If pay by cash, convenient payment locations	12	23	17	2	-	1	-	22

Table 29 b

Q22 : Performance of Bristol Water's bill payment features (2007)								
BASE : Received bill at S3 : 295	Excellent	Very Good	Fairly Good	Neither/ Nor	Fairly Poor	Very Poor	Totally Unacceptable	Don't Know
	%	%	%	%	%	%	%	%
Bill easy to understand	19	52	22	1	1	1	-	2
Ease of querying your bill	9	35	22	3	-	-	-	26
Clear point of contact	14	45	23	2	1	1	-	11
Availability of appropriate payment options	9	44	27	1	1	-	-	15
Helps people who cannot pay bills	8	19	14	3	-	1	-	46
Availability of appropriate payment frequencies	10	40	26	2	-	-	-	19
Has a low user tariff	8	22	13	6	2	-	-	45
Setting up of account	12	47	19	2	-	-	-	17
If pay by cash, convenient payment locations	7	21	14	4	-	-	-	35

Table 29 c

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 29 d

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 29 e

Q22 : Performance of Bristol Water's bill payment features (Excellent/very good/fairly good)				
	2008	2007	2006	2005
BASE: Received bill at S3	298	295	297	287
	%	%	%	%
Bill easy to understand	92	94	88	92
Ease of querying your bill	68	66	71	76
Clear point of contact	78	82	76	83
Availability of appropriate payment options	87	81	88	85
Helps people who cannot pay bills	48	41	52	59
Availability of appropriate payment frequencies	88	76	85	87
Has a low user tariff	55	43	54	64
Setting up of account	88	78	81	85
If pay by cash, convenient payment locations	53	43	55	63

Table 30

Q23 : Satisfaction with the way Bristol Water handles billing				
	2008	2007	2006	2005
BASE: Received bill at S3	298	295	297	287
	%	%	%	%
Excellent	17	7	15	18
Very good	53	63	57	51
Fairly good	30	24	22	23
Neither good nor poor	1	2	2	2
Fairly poor	-	-	1	1
Very poor	-	-	1	-
Totally unacceptable	-	-	-	-
Not used in the last 12 months	-	1	1	-
Don't know	-	2-	2	3

Table 31

Q24 : Reasons for dissatisfaction with the way Bristol Water handles billing				
	2008	2007	2006	2005
BASE: Rated fairly poor/very poor/totally unacceptable at Q23	-	-	5	5
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Not very flexible	-	-	2	1
Bill charges were incorrect	-	-	2	-
Water bill did not arrive when expected	-	-	1	1
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	-	-	-	-
Separate bill for water and sewage	-	-	-	-
Confusing	-	-	1	-

CUSTOMER INFORMATION

Table 32

Q25 : Recall receiving bill enclosures over last 12 months				
	2008	2007	2006	2005
BASE: Received bill at S3	298	295	297	287
	%	%	%	%
Yes	24	30	39	36
No	76	70	61	64

Table 33

Q26 : Enclosures with water bill - spontaneous				
	2008	2007	2006	2005
BASE: Recalled receiving enclosures with water bill at Q25	71	89	117	102
	%	%	%	%
Water aid leaflet (charity donation slip)	30	34	32	29
A guide to your bill (useful information, how to pay, performance and investment)	25	13	16	16
Emergency plumbing and drainage repair leaflet	6	11	2	6
Water supply charges leaflet	-	7	3	7
Insurance leaflet/information	-	6	6	9
Water conservation information, water butts	-	4	12	2
Information on maintenance	-	3	-	-
Environmental leaflet	1	2	-	-
Vulnerable customer tariff leaflet (for people with special needs)	-	1	-	1
Information about water meters	-	1	-	-
Adverts on shower heads	-	1	-	-
Information on providing water abroad	-	1	-	-
Services on offer	-	-	7	1
Overseas literature	-	-	3	1
General company information	-	-	3	-
Third World water	-	-	2	-
Invitation for people to inspect water tower	-	-	1	-
Amalgamation/merger information	-	-	-	-
Water bulletin	-	-	-	-
Pipe insurance information	-	-	-	-
How the water gets used	-	-	-	-
Water efficiency	4	-	-	-
Open day invitation to reservoirs	-	-	-	-
Annual report	-	-	-	-
Water magazines	-	-	-	-
Water tank	1	-	-	-
Don't remember	37	27	28	38

Table 34

Q27 : How much read				
	2008	2007	2006	2005
BASE: Recalled receiving enclosures with water bill at Q25	71	89	117	102
	%	%	%	%
All of it	14	20	21	14
Most of it	18	24	21	23
About half	7	2	9	8
Some, but less than half	10	4	10	10
Just flicked through – didn't really read anything	25	27	24	25
Nothing at all	25	22	16	21

Table 35

Q28 : What read				
	2008	2007	2006	2005
BASE: Read all of it/most of it/about half/some or just flicked through at Q27	53	69	98	81
	%	%	%	%
Water aid leaflet (charity donation slip)	34	52	50	36
A guide to your bill (useful information, how to pay, performance and investment)	13	26	24	16
Information on the back of the bill	-	13	26	14
Water supply charges leaflet	-	-	-	-
Vulnerable customer tariff leaflet (for people with special needs)	-	-	-	-
Water bulletin	-	-	-	-
Emergency plumbing and drainage repair	4	-	-	-
Information on back of the bill	11	-	-	-
Don't remember	45	25	29	46

Table 36

Q29 : Quality of information read				
	2008	2007	2006	2005
BASE: Read all of it/most of it/about half/some or just flicked through at Q27	53	69	98	81
	%	%	%	%
Easy to understand	92	96	88	77
Useful	74	74	72	68

Table 37

Q30a : Ever read other Bristol Water literature				
	2008	2007	2006	2005
BASE: Received bill at S3	298	295	297	287
	%	%	%	%
Yes	7	8	12	10
No	93	92	88	90

Table 38

Q30b : What information was it (2008)	
BASE: Read other Bristol Water literature at Q30a	21
	ACTUAL
Purity of water	2
Water conservation/ usage	4
Money provision spending	1
General information	5
Situation in Africa/ water aid	2
Plumbing services	1
Don't remember	6

Table 39

Q31 : Quality of other information read				
	2008	2007	2006	2005
BASE: Read other Bristol Water literature at Q30a	21	25	35	29
	%	%	%	%
Easy to understand	90	96	86	97
Useful	90	80	74	90

WATER METER**Table 40**

Q32 : Have a water meter				
	2008	2007	2006	2005
BASE:	1000	1000	1005	1000
	%	%	%	%
Yes	26	27	20	14
No	74	73	80	86

Table 41

Q33 : Reasons for having water meter installed				
	2008	2007	2006	2005
BASE: Have a water meter at Q32	263	270	205	141
	%	%	%	%
Meter already installed	65	58	57	58
To save money	27	36	18	28
To save water	10	9	10	10
Didn't have a choice	1	2	-	-
It was offered	-	-	5	1
Done automatically	-	-	5	1
To monitor how much we use	-	-	2	1
Requirement ie new house/under building regulations	-	-	1	1
Was suggested	-	-	-	-
Free installation	-	-	-	-
Had to replace stop cock so put in water meter at same time	-	-	-	-
For private water line	-	-	-	-
Installed whilst other work being done	-	-	-	-
Big house but few people	-	-	-	-
Don't know	3	1	6	6

Table 42

Q34: Considered changing to metered water supply				
	2008	2007	2006	2005
BASE: Do not have a water meter at Q32	737	730	800	859
	%	%	%	%
Yes	14	22	14	7
No	86	78	86	93

Table 43

Q35 : Reasons for not having a meter installed				
	2008	2007	2006	2005
BASE: Had considered changing to metered water supply at Q34	100	159	112	62
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Still deciding/considering/talking about it	17	39	32	11
Don't know enough about it/if beneficial to change	9	23	-	-
Too expensive	16	18	22	14
Happy with present system	-	11	4	1
Never offered me one	5	6	-	-
Not possible in my type of accommodation	2	5	-	-
Too much bother	2	3	13	4
Recommended against it	2	3	-	-
Too difficult	7	2	3	3
Doesn't have any information on how to	1	1	5	-
Getting one installed	4	1	-	-
Have not had time	-	-	10	4
Would like one installed	-	-	6	1
They have not returned my phone calls	-	-	2	1
Don't know if it is allowed	-	-	1	2
Not available at the time	-	-	1	1
More information needed on meter installation	-	-	-	4
Other work took priority	-	-	-	1
No opportunity	-	-	-	-
No financial benefit	-	-	-	-
Did not realise difference it would make	-	-	-	-
Use a lot of water	-	-	-	-
Big family	-	-	-	-
Old pipes, water, waste, leakage	-	-	-	-
Fine the way I am	1	-	-	-
Moving house	4	-	-	-
Not my decision	3	-	-	-
Don't know	32	47	17	16