

Have Your Say Survey 31 Questionnaire

Welcome to our 31st issue of this survey where we invite you to share your views with us.

When heavy rainfall runs off hard surfaces such as roofs, driveways, pavements, and roads, it can overwhelm drainage and sewer systems. Diverting water into water butts can help relieve pressure on drainage systems – one water butt won't make a difference, but the combined impact of many homes with water butts could. We are interested to hear your views on using water butts for managing rainwater.

1. Do you have a water butt at your property? [single select]

- Yes I have at least one water butt
- No, I do not have a water butt
- No, I am unable to have a water butt at my property (e.g., no space, rented property)

2. If no(1st), would you consider having a water butt? [single select]

- Yes
- No

3. Which of these benefits for having a water butt are most important to you or would motivate you to have a water butt in the future? [multiple select]

- Storing water for use during periods of drought
- Reducing surface water runoff from your property
- Reducing the amount of rainwater going into surface water drains
- Reducing the surface water flood risk to your property
- Saving money by reducing mains water usage
- Reducing the surface water flood risk in your local area
- None of these
- Other (please specify)

4. Which of these issues with having a water butt have you experienced or would deter you from having a water butt in the future? [multiple select]

- Cost of purchasing a water butt
- Installing a water butt (e.g., attaching to roof down pipe)
- Maintaining a water butt
- Taking up space at property
- Water butt appearance
- None of these
- Other (please specify)

5. How do you use or would you plan to use the water you collect in your water butt?

	At any time of year	Summer only	Not at all
Watering outside plants			
Watering a lawn			
Watering houseplants			
Filling ponds			
Washing a car			
Outside cleaning e.g. windows, patio			
I'm not sure			
Other (please specify)			

In our last survey we asked about your preferred contact methods for various scenarios such as letting us know if you've moved house.

We would like to find out more about your preferred contact methods when we may experience issues that affect your water supply and/or sewerage service such as a burst water mains, low water pressure or no water in your area. We'd like to understand your preferences so we can design services to meet your expectations.

6. Do you want us to contact you about issues in your area that might be affecting your water supply or sewerage services such as a burst water mains, low water pressure or no water in your area. [single select]

- Yes
- No
- I'm not sure

7. Would you check any of the following information sources before contacting us about an issue? [multiple select]

- Wessex Water website
- Wessex Water social media channels
- Search engines (e.g., Google)
- Local community Facebook groups
- Community WhatsApp groups
- SMS / Text
- Friends or family members
- I wouldn't check for information
- Other (please specify)

8. How would you like us to communicate with you when issues are affecting the services in your area [multiple select]

- SMS / Text
- Phone call
- Email
- Wessex Water website
- Wessex Water social media channels
- No preference
- Other (please specify)

9. In the past 12 months have you been affected by issues affecting your water supply or sewerage services? (e.g., a burst water main or maybe your area had no water, or the pressure was affected). [single select]

- Yes
- No
- I can't remember

10. (If yes) How did we do at keeping you informed?

- 0 (extremely poor) – 10 (excellent)