Support people in need of clean water by completing a survey about tap water

Thank you for your interest in participating in this survey.

La Trobe university will donate \$2 to WaterAid for each completed survey. WaterAid is an organisation, working with communities in developing countries on long term solutions to water and sanitation problems.

You will be asked to respond to thirty brief statements about tap water in general and about your water utility. The survey will take approximately five minutes. No personal data will be collected and the researcher will not be able to identify your contribution.



You can find detailed information about this project in the <u>Participant Information Sheet</u>.

By clicking "yes" below I declare that:

- I am a customer of [Utility].
- I understand the information provided.
- I agree to participate in this study out of my own free will.

Yes
Nο

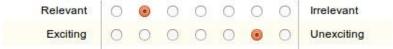
How much do you care about tap water?

To answer this question, we need you to judge tap water against a series of descriptive words according to how you perceive tap water.

If you feel that tap water is *very closely related* to one end of the scale, you should place your check mark as follows:

Important	•	0	0	0	0	0	0	Unimportant
Boring	0	0	0	0	0	0	0	Interesting

If you feel that tap water is *quite closely related* to one or the other end of the scale (but not extremely), you should place your check mark as follows:



If you feel that tap water seems *only slightly related* (but not neutral) to one end of the scale, you should place your check mark as follows:



Please be sure that you put a tick against every item (do not omit any items). This question is specifically about your views about tap water and not about water in general.

To me, tap water is:



Fascinating	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	Mundane
Worthless							Valuable
Appealing	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc		Unappealing
Not needed	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc		Needed
Important	\bigcirc		\bigcirc	\bigcirc	\bigcirc	\bigcirc	Unimportant
Boring							Interesting

If you have any additional comments about your views on tap water, please enter them below:

		/

Your relationship with your water utility

Please show the extent to which you agree with the statement below by ticking the box next to the question that is closest to your feelings.

I struggle paying my water bills when they fall due:

Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree
How often do you	u contact your wa	ater utility or vis	sit their website fo	r support?		
Never	Month	Once a Month	2-3 Times a Month	Once a Week	2-3 Times a Week	Daily

What is your opinion of your water utility's services?

These last 18 statements relate to your perceptions of the service provided by your water utility. Please show the extent to which you agree with the listed statements by ticking tick the box next to the question that is closest to your feelings.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree
My water utility has my best nterests at heart.	0	0	0	0	0		0
The services provided by my water utility are reliable.	0		\bigcirc		\circ		\bigcirc
Employees in my water utility give me prompt service.	0		\bigcirc		\circ		
My tap water is always safe to drink.	0	\bigcirc	\circ	\bigcirc	\circ	\circ	
My tap water always has sufficient pressure.	0	\bigcirc	\circ	\bigcirc	\circ	\bigcirc	\bigcirc
My water utility consistently provides the services they promise.	0		0		0		

Employees of my water utility are consistently polite.	0	\circ	\circ	\circ	\circ	\circ	0
Employees of my water utility have the knowledge to answer my questions.	0	0	0	0	0	0	
My water utility always provides good customer service.	0	\circ	\circ	\circ	0	\circ	
My water bills are easy to understand.			\bigcirc	\circ			
When I have problems, my water utility is sympathetic and understanding.	0	0	0	0	0	0	
My water bills are always accurate.	\circ	\bigcirc	\circ	\circ		\circ	\circ
	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree
Employees of my water utility are always be willing to help me.	0	0	0	0	0	0	0
My tap water always has a pleasant taste.	0	\circ	\circ	\circ	\circ	\circ	\circ
My tap water is always visually appealing.	0	\circ	\circ	\circ	\circ	\circ	
I can always depend on the services of my water utility.			\bigcirc	\circ			
Tap water is available whenever I need it.	0	\circ	\circ	\bigcirc	0	\circ	0
My water utility provides me with sufficient information.	0	\bigcirc	\bigcirc	\circ	0	\circ	0
Finally, if you have any addit below and click on Next to su			e services pr	ovided by yo	our water utili	ty, please e	enter them

Next