

**Participant Information Sheet**: Version 2: 7 July 2014

**PROJECT TITLE:** Water use, Quality of life and Water service options

**Introduction**

We are team of researchers at the University of Surrey in the Centre for Environmental Strategy who are participating in a European Commission funded research project looking at service options for water, transport and food. The research team at the University of Surrey is leading on the water study. This international study is collecting data on water use, quality of life and attitudes to water service options in the UK, Spain and Israel. Further details of the research project can be found at: [www.spreeproject.com](http://www.spreeproject.com)

**What is the purpose of the study?**

This study seeks to understand how water use affects quality of life – are you likely to be happier if your household uses lots of water, or is the amount of water you use fairly unimportant? The study is also seeking to evaluate attitudes to additional water services, such paying a company to install and manage a rainwater harvesting system in house so you can save water and maybe cut the price of your water bill.

**Why have I been invited to take part in the study?**

South-East Water has agreed to work with the University of Surrey on this study and as a result we have written to a selection of households across the water supply area of South-East Water. If you agree to take part and give permission, South-East Water will provide us with your household’s actual water use over the past year. If you do not agree to take part, South-East Water will not provide us with any data about your household.

**Do I have to take part?**

No, you do not have to participate. There will be no adverse consequences in terms of your water supply or relationship with South-East Water or the University of Surrey if you decide not to participate. Participation in this study is entirely voluntary.

**What will my involvement require?**

If you agree to participate in this study you will need to complete the participant consent form and the questionnaire. Participation will take about 20 minutes and can be done online or with the enclosed questionnaire.

**What will I have to do?**

If you would like to take part please complete the enclosed participant consent form and the enclosed questionnaire.

**What are the possible disadvantages or risks of taking part?**

There are no possible disadvantages or risks from taking part in this study. Your water supply services will be unaffected whether or not you take part.

**What are the possible benefits of taking part?**

It is hoped that your participation may lead to improved water service provision and reduced household water bills. If the study allows water consumption to be reduced then there may also be environmental benefits.

**What happens when the research study stops?**

Research results from this study will be available on the project website: [www.spreeproject.com](http://www.spreeproject.com). Alternatively, if you give us your email address on the participant consent form, we can email you a summary of research findings and alert you to when research results are posted online.

**What if there is a problem?**

Any complaint or concern about any aspect of the way you have been dealt with during the course of the study will be addressed; please contact Dr. Jonathan Chenoweth, Principal Investigator on (tel) 01483 689096 or (email) j.chenoweth@surrey.ac.uk. You may also contact the Head of the Centre for Environmental Strategy, Professor Richard Murphy on (tel) 01483 686680 or (email) r.murphy@surrey.ac.uk.

**Will my taking part in the study be kept confidential?**

Yes. All of the information you give will be anonymised so that those reading reports from the research will not know who has contributed to it. Personal details such as your name or address will only be used to link your water use data to the survey response by the research team. Identifying personal details will not be shared with anyone beyond the research team at the University of Surrey. Analysis of the data collected will be done anonymously and jointly for large numbers of respondents. Data will be stored securely in accordance with the Data Protection Act 1998.

**Contact details of researcher?**

Dr Jonathan Chenoweth, Centre for Environmental Strategy, University of Surrey, Guildford, Surrey, GU2 7XH, UK. Telephone: 01483 689096. Email: j.chenoweth@surrey.ac.uk

**Who is organising and funding the research?**

This is a project funded by the European Commission. The water case study is being organised by the University of Surrey. The overall project is being organised by the Research Council of Lithuania.

**Who has reviewed the project?**

The study has been reviewed and received a Favourable Ethical Opinion (FEO) from the University of Surrey Ethics Committee.

**Thank you for taking the time to read this Information Sheet.**