

The Occupier
Address

2 Portman Street
London
W1H 6DU

Unique ID number: XXXX
PIN: nnnn

Dear Sir/Madam

Water services research: complete a 10 minute survey and receive a £10 voucher

This letter has been sent to you by Accent (an independent market research company) on behalf of United Utilities, the organisation which supplies water and sewerage for customers in North West England.

We are looking for people to complete a survey about their views on water and sewerage services. The research will be used to help United Utilities plan investment in their service from 2025 and will influence your future water services and bills.

Anyone who is eligible to take part and completes the full 10 minute survey will receive a £10 voucher (an Amazon voucher, an M&S voucher or a One4All voucher). Alternatively we can donate your incentive to WaterAid. Details on how to claim your voucher are given at the end of the survey.

How to take part

The questionnaire will take about 10 minutes to complete. You can check your eligibility to participate, and complete the survey online by entering the following link or scanning the QR code: <https://acsvy.com/3586survey> and entering your Unique ID (XXXX) and PIN (nnnn).



Alternatively, you can fill the survey in by pen and paper. To request a paper version of the survey please call FREEPHONE 0800 099 6598. You will be asked to leave your name and the 4 digit unique ID number (XXXX) and PIN (nnnn). We will send a paper version of the survey by post, and include a FREEPOST return envelope for you to post it back.

The final date for us to receive completed surveys is **18th December 2022**. United Utilities will be very grateful if you are able to complete the survey, but taking part is completely optional.

If you have any questions, please don't hesitate to contact the research team at UUResearch@accent-mr.com

Yours faithfully



Julian Hollo-Tas on behalf of the study team



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