

ChatScotland - Western Isles

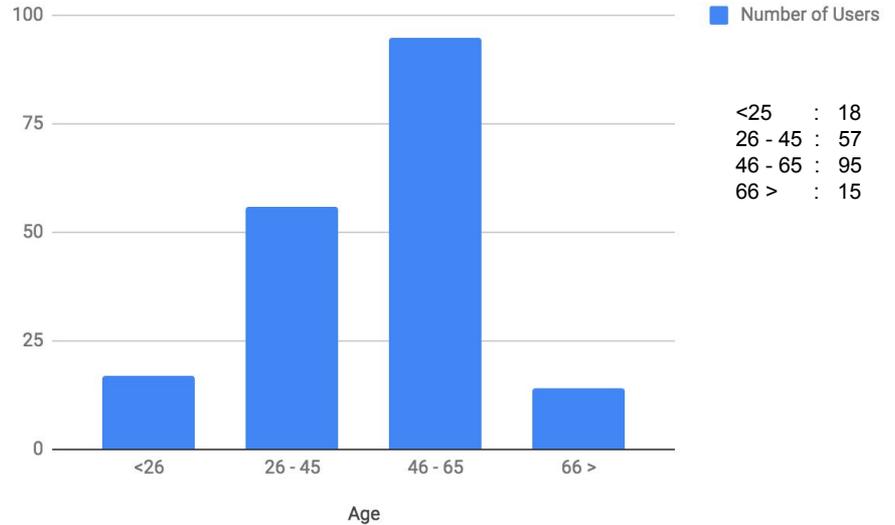
Apptivism chat

Demographics

185 responses

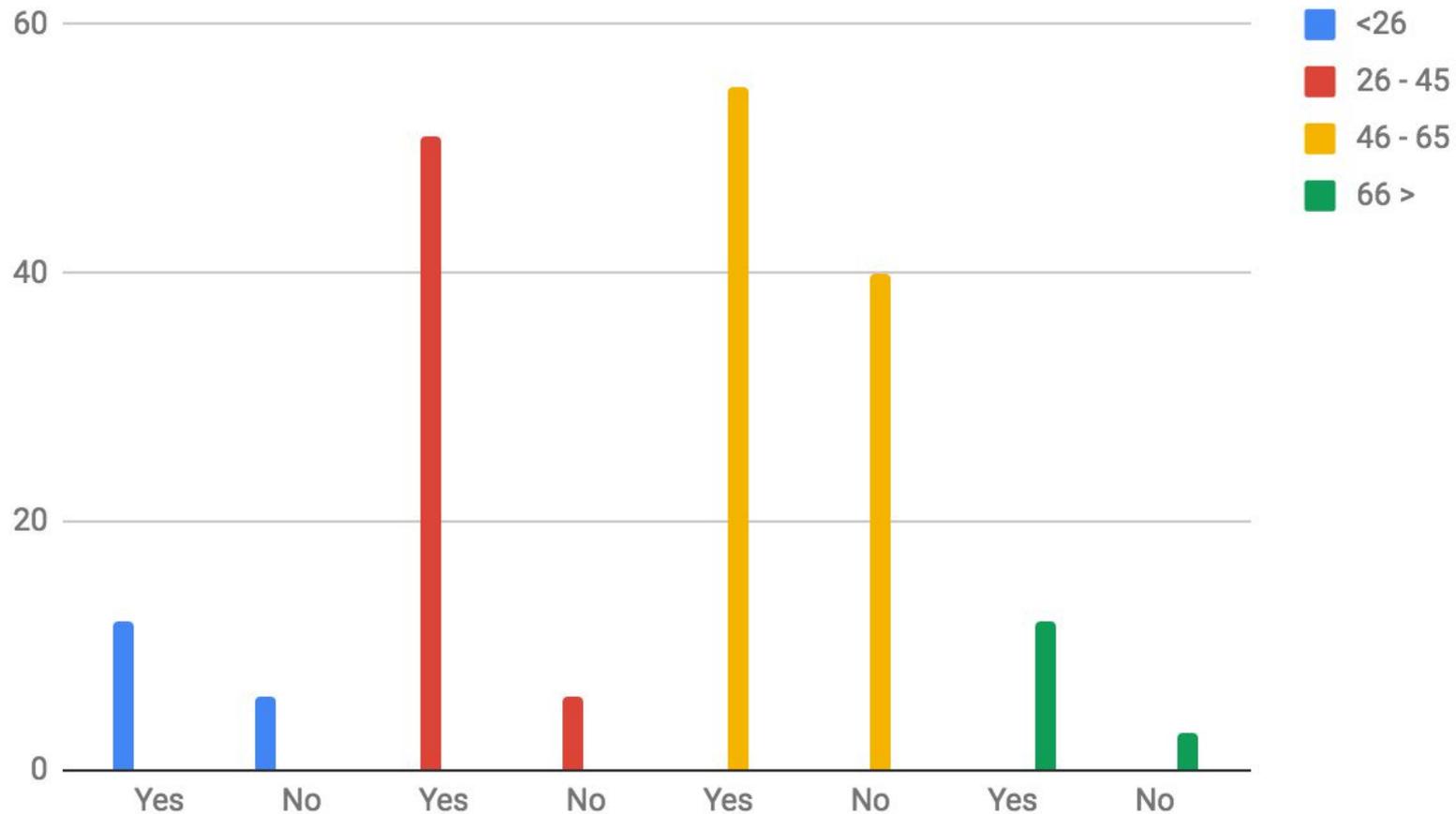
158 of which residents of Western
Isles

Age groups

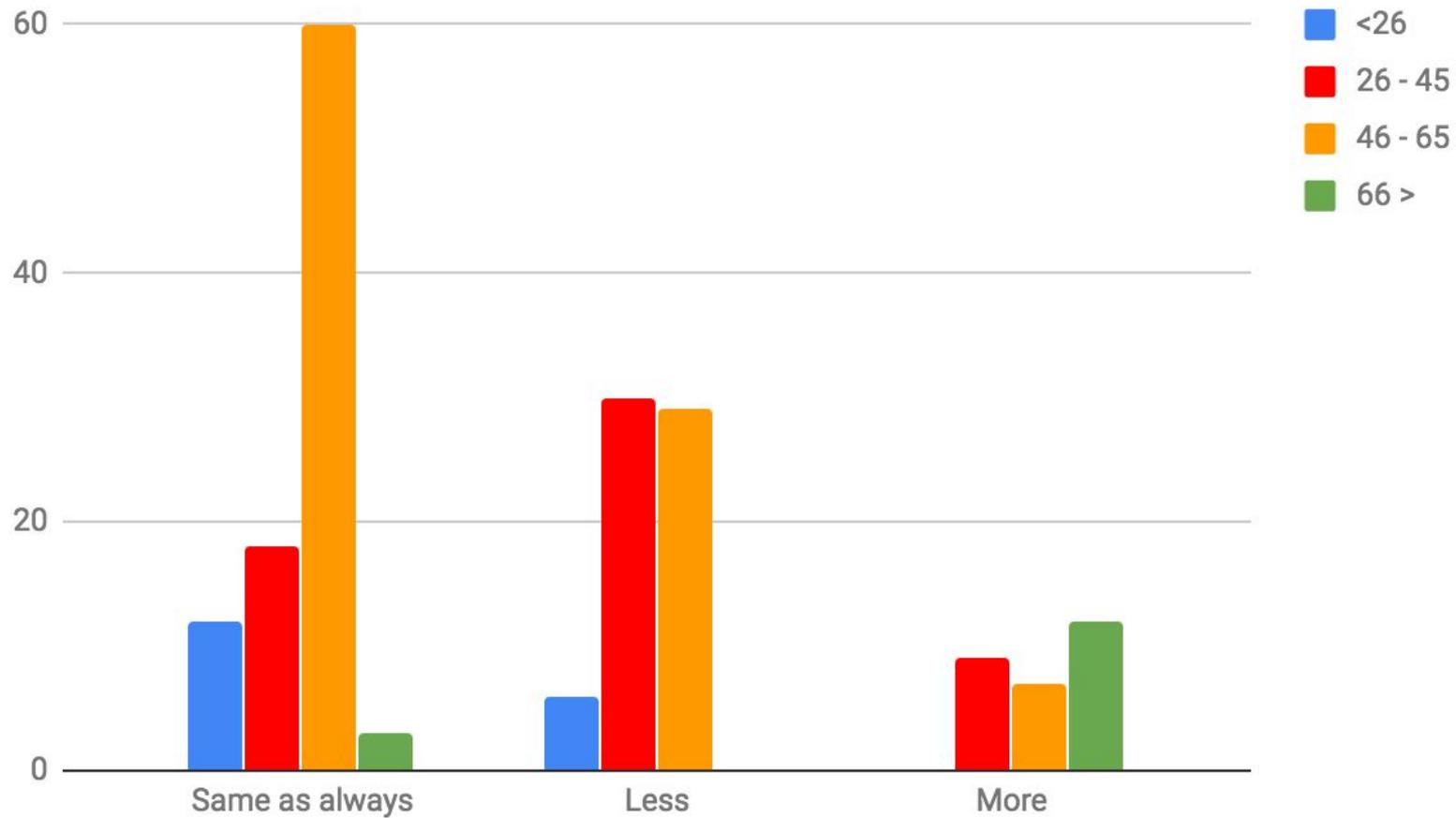


Part 1: Water Shortages

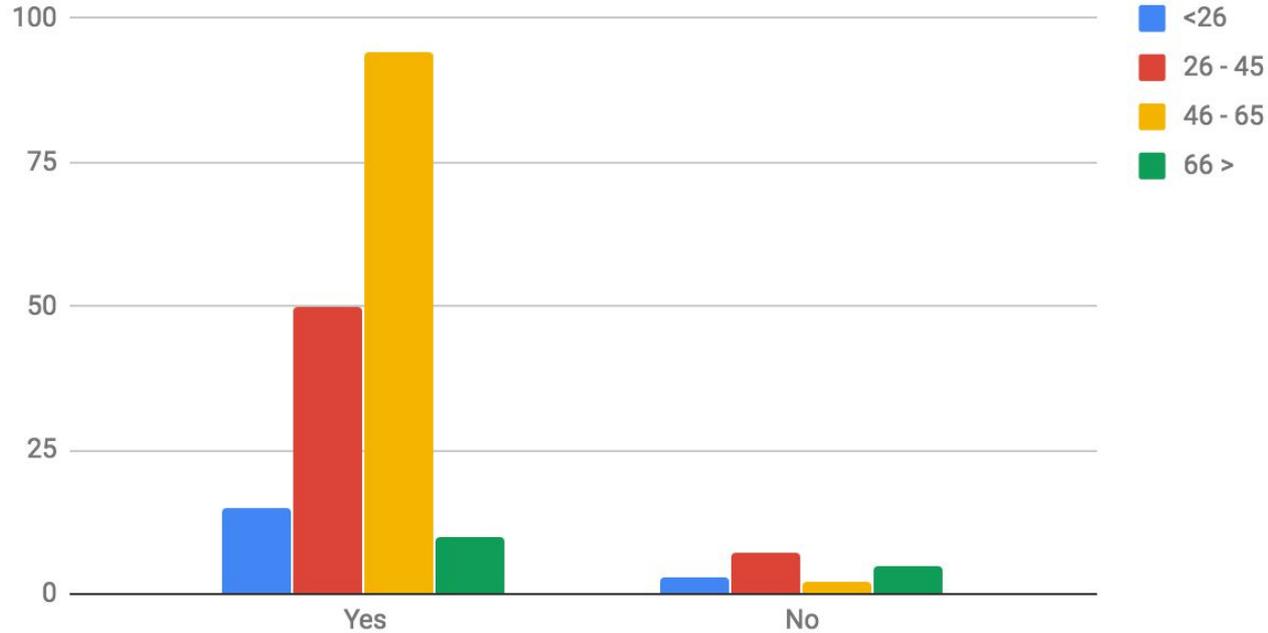
Did you know that there were restrictions on the amount of water you could use in June?



What is your experience with water shortage like this year?



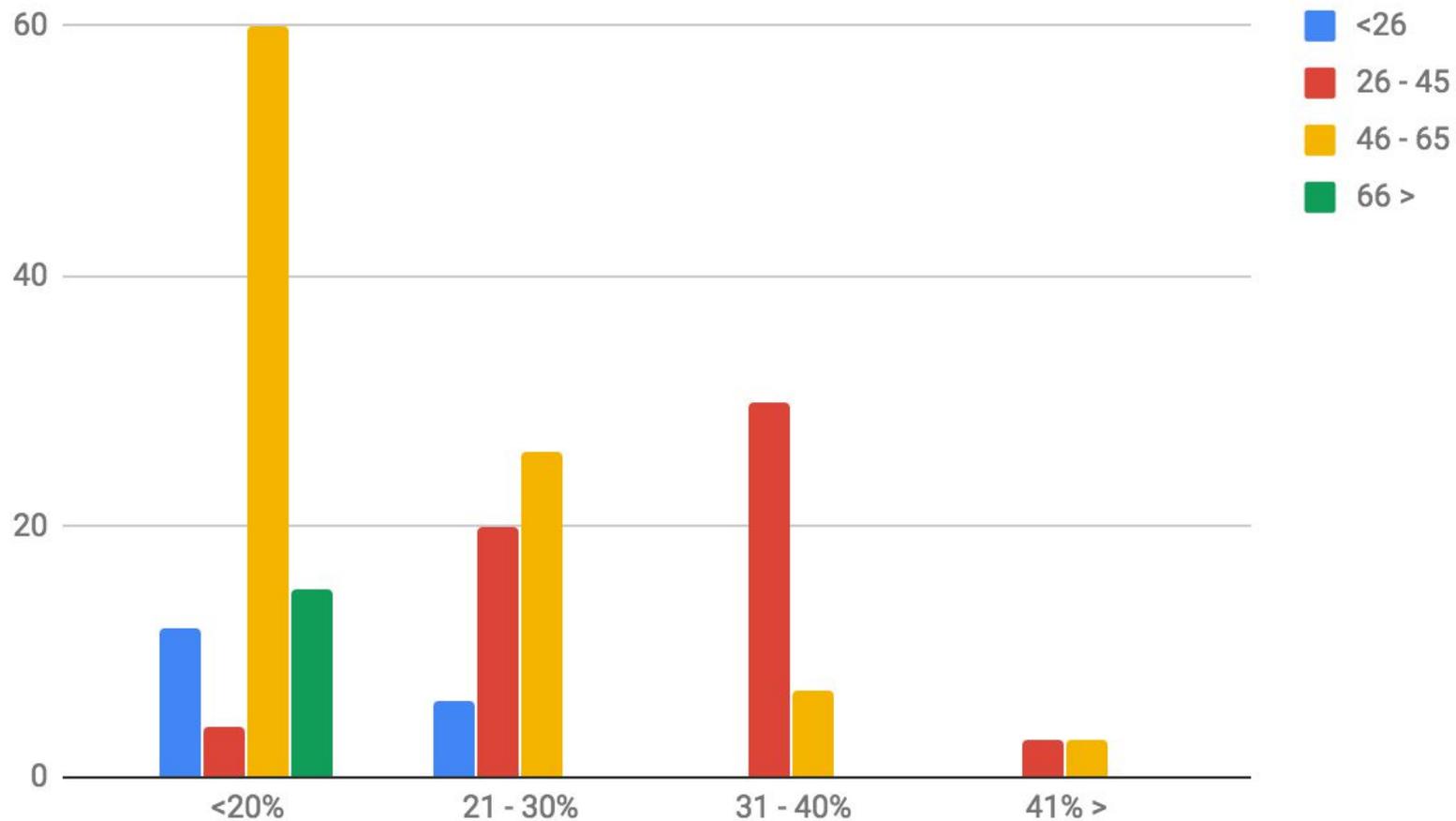
Do you think it is reasonable that there are occasional restrictions?



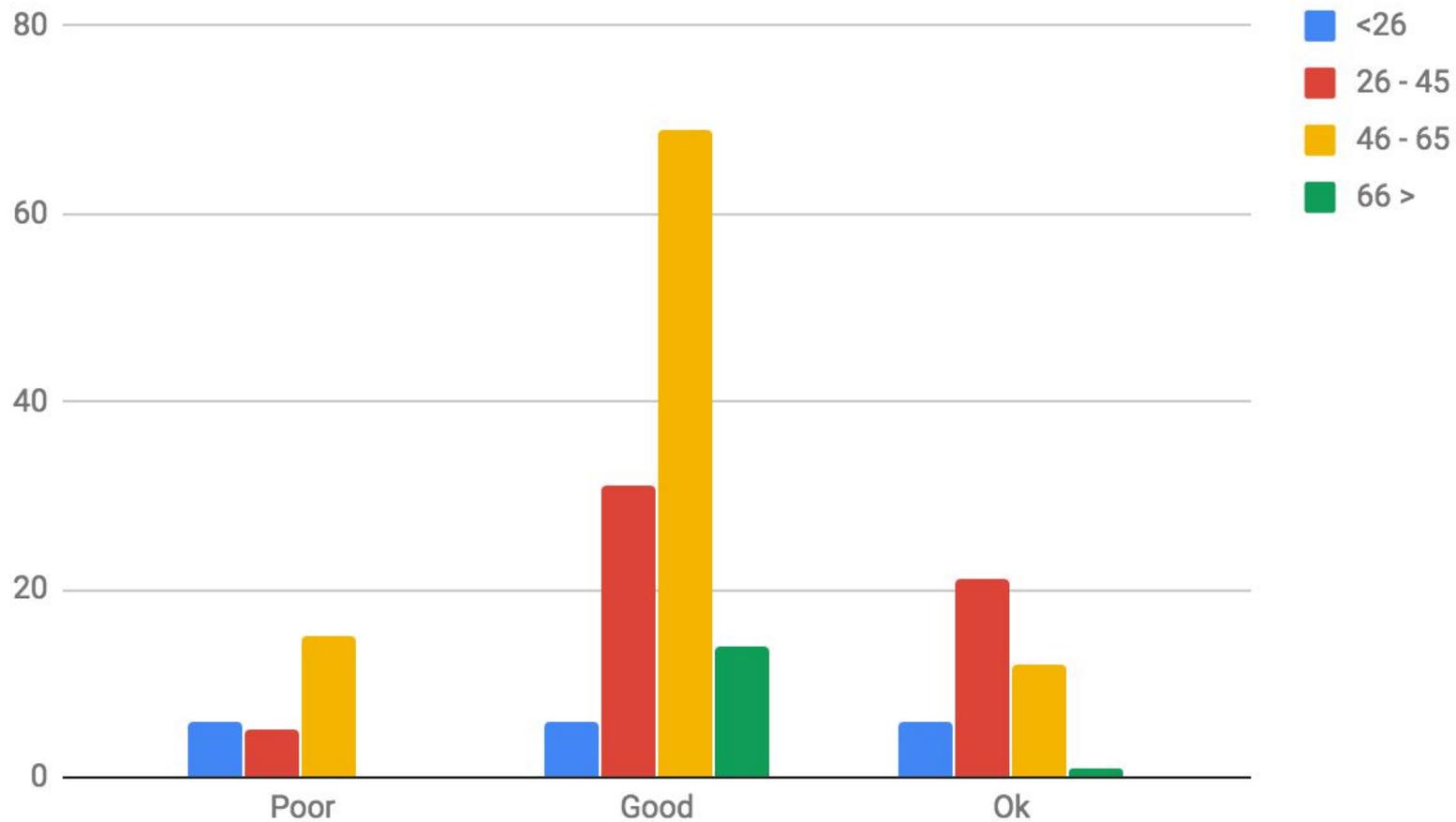
If the user responded 'No', there would have been a follow up question asking for more information about their choice; however, no-one responded in this way.

Part 2: Scottish Water

What % of Western Isles Residents are on Private Water Supplies



Scottish Water Provide a range of water and waste services in the Western Isles, how do you rate their service



Please type below why you feel that way:

Those who responded 'Good':

- 'I always have a supply albeit way too much fluoride/other agents that have completely changed over 40 years. I have to filter all of it. Where I last lived it Tong the water stank of a bleach like smell. Yuk.'
- 'We never have any problems and we see them out an about testing water quality and fixing leaks'
- 'Quick responses to issues.'
- 'I have recently moved here from England and the water tastes nicer and fresher'
- 'Locals who use this service don't complain about Scottish water.'
- 'The water from my tap is pleasant to drink, pressure is good, and the service is reliable'

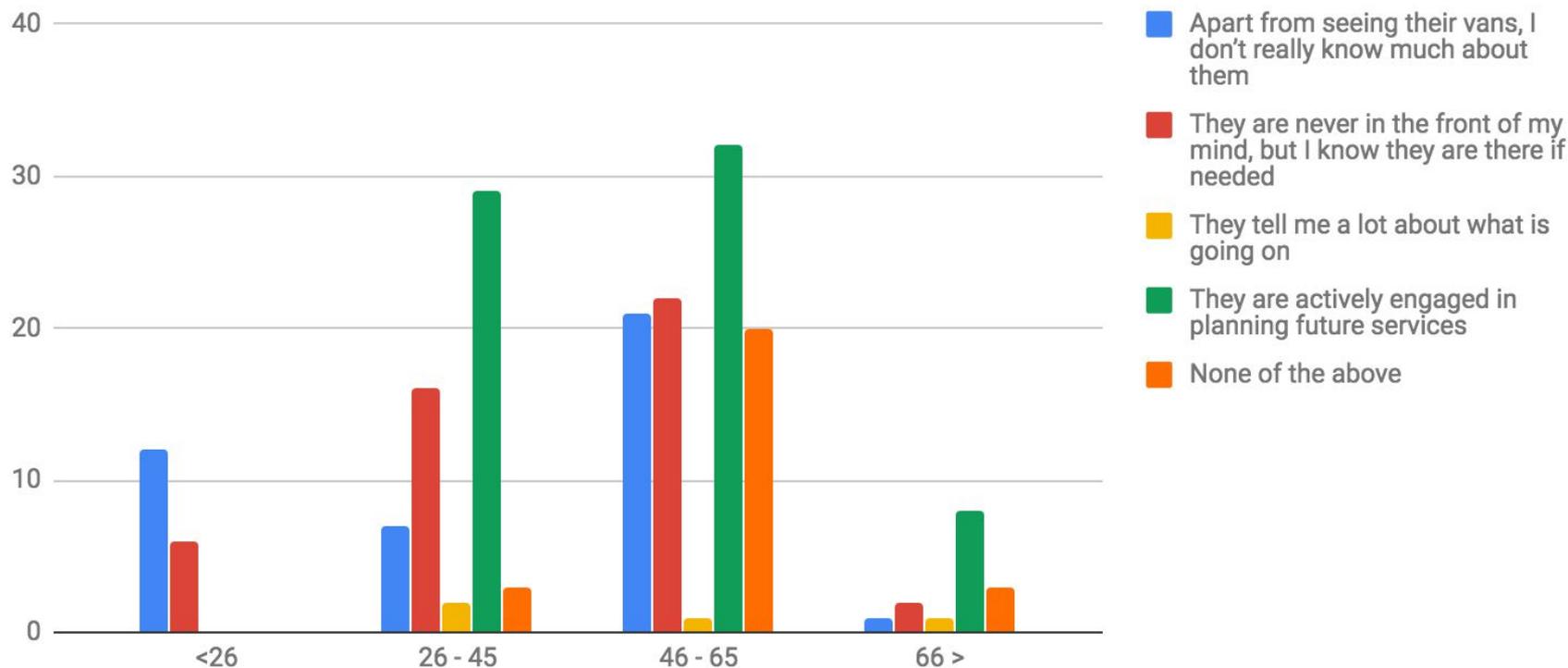
Those who responded 'Ok':

- 'Recently had a full day from 6am til 10pm with no water. No warning no explanation and no water supplied. Not just my house'
- 'Water often tastes of chemicals.'

Those who responded 'Poor':

- 'Been without water on at 14 occasions this year!'
- 'We have had many problems in our village with water supply and no info given'

Which statement do you most identify with when you think of Scottish Water?

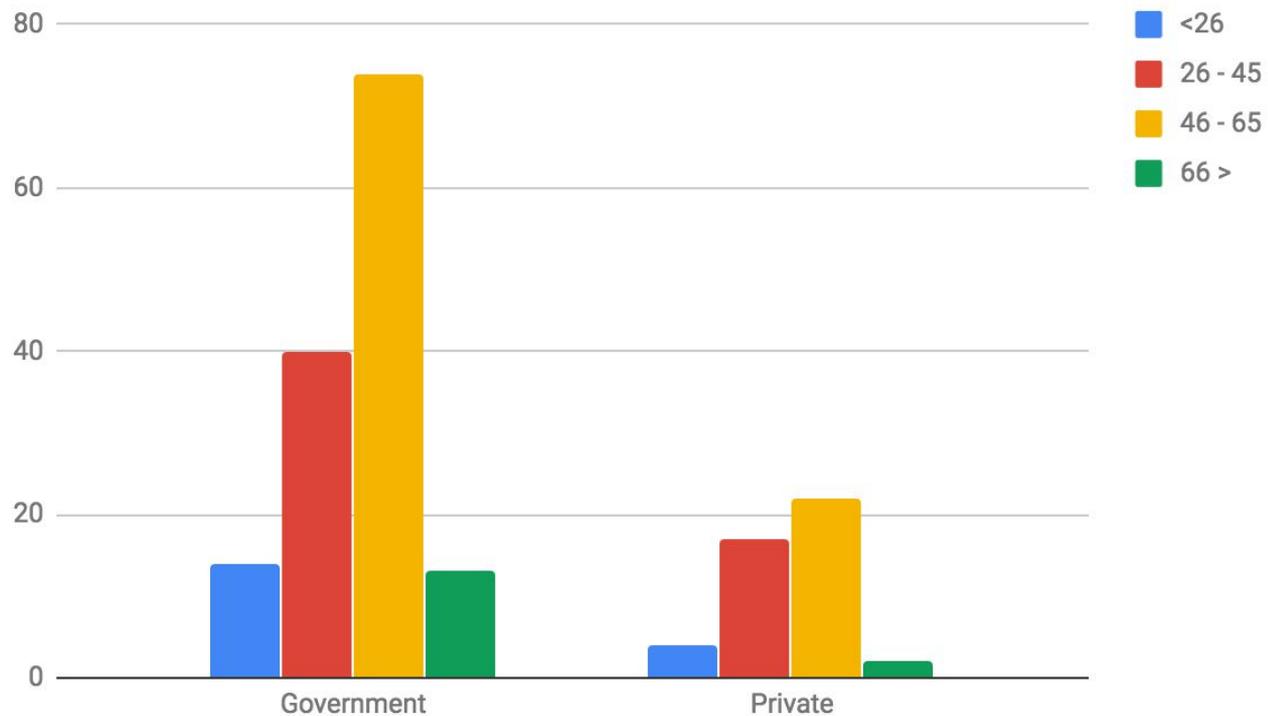


If the user responded 'E' (i.e. 'None of the above'), they were asked to elaborate in the following question

Please elaborate below:

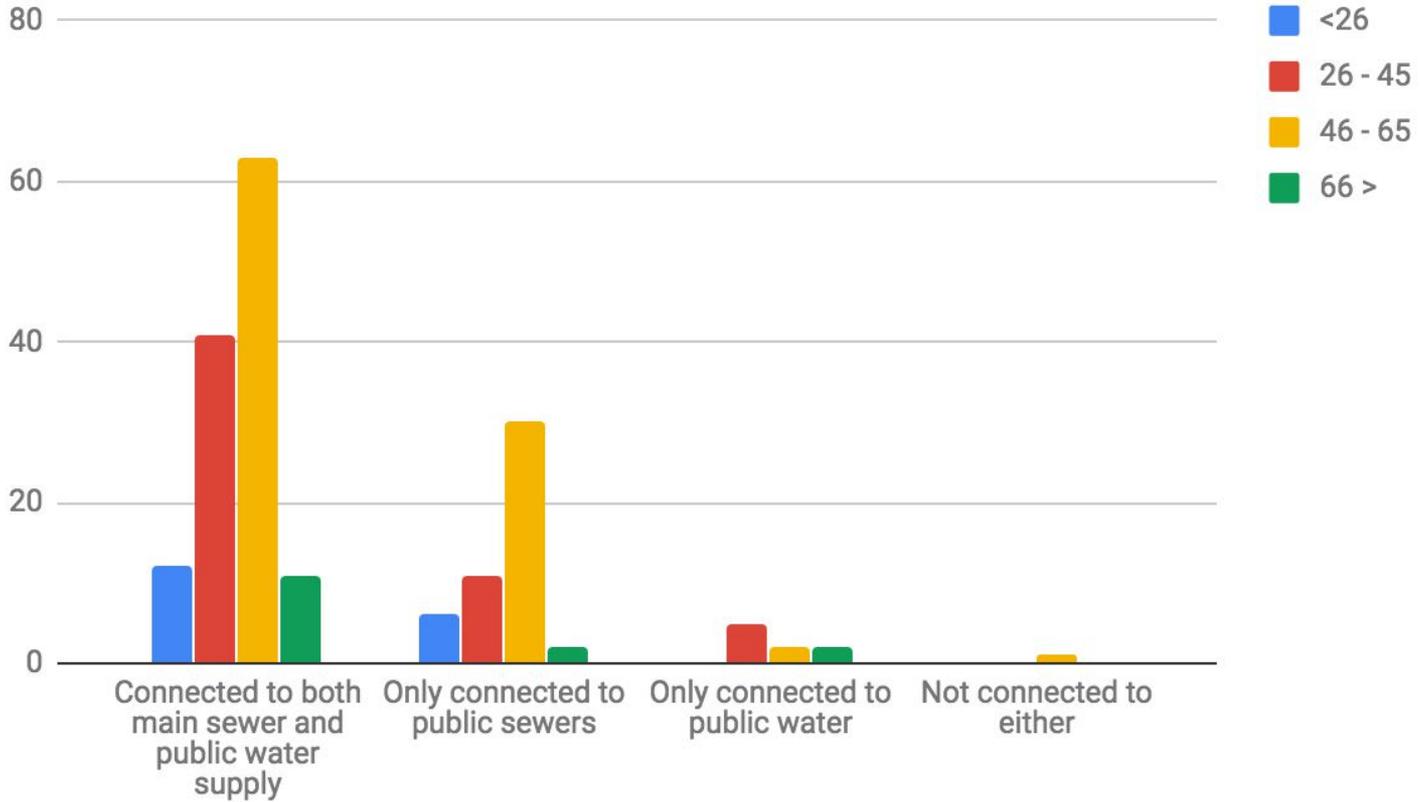
- “Their help line treat you like an idiot”
- “We have had many problems in our village with water supply and no info given”

Who do you think owns Scottish Water?

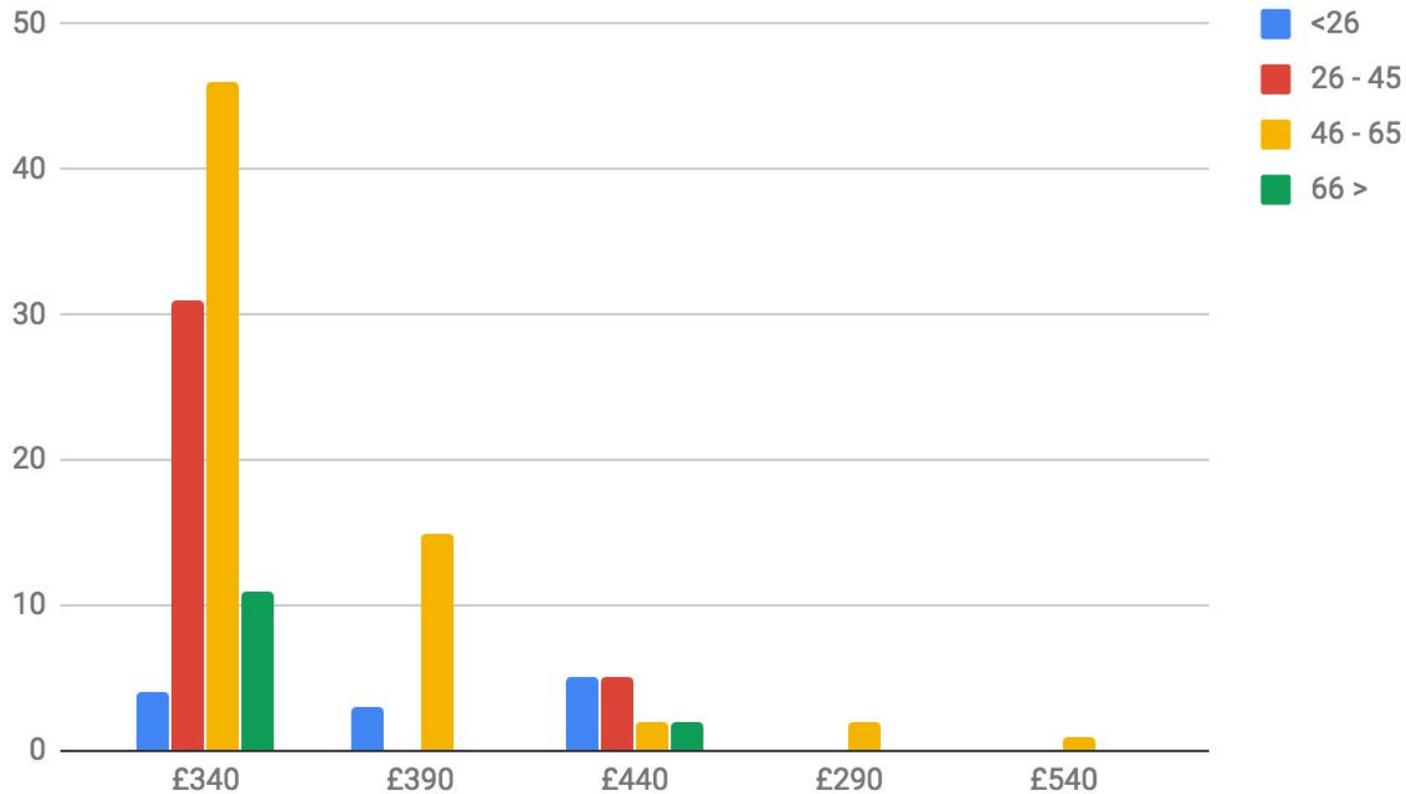


We also presented a third option: 'A. Council', but no-one responded with this answer.

Which option best describes your water and waste service connection?

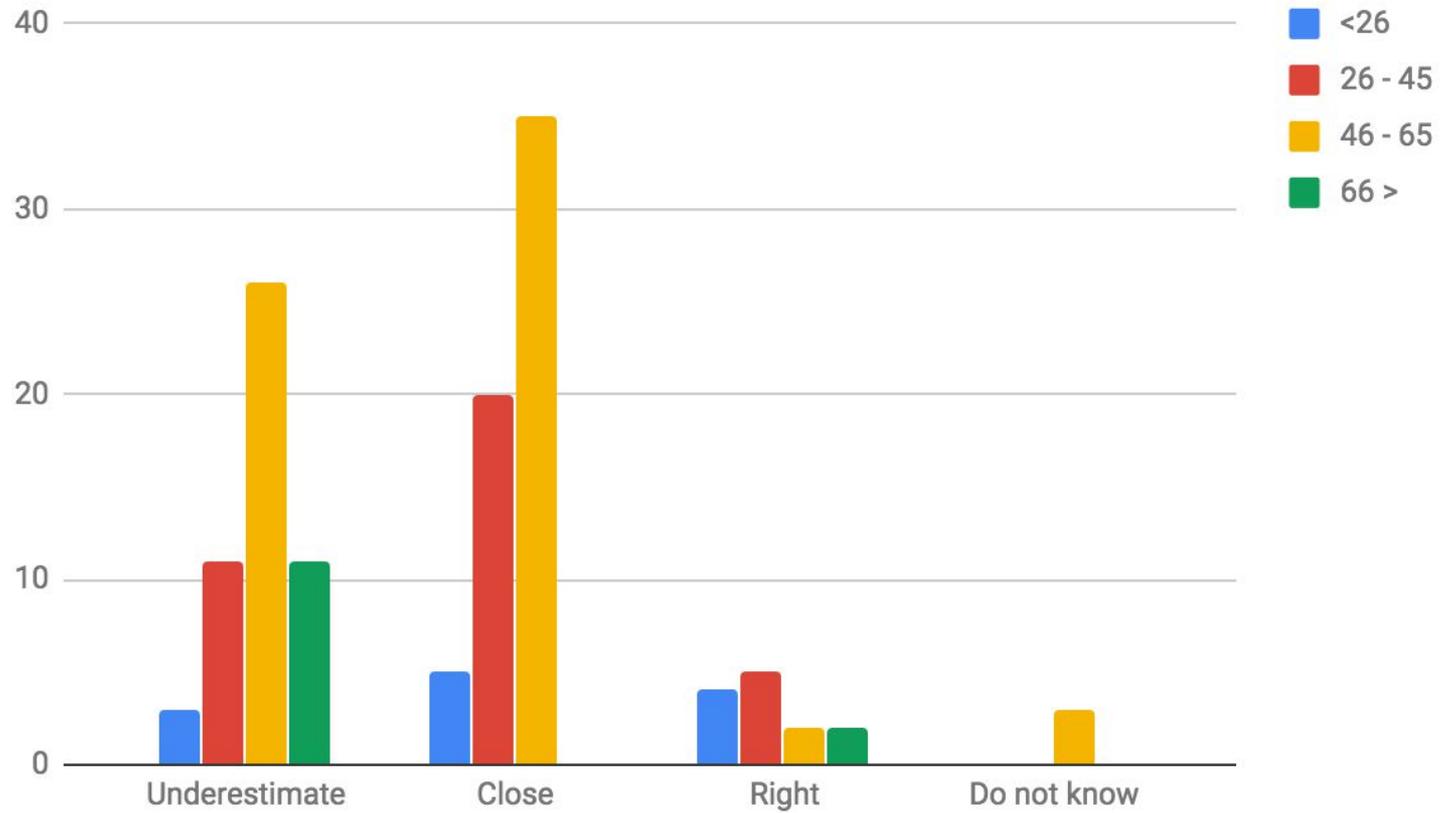


Do you know what you pay for your water charges?



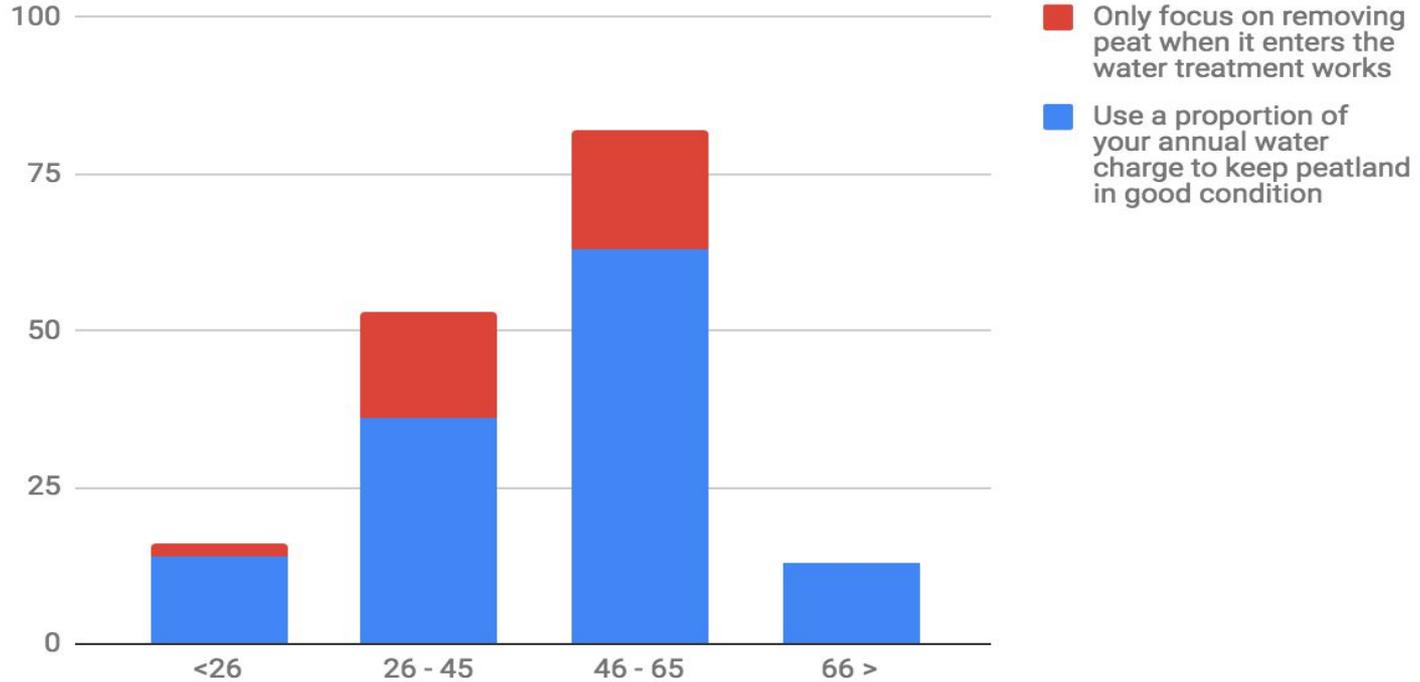
Question was asked only to those who answered that they were connected to public water (with or without connection to public sewers).

If you know your Council tax band, how close were you?

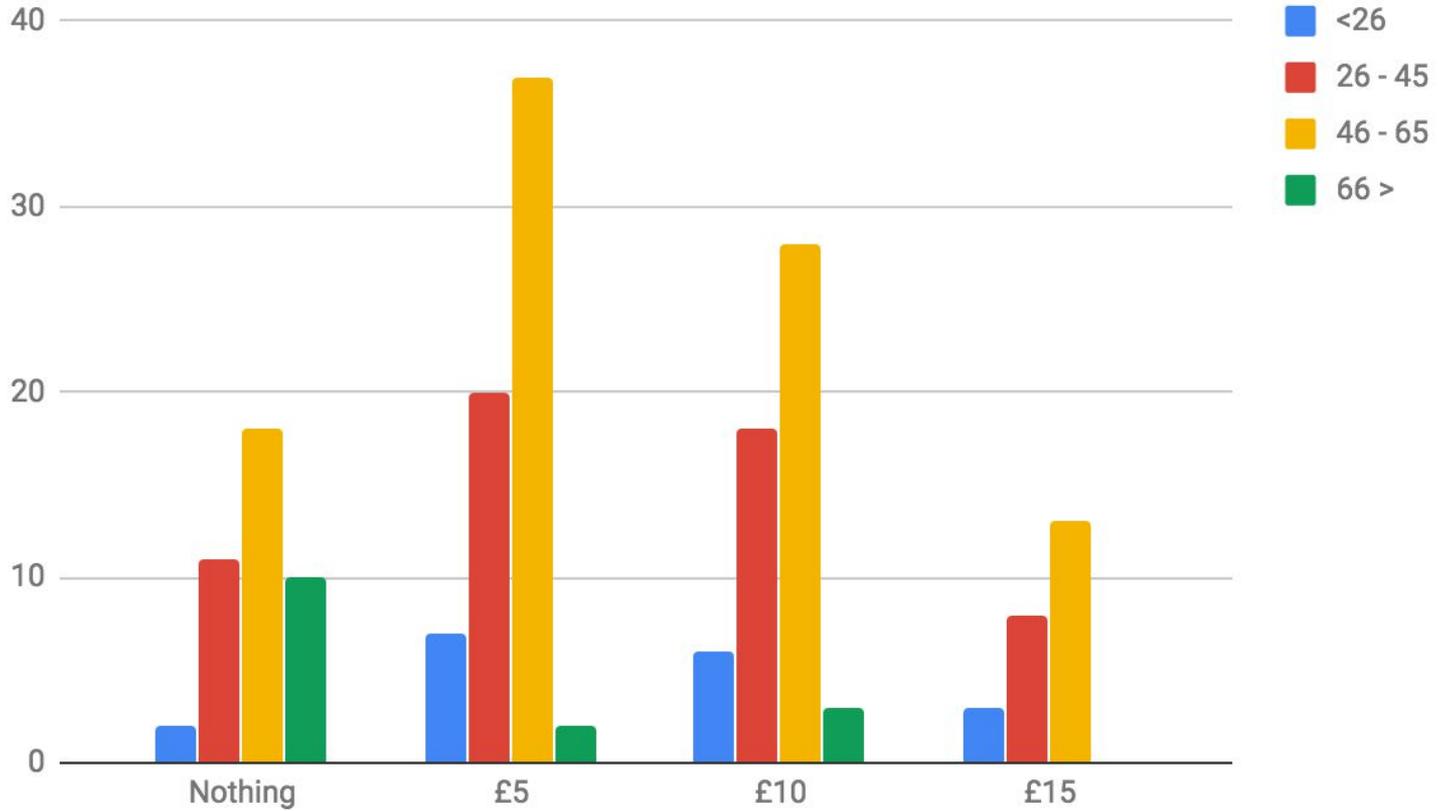


Part 3: Environment

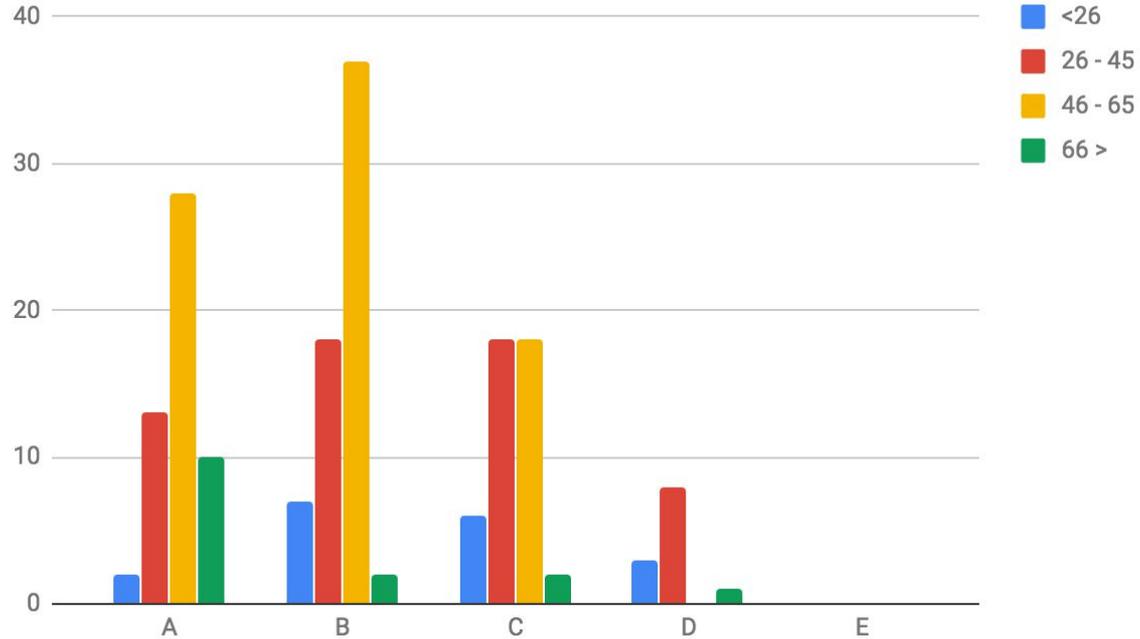
Do you think Scottish Water should:



How much would you be willing to pay extra in your annual charges to support Scottish Water becoming more energy efficient?



What statement do you think best describes the way in which Scottish Water should operate?



- A.** Stick to its core business of delivering safe water to drink, and clean up our waste water.
- B.** Achieve its core business and contribute to reducing emissions to tackle climate change.
- C.** Achieve its core business and engage more with the communities it serves
- D.** Achieve its core business, reduce its environmental impact and engage more with the communities it serves.
- E.** None of the above