

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 1

**Q.1 On a scale of 1-5, where 1=a very negative impact, 3=no impact and 5=a very positive impact, how much impact do you think each of the following has on congestion and disruption on the roads?**

**Different dedicated highway uses such as bus lanes**

**Base: All respondents**

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92	
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88	
NET: Positive impact	317 32%	152 32%	166 32%	44 37%	50 32%	54 27%	53 32%	54 36%	61 29%	83 32%	97 33%	61 29%	76 32%	86 33%	76 29%	84 34%	44 31%	28 31%	
Very positive impact	(5)	151 15%	69 14%	82 16%	19 16%	20 13%	23 12%	26 15%	27 18%	36 17%	34 13%	42 14%	36 17%	39 16%	42 16%	29 11%	43 17%	22 16%	14 16%
	(4)	167 17%	83 17%	83 16%	25 21%	30 19%	31 16%	27 16%	28 19%	25 12%	50 19%	55 19%	25 12%	37 16%	44 17%	47 18%	41 17%	22 15%	13 15%
No impact	(3)	386 39%	181 38%	205 39%	44 37%	55 35%	88 44%	62 37%	56 38%	80 38%	92 35%	109 38%	87 42%	97 41%	99 38%	111 42%	92 37%	47 33%	37 42%
	(2)	155 16%	85 18%	71 14%	17 15%	27 17%	30 15%	32 19%	16 11%	32 16%	47 18%	49 17%	36 17%	24 10%	40 15%	40 15%	37 15%	29 21%	10 12%
Very negative impact	(1)	122 12%	56 12%	66 13%	10 9%	24 15%	24 12%	15 9%	22 15%	27 13%	34 13%	31 11%	26 12%	31 13%	30 12%	32 12%	31 13%	18 13%	11 13%
NET: Negative impact	278 28%	141 29%	137 26%	28 23%	52 33%	55 28%	47 28%	38 25%	59 28%	81 31%	80 28%	62 29%	56 23%	70 27%	71 27%	68 27%	47 33%	22 25%	
Don't know	19 2%	6 1%	13 2%	2 2%	1 1%	1 1%	6 4%	1 *	8 4%	4 2%	4 1%	- -	11 4%	8 3%	4 1%	3 1%	3 2%	1 2%	
Mean	3.07	3.05	3.09	3.22	2.96	2.99	3.10	3.14	3.06	3.01	3.10	3.04	3.12	3.11	3.01	3.12	3.01	3.10	
Standard deviation	1.20	1.19	1.21	1.16	1.23	1.13	1.17	1.26	1.24	1.20	1.17	1.22	1.22	1.21	1.13	1.24	1.25	1.21	
Standard error	0.04	0.05	0.06	0.14	0.10	0.08	0.08	0.09	0.10	0.07	0.07	0.09	0.08	0.08	0.07	0.08	0.10	0.13	

## Utilities Survey

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Absolutes/col percents

Table 2

**Q.1 On a scale of 1-5, where 1=a very negative impact, 3=no impact and 5=a very positive impact, how much impact do you think each of the following has on congestion and disruption on the roads?**

**Repairing, painting the roads or redesigning the roads**

**Base: All respondents**

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92	
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88	
NET: Positive impact	356 36%	170 36%	185 36%	53 45%	48 30%	70 35%	56 33%	55 37%	74 35%	78 30%	117 40%	76 36%	84 35%	85 32%	103 39%	93 37%	48 34%	27 30%	
Very positive impact	(5)	174 17%	83 17%	91 17%	19 16%	16 10%	35 18%	25 15%	32 21%	47 22%	22 9%	56 19%	39 19%	57 24%	39 15%	52 20%	44 18%	21 15%	18 20%
	(4)	182 18%	87 18%	94 18%	34 29%	32 20%	34 17%	31 18%	23 16%	27 13%	56 22%	61 21%	37 17%	28 12%	46 18%	51 20%	48 20%	27 19%	9 10%
No impact	(3)	333 33%	164 34%	169 33%	32 27%	63 40%	61 31%	51 30%	49 33%	76 36%	87 33%	80 28%	87 41%	80 33%	92 35%	82 31%	88 35%	42 30%	29 33%
	(2)	170 17%	93 19%	77 15%	24 20%	29 18%	36 18%	32 19%	24 16%	25 12%	62 24%	49 17%	31 15%	28 12%	43 17%	43 16%	41 17%	27 19%	15 17%
Very negative impact	(1)	134 13%	52 11%	82 16%	6 5%	18 12%	31 16%	30 18%	20 14%	28 14%	33 13%	40 14%	17 8%	44 18%	38 15%	34 13%	23 9%	22 16%	17 19%
NET: Negative impact	304 30%	144 30%	159 31%	30 25%	48 30%	67 34%	62 37%	44 30%	54 26%	95 37%	90 31%	48 23%	71 30%	82 31%	77 29%	64 26%	49 35%	32 36%	
Don't know	8 1%	1 *	6 1%	3 2%	- -	- -	- -	- -	5 2%	- -	3 1%	- -	5 2%	4 1%	- -	3 1%	1 1%	- -	
Mean	3.09	3.12	3.07	3.32	2.99	3.04	2.94	3.15	3.19	2.89	3.15	3.24	3.11	3.01	3.17	3.21	2.99	2.95	
Standard deviation	1.26	1.22	1.30	1.14	1.12	1.31	1.29	1.30	1.31	1.14	1.31	1.16	1.39	1.24	1.28	1.20	1.28	1.36	
Standard error	0.04	0.05	0.06	0.14	0.09	0.09	0.09	0.09	0.10	0.06	0.08	0.09	0.09	0.08	0.08	0.08	0.11	0.14	

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 3

**Q.1 On a scale of 1-5, where 1=a very negative impact, 3=no impact and 5=a very positive impact, how much impact do you think each of the following has on congestion and disruption on the roads?**

**Too many cars**

**Base: All respondents**

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92	
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88	
NET: Positive impact	475 47%	236 49%	238 46%	47 40%	43 27%	84 42%	92 55%	80 54%	129 62%	109 42%	129 44%	102 49%	135 56%	112 43%	124 47%	135 55%	64 45%	39 45%	
Very positive impact	(5)	301 30%	159 33%	141 27%	22 19%	21 13%	57 29%	57 34%	51 34%	92 44%	54 21%	76 26%	76 36%	94 39%	63 24%	86 33%	85 34%	37 26%	29 33%
	(4)	174 17%	77 16%	97 19%	25 21%	22 14%	27 14%	35 21%	29 20%	37 18%	55 21%	53 18%	26 12%	40 17%	49 19%	39 15%	50 20%	27 19%	10 11%
No impact	(3)	212 21%	89 18%	124 24%	27 23%	47 30%	38 19%	34 20%	32 21%	35 17%	47 18%	66 23%	51 24%	48 20%	48 19%	63 24%	51 21%	29 20%	21 24%
	(2)	126 13%	69 14%	56 11%	20 17%	25 16%	36 18%	18 11%	14 9%	13 6%	50 19%	27 9%	25 12%	23 10%	35 13%	39 15%	21 9%	20 14%	11 12%
Very negative impact	(1)	184 18%	84 18%	100 19%	25 21%	43 27%	40 20%	24 14%	23 15%	28 14%	52 20%	68 23%	32 15%	32 14%	67 25%	35 13%	39 16%	27 19%	16 18%
NET: Negative impact	310 31%	154 32%	156 30%	45 38%	68 43%	76 38%	42 25%	37 25%	42 20%	102 39%	94 33%	57 27%	56 23%	101 39%	74 28%	61 25%	47 33%	27 31%	
Don't know	3 *	1 *	2 *	- -	1 *	1 *	- -	- -	2 1%	1 *	- -	- -	2 1%	- -	1 1%	- -	1 1%	1 1%	
Mean	3.28	3.33	3.24	3.00	2.69	3.12	3.49	3.49	3.73	3.04	3.15	3.42	3.59	3.03	3.39	3.49	3.19	3.29	
Standard deviation	1.47	1.50	1.45	1.41	1.36	1.51	1.42	1.43	1.44	1.43	1.50	1.46	1.43	1.52	1.42	1.44	1.47	1.50	
Standard error	0.05	0.07	0.07	0.17	0.11	0.11	0.10	0.10	0.11	0.08	0.09	0.11	0.09	0.10	0.09	0.09	0.12	0.16	

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 4

**Q.1 On a scale of 1-5, where 1=a very negative impact, 3=no impact and 5=a very positive impact, how much impact do you think each of the following has on congestion and disruption on the roads?**

**Traffic accidents**

**Base: All respondents**

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92	
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88	
NET: Positive impact	381 38%	182 38%	199 38%	48 40%	40 26%	73 37%	65 38%	60 41%	95 46%	87 34%	100 34%	85 40%	109 45%	106 41%	91 35%	102 41%	51 36%	30 34%	
Very positive impact	(5)	195 19%	88 18%	107 21%	27 22%	20 13%	33 16%	32 19%	36 24%	48 23%	44 17%	48 17%	46 22%	57 24%	50 19%	43 16%	57 23%	31 22%	14 15%
	(4)	186 19%	94 20%	92 18%	21 18%	20 13%	40 20%	33 19%	25 17%	47 23%	43 17%	52 18%	39 19%	52 22%	57 22%	48 18%	44 18%	20 15%	17 19%
No impact	(3)	297 30%	142 30%	155 30%	26 22%	50 32%	63 32%	47 28%	49 33%	63 30%	70 27%	103 36%	61 29%	62 26%	66 25%	88 34%	71 29%	46 33%	26 29%
	(2)	174 17%	93 19%	82 16%	24 20%	38 24%	28 14%	28 17%	21 14%	35 17%	61 23%	46 16%	33 16%	34 14%	44 17%	47 18%	40 16%	25 17%	20 23%
Very negative impact	(1)	141 14%	60 12%	81 16%	21 18%	30 19%	34 17%	27 16%	19 13%	10 5%	42 16%	39 13%	30 14%	31 13%	43 16%	36 14%	34 14%	17 12%	13 14%
NET: Negative impact	316 32%	153 32%	163 31%	45 38%	68 43%	63 32%	56 33%	39 26%	45 22%	103 40%	85 29%	63 30%	65 27%	86 33%	83 32%	73 30%	41 29%	32 37%	
Don't know	7 1%	3 1%	3 1%	- -	- -	- -	2 1%	- -	5 2%	- -	2 1%	1 *	4 2%	3 1%	- -	1 *	3 2%	- -	
Mean	3.12	3.12	3.12	3.07	2.77	3.04	3.08	3.26	3.43	2.95	3.08	3.18	3.30	3.11	3.06	3.21	3.18	2.98	
Standard deviation	1.31	1.27	1.34	1.41	1.26	1.31	1.34	1.31	1.17	1.31	1.24	1.33	1.33	1.35	1.25	1.34	1.30	1.27	
Standard error	0.04	0.06	0.06	0.17	0.10	0.09	0.09	0.09	0.09	0.07	0.08	0.10	0.09	0.09	0.08	0.08	0.11	0.13	

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 5

**Q.1 On a scale of 1-5, where 1=a very negative impact, 3=no impact and 5=a very positive impact, how much impact do you think each of the following has on congestion and disruption on the roads?**

**Road works for utilities (putting in water pipes, electricity cables, phone lines, etc)**

**Base: All respondents**

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92	
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88	
NET: Positive impact	392 39%	198 41%	194 37%	60 51%	40 25%	70 36%	61 36%	61 41%	99 48%	92 35%	114 39%	85 41%	101 42%	111 42%	86 33%	100 40%	62 44%	33 38%	
Very positive impact	(5)	206 21%	111 23%	95 18%	24 21%	16 10%	39 20%	33 19%	40 27%	53 25%	43 17%	56 19%	53 25%	54 23%	61 23%	40 15%	56 23%	30 21%	19 22%
	(4)	186 19%	87 18%	99 19%	36 30%	24 15%	31 16%	28 17%	21 14%	46 22%	49 19%	58 20%	32 15%	47 20%	50 19%	46 18%	44 18%	32 23%	14 16%
No impact	(3)	289 29%	138 29%	151 29%	24 20%	51 32%	53 27%	46 27%	51 34%	65 31%	77 30%	76 26%	63 30%	72 30%	60 23%	84 32%	76 31%	44 31%	26 29%
	(2)	170 17%	78 16%	93 18%	27 23%	34 21%	47 24%	28 17%	14 10%	19 9%	50 19%	50 17%	34 16%	36 15%	44 17%	57 22%	38 15%	20 14%	11 13%
Very negative impact	(1)	146 15%	65 13%	81 16%	8 7%	34 21%	28 14%	33 19%	22 15%	22 11%	41 16%	50 17%	26 13%	28 12%	46 18%	35 13%	33 13%	14 10%	18 20%
NET: Negative impact	316 32%	142 30%	174 33%	35 29%	68 43%	75 38%	61 36%	36 24%	41 20%	91 35%	100 34%	61 29%	64 27%	90 34%	92 35%	71 29%	34 24%	29 33%	
Don't know	3 *	2 *	1 *	- -	- -	- -	1 1%	- -	2 1%	- -	- -	1 *	2 1%	1 *	- -	1 *	1 1%	- -	
Mean	3.14	3.21	3.07	3.35	2.71	3.04	3.00	3.29	3.43	3.01	3.07	3.24	3.26	3.14	3.00	3.21	3.31	3.06	
Standard deviation	1.32	1.33	1.31	1.23	1.25	1.33	1.38	1.35	1.26	1.29	1.35	1.34	1.29	1.41	1.24	1.32	1.24	1.41	
Standard error	0.04	0.06	0.06	0.15	0.10	0.10	0.10	0.09	0.10	0.07	0.09	0.10	0.08	0.09	0.08	0.08	0.10	0.15	

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 6

**Q.2 How strongly do you agree or disagree with each of the following statements?****If utility companies are made to buy permits to dig up the roads to conduct maintenance work, the costs will be passed onto consumers****Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Agree	428 43%	222 46%	206 40%	68 58%	78 49%	90 46%	67 40%	60 41%	64 31%	121 47%	141 49%	78 37%	88 37%	120 46%	106 40%	113 46%	58 41%	31 35%
Agree strongly	(4) 20%	111 23%	94 18%	17 14%	38 24%	38 19%	38 22%	36 24%	38 18%	64 25%	71 25%	32 15%	37 15%	66 25%	50 19%	54 22%	24 17%	10 11%
Agree	(3) 22%	112 23%	112 22%	51 43%	40 25%	53 27%	29 17%	25 17%	26 12%	57 22%	69 24%	46 22%	51 21%	53 20%	56 22%	59 24%	34 24%	21 24%
Disagree	(2) 20%	82 17%	115 22%	26 22%	34 21%	32 16%	40 24%	18 12%	48 23%	53 21%	55 19%	43 21%	45 19%	45 17%	59 22%	42 17%	33 23%	19 21%
Disagree strongly	(1) 36%	171 36%	188 36%	20 17%	45 28%	73 37%	59 35%	69 46%	94 45%	81 31%	90 31%	87 41%	102 42%	95 36%	91 35%	89 36%	48 34%	37 42%
NET: Disagree	557 56%	253 53%	304 58%	46 39%	79 50%	105 53%	99 59%	86 58%	141 68%	134 52%	145 50%	130 62%	147 61%	140 54%	149 57%	131 53%	81 57%	55 63%
Don't know	15 2%	5 1%	11 2%	4 4%	2 1%	3 2%	2 1%	2 1%	2 1%	4 2%	4 1%	1 1%	5 2%	2 1%	6 2%	3 1%	2 1%	2 2%
Mean	2.28	2.34	2.22	2.57	2.45	2.28	2.27	2.19	2.04	2.41	2.43	2.11	2.09	2.35	2.26	2.32	2.25	2.05
Standard deviation	1.16	1.19	1.13	0.95	1.15	1.16	1.17	1.26	1.15	1.18	1.17	1.12	1.13	1.22	1.14	1.18	1.11	1.07
Standard error	0.04	0.05	0.05	0.12	0.09	0.08	0.08	0.09	0.09	0.07	0.07	0.09	0.07	0.08	0.07	0.07	0.09	0.11

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 7

**Q.2 How strongly do you agree or disagree with each of the following statements?**

**Making sure electricity and water supplies are maintained is more important than reducing congestion on the roads**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Agree	850 85%	407 85%	443 85%	102 86%	136 86%	169 85%	141 83%	128 87%	174 84%	220 84%	242 84%	180 86%	208 87%	227 87%	221 85%	211 85%	121 86%	70 79%
Agree strongly	(4) 43%	236 49%	198 38%	46 38%	58 36%	84 42%	75 44%	65 44%	108 52%	99 38%	126 43%	92 44%	117 49%	109 41%	114 43%	112 45%	64 46%	36 41%
Agree	(3) 42%	171 36%	245 47%	57 48%	78 49%	85 43%	66 39%	64 43%	67 32%	120 46%	117 40%	88 42%	91 38%	119 45%	108 41%	99 40%	56 40%	33 38%
Disagree	(2) 10%	38 8%	58 11%	9 8%	18 11%	19 10%	18 10%	10 7%	21 10%	27 10%	36 12%	17 8%	16 7%	18 7%	31 12%	29 12%	7 5%	12 13%
Disagree strongly	(1) 4%	28 6%	11 2%	7 6%	2 1%	7 4%	6 3%	8 6%	8 4%	10 4%	7 2%	9 4%	13 5%	11 4%	9 3%	7 3%	8 6%	4 5%
NET: Disagree	134 13%	66 14%	69 13%	17 14%	20 12%	27 13%	23 14%	19 13%	30 14%	37 14%	42 15%	26 13%	29 12%	28 11%	39 15%	35 14%	15 11%	16 18%
Don't know	15 2%	7 1%	8 2%	-	3 2%	2 1%	5 3%	1 1%	4 2%	4 1%	5 2%	3 2%	3 1%	6 2%	1 *	1 *	5 3%	2 2%
Mean	3.27	3.30	3.23	3.18	3.24	3.26	3.28	3.26	3.34	3.21	3.27	3.28	3.32	3.27	3.25	3.28	3.30	3.19
Standard deviation	0.79	0.85	0.73	0.83	0.69	0.78	0.79	0.82	0.82	0.78	0.77	0.80	0.82	0.77	0.79	0.77	0.83	0.86
Standard error	0.03	0.04	0.03	0.10	0.05	0.06	0.05	0.06	0.07	0.04	0.05	0.06	0.05	0.05	0.05	0.05	0.07	0.09

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 8

**Q.3 Which of the following organisations or companies, if any, can you recall conducting street or road works in your local area?**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
Water company	672 67%	336 70%	336 65%	70 59%	104 65%	138 70%	117 70%	104 70%	139 67%	184 71%	188 65%	141 67%	159 66%	165 63%	169 65%	177 72%	97 69%	64 72%
Local Authority	670 67%	333 69%	337 65%	69 58%	102 65%	135 68%	117 70%	101 68%	146 70%	173 66%	197 68%	130 62%	170 71%	175 67%	159 61%	171 69%	96 68%	70 80%
Gas company	623 62%	318 66%	305 59%	60 51%	96 61%	137 69%	105 62%	97 65%	128 62%	150 58%	190 66%	130 62%	153 64%	175 67%	161 62%	158 64%	74 52%	56 63%
Telecommunications company	549 55%	281 59%	268 51%	63 53%	91 57%	108 55%	91 54%	86 58%	109 53%	136 52%	158 54%	121 58%	134 56%	156 60%	136 52%	128 52%	76 54%	52 60%
Contractors	543 54%	305 64%	238 46%	50 42%	86 54%	109 55%	89 53%	82 55%	127 61%	142 55%	158 55%	125 59%	118 49%	139 53%	143 54%	135 55%	83 59%	43 49%
Highways Agency	539 54%	290 61%	249 48%	35 29%	88 55%	102 51%	97 57%	96 65%	123 59%	146 56%	153 53%	106 50%	135 56%	142 54%	160 61%	134 54%	75 53%	28 31%
Electricity company	508 51%	269 56%	239 46%	52 44%	76 48%	96 48%	82 49%	86 58%	116 56%	128 49%	135 47%	120 57%	126 52%	142 54%	122 47%	118 48%	76 54%	50 57%
None of these	59 6%	22 5%	37 7%	13 11%	8 5%	8 4%	9 5%	8 5%	14 7%	10 4%	15 5%	12 6%	23 10%	10 4%	16 6%	19 8%	9 6%	5 6%



## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 9

#### Q.4 Thinking about road journeys you make frequently, how would you expect to hear about upcoming road works that might disrupt your journey?

Base: All respondents

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
Roadside signs	892 89%	431 90%	461 89%	99 83%	148 94%	185 94%	152 90%	133 89%	175 84%	238 92%	263 91%	193 92%	198 82%	228 87%	240 92%	223 90%	127 90%	74 84%
Notices from the Highways agency	590 59%	287 60%	303 58%	66 56%	100 63%	128 65%	87 52%	92 62%	116 56%	151 58%	164 57%	137 65%	137 57%	160 61%	157 60%	148 60%	79 56%	45 52%
Notices from my local authority	586 59%	279 58%	307 59%	69 58%	103 65%	114 58%	94 56%	79 53%	127 61%	151 58%	162 56%	130 62%	144 60%	154 59%	151 58%	152 61%	82 58%	48 55%
Notices from utility companies	542 54%	270 56%	273 52%	65 55%	90 57%	113 57%	86 51%	80 54%	109 52%	128 49%	157 54%	119 57%	138 58%	149 57%	139 53%	135 55%	79 56%	41 47%
Radio reports	128 13%	64 13%	64 12%	6 5%	14 9%	27 14%	32 19%	27 18%	22 11%	34 13%	35 12%	33 15%	26 11%	18 7%	41 16%	31 13%	17 12%	20 23%
Newspaper	52 5%	15 3%	37 7%	- -	6 4%	10 5%	13 8%	8 6%	15 7%	13 5%	20 7%	8 4%	10 4%	13 5%	13 5%	16 6%	7 5%	4 4%
Internet	30 3%	17 4%	13 3%	5 5%	5 3%	7 3%	5 3%	5 4%	3 1%	9 4%	14 5%	1 1%	6 3%	12 5%	7 3%	1 1%	8 6%	2 2%
Television	25 2%	14 3%	11 2%	1 1%	6 4%	5 2%	3 2%	5 3%	5 3%	6 2%	7 3%	6 3%	5 2%	6 2%	8 3%	7 3%	2 2%	1 1%
Media/ news report (unspecified)	15 2%	10 2%	6 1%	2 2%	3 2%	5 3%	1 1%	2 1%	2 1%	5 2%	6 2%	- -	5 2%	3 1%	6 2%	4 2%	- -	2 2%
Post/ letter	10 1%	3 1%	7 1%	1 1%	1 1%	1 *	3 2%	1 1%	3 2%	4 1%	1 1%	- -	5 2%	1 *	5 2%	3 1%	- -	1 1%
Leaflets	3 *	1 *	2 *	- -	1 1%	1 *	1 1%	- -	- -	1 *	1 *	1 *	1 *	1 *	1 *	- -	1 *	1 1%
Other	11 1%	5 1%	6 1%	- -	1 *	1 *	3 2%	2 1%	5 2%	5 2%	2 1%	- -	5 2%	3 1%	2 1%	3 1%	3 2%	- -
Don't know/ N/A	44 4%	26 5%	18 4%	9 7%	7 4%	3 1%	4 2%	5 3%	18 9%	7 3%	14 5%	7 3%	16 7%	10 4%	11 4%	9 4%	7 5%	8 9%

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 10

**Q.5 Thinking about the provision of electricity, water and gas services in your area, how important or unimportant do you think each of the following are?**

**Costs of utility bills for consumers**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Important	963 96%	462 96%	501 96%	112 94%	149 94%	196 99%	160 95%	144 97%	202 97%	253 97%	277 95%	200 95%	233 97%	251 96%	254 97%	238 96%	137 97%	84 95%
Very important	(4) 695 70%	312 65%	383 74%	60 51%	104 66%	143 72%	124 73%	108 73%	157 76%	178 68%	200 69%	143 68%	175 73%	180 69%	183 70%	172 70%	99 70%	62 71%
Fairly important	(3) 268 27%	150 31%	118 23%	52 43%	46 29%	53 27%	37 22%	36 24%	45 22%	75 29%	77 27%	57 27%	58 24%	71 27%	71 27%	66 27%	38 27%	21 24%
Fairly unimportant	(2) 17 2%	9 2%	8 1%	- -	5 3%	2 1%	2 1%	2 1%	5 2%	4 1%	8 3%	2 1%	3 1%	5 2%	4 2%	2 1%	2 2%	3 3%
Very unimportant	(1) 5 1%	5 1%	1 *	3 2%	2 1%	- -	1 *	* *	- -	* *	- -	4 2%	1 *	2 1%	- -	3 1%	- -	1 1%
NET: Unimportant	22 2%	14 3%	8 2%	3 2%	7 4%	2 1%	3 2%	2 2%	5 2%	4 2%	8 3%	6 3%	4 2%	7 3%	4 2%	5 2%	2 2%	3 4%
Don't know	15 1%	4 1%	11 2%	4 4%	2 1%	- -	5 3%	2 1%	1 1%	3 1%	6 2%	4 2%	3 1%	4 2%	4 2%	4 1%	2 1%	1 1%
Mean	3.68	3.62	3.73	3.48	3.61	3.71	3.73	3.72	3.74	3.67	3.68	3.64	3.72	3.67	3.69	3.67	3.69	3.67
Standard deviation	0.53	0.58	0.48	0.63	0.61	0.48	0.50	0.49	0.49	0.51	0.52	0.61	0.50	0.55	0.50	0.56	0.50	0.58
Standard error	0.02	0.03	0.02	0.08	0.05	0.03	0.03	0.03	0.04	0.03	0.03	0.05	0.03	0.03	0.03	0.04	0.04	0.06

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 11

**Q.5 Thinking about the provision of electricity, water and gas services in your area, how important or unimportant do you think each of the following are?**

**Making sure that water, electricity and gas supplies are maintained**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Important	994 99%	475 99%	519 100%	119 100%	158 100%	198 100%	168 100%	148 99%	204 98%	258 99%	290 100%	208 99%	238 99%	260 99%	262 100%	246 99%	138 98%	88 100%
Very important	(4) 92%	444 93%	478 92%	103 87%	143 90%	182 92%	157 93%	138 93%	199 96%	228 88%	268 93%	199 95%	228 95%	241 92%	244 93%	226 92%	132 94%	79 90%
Fairly important	(3) 7%	31 6%	41 8%	16 13%	16 10%	16 8%	10 6%	9 6%	4 2%	30 12%	21 7%	10 5%	10 4%	19 7%	18 7%	19 8%	6 4%	9 10%
Fairly unimportant	(2) *	3 1%	- -	- -	- -	- -	1 *	1 1%	1 1%	1 *	- -	2 1%	- -	1 *	- -	- -	2 1%	- -
Very unimportant	(1) *	1 *	1 *	- -	- -	- -	- -	- -	2 1%	1 *	- -	- -	1 1%	1 *	- -	1 1%	- -	- -
NET: Unimportant	5 *	4 1%	1 *	- -	- -	- -	1 *	1 1%	3 2%	2 1%	- -	2 1%	1 1%	2 1%	- -	1 1%	2 1%	- -
Don't know	1 *	1 *	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -
Mean	3.92	3.92	3.91	3.87	3.90	3.92	3.93	3.92	3.94	3.86	3.93	3.94	3.94	3.91	3.93	3.91	3.93	3.90
Standard deviation	0.31	0.31	0.31	0.34	0.30	0.27	0.28	0.29	0.36	0.38	0.26	0.27	0.29	0.34	0.26	0.34	0.29	0.30
Standard error	0.01	0.01	0.01	0.04	0.02	0.02	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.03

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 12

**Q.5 Thinking about the provision of electricity, water and gas services in your area, how important or unimportant do you think each of the following are?**

**Avoiding traffic disruption by preventing road works**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Important	833 83%	400 83%	433 83%	94 79%	133 84%	169 86%	137 82%	127 86%	171 83%	212 82%	251 86%	180 86%	191 79%	206 78%	222 85%	213 86%	118 84%	74 84%
Very important	(4) 37%	181 38%	191 37%	44 37%	54 34%	79 40%	65 38%	56 38%	75 36%	77 29%	116 40%	88 42%	92 38%	103 39%	85 33%	98 40%	47 33%	38 44%
Fairly important	(3) 46%	219 46%	241 46%	50 42%	79 50%	90 45%	73 43%	71 48%	97 46%	135 52%	135 46%	92 44%	98 41%	103 39%	136 52%	115 46%	71 50%	36 40%
Fairly unimportant	(2) 13%	61 13%	66 13%	21 18%	20 13%	25 13%	20 12%	14 10%	27 13%	34 13%	34 12%	27 13%	32 13%	42 16%	30 11%	24 10%	21 15%	9 11%
Very unimportant	(1) 2%	15 3%	9 2%	1 1%	5 3%	3 2%	5 3%	6 4%	4 2%	11 4%	3 1%	3 2%	6 3%	9 3%	5 2%	8 3%	- -	2 3%
NET: Unimportant	151 15%	76 16%	75 14%	22 19%	25 16%	28 14%	25 15%	20 13%	31 15%	45 17%	37 13%	30 14%	39 16%	51 19%	34 13%	33 13%	21 15%	12 13%
Don't know	16 2%	3 1%	13 2%	2 2%	- -	1 *	6 4%	1 1%	6 3%	3 1%	2 1%	- -	11 5%	5 2%	6 2%	1 1%	2 1%	2 3%
Mean	3.20	3.19	3.21	3.18	3.14	3.24	3.21	3.21	3.20	3.08	3.26	3.26	3.20	3.17	3.18	3.23	3.19	3.28
Standard deviation	0.75	0.77	0.73	0.75	0.76	0.73	0.78	0.77	0.74	0.77	0.71	0.74	0.79	0.83	0.70	0.76	0.68	0.77
Standard error	0.02	0.03	0.03	0.09	0.06	0.05	0.05	0.05	0.06	0.04	0.04	0.06	0.05	0.05	0.04	0.05	0.06	0.08

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 13

**Q.5 Thinking about the provision of electricity, water and gas services in your area, how important or unimportant do you think each of the following are?**

**Making sure that water, electricity and gas are supplied in an environmentally friendly way**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Important	953 95%	450 94%	503 97%	117 98%	151 95%	185 93%	159 94%	144 97%	198 95%	243 93%	276 95%	207 98%	228 95%	245 94%	253 97%	234 95%	136 96%	85 96%
Very important	(4) 694 69%	319 67%	375 72%	82 69%	100 63%	141 71%	110 65%	107 72%	154 74%	166 64%	194 67%	157 75%	177 74%	186 71%	176 67%	167 68%	100 71%	66 75%
Fairly important	(3) 259 26%	131 27%	128 25%	35 29%	50 32%	44 22%	49 29%	37 25%	44 21%	77 30%	82 28%	49 24%	50 21%	59 23%	78 30%	67 27%	36 26%	19 21%
Fairly unimportant	(2) 37 4%	21 4%	16 3%	2 2%	8 5%	10 5%	8 5%	3 2%	7 3%	12 5%	10 3%	3 2%	11 5%	12 5%	7 3%	12 5%	4 3%	3 3%
Very unimportant	(1) 7 1%	6 1%	1 *	- -	- -	3 2%	1 1%	1 1%	1 *	5 2%	2 1%	- -	- -	4 2%	2 1%	* *	- -	- -
NET: Unimportant	44 4%	27 6%	16 3%	2 2%	8 5%	13 7%	9 5%	4 3%	8 4%	17 7%	12 4%	3 2%	11 5%	17 6%	9 3%	12 5%	4 3%	3 3%
Don't know	3 *	2 *	1 *	- -	- -	- -	1 1%	- -	2 1%	- -	2 1%	- -	1 *	- -	- -	1 *	1 1%	1 1%
Mean	3.65	3.60	3.69	3.67	3.59	3.63	3.60	3.69	3.71	3.55	3.63	3.73	3.69	3.63	3.63	3.63	3.68	3.72
Standard deviation	0.59	0.64	0.53	0.51	0.58	0.66	0.61	0.55	0.55	0.67	0.58	0.48	0.56	0.66	0.57	0.58	0.52	0.51
Standard error	0.02	0.03	0.02	0.06	0.05	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 14

**Q.6 How well do you think utility companies communicate with you, in terms of explaining the steps they are taking to maintain the water, electricity and gas supply networks? Please rate their communications with you on a scale of 1-5, where 1=very poor and 5=excellent?**

**Base: All respondents**

	Gender			Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92	
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88	
NET: Good	213 21%	103 22%	109 21%	20 17%	25 16%	37 19%	37 22%	40 27%	53 26%	46 18%	48 17%	49 23%	69 29%	39 15%	53 20%	70 28%	33 24%	17 20%	
Excellent	(5)	68 7%	38 8%	31 6%	7 6%	6 3%	13 7%	16 9%	9 6%	17 8%	14 5%	9 3%	14 7%	31 13%	11 4%	17 6%	23 9%	12 8%	5 6%
	(4)	145 14%	66 14%	79 15%	12 10%	20 13%	24 12%	31 21%	37 18%	33 13%	38 13%	35 17%	39 16%	28 11%	36 14%	47 19%	21 15%	12 14%	
	(3)	332 33%	148 31%	184 35%	47 39%	54 34%	65 33%	58 34%	44 30%	63 31%	89 34%	106 36%	65 31%	72 30%	86 33%	93 36%	87 35%	47 33%	19 21%
	(2)	202 20%	100 21%	101 19%	27 23%	38 24%	47 24%	32 19%	24 16%	34 16%	64 24%	62 21%	39 19%	37 16%	54 20%	60 23%	37 15%	34 24%	17 20%
Very poor	(1)	247 25%	127 27%	120 23%	21 18%	41 26%	48 24%	40 24%	40 27%	56 27%	61 23%	69 24%	57 27%	60 25%	84 32%	54 21%	49 20%	25 18%	34 39%
NET: Poor		448 45%	228 47%	221 42%	48 40%	79 50%	95 48%	72 43%	64 43%	90 43%	124 48%	131 45%	96 46%	97 41%	137 52%	114 43%	86 35%	60 42%	52 59%
Don't know		7 1%	1 *	6 1%	4 4%	- -	1 *	1 1%	- -	1 1%	1 *	6 2%	- -	1 *	- -	2 1%	4 2%	1 1%	- -
Mean		2.58	2.55	2.61	2.63	2.44	2.53	2.65	2.63	2.63	2.52	2.50	2.57	2.76	2.35	2.63	2.82	2.71	2.28
Standard deviation		1.20	1.24	1.17	1.10	1.11	1.18	1.24	1.25	1.27	1.14	1.10	1.24	1.34	1.16	1.15	1.23	1.18	1.28
Standard error		0.04	0.05	0.05	0.13	0.09	0.09	0.09	0.09	0.10	0.06	0.07	0.09	0.09	0.07	0.07	0.08	0.10	0.13

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 15

**Q.7 How many times, if at all, over the past twelve months would you say your road journey has been affected by Highway Authorities, water, electricity or gas companies conducting maintenance work?**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
None	107 11%	41 9%	66 13%	15 13%	14 9%	21 11%	14 8%	14 10%	28 13%	19 7%	29 10%	15 7%	44 18%	24 9%	23 9%	31 12%	22 15%	8 9%
1	40 4%	23 5%	18 3%	3 2%	3 2%	11 6%	5 3%	4 3%	14 7%	11 4%	10 3%	7 4%	12 5%	17 7%	8 3%	9 4%	2 2%	4 5%
2	117 12%	48 10%	68 13%	14 12%	16 10%	24 12%	27 16%	8 6%	26 13%	27 10%	49 17%	13 6%	27 11%	28 11%	33 13%	33 13%	13 9%	9 11%
3	108 11%	49 10%	59 11%	13 11%	16 10%	18 9%	14 8%	18 12%	29 14%	17 7%	24 8%	28 13%	38 16%	19 7%	37 14%	29 12%	17 12%	6 7%
4	80 8%	42 9%	38 7%	14 11%	16 10%	11 6%	9 5%	12 8%	18 9%	22 9%	22 8%	17 8%	19 8%	27 10%	22 8%	11 5%	14 10%	6 7%
5	97 10%	40 8%	58 11%	16 13%	21 13%	21 10%	11 7%	11 8%	17 8%	35 13%	25 9%	23 11%	15 6%	24 9%	25 9%	29 12%	9 7%	10 12%
6-10	126 13%	63 13%	63 12%	9 8%	16 10%	16 8%	29 17%	21 14%	35 17%	37 14%	29 10%	28 13%	32 13%	24 9%	37 14%	32 13%	24 17%	8 9%
11-15	57 6%	28 6%	29 6%	11 9%	6 4%	11 5%	9 5%	11 8%	9 4%	16 6%	17 6%	16 8%	7 3%	12 5%	13 5%	16 7%	8 6%	8 9%
16-20	44 4%	32 7%	12 2%	5 5%	7 4%	6 3%	5 3%	11 8%	9 4%	8 3%	12 4%	18 9%	6 2%	6 2%	12 5%	12 5%	11 8%	3 3%
21-30	39 4%	24 5%	15 3%	2 2%	8 5%	14 7%	4 2%	4 2%	8 4%	11 4%	13 5%	6 3%	9 4%	14 5%	12 4%	9 4%	2 1%	3 4%
31-40	16 2%	12 3%	4 1%	4 3%	3 2%	5 3%	1 1%	3 2%	- -	6 2%	6 2%	2 1%	2 1%	5 2%	2 1%	4 2%	2 2%	2 2%
41-50	28 3%	12 2%	16 3%	2 1%	6 3%	5 2%	5 3%	5 3%	6 3%	11 4%	8 3%	6 3%	3 1%	13 5%	3 1%	2 1%	6 4%	4 5%
51-100	49 5%	25 5%	24 5%	3 2%	10 6%	12 6%	11 6%	12 8%	1 *	13 5%	17 6%	14 7%	4 2%	15 6%	12 5%	12 5%	5 3%	6 6%
101+	67 7%	36 7%	31 6%	7 6%	16 10%	15 8%	17 10%	9 6%	3 1%	21 8%	18 6%	14 7%	14 6%	24 9%	21 8%	13 5%	3 2%	6 7%

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 15

**Q.7 How many times, if at all, over the past twelve months would you say your road journey has been affected by Highway Authorities, water, electricity or gas companies conducting maintenance work?**

**Base: All respondents**

	Gender		Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
Don't know	26 3%	6 1%	20 4%	2 2%	1 *	7 3%	8 5%	4 2%	5 2%	6 2%	11 4%	2 1%	7 3%	9 3%	4 1%	6 2%	3 2%	4 4%
Mean	31.94	34.37	29.65	29.46	41.21	35.70	42.51	37.16	10.58	36.06	31.35	34.36	26.01	41.97	31.44	26.44	21.17	36.69
Standard deviation	79.70	81.93	77.54	78.02	85.44	79.72	98.93	92.25	32.06	83.33	74.84	80.23	80.95	92.94	75.63	71.95	65.59	88.50
Standard error	2.56	3.65	3.59	9.39	6.75	5.86	6.98	6.56	2.54	4.67	4.78	6.14	5.25	5.97	4.73	4.59	5.54	9.43



## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 16

**Q.8 Thinking about how maintenance works for water, electricity or gas supplies might affect traffic in your area, how strongly would you agree or disagree with each of the following statements?**

**I am willing to accept the inconvenience of road works that help maintain energy and water supplies**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Agree	942 94%	443 92%	499 96%	114 96%	149 94%	182 92%	157 93%	139 94%	201 97%	246 95%	273 94%	194 92%	229 95%	240 91%	250 95%	235 95%	134 95%	83 94%
Agree strongly	(4) 418 42%	224 47%	194 37%	42 35%	59 37%	82 42%	70 41%	53 36%	112 54%	102 39%	118 41%	76 36%	122 51%	103 39%	109 41%	110 44%	59 42%	38 43%
Agree	(3) 524 52%	219 46%	305 59%	72 61%	90 57%	99 50%	87 52%	86 58%	89 43%	144 55%	156 54%	117 56%	107 45%	137 52%	141 54%	125 51%	75 53%	45 51%
Disagree	(2) 36 4%	20 4%	15 3%	2 2%	6 4%	12 6%	7 4%	7 5%	2 1%	10 4%	10 4%	10 5%	5 2%	13 5%	9 3%	5 2%	4 3%	4 5%
Disagree strongly	(1) 19 2%	15 3%	4 1%	3 2%	3 2%	5 2%	3 2%	2 1%	4 2%	4 2%	6 2%	4 2%	5 2%	7 3%	3 1%	7 3%	2 1%	1 1%
NET: Disagree	55 6%	36 7%	19 4%	5 4%	9 6%	16 8%	10 6%	9 6%	6 3%	14 5%	17 6%	15 7%	10 4%	21 8%	12 5%	12 5%	6 4%	5 6%
Don't know	3 *	1 *	2 *	- -	- -	- -	2 1%	- -	1 1%	- -	- -	2 1%	1 *	2 1%	- -	- -	1 1%	- -
Mean	3.34	3.36	3.33	3.29	3.30	3.31	3.34	3.28	3.50	3.33	3.33	3.28	3.45	3.29	3.36	3.37	3.37	3.36
Standard deviation	0.64	0.71	0.57	0.62	0.63	0.69	0.65	0.62	0.61	0.62	0.65	0.65	0.65	0.69	0.61	0.66	0.61	0.62
Standard error	0.02	0.03	0.03	0.07	0.05	0.05	0.04	0.04	0.05	0.03	0.04	0.05	0.04	0.04	0.04	0.04	0.05	0.06

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 17

**Q.8 Thinking about how maintenance works for water, electricity or gas supplies might affect traffic in your area, how strongly would you agree or disagree with each of the following statements?**

**Utility companies do not do enough to avoid traffic disruption when they are conducting maintenance work**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Agree	666 67%	326 68%	340 65%	72 61%	112 71%	136 68%	106 63%	104 70%	136 65%	166 64%	199 69%	136 65%	166 69%	186 71%	172 66%	169 68%	86 61%	53 60%
Agree strongly	(4) 29%	154 32%	136 26%	25 21%	41 26%	55 28%	46 27%	50 34%	73 35%	71 27%	84 29%	61 29%	75 31%	87 33%	75 29%	76 31%	29 21%	24 27%
Agree	(3) 38%	171 36%	204 39%	47 40%	71 45%	81 41%	60 36%	53 36%	63 30%	95 37%	115 40%	75 35%	90 38%	99 38%	98 37%	93 38%	56 40%	29 33%
Disagree	(2) 25%	109 23%	136 26%	38 32%	38 24%	46 23%	43 26%	30 20%	50 24%	77 30%	67 23%	57 27%	44 18%	59 23%	68 26%	60 24%	28 20%	29 33%
Disagree strongly	(1) 6%	37 8%	28 5%	5 5%	7 5%	10 5%	15 9%	12 8%	14 7%	13 5%	16 5%	16 8%	20 8%	8 3%	18 7%	12 5%	21 15%	5 6%
NET: Disagree	310 31%	145 30%	165 32%	43 36%	46 29%	56 28%	59 35%	42 29%	64 31%	91 35%	82 28%	73 35%	64 27%	68 26%	86 33%	72 29%	49 35%	35 39%
Don't know	24 2%	9 2%	15 3%	4 3%	1 *	6 3%	3 2%	2 2%	8 4%	4 1%	9 3%	1 1%	11 4%	8 3%	3 1%	6 2%	6 4%	1 1%
Mean	2.91	2.94	2.89	2.80	2.93	2.94	2.83	2.97	2.97	2.87	2.95	2.87	2.96	3.04	2.88	2.97	2.70	2.82
Standard deviation	0.90	0.93	0.87	0.84	0.83	0.86	0.94	0.94	0.95	0.88	0.87	0.93	0.93	0.84	0.91	0.87	0.98	0.91
Standard error	0.03	0.04	0.04	0.10	0.07	0.06	0.07	0.07	0.08	0.05	0.06	0.07	0.06	0.05	0.06	0.06	0.08	0.10

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 18

**Q.8 Thinking about how maintenance works for water, electricity or gas supplies might affect traffic in your area, how strongly would you agree or disagree with each of the following statements?**

**It is more acceptable to conduct road works in quiet areas than on busy roads**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Agree	673 67%	331 69%	342 66%	80 67%	99 63%	132 66%	105 62%	101 68%	157 75%	154 59%	205 71%	138 66%	176 73%	165 63%	177 67%	179 72%	92 65%	60 69%
Agree strongly	(4) 29%	160 33%	132 25%	42 35%	40 25%	51 26%	45 27%	44 30%	70 34%	62 24%	95 33%	57 27%	77 32%	78 30%	67 25%	81 33%	47 33%	19 22%
Agree	(3) 38%	171 36%	210 40%	38 32%	59 38%	81 41%	60 36%	57 39%	86 42%	92 35%	110 38%	81 39%	99 41%	87 33%	110 42%	97 39%	45 32%	42 47%
Disagree	(2) 22%	95 20%	121 23%	27 23%	46 29%	39 20%	46 27%	27 18%	31 15%	70 27%	61 21%	48 23%	37 15%	65 25%	54 21%	48 19%	29 21%	20 22%
Disagree strongly	(1) 9%	45 9%	47 9%	12 10%	12 8%	20 10%	16 9%	18 12%	13 6%	33 13%	21 7%	22 10%	17 7%	25 10%	27 10%	17 7%	15 11%	7 8%
NET: Disagree	309 31%	140 29%	168 32%	39 33%	58 37%	60 30%	61 36%	46 31%	44 21%	103 39%	82 28%	70 33%	54 23%	90 34%	81 31%	65 27%	45 32%	27 30%
Don't know	18 2%	8 2%	10 2%	- -	1 *	7 4%	2 1%	1 1%	7 3%	4 1%	3 1%	2 1%	10 4%	6 2%	4 1%	3 1%	4 3%	1 1%
Mean	2.89	2.95	2.84	2.92	2.80	2.85	2.80	2.86	3.06	2.72	2.97	2.83	3.03	2.85	2.84	2.99	2.90	2.83
Standard deviation	0.94	0.96	0.92	1.00	0.91	0.94	0.94	0.99	0.88	0.97	0.92	0.95	0.89	0.97	0.93	0.90	1.00	0.86
Standard error	0.03	0.04	0.04	0.12	0.07	0.07	0.07	0.07	0.07	0.05	0.06	0.07	0.06	0.06	0.06	0.06	0.08	0.09

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 19

**Q.8 Thinking about how maintenance works for water, electricity or gas supplies might affect traffic in your area, how strongly would you agree or disagree with each of the following statements?**

**It is better to warn motorists about upcoming road works than to try to prevent the road works from taking place**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Agree	890 89%	421 88%	470 90%	107 90%	133 84%	178 90%	145 86%	132 89%	195 94%	229 88%	250 86%	191 91%	220 92%	230 88%	236 90%	219 89%	131 93%	75 85%
Agree strongly	(4) 54%	267 56%	272 52%	64 54%	73 46%	109 55%	81 48%	88 59%	124 60%	128 49%	162 56%	117 56%	131 55%	146 56%	139 53%	136 55%	76 54%	42 47%
Agree	(3) 35%	154 32%	198 38%	43 36%	60 38%	69 35%	63 38%	45 30%	71 34%	101 39%	88 30%	74 35%	89 37%	84 32%	97 37%	83 34%	55 39%	33 37%
Disagree	(2) 7%	36 8%	37 7%	12 10%	19 12%	15 8%	12 7%	11 7%	5 2%	20 8%	30 11%	11 5%	12 5%	20 8%	16 6%	20 8%	5 4%	12 14%
Disagree strongly	(1) 3%	18 4%	7 1%	- -	3 2%	3 1%	11 6%	5 4%	4 2%	7 3%	5 2%	8 4%	6 2%	8 3%	7 3%	5 2%	4 3%	1 1%
NET: Disagree	99 10%	54 11%	44 9%	12 10%	21 14%	18 9%	23 14%	16 11%	9 4%	27 10%	36 12%	19 9%	17 7%	28 11%	23 9%	25 10%	9 6%	13 15%
Don't know	11 1%	5 1%	6 1%	- -	4 2%	3 1%	1 1%	- -	4 2%	4 2%	4 1%	- -	3 1%	4 2%	2 1%	3 1%	1 1%	1 1%
Mean	3.42	3.41	3.43	3.45	3.32	3.45	3.29	3.44	3.54	3.37	3.42	3.43	3.46	3.42	3.42	3.43	3.45	3.32
Standard deviation	0.74	0.79	0.69	0.67	0.75	0.70	0.86	0.79	0.65	0.74	0.76	0.76	0.70	0.77	0.73	0.73	0.70	0.74
Standard error	0.02	0.04	0.03	0.08	0.06	0.05	0.06	0.06	0.05	0.04	0.05	0.06	0.04	0.05	0.05	0.05	0.06	0.08

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 20

**Q.9 Which one of the following groups do you think should be held responsible for any disruption to traffic or congestion caused by road works?**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
Local government	474 47%	214 45%	260 50%	54 46%	75 47%	93 47%	84 50%	70 47%	97 47%	133 51%	145 50%	93 44%	102 43%	123 47%	127 49%	118 48%	65 46%	39 45%
Utility companies	318 32%	158 33%	160 31%	24 21%	50 31%	58 29%	57 34%	53 35%	76 37%	79 30%	86 30%	67 32%	85 36%	80 31%	82 31%	78 32%	49 35%	29 33%
Central government	88 9%	52 11%	36 7%	7 6%	21 13%	21 11%	10 6%	10 7%	18 9%	17 7%	31 11%	19 9%	21 9%	23 9%	27 10%	19 8%	10 7%	8 10%
No one	121 12%	56 12%	64 12%	33 28%	13 8%	26 13%	17 10%	16 11%	17 8%	31 12%	28 10%	31 15%	31 13%	35 14%	26 10%	32 13%	16 12%	12 13%

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 21

**Q.10 How acceptable or otherwise are each of the following as causes of road works in your area?****Meeting increased demand for internet and TV services****Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Acceptable	826 83%	402 84%	424 81%	112 95%	138 87%	165 83%	140 83%	117 79%	154 74%	219 84%	240 83%	179 85%	189 79%	208 79%	210 80%	203 82%	124 88%	81 92%
Very acceptable	(4) 21%	116 24%	98 19%	21 18%	28 18%	41 21%	39 23%	39 26%	46 22%	44 17%	64 22%	50 24%	56 23%	53 20%	53 20%	54 22%	34 24%	20 22%
Fairly acceptable	(3) 61%	287 60%	326 63%	91 77%	110 69%	124 63%	101 60%	78 52%	109 52%	175 67%	176 61%	128 61%	133 55%	155 59%	157 60%	149 60%	90 64%	62 70%
Fairly unacceptable	(2) 12%	59 12%	63 12%	6 5%	17 11%	25 13%	16 9%	22 15%	36 17%	30 12%	36 12%	27 13%	29 12%	36 14%	36 14%	32 13%	13 9%	5 6%
Very unacceptable	(1) 4%	18 4%	25 5%	- -	4 2%	8 4%	10 6%	9 6%	12 6%	10 4%	14 5%	4 2%	16 7%	16 6%	13 5%	10 4%	4 3%	1 1%
NET: Unacceptable	165 17%	77 16%	88 17%	6 5%	21 13%	33 17%	26 16%	31 21%	48 23%	40 15%	50 17%	31 15%	44 19%	52 20%	48 18%	41 17%	17 12%	6 7%
Don't know	9 1%	1 *	8 2%	- -	- -	- -	2 1%	1 1%	6 3%	1 *	1 *	1 *	7 3%	2 1%	4 1%	2 1%	- -	1 1%
Mean	3.01	3.04	2.97	3.13	3.02	3.00	3.01	2.99	2.93	2.98	3.00	3.08	2.98	2.94	2.97	3.01	3.09	3.15
Standard deviation	0.72	0.72	0.72	0.47	0.62	0.71	0.76	0.81	0.80	0.66	0.73	0.66	0.80	0.77	0.73	0.72	0.66	0.55
Standard error	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.06	0.06	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.06

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 22

**Q.10 How acceptable or otherwise are each of the following as causes of road works in your area?****Meeting local businesses needs****Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Acceptable	880 88%	417 87%	463 89%	95 80%	141 89%	182 92%	151 90%	131 88%	179 86%	227 87%	264 91%	183 87%	206 86%	229 87%	228 87%	216 87%	127 90%	81 92%
Very acceptable	(4) 30%	149 31%	152 29%	22 19%	42 26%	57 29%	62 37%	42 28%	76 37%	77 30%	90 31%	63 30%	71 29%	84 32%	70 27%	76 31%	48 34%	24 27%
Fairly acceptable	(3) 58%	268 56%	311 60%	73 62%	100 63%	125 63%	89 53%	89 60%	102 49%	150 58%	174 60%	120 57%	135 56%	145 56%	157 60%	139 56%	79 56%	57 65%
Fairly unacceptable	(2) 8%	39 8%	38 7%	13 11%	16 10%	11 5%	11 7%	10 7%	16 8%	24 9%	14 5%	20 10%	19 8%	18 7%	24 9%	20 8%	8 6%	6 7%
Very unacceptable	(1) 3%	21 4%	11 2%	10 8%	1 1%	4 2%	2 1%	5 3%	10 5%	6 2%	10 3%	6 3%	11 4%	11 4%	7 3%	10 4%	5 4%	- -
NET: Unacceptable	109 11%	60 12%	49 10%	23 20%	17 11%	15 7%	13 8%	15 10%	26 12%	30 12%	23 8%	26 12%	30 12%	29 11%	31 12%	29 12%	13 9%	6 7%
Don't know	11 1%	3 1%	8 2%	- -	- -	1 1%	4 2%	2 2%	3 2%	3 1%	2 1%	2 1%	4 2%	4 1%	4 1%	2 1%	1 *	1 1%
Mean	3.16	3.15	3.18	2.91	3.15	3.20	3.28	3.15	3.20	3.16	3.20	3.15	3.13	3.17	3.13	3.15	3.21	3.20
Standard deviation	0.70	0.74	0.65	0.79	0.61	0.62	0.65	0.69	0.78	0.68	0.68	0.70	0.74	0.73	0.67	0.73	0.71	0.56
Standard error	0.02	0.03	0.03	0.09	0.05	0.04	0.05	0.05	0.06	0.04	0.04	0.05	0.05	0.05	0.04	0.05	0.06	0.06

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 23

**Q.10 How acceptable or otherwise are each of the following as causes of road works in your area?****Servicing new housing developments****Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Acceptable	835 84%	398 83%	438 84%	101 85%	135 85%	167 84%	143 85%	128 86%	162 78%	218 84%	245 84%	177 84%	196 82%	216 83%	216 82%	207 84%	120 85%	77 87%
Very acceptable	(4) 296 30%	151 31%	145 28%	26 22%	47 30%	54 27%	51 30%	43 29%	74 36%	66 25%	93 32%	62 29%	75 31%	69 27%	81 31%	72 29%	43 31%	30 34%
Fairly acceptable	(3) 540 54%	247 51%	293 56%	75 63%	88 55%	113 57%	92 55%	85 57%	88 42%	151 58%	152 52%	116 55%	121 50%	147 56%	135 52%	135 55%	76 54%	47 53%
Fairly unacceptable	(2) 88 9%	35 7%	52 10%	10 8%	15 10%	21 11%	12 7%	9 6%	21 10%	25 10%	26 9%	18 9%	18 8%	25 9%	27 10%	22 9%	10 7%	3 4%
Very unacceptable	(1) 66 7%	41 9%	25 5%	7 6%	9 5%	7 4%	10 6%	11 7%	22 10%	13 5%	19 7%	14 7%	20 8%	18 7%	16 6%	15 6%	11 8%	7 8%
NET: Unacceptable	154 15%	76 16%	78 15%	17 14%	24 15%	28 14%	23 13%	20 14%	43 20%	38 15%	45 16%	32 15%	38 16%	42 16%	43 16%	37 15%	21 15%	10 12%
Don't know	11 1%	6 1%	5 1%	1 1%	- -	3 2%	2 1%	1 *	3 2%	4 2%	- -	1 1%	5 2%	4 1%	3 1%	3 1%	- -	1 1%
Mean	3.08	3.07	3.08	3.02	3.09	3.10	3.11	3.08	3.05	3.06	3.10	3.08	3.07	3.04	3.09	3.08	3.08	3.15
Standard deviation	0.81	0.86	0.76	0.75	0.78	0.72	0.79	0.81	0.94	0.75	0.82	0.80	0.86	0.80	0.81	0.79	0.83	0.83
Standard error	0.03	0.04	0.03	0.09	0.06	0.05	0.05	0.06	0.07	0.04	0.05	0.06	0.06	0.05	0.05	0.05	0.07	0.09



## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 24

**Q.10 How acceptable or otherwise are each of the following as causes of road works in your area?**

**Updating sewerage and utilities infrastructure**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Acceptable	929 93%	444 93%	485 93%	104 87%	151 95%	186 94%	156 92%	140 94%	193 93%	242 93%	277 96%	196 93%	215 90%	236 90%	248 95%	230 93%	135 95%	81 92%
Very acceptable	(4) 497 50%	241 50%	255 49%	47 40%	68 43%	93 47%	89 53%	81 55%	118 57%	130 50%	146 50%	104 50%	116 48%	118 45%	126 48%	137 55%	77 54%	40 45%
Fairly acceptable	(3) 433 43%	203 42%	230 44%	57 48%	82 52%	93 47%	67 40%	59 40%	75 36%	111 43%	131 45%	92 44%	99 41%	118 45%	122 47%	94 38%	58 41%	41 47%
Fairly unacceptable	(2) 39 4%	20 4%	19 4%	10 9%	6 4%	8 4%	5 3%	5 3%	5 2%	13 5%	6 2%	9 4%	11 5%	13 5%	7 3%	12 5%	2 2%	5 5%
Very unacceptable	(1) 27 3%	13 3%	14 3%	4 4%	2 1%	3 1%	7 4%	3 2%	8 4%	3 1%	7 3%	5 3%	11 5%	11 4%	6 2%	5 2%	4 3%	1 1%
NET: Unacceptable	65 7%	33 7%	32 6%	15 13%	8 5%	11 5%	12 7%	7 5%	13 6%	16 6%	13 4%	14 7%	22 9%	24 9%	12 5%	17 7%	6 5%	5 6%
Don't know	5 1%	2 1%	3 1%	- -	- -	1 1%	1 *	1 1%	2 1%	2 1%	- -	- -	3 1%	2 1%	2 1%	- -	- -	1 2%
Mean	3.41	3.41	3.41	3.23	3.37	3.40	3.41	3.49	3.47	3.43	3.43	3.40	3.35	3.32	3.41	3.47	3.47	3.39
Standard deviation	0.69	0.70	0.69	0.76	0.61	0.64	0.75	0.65	0.73	0.65	0.66	0.69	0.77	0.76	0.65	0.68	0.68	0.63
Standard error	0.02	0.03	0.03	0.09	0.05	0.05	0.05	0.05	0.06	0.04	0.04	0.05	0.05	0.05	0.04	0.04	0.06	0.07

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 25

**Q.10 How acceptable or otherwise are each of the following as causes of road works in your area?**

**Making water and energy supplies more environmentally friendly**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Acceptable	948 95%	451 94%	497 95%	118 99%	147 93%	188 95%	159 95%	141 95%	195 94%	240 92%	281 97%	202 96%	225 94%	250 95%	245 94%	234 95%	135 96%	83 95%
Very acceptable	(4) 584 58%	272 57%	312 60%	75 63%	86 55%	120 60%	94 56%	92 62%	117 56%	136 52%	167 58%	129 61%	152 63%	159 61%	149 57%	149 60%	79 56%	47 54%
Fairly acceptable	(3) 364 36%	179 37%	185 36%	43 36%	61 38%	68 34%	65 39%	49 33%	78 38%	104 40%	114 39%	73 35%	73 30%	91 35%	96 37%	85 34%	56 40%	36 41%
Fairly unacceptable	(2) 33 3%	20 4%	13 2%	1 1%	6 4%	8 4%	7 4%	5 3%	7 3%	12 5%	6 2%	6 3%	9 4%	8 3%	10 4%	11 4%	4 3%	1 1%
Very unacceptable	(1) 10 1%	4 1%	6 1%	- -	4 2%	1 *	1 1%	1 1%	2 1%	4 2%	1 *	- -	4 2%	* *	5 2%	1 *	2 1%	1 2%
NET: Unacceptable	43 4%	24 5%	19 4%	1 1%	10 6%	9 4%	8 5%	6 4%	9 5%	16 6%	7 3%	6 3%	13 6%	9 3%	15 6%	12 5%	6 4%	2 2%
Don't know	9 1%	5 1%	5 1%	- -	2 1%	2 1%	1 *	1 1%	4 2%	4 1%	1 *	2 1%	2 1%	3 1%	2 1%	1 1%	- -	3 3%
Mean	3.54	3.52	3.56	3.62	3.47	3.56	3.50	3.58	3.51	3.45	3.55	3.59	3.56	3.58	3.50	3.56	3.51	3.51
Standard deviation	0.61	0.62	0.61	0.50	0.69	0.59	0.62	0.60	0.63	0.66	0.56	0.55	0.66	0.56	0.66	0.60	0.63	0.61
Standard error	0.02	0.03	0.03	0.06	0.05	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.06

## Utilities Survey

### CATI Fieldwork : January 16th-18th 2009

Absolutes/col percents

Table 26

**Q.10 How acceptable or otherwise are each of the following as causes of road works in your area?**

**Putting in traffic management tools e.g. speed bumps**

**Base: All respondents**

	Gender			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1000	514	486	70	161	192	211	203	163	327	254	173	246	252	260	251	145	92
Weighted base	1000	480	520	119	158	198	168	148	208	260	290	210	240	262	262	247	141	88
NET: Acceptable	584	253	332	84	113	127	99	71	91	146	160	128	151	163	145	141	75	60
	58%	53%	64%	70%	71%	64%	59%	48%	44%	56%	55%	61%	63%	62%	55%	57%	53%	68%
Very acceptable	(4) 231	102	129	19	38	60	43	29	42	45	52	62	72	64	57	47	30	34
	23%	21%	25%	16%	24%	30%	26%	19%	20%	17%	18%	30%	30%	24%	22%	19%	21%	39%
Fairly acceptable	(3) 353	151	202	64	75	67	55	43	49	101	108	66	79	99	88	94	45	26
	35%	31%	39%	54%	47%	34%	33%	29%	24%	39%	37%	31%	33%	38%	34%	38%	32%	30%
Fairly unacceptable	(2) 185	91	94	19	23	35	28	27	53	49	71	31	34	39	50	56	31	9
	18%	19%	18%	16%	14%	18%	17%	18%	25%	19%	24%	15%	14%	15%	19%	23%	22%	11%
Very unacceptable	(1) 225	132	92	16	23	35	42	49	60	65	58	50	52	58	66	49	34	17
	22%	28%	18%	13%	15%	18%	25%	33%	29%	25%	20%	24%	22%	22%	25%	20%	24%	19%
NET: Unacceptable	410	223	187	35	46	70	70	76	113	113	129	81	86	97	116	105	65	26
	41%	47%	36%	30%	29%	35%	41%	51%	54%	44%	45%	39%	36%	37%	44%	43%	46%	30%
Don't know	6	4	2	-	-	1	-	1	4	1	1	1	3	2	1	1	1	1
	1%	1%	*	-	-	*	-	1%	2%	*	*	1%	1%	1%	*	*	1%	2%
Mean	2.59	2.47	2.71	2.73	2.80	2.77	2.60	2.35	2.36	2.49	2.53	2.67	2.72	2.65	2.52	2.56	2.50	2.89
Standard deviation	1.08	1.11	1.03	0.89	0.97	1.07	1.12	1.13	1.11	1.05	1.01	1.14	1.12	1.08	1.09	1.02	1.09	1.14
Standard error	0.03	0.05	0.05	0.11	0.08	0.08	0.08	0.08	0.09	0.06	0.06	0.09	0.07	0.07	0.07	0.06	0.09	0.12