



**Executive summary**

**Introduction**

In this report, research techniques and methods for assessing consumer trust and confidence are appraised, and appropriate methodologies that may be applied to the drinking water sector are discussed, providing recommendations for future research directions.

**Importance**

The primary aim of the report is to develop methods for further study in the TECHNEAU project. The report will inform methods in the next phase of Work Area 6.

**Approach**

This is an overview of research methods designed to assess consumer trust and confidence.

**Result**

Overview of general methodological considerations; appraisal of existing operationalisations of trust and confidence; and discussion of methodological approaches.

**More information**

The report is Deliverable 6.1.1

Authors:

- Dr. Tanika Kelay
- Ms. Irene Vloerbergh
- Dr. Jonathan Chenoweth
- Prof. Greg Morrison
- Ms. Christina Lundéhn
- Ir. Toine Ramaker
- Dr. Chris Fife-Schaw

For further information please contact:

Dr Tanika Kelay  
Dept of Psychology  
University of Surrey  
Guildford  
UK  
GU2 7XH  
Tel: +44 (0)1483 686861  
e-mail: t.kelay@surrey.ac.uk

## TECHNEAU Knowledge Integrator (TKI) categorisation

### *Categorisation of Knowledge Packages*

Categorisation (i.e. classification, contains and constraints) of knowledge packages (KPs) can be carried out by 'checking' the appropriate boxes in the attached tables. For example, for a KP investigating point-of-use treatment suitable for a developing world country, the following might be checked:

*Classification:* Process chain – Tap (Customer) – Point-of-use (POU).

*Contains:* Report; Literature review.

*Constraints:* Low cost; Simple technology; No/low skill requirement; No/low energy requirement; No/low chemical requirement; No/low sludge production; Developing world location.

Note that only the lowest level classification needs to be checked, e.g. Point-of-use (POU) in the above example.

*Meta data* can be included under the 'More Information' section of the Executive Summary Report, i.e. Author(s), Organisation(s), Contact details (name and email), Quality controller (name and organisation) and Date prepared. (The TKI administrator can enter Source (= TECHNEAU), Date submitted (TKI) and Date revised (TKI)).

## TKI Categorisation

TKI Categorisation			
Supply Chain		Classification	
Supply Chain	Process Chain	Process Chain (cont'd)	Water Quality
			<b>Water Quantity (cont'd)</b>
<b>Source</b>	<b>Raw water storage</b>	<b>Sludge treatment</b>	
- Catchment	- Supply reservoir	- Settlement	- Leakage
- Groundwater	- Bankside storage	- Thickening	- Recycle
- Surface water	<b>Pretreatment</b>	- Dewatering	
- Spring water	- Screening	- Disposal	<b>Chemical</b>
- Storm water	- Microstraining	<b>Chemical dosing</b>	- Organic compounds
- Brackish/seawater	<b>Primary treatment</b>	- pH adjustment	- Inorganic compounds
- Wastewater	- Sedimentation	- Coagulant	- Disinfection by-products
<b>Raw water storage</b>	- Rapid filtration	- Polyelectrolyte	- Corrosion
- Supply reservoir	- Slow sand filtration	- Disinfectant	- Scaling
- Bankside storage	- Bank filtration	- Lead/plumbosolvency	- Chlorine decay
<b>Water treatment</b>	- Dune infiltration	<b>Control/instrumentation</b>	<b>Microbiological</b>
- Pretreatment	<b>Secondary treatment</b>	- Flow	- Viruses
- Primary treatment	- Coagulation/flocculation	- Pressure	- Parasites
- Secondary treatment	- Sedimentation	- pH	- Bacteria
- Sludge treatment	- Filtration	- Chlorine	- Fungi
<b>Treated water storage</b>	- Dissolved air flotation(DAF)	- Dosing	<b>Aesthetic</b>
- Service reservoir	- Ion exchange	- Telemetry	- Hardness / alkalinity
			- pH
<b>Distribution</b>	- Membrane treatment	<b>Analysis</b>	- In regulations and regulators
- Pumps	- Adsorption	- Chemical	<b>Willingness-to-pay/acceptance</b>
- Supply pipe / main	- Disinfection	- Microbiological	- For safety
<b>Tap (Customer)</b>	- Dechlorination	- Physical	- For improved taste/odour
- Supply (service) pipe	<b>Treated water storage</b>		- For infrastructure
			- For security of supply



