

Urban Water Strategy customer survey

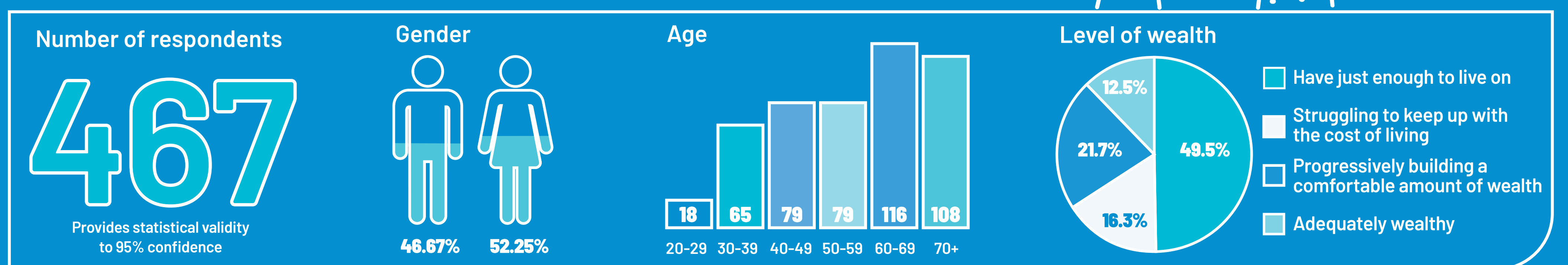
Between February and April 2026, we invited our customers to complete our Urban Water Strategy Survey.

We asked them to consider the value they place on water and what trade-offs, if any, they'd be willing to accept to balance water security, water bills, environmental impacts, and community value.

Here's what we heard!



Who responded



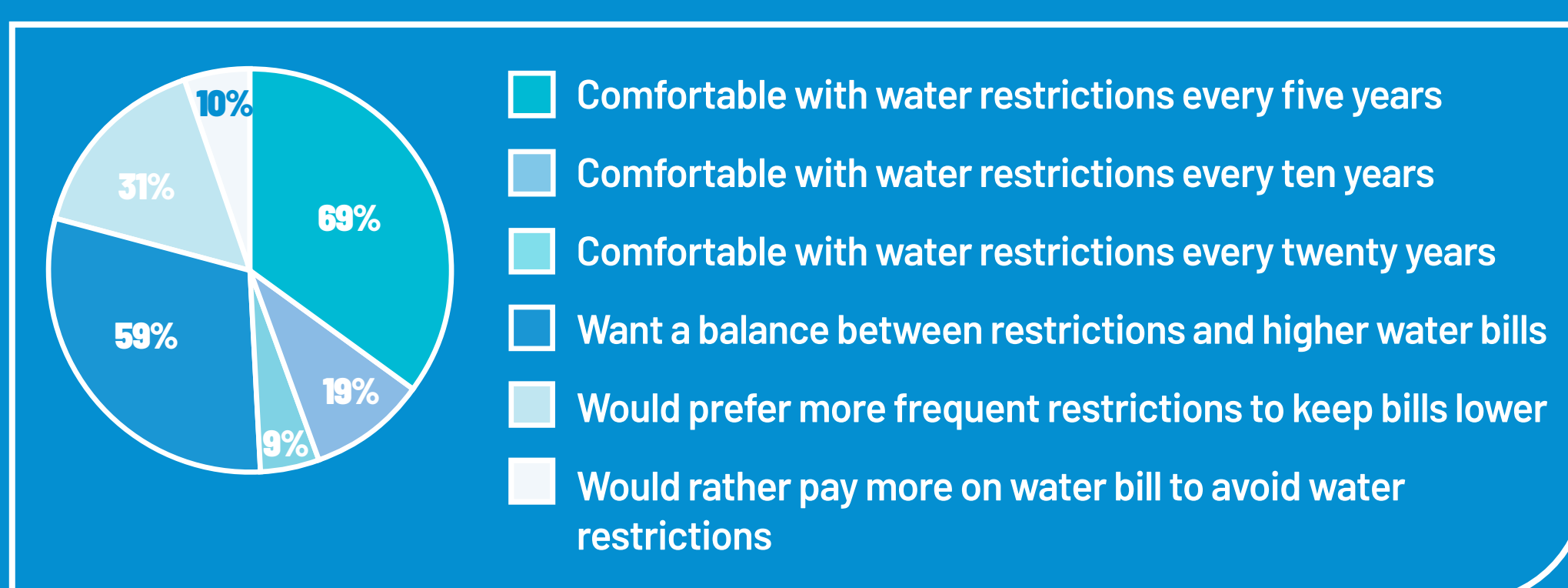
Most valued water uses (top three)



There is strong support for investment in climate resilience



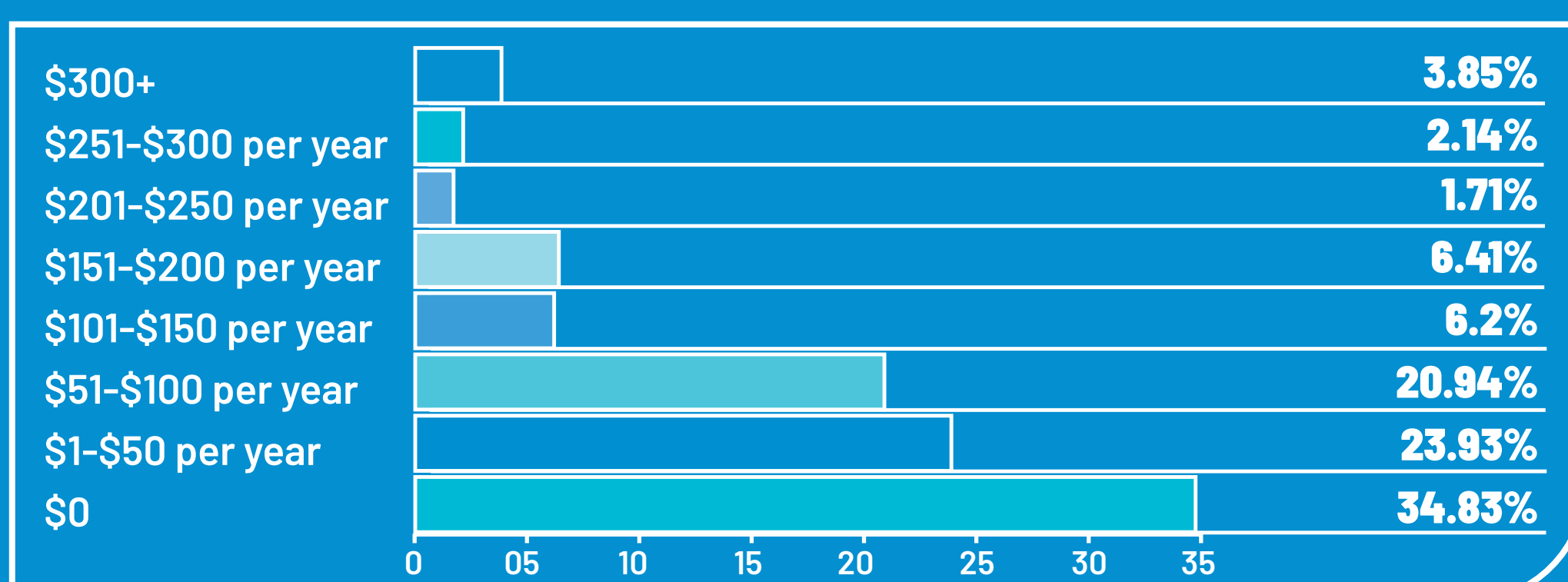
When considering water restrictions



There is a growing appetite for the use of recycled water



Willingness to pay for increased water security



If Stage 4 restrictions were required, we should prioritise



Our Urban Water Strategy Survey was the first phase of an ongoing customer engagement program.

Find out more and learn how you can contribute to this important conversation at connect.coliban.com.au/UWS2027.

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