

## What is water to you?

### Frequently Asked Questions

**Q:** Why does Council want to know how I use and value water?

**A:** The responses that the community provide will be considered in the long-term planning of water assets.

**Q:** Is this survey being undertaken due to the current drought conditions?

**A:** No. Gladstone Regional Council has been drought declared since 1 May 2019. Council has launched a region wide Water Wise campaign to inform and educate the Gladstone Region to help the community develop good water habits. This survey is separate to that campaign and the survey responses will be used to help understand how residents in the Gladstone Region use and value water, regardless of climatic conditions such as drought.

**Q:** Will my survey responses affect my water rates for 2020/21?

**A:** No. Responses are being used for long-term asset planning.

**Q:** Will the survey information affect future water restrictions?

**A:** No. Water restrictions are governed by a drought management plan which specifies when water restrictions are implemented.

**Q:** Will I get individual bonus or rebates for using water efficiently?

**A:** No. If your survey responses indicate that you use water efficiently, there will be no bonus or rebates to you individually.

**Q:** When and where will I find out the results of the survey?

**A:** Preliminary survey results will be released to the online Conversations platform in May 2020.