

Ontap

Customer newsletter | April 2019

Make every drop count

Extreme heat during January saw increases in customer water use.



Our water supply system struggled to replenish reservoirs to meet the water demand in Lockhart, Boree Creek, Urana, The Gap and Wagga Wagga suburbs including Estella.

During this period, we asked customers to reduce their water use on gardens and lawns. We're very pleased with the way our communities responded to the request—thank you.

While our water supply system has since recovered and customers' water use was able to return to normal, it's a timely opportunity for us to think about our water use and how we can save this resource.

Water conservation practices are often easy and should be applied all year round. It's not only great for the environment but you'll reduce your bill which means savings for you. In many cases, you'll also be doing your garden and lawns a big favour.

Our fixed sprinkler ban remains in place for all customers between 10am and 5pm.

See our table on the next page for our water wise tips developed in partnership with ErinEarth.



New Reservoirs

Site earthworks have been completed following blasting and hammering to remove rock. The contract for construction of two 11-megalitre reservoirs on Willans Hill has been awarded to Hornick Constructions Pty Ltd.

Water issues?



If you're experiencing issues with water supply or a water-related emergency, call us on **6922 0608** 24 hours a day, seven days a week.



Water wise tips

Tip	Benefit
 Hit target areas when watering and not nearby buildings, driveways and roads	Let's your garden and lawn get the full benefit
 Use your finger to test soil moisture before watering—if it's moist, you don't need to water	Overwatering can have a negative impact by creating thirsty plants which are more water-dependent
 Water in the morning or at night to reduce evaporation loss	Helps plants recover from the heat and reduces the risk of leaf burn
 Reduce water use by targeting intended areas with a trigger nozzle	Gives weeds less chance to germinate and results in more efficient watering
 Don't over water gardens and lawns	Daily watering encourages shallow roots that dry out quicker. Riverina lawn varieties can handle drying out for up to a few days, even in really hot weather
 Water longer and less frequently	Encourages deeper root growth rather than shallow roots that will quickly dry out. This also results in more stable and healthier plants

Water filling station drought relief

We've introduced a drought relief package for residents in our supply area who aren't directly connected to our water supply network.

Water can be accessed at water filling stations in Holbrook, Lockhart, The Rock, Yerong Creek, Pleasant Hills, Henty and Wagga suburbs including Glenfield, Lake Albert, Estella, Forest Hill and Bomen.

Eligible residents will be issued an electronic key for \$100 (current price \$295). This amount is fully refunded when the key is returned on or before 31 December 2019.

Water is charged at the current minimum price of \$1.46kl for all eligible residents including those who already have keys.

Connect with us

We're on social media. You can follow us at:

-  facebook.com/RiverinaWater
-  twitter.com/RiverinaWater
-  instagram.com/rivwater

Large bill?

Due to recent hot weather your bill may be higher than normal. If you're having trouble paying, call us to discuss options. We can arrange a payment plan or we can set up an ongoing direct debit.

