

Ontap

Customer newsletter | October–December 2023

The Uranquinty Water Tower now pays tribute to the first Aboriginal military aviator, Len Waters, and the role of women at the local training base.

Riverina Water is proud to have contributed funding to this project by the local progress association.



More than water | Giving back to our community

In 2023–24, Riverina Water will invest more than \$400,000 in initiatives to enrich the lives of the tens of thousands of people across our supply area.

Our Customer and Community Engagement Strategy 2023/24–2025/26 sets out how we can connect with you; and ways we can enrich the lives of the many unique communities across our 15,000sqkm supply network.

“We understand that our community and customers are our most

important asset,” Riverina Water CEO Andrew Crakanthorp said.

“The first year of this plan in 2023/24 will see the continuation of our grants program in a revised format, maintaining our Tap2Go refill station installation program across the region, developing a Reconciliation Action Plan, the implementation of new customer software and other important initiatives.

“We look forward to the positive impact this strategy will have on the 77,000 people who rely on Riverina Water to supply safe and reliable drinking water every day.”



Daylight savings means it's time to be smarter about our water usage

Longer, warmer days mean we all need to do the right thing when it comes to water.

During daylight savings, don't use sprinklers or irrigation systems during the heat of the day from 10am to 5pm. Water will be lost to evaporation and you can do more harm than good to your lawn and garden.

Find out more at rwcc.nsw.gov.au/savewater.

Water issues?

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



Riverina Water still providing some of the most affordable water in NSW

An average residential bill has increased by just \$34 a year in 2023-24.

Riverina Water's Operational Plan 2023/24 was adopted in June, including a modest increase to fees and charges; along with a continued focus on improving the supply network through the capital works program.

Riverina Water Chairperson, Councillor Tim Koschel, said the reasonable increases balanced being financially responsible while keeping water affordable for the community, business and industry.

"Our mission is to provide our community with safe, reliable water at the lowest sustainable cost," Cr Koschel said.

"Through strategic planning and good financial management, our water charges are continually some of the lowest in the state; in fact, this will be the first increase to our availability charges since 2014/15.

"We understand that the cost of living is rising across all areas, so we are proud that these proposed price changes have been kept to a minimum – an average of 65 cents per week for an average household."

Fees and charges breakdown

Availability charges

\$5 per quarter increase, the first since 2014/15

Usage charges

Modest 3% increase to water usage charges

What does this mean for me?

Overall, a typical residential bill will increase by about \$34 a year on average in 2023-24, about 65 cents per week.

How does a Riverina Water bill compare to others?

Our residential availability charge of \$180 per annum is still in line with the state median and well below the national median of \$269 per year..

Visit our website for a full list of current fees and charges, rwcc.nsw.gov.au/watercharges

Did you know? About 50% of water use in summer is just from watering lawns



Owen Lyons (second from left) presents Living Water to Board Members recently.

Our network brought to life by Wiradjuri artist

Riverina Water recently commissioned a large-scale artwork by acclaimed Wiradjuri artist Owen Lyons.

The artwork, titled Living Water, shows the Murrumbidgee River and Wagga Wagga along with Marshalls Creek, which runs adjacent to Riverina Water's

main offices and water treatment plant.

The smaller meeting places or campsites represent the many communities and towns across Riverina Water's supply area, while symbols and animals such as the goanna and platypus represent Wiradjuri country.



Operations Supervisor Scott Mutimer (second from left) speaks to local students at the Wagga Wagga water treatment plant's river intake.

Career paths on show for region's students

This year we were privileged to host an industry tour for students from across the Riverina.

The tour provided students with an educational insight to the various trades we have here at Riverina Water.

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