

# Ontap

Customer newsletter | July-September 2023

## Experienced leader joins Riverina Water's team

Troy Van Berkel has joined Riverina Water in the role of Director Engineering.

Mr Van Berkel was previously employed as the General Manager Service Delivery and Operations at Lower Murray Water, based in Mildura.

Prior to joining the Victorian industry leader in 2013, Mr Van Berkel was a Water Quality Engineer and then the Wastewater Team Leader at Central Highlands Water in Ballarat.

"Troy brings with him a wealth of industry knowledge and expertise and we are delighted that he has joined our award-winning team," Riverina Water CEO Andrew Crakanthorp said.

"He has 15 years' leadership experience in the water sector managing large and diverse teams, while identifying, planning, and delivering required strategic initiatives.

"Troy joins us at an exciting period in our history, with our region experiencing significant growth and our organisation adapting and changing to meet the future needs



### Director Engineering Troy Van Berkel

of our customers and community."

Mr Van Berkel has a Masters of Civil Engineering from Federation University and an MBA, among other qualifications.

"Since starting with Riverina Water in mid-May I have spent my time learning as much about the organisation and community as possible," Mr Van Berkel said.

"I'm looking forward to supporting the team at Riverina Water and identifying opportunities to continually improve our service delivery to our customers."

### You'll notice a small change to your water account

From 1 July 2023, all Riverina Water account numbers now have additional digits, with a "-01" added to the end.

For example, your previous water account number of 98765 is now 98765-01.

Your BPay details have also changed to reflect this.

Your old account number and BPay details will still work with payments or when contacting us, however, we recommend updating your records to minimise any potential issues in the future.

You can find your new account details on your bill.

This change is due to the continued roll out of our new software system. As part of a multimillion-dollar investment, Riverina Water will be equipped with industry-leading software to serve our community and customers in the most efficient and effective way.

In future stages of the project, a customer self-service portal will be developed to offer more services digitally to complement our existing customer service.

## Changes to fees and charges in 2023-24

Please visit our website for information regarding modest increases to water costs this financial year: [rwcc.nsw.gov.au/watercharges](http://rwcc.nsw.gov.au/watercharges)

# Water quality and customer service given high scores in annual survey

Riverina Water's latest Customer Satisfaction Survey has again given the county council high marks for water quality and customer service.

The survey was undertaken throughout April and May, with more than 800 responses from across Riverina Water's supply area of the Wagga Wagga City, Lockhart Shire and parts of Greater Hume and Federation council areas.

Overall satisfaction with customer service was rated as very high with an average score of 4.69 out of 5, while all water quality indicators remained rated as high or very high level of satisfaction.

"We received an outstanding response from the community this year. We thank our customers for providing important feedback and recognising our commitment to provide safe and reliable drinking water to our region" Riverina Water CEO Andrew Crakanthorp said.

An increase in customer participation generated a diverse range of age, gender, and household size across the region contributing to the overall satisfaction average.

## 2022 Customer Satisfaction Survey

All scores are average out of 5. Scores greater than 3.75 are rated high satisfaction, scores greater than 4.5 are rated very high satisfaction.

### Customer Service

- › Overall satisfaction 4.72
- › Meeting needs on first contact 4.74
- › Handling with accuracy 4.71
- › Ease of doing business 4.73

- › Contact was dealt with quickly 4.72
- › Staff skill and knowledge 4.75
- › Friendly and caring service 4.74
- › Convenient opening hours 4.62

- › Website information 4.42

### Water quality

- › Taste 4.27
- › Smell 4.39
- › Clarity 4.36
- › Pressure 4.10
- › Supply reliability 4.76

The survey identified customers who contacted Riverina Water within the past 12 months were very satisfied with staff's ability to meet their needs on the first contact, with a same day response time of 80%.

"Staff at Riverina Water continue to provide a sustainable high rate of water quality and customer service to the community. I praise all staff for their ongoing work and believe the results of the survey speak for themselves" Mr Crakanthorp said.

For the second consecutive year participants entered the draw to win their

water for a year. The lucky winners from Tatton in Wagga Wagga will have their water bill paid for the next 12 months up to the value of \$800.

The positive survey results were reflected in the latest NSW Government's local water utility data for 2021-22, with Riverina Water averaging 6.68 complaints per 1000 properties, below the state median of 7.19.

The data also confirmed Riverina Water's status as the largest inland local water utility in the state, along with being sixth overall for connected properties and third for potable water produced.



Three local charities received a \$3000 boost each thanks to Riverina Water's support of Wagga Takes 2 this year. The golden buzzer, sponsored by Riverina Water, was a

highlight of each night of the event, with performers Peter, Luke and Jeff expressing their thanks to Riverina Water CEO Andrew Crakanthorp (pictured second from right).

## Students get hands-on experience

Riverina Water proudly sponsored the 2023 Build a Bridge and get over it, run by REROC.

The three-day camp encourages 24 students to consider a career in civil engineering.

Riverina Water engineering staff members, including Matt Jackson



(pictured right) attended the event again this year to support

the students in designing a bridge which must span a small creek.

## Connect with us

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

 [facebook.com/RiverinaWater](https://www.facebook.com/RiverinaWater)

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 [instagram.com/rivwater](https://www.instagram.com/rivwater)

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