

Ontap

Customer newsletter | January-March 2024

Helping provide safe water across the world

Riverina Water is sharing its knowledge and expertise with a Vietnamese water utility.

In November 2023, a group of nine visitors from An Giang Centre for Rural Water Supply and Sanitation in Vietnam were with us touring our facilities, talking with our staff and learning about the way we do things here at Riverina Water.

The partnership is led by the Australian Water Association and saw Riverina Water staff visit An Giang in 2019 to observe their practices and provide insights and advice.

"We're proud to be a part of this program and it is fantastic to see representatives from An Giang able to see our operations first-hand after the program was on hold during Covid-19," Riverina Water CEO Andrew Crakanthorp said.

The 2023 Vietnamese delegation toured Riverina Water's new \$44M Wagga Wagga Water Treatment Plant and visited many outlying rural facilities. They were also able to observe maintenance works in



progress and participate in several workshops on our organisation's key functions - including asset management, meter reading, customer service and more.

"Our Vietnamese counterparts greatly enjoyed their time here in Wagga and found the visit invaluable," Mr Crakanthorp said.

Discussions are under way to continue the knowledge-sharing program, which is made possible by partnership facilitator the Australian Water Association and the Commonwealth Government via the Australian Water Partnership.



SHARING KNOWLEDGE: Riverina Water recently hosted a delegation from a Vietnamese water utility as part of partnership facilitated by the Australian Water Association. The visitors from An Giang Province gained valuable insight into our award-winning water supply practices.

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 goes from strength-to-strength in 2022/23 annual report

Riverina Water's Annual Report for 2022/23 reflects on another successful year delivering safe and reliable water to our customers.

Riverina Water supplied 12,586 megalitres of drinking water to customers – an increase of 220 megalitres on the production figure for 2021-22.

"In 2022/23 we again invested in maintaining our network, with more than 8.9km of mains replacements made," CEO

Andrew Crakanthorp said.

"It was also pleasing to reflect on how we support our community and customers, with more than \$77,000 in donations provided to 26 community organisations along with waiving almost over \$34,000 in water charges in the form of undetected leak rebates."

Riverina Water's annual customer survey results were again strong in 2022/23; rating customer service and water quality highly.

Eighty per cent of customers who

contacted Riverina Water reported being able to resolve their issue on the same day of contact.

The local water utility's complaints rate of 6.68 per 1000 properties remained below the NSW state median of 7.19.

In 2022-23, Riverina Water also endorsed and began implementing our new Community and Customer Engagement Strategy to support the residents who are at the centre of everything that we do.

rwcc.nsw.gov.au/annualreport



Photo: Campbell Cole Photography

Cultures combine with fresh Fusion water

Wagga Wagga City Council's popular multicultural festival Fusion was held again in October 2023, bringing the community together to celebrate the 110-plus cultures that form the city's rich tapestry.

Fusion has grown to become a highlight on Wagga's annual event calendar and this year Riverina

Water helped attendees stay hydrated with the a pop-up bar featuring flavoured waters.

Festival-goers brought a drink bottle or used compostable cups to enjoy tastes from around the world – such as refreshing watermelon and rosemary or zesty lime, ginger and lemongrass.

A reminder about your account details

From 1 July 2023, all Riverina Water account numbers now have additional digits at 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.



Engineering and local government professionals from the region recently toured our Wagga Wagga Water Treatment Plant. The Institute of Public Works Engineering Australasia NSW & ACT South West regional forum delegates were walked through the \$44M state-of-the-art plant, which is designed to meet the needs of the growing population in Wagga and surrounds over the next 30 years.

Learn more about the plant: rwcc.nsw.gov.au/wtp

Update your contact information online: rwcc.nsw.gov.au/mydetails

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