

# Ontap

Customer newsletter | July–September 2024

## Consistently high water quality and service

Riverina Water's latest Customer Satisfaction Survey has once again returned high results for water quality, reliability and customer service.

The survey received more than 500 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 water reliability was very high, while all water quality indicators remained rated as at a high or very high level of satisfaction.

"Listening to our community's feedback on our performance and service is very important to us," Riverina Water CEO Andrew Crakanthorp said.

"We take great pride in providing safe and reliable drinking water, and our survey results have been consistently high for several years now.

"It is a clear message from our customers that our staff are going above and beyond to provide great service in all areas."

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.

Over 80% of those surveyed had their requests resolved on the same day and 97% resolved within a week.

All requests made out of hours to were resolved by the next business day.

"This year, we also asked new questions to understand customer priorities and our overall performance," Mr Crakanthorp said.

"Water supply reliability, water quality customer service and affordability were among the biggest priority areas.

"Pleasingly, the satisfaction scores in these areas were strong; rating either high or very high.

"While the overall scores are high, we do acknowledge we have work to do in some areas of the network, for example regarding water pressure.

"We will continue to actively listen to our customer concerns and queries and provide the best outcomes for all.

"We thank our customers for your important feedback, and on behalf of the Board I thank our staff for their work over the past 12 months."

### 2024 Customer Survey results summary

All scores are an average out of 5. Scores greater than 3.75 are rated High Satisfaction, scores greater than 4.5 are rated Very High Satisfaction.

#### What's most important to you?

- Water supply reliability
- Water quality
- Efficient and reliable customer service
- Water affordability

#### How did we perform?

Overall trust in Riverina Water	4.30
Our reputation as a service provider	4.30
Water affordability	3.80

#### Water quality indicators

Reliability	4.65
Clarity	4.25
Taste	4.06
Smell	4.18
Pressure	4.06

#### Customer service indicators

Overall satisfaction	4.54
Meeting needs on first contact	4.67
Handling with accuracy	4.71
Contact was dealt with quickly	4.65
Staff skill and knowledge	4.69
Friendly and caring service	4.70

## Changes to fees and charges in 2024-25

Please visit our website for information on water fees and charges taking effect from 1 July 2024: [rwcc.nsw.gov.au/watercharges](http://rwcc.nsw.gov.au/watercharges)

# Riverina Water continues to share engineering expertise in Vietnam

Representatives from Riverina Water toured Vietnam in March, taking part in the next stage of a partnership between the Australian Water Association and Vietnam National Centre for Rural Water Supply and Sanitation formed in 2019.

Riverina Water representatives met with staff at the Australian Consulate in Ho Chi Min City, before participating

in site visits, workshops and discussions in An Giang Province aimed at sharing knowledge and skills.

"Our facilities, systems and practices in the Riverina are of a world-leading standard, and we value the chance to share knowledge that can help improve water supply standards globally," Director Engineering Troy van Berkel said.



**SHARING KNOWLEDGE:** Representatives from Riverina Water, An Giang Centre for Rural Water Supply and the Australian Water Association in Vietnam.



**HARD AT WORK:** The crew braving the early morning cold weather to continue mains construction near Boree Creek.

## Work well under way for 42km pipeline project

Work continues steadily on the new 42km water main connecting Boree Creek to Morundah - with the works crew reaching the 10km milestone in June.

This pipeline will eliminate the future raw water quality risks associated with extracting water from the Yanco Creek, as well as plant performance risks, and provide a higher quality potable drinking water for the residents of Morundah.

Residents along the pipeline's path along Strontian/Greenvale roads will also have the opportunity to connect to the network, offering a more reliable water supply for primary producers.

The project is scheduled to be completed by the end of 2024.

## Helping building vital infrastructure in Nepal

Over the last six years, Riverina Water has collaborated with South Wagga Rotary on humanitarian projects in Sindhuli and Banepa, Nepal.

The latest visit took place in April 2024, with staff members Fiona Smith and Ryan Thompson making the trip with Rotary volunteers.

During their stay in Sindhuli, Fiona and Ryan helped install a pump, pipeline, and filter that spanned a small creek and extended 400 metres uphill; giving the school a reliable and safe water source.

"It was a fantastic experience getting to work over there," Ryan said.

"It has really given me a sense of how privileged we are to have good quality drinkable tap water here in Australia, and how lucky we are to be able to access top quality equipment, tools and products."



**GIVING BACK:** Fiona Smith (top right) and Ryan Thompson (above) were both thankful for the opportunity to travel to Nepal and support the community.

## Stay informed about your water supply

You may have noticed an increase in media reports about PFAS contamination and drinking water.

You can find the latest community updates about this issue on our website.

[rwcc.nsw.gov.au/pfas](https://rwcc.nsw.gov.au/pfas)

### Connect with us

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