

Ontap

Customer newsletter | July - September 2026

2026/27 water charges among NSW's lowest

Riverina Water’s fees and charges have changed for 2026/27; with a typical residential household’s bill to increase by less than \$1 per week.

An 8% increase to water access, water usage and sundry charges has been adopted by the Riverina Water Board from 1 July 2026 after being open for community feedback earlier this year.

"The Board carefully considers any changes to fees and charges; balancing the cost pressures facing our organisation with our responsibility to maintain the infrastructure and services our communities rely on," Riverina Water Chairperson, Councillor Gail Driscoll, said.

"Riverina Water continues to provide some of the most affordable drinking water in the state. Our fees and charges are the sixth lowest in the latest comparison data, with our average annual residential bill more than \$250 lower than the NSW median."

The fees and charges form part of Riverina Water's 2025/26-2028/29 Delivery Program, 2026/27 Operational Plan and 2026/27-2035/36 Long Term Financial Plan.

Like households and businesses across

Charge Type	Riverina Water 2025/26	Riverina Water 2026/27	2024/25 NSW median
Annual access charges	\$198	\$212	\$258
- Quarterly breakdown	\$49.50	\$53	\$64.53
Step 1 usage tariff per kl	\$1.77	\$1.91	\$2.80
Step 2 usage tariff per kl	\$2.65	\$2.86	\$4.30
Annual residential bill (200kl)	\$552	\$598	\$852

the region, Riverina Water continues to experience rising costs across materials, energy and day-to-day operations. At the same time, ongoing investment is needed to maintain and renew infrastructure, support population growth and ensure a safe and reliable water supply for the more than 77,000 people who rely on Riverina Water every day.

With this in mind, this year's budget includes almost \$21M in capital works, including:

- \$11M on Riverina Water's solar farm and energy storage project
- \$3.3M in water main replacement and installation
- \$1.7M for treatment plant projects
- \$1M for reservoir projects

"Providing safe, reliable water requires ongoing investment in infrastructure, maintenance and planning," Chief Executive Officer Andrew Crakanthorp said.

"Our region is growing, and we need the right infrastructure in place at the right time to support that growth. Whether that's additional treatment capacity, increased storage, or continuing to maintain and expand our supply network."

To learn more about 2026/27 fees and charges, visit rwcc.nsw.gov.au/watercharges

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





FEMALE HELM: Riverina Water CEO Andrew Crakanthorp (right) with Cr Driscoll (middle) who has been appointed as Riverina Water's first female Chair and Cr Condron (left) elected as Deputy Chair

New female leadership at the helm of Riverina Water

Councillor Gail Driscoll was unanimously elected as Chairperson of Riverina Water earlier this year following the resignation of Cr Tim Koschel.

Cr Driscoll joined the Board in 2022 and was elected Deputy Chairperson in 2024. Following her elevation to Chair, Cr Allana Condron was elected to the position of Deputy Chair.

Cr Driscoll has the additional honour of being Riverina Water's first female Chair.

"Riverina Water has a proven record

of delivering safe and reliable water supply to our community at the lowest sustainable cost, and that remains our absolute priority," Cr Driscoll said.

"I look forward to working with our Deputy Chair, my fellow Board members and Riverina Water's dedicated staff to serve our community."

The pair will serve in the roles until October 2026, at which time elections will be held for the final two-year period of the current Board's term.

Checking for leaks at your home

1. Turn off everything in your house that uses water
2. Look at your water meter and note down the numbers on the red dials, taking a photo of the meter dials is the best method
3. Wait for at least 1 hour (with all taps etc still off)
4. Recheck your water meter. Any movement on the red dials indicates you have a leak.

If you are concerned or have identified a leak, you should contact a licensed plumber to fix it as soon as possible. Certain types of undetected leaks may be eligible for financial assistance by contacting our customer service team.

Our Community Grants Program continues in 2026

Applications for the annual funding initiative will open on Monday 31 August with a funding pool of \$100,000 on offer.

Grants of up to \$20,000 for Lockhart Shire, Federation and Greater Hume and up to \$40,000 for Wagga Wagga City Council area are on offer.

To start planning your clubs, not-for-profit or community groups' application, visit www.rwcc.nsw.gov.au/grants to read the grant guidelines and learn more.



SUPPORT: The Opening Doors Foundation provides housing for seniors and persons with a disability. Riverina Water gave the charity a \$5,000 donation in 2025/26, which was presented by Riverina Water's CEO Andrew Crakanthorp (left) and Chair Cr Gail Driscoll (right) to Opening Doors' Chair Scott Oehm and CEO Shane McMullen.

Sponsorships & donations another success for 2025/26

Riverina Water is proud to reflect on another successful year of community investment, with over \$100,000 in sponsorships and donations distributed across the region in 2025/26.

Each year, Riverina Water supports local events, community groups, and initiatives that make a real difference to the

people and places we serve. This year was no exception, with funding reaching a wide range of causes that reflect the diversity and vitality of our communities.

Among the events and programs supported in 2025/26 were the Riverina Harvest Festival, REROC's Science and Engineering Challenge, Wagga Wagga Takes Two and more.

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

 facebook.com/RiverinaWater

 instagram.com/rivwater

Update your details

Can we get in touch with you? Update your contact details at rwcc.nsw.gov.au/contactus so we can let you know about account issues, potential leaks and more