

Ontap

Customer newsletter | January - March 2026

Our customer service is the best in business

We've received national recognition for our commitment to customer excellence.

Riverina Water was awarded Customer Service Organisation of the Year – Local Government at the 2025 Australian Service Excellence Awards.

Judged by the Customer Service Institute of Australia (CSIA), the awards celebrate organisations and individuals that set the benchmark for service across all industries.

Riverina Water Chief Executive Officer, Andrew Crakanthorp, said the award reflects the organisation's ongoing focus on putting customers at the centre of everything we do.

"This award is an incredible achievement and a credit to our people," he said. "Our community expects reliable, modern, and responsive services; and our team continues to deliver that every day."

"It shows that our customer-first culture runs right through the organisation, whether its frontline staff or those that play vital roles behind the scenes."



"Our ongoing digital transformation project has streamlined our processes, improved response times and modernised our services."

CSIA judges highlighted Riverina Water's commitment to innovation and continuous improvement, stating:

"Riverina Water has proven that innovation in local government isn't just possible - it's transformative."

"Riverina Water has demonstrated that when local government prioritises clarity and accessibility, it strengthens community relationships and sets new standards for the entire industry."

The award follows Riverina Water being named a finalist earlier this year in the Australian Water Association Customer Experience Award for its digital transformation.



New depot underway to serve southern region

Riverina Water is investing in its regional communities with a more than \$3M overhaul of its depot at The Rock.

The depot serves as its hub for staff serving the southern part of the region - responding to water mains breaks, solving maintenance issues, improving the network and more.

Work began in October with new warehouse, office space and more to take shape over the coming months.

With improved storage space, crews will be able to have even better responsiveness to maintenance issues without travelling to Wagga for additional spares and materials.

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





TAPPED IN: Riverina Water staff (from left) James Dwerryhouse and Charlie Rose turn on the water with Chairperson Cr Tim Koschel.

More reliable water flows to regional communities

We've officially turned on the tap to a more secure and reliable water future for Morundah and surrounding rural properties, following the completion of the new Boree Creek to Morundah pipeline.

The 42-kilometre pipeline replaces the ageing Morundah Water Treatment Plant, connecting the community directly to Riverina Water's wider network and delivering high-quality drinking water to residents and primary producers along the pipeline's path.

"This pipeline significantly improves our system interconnectivity," Riverina Water Project Engineer James Dwerryhouse said.

"It means better water quality for residents, greater reliability during dry periods, and a stronger, more resilient network overall."

The Boree Creek to Morundah Pipeline Project forms part of Riverina Water's ongoing commitment to ensuring sustainable, high-quality water services across its regional network.

The 42km construction project include almost 20,000 work hours with 8000 cubic metres of sand to protect the pipe in the ground.

The pipeline eliminates future raw water quality risks associated with extracting water from Yanco Creek and frees up operational resources previously required to maintain the isolated Morundah treatment plant.

It also provides an opportunity for properties along the route to connect to the network, offering a consistent and dependable water source for agricultural and domestic use.

Riverina Water Chairperson, Councillor Tim Koschel, said the project is a major milestone in improving water quality and reliability for rural communities.

"This is a transformative project for Morundah and the surrounding district," Cr Koschel said. "By linking Morundah to the broader Riverina Water network, we've ensured a safe, reliable and high-quality water supply for generations to come."

Grassroots projects share in \$95,000 in grant funding

Almost \$100,000 in grant funding is flowing to 12 community groups across the region thanks to Riverina Water's grants program.

Residents in Wagga Wagga City, Lockhart Shire, Greater Hume and Federation councils are again sharing in the benefits of Riverina Water's funding initiative.

"This program is one of the many ways Riverina Water gives back to the community in a meaningful way," Riverina Water's Chief Executive Officer, Andrew Crakanthorp said. "These grants make a real difference in enhancing the lives of people living in our supply area."

"We are delighted that 12 diverse projects will now be made possible."

Funded initiatives this year included Festival by the Sub in Holbrook, improvements for the Tarcutta CWA, supporting St Vincent de Paul's outreach van program, accessible amenities at the Pleasant Hills community hub and more.

To find out more about the projects being funded, visit rwcc.nsw.gov.au/grants.

2025/26 grant recipients

- Wagga Wagga Combined Hockey Association (WWCHA): \$5,000
- Ladysmith Memorial Hall Committee: \$5,000
- Tarcutta CWA: \$10,000
- St Vincent de Paul Society NSW: \$10,000
- Wagga Weekender Music Festival: \$10,000
- Pleasant Hills Community Association: : \$10,000
- Lockhart Showground & Racecourse Management Committee: \$10,000
- Henty Respite Trust Ltd: \$10,000
- Holbrook Community Business Committee: \$5,000
- Woolpack Inn Museum Holbrook Inc: \$5,000
- Morundah Bush Entertainment Committee Incorporated: \$10,000
- Yanco Creek and Tributaries Advisory Council Inc: \$5,000

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 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