

Ontap

Customer newsletter | October - December 2025

Your water account at your fingertips

You can now access your Riverina Water account online.

With My Riverina Water, you can do everything from set up direct debit to see your water usage history.

If you previously used eNotices, you'll need to register and enrol in paperless billing, our bills will come via post.

With My Riverina Water, you can also:

- Access to your current and past bills
- Sign up to paperless billing
- Lodge service requests
- Make online payments and check the balance of your account
- Receive alerts and reminders for when your bill is due and more

Once you're signed in for the first time, simply select enrol in paperless billing.

If you have multiple properties, you only need to register once to access all your accounts. To register, visit my.rwcc.nsw.gov.au/register or see the link on the bottom right-hand corner on the front of your bill. For user guides and FAQs, visit rwcc.nsw.gov.au/account



We're improving water quality every day

In recent months, our team has been assembling a roof structure for a new aeration cover at the North Wagga water treatment plant.

This project will protect the future

water supply at North Wagga, maintaining water quality by eliminating birds and pests accessing our aeration basins and provide cover to prevent chlorine degradation.

Daylight savings means it's time to change your watering habits

Longer, warmer days mean we all need to do the right thing when it comes to water.

During daylight savings, don't use sprinklers or irrigation systems during the heat of the day from 10am to 5pm.

Water will be lost to evaporation and you can do more harm than good to your lawn and garden.

Find out more at rwcc.nsw.gov.au/savewater.

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



We're investing in people, places and possibilities

Being part of the Riverina means more than providing safe, reliable water every day.

It also means giving back to the communities that support us.

Riverina Water invests in local projects, groups and events that strengthen our region and create opportunities for people to connect and thrive.

Each year, more than \$100,000 is distributed through our grants program. These funds help community organisations bring their ideas to life, from improving facilities to supporting health, wellbeing and the environment.

In addition, we contribute through donations and sponsorships to a diverse range of events, projects and initiatives. In 2024/25, we injected a total of \$87,895.45 to a total of 31 recipients.

Riverina Water is also committed to reducing single-use plastic waste and providing easy access to drinking water through its Tap2Go program.

Permanent Tap2Go refill stations are installed throughout our supply area each year in a partnership with your local council – please contact them if you've got a great idea for a location. Portable Tap2Go stations are also available for community events to keep participants and visitors hydrated.



MORE THAN WATER: Some ways we've recently given back to our community include (clockwise from top left) a community grant project to provide storage for Holbrook Cricket Club, a Tap2Go station installed at The Rock Football Club, sponsoring NAIDOC Deadly 3x3 Basketball Gala Day and fostering the next generation of engineers at Build a Bridge.

Whether it is funding projects, backing local organisations or providing practical support through Tap2Go, our goal is the same: to reinvest in our community and help it thrive.

New School Award Program

Riverina Water is excited to launch a new school award program in 2025, with

funding provided to all schools in our supply area for end-of-year awards.

Schools across our footprint have been invited to take up the program, which rewards students who are committed to STEM, sustainability or their local community.

rwcc.nsw.gov.au/community

Average residential bill increases by \$1 a week in 2025/26 fees & charges

The average residential water bill will increase by only a \$1 a week under Riverina Water's fees and charges for 2025/26.

Along with a reputation for providing safe and reliable drinking water, Riverina Water has continually been one of the most affordable local water utilities in the state year-on-year.

For customers, it means that while a 10% increase in water charges may sound considerable, the impact to your hip pocket is minimal.

"Like many households and businesses, increases to constructions costs, materials and overheads have impacted

our operations," Riverina Water Chief Executive Officer Andrew Crakanthorp said. "Our mission is to provide safe and reliable drinking water at the lowest sustainable cost; and this is front of mind when discussing any changes to charges."

Based on the latest comparison data available, Riverina Water's proposed fees and charges are well below the NSW median.

For example, our residential quarterly access charge of \$49.50 is far less than the NSW median of \$58.52, while the same rings true for usage charges. A Step 1 tariff for the first 125 kilolitre per quarter is \$1.77/kl in 2025/26 for Riverina Water customers, compared to the NSW median of \$2.49/kl.

Connect with us

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.