

Ontap

Customer newsletter | April - June 2026

\$1.3 million Oura reservoir upgrade begins

Riverina Water has begun construction on a \$1.3 million upgrade to the Oura water reservoir.

The project will replace the site's two existing 100-kilolitre reservoirs with a new 1.2-megalitre reinforced concrete reservoir, improving water security and supporting demand and growth well into the future. Project Engineer – Infrastructure Robert Bruce said Riverina Water's 30-year plan identified the need for increased storage capacity to support the area's growing community.

"Our long-term modelling showed that additional storage capacity would eventually be required to support growth in the Oura area," Mr Bruce said. "By constructing the 1.2-megalitre



FUTURE GROWTH: Project Engineer – Infrastructure Robert Bruce and Graduate Engineer Ryan Thompson look over plans for the Oura reservoir.

reservoir now, we're ensuring the system has the capacity to meet future demand while maintaining reliable supply for residents."

The existing reservoirs were built in the mid-1980s and currently provide a combined storage capacity of 200 kilolitres. The new reservoir will increase that capacity sixfold.

To support construction

of the new reservoir, Riverina Water has also upgraded the site's access road to allow safe entry for heavy vehicles required for the works. Construction is scheduled to begin in April 2026, with the project expected to be completed by the end of the year, weather permitting.

For project updates, visit rwcc.nsw.gov.au/ouraupgrade.



Southern depot upgrade is powering ahead

Construction is progressing well on Riverina Water's \$3 million depot upgrade at The Rock, enhancing services for our southern region communities.

Following the demolition of the former office building and the completion of the new warehouse slab, the project is on track for completion in September.

The upgrade is set to serve the southern region of Riverina Water's supply area to improve responses to water breaks and fast track rural maintenance issues.

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: Omnia Inclusive clients learned more about Riverina Water's services and roles during a tour in 2025.

Action plan puts roadmap in place for disability inclusion

Riverina Water has adopted its first Disability Inclusion Action Plan (DIAP), setting out a four-year roadmap to make its services, workplaces and facilities more accessible and inclusive.

The plan outlines practical actions that will help ensure people with disability can engage and work more easily with Riverina Water.

While Riverina Water is not legislatively required to develop a DIAP under the NSW Disability Inclusion Act 2014, the organisation has chosen to take a proactive approach to inclusion.

Riverina Water Director Corporate Services Emily Tonacia said the plan reflects the organisation's commitment to building a more inclusive community.

"This plan is about more than access," Ms Tonacia said.

"It's about shifting perceptions,

creating opportunities and ensuring people with disability can participate fully in community life."

"The actions we take over the next four years will help us strengthen our organisation while ensuring our services are accessible to everyone in our community."

Riverina Water's DIAP focuses on four key pillars to guide inclusion:

- Culture and behaviours
- Accessible spaces
- Employment
- Systems and Processes

"We are committed to ensuring our culture in both the community and at Riverina Water is inclusive, our community is accessible, employment pathways enable equal opportunity and systems and processes are universally designed for all," Ms Tonacia said.

To access Riverina Water's DIAP or learn more, visit rwcc.nsw.gov.au/diap.

Riverina Water Director a NSW Water Award Finalist

Riverina Water's Director Corporate Services, Emily Tonacia (pictured right), was named as a finalist for Young Professional of the Year at Australian Water Association's 2026 NSW Water Awards in Sydney recently.



Director Corporate Services Emily Tonacia

Coming up against other Young Professionals from Hunter Water, University of Technology Sydney, Goulburn Mulwaree Council and beyond, Emily has led major modernisation

initiatives, strengthened governance and capability, and championed people first leadership that delivers sustainable outcomes, operational excellence, and lasting community impact.

Be water wise year-round, not just in summer

As the days become cooler this autumn, it's still important to use water wisely.

A simple tip to help with your lawn is to put a 25mm deep tin (e.g. an empty tuna can) in your yard while watering & stop once it becomes full.

Once the water has evaporated, it's a sign your lawn is ready for more water. This helps you avoid overwatering while your lawn thrives.

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

Take care near water works

You'll often seen Riverina Water staff out and about on the roads either performing routine maintenance work, conducting upgrades, or responding to water emergencies.

You can do your bit to help them stay safe by being patient and alert

around any roadworks.

Remember to:

- Slow down
- Increase your following distance
- Prepare for unexpected stops
- Obey any traffic signs or directions from workers

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