

## About Us

Riverina Water County Council (formerly Southern Riverina County Council) was incorporated in 1938 to make reticulated water supplies available to towns and villages within the shires of Lockhart, Kyeamba, Mitchell and part of the Shire of Culcairn.

The Local Government area, which now includes Wagga Wagga City, Lockhart Shire, Urana Shire and some parts of Greater Hume Shire, covers an area of approximately 15,400 square kilometres and contains a population of approximately 67,000 people.

Riverina Water currently employs 95 staff in the fields of administration, engineering, finance, human resources, IT, fitting and electrical, plumbing, mechanical, plant operation, water quality and maintenance.

Riverina Water's mission statement for water supply is:

**“To provide our community with safe, reliable potable water at the lowest sustainable cost.”**

Riverina Water conducts site tours of our water treatment plant facilities for interested groups. To arrange a tour please call 02 6922 0608.



SRCC Engineering and works staff from the 1980's

## Water Account Debt Recovery Changes

### WHAT CHANGED?

Riverina Water has introduced the use of flow restriction devices in debt recovery action taken to recover unpaid, overdue water accounts.

Riverina Water previously disconnected water supply in debt recovery cases. Flow restriction has been introduced as an alternative debt recovery method.

### WHAT HAPPENS IF MY ACCOUNT IS UNPAID?

Unpaid, overdue accounts will receive notice of intended Restriction prior to Riverina Water officers physically installing flow restriction devices.

Restriction devices remain in place until accounts are paid in full, including a restrictor removal fee. Interest continues to accrue on overdue accounts, and water usage and access charges still apply, in accordance with Riverina Water's fees and charges.

### HOW DOES RESTRICTION AFFECT MY WATER SUPPLY?

If a restrictor is installed, it will limit water flow to the property to 2 litres per minute.

### WHAT SHOULD I DO IF MY PROPERTY IS RESTRICTED?

A Restriction card will be left at your property with contact details on it. You should contact the number on the card as soon as possible to arrange payment of your account.

It is always best to make contact with Riverina Water before restriction occurs to make payment arrangements. This will save you time, money and make sure your supply does not get restricted.

### WHAT SHOULD I DO IF I AM EXPERIENCING FINANCIAL HARDSHIP?

If customers are experiencing genuine financial hardship, they should seek assistance by making application under Riverina Water's Hardship Policy, which is available on Council's website [www.rwcc.nsw.gov.au](http://www.rwcc.nsw.gov.au)



## Customer Newsletter



**General Manager:** Graeme Haley

91 Hammond Ave (PO Box 456)  
Wagga Wagga NSW 2650

**Council:** 02 6922 0608

**Fax:** 02 6921 2241

**Email:** [admin@rwcc.nsw.gov.au](mailto:admin@rwcc.nsw.gov.au)

**Website:** [www.rwcc.nsw.gov.au](http://www.rwcc.nsw.gov.au)

# Major Projects

## New Urana Water Treatment Plant (WTP)

Planning and design has been undertaken for the construction of a new surface water treatment plant at Urana. The new design is to be more resistant to flood events and will replace aging infrastructure. Stage one of this project is due to be completed by 2016. Budget: \$373,000.

## Depot Store Building

Construction is currently underway on a new depot store building at Riverina Water's Hammond Avenue site due to be completed in January 2016. This large warehouse will be used to store fittings, light weight pipe and plant. Budget: \$4 million.

## Bomen Rising Main

Construction of the Bomen Rising Main has commenced. The Bomen Rising Main will give the ability to supplement supply to the North Wagga/Bomen area from the new Water Treatment Plant. The section along Hammond Avenue has been completed. Work will continue along Mason Street in the new financial year before continuing across the river. Budget: \$1.2 million.

## Southern Trunk Main and Rural Reservoir

Work has begun on the Southern Trunk Main upgrade. The three sections of the main from the West Wagga Treatment Plant to Kapooka have been completed, with construction from Kapooka heading south to the new reservoir site now underway. The project is expected to take several years to complete, including the construction of the new 5 ML rural reservoir. Budget: \$5.3 million.

## New Wagga Wagga Water Treatment Plant (WTP)

Riverina Water is currently assessing tenders for the new 55ML/day river water treatment plant. It is anticipated the contract will be awarded in July 2015 and construction will take approximately 18 months. Budget: \$45 million.

## Collingullie Reservoir

Construction will soon commence on a new 700kl reservoir to replace the existing water tanks at Collingullie. This upgrade will ensure sufficient water storage for future peak summer demands and breakdown storage. Budget: \$500,000.



# 2015/16 Water Tariffs

WATER USAGE PRICES	2015/16 \$
<b>GENERAL TARIFF INCLUDING STRATA TITLE AND FLATS</b> All users (except as detailed below) First 125 per quarter 1.40 Balance per quarter 2.10	
<b>INDUSTRIAL TARIFFS</b> for processing or manufacturing industries with consistent year round usage. First 41 kilolitres per month 1.40 Balance above 42 kl per month 2.10  Applicable to large scale processing or manufacturing industries with consistent* year round usage and specifically approved by Council. First 3000 kl per month 1.40 Balance above 3000 kl per month 1.40	
<b>COMMERCIAL TARIFF</b> All users (except as detailed below): First 125 kl per quarter / 41 kl per month 1.40 Balance per kilolitre per quarter / month 2.10	
<b>COMMUNITY FACILITIES</b> Hospitals, Schools/TAFE/University, Parks and Gardens, Council Swimming Pools 1.40	
<b>NON-POTABLE WATER</b> First 125 kilolitres per quarter 0.70 Balance per kilolitre per quarter 1.05	
<b>METERED SUPPLY TO STANDPIPE</b> Agents or constituent Councils 1.97	
<b>SUPPLY FROM FIXED STANDPIPE AND WATER FILLING STATIONS</b> (Minimum charge \$10.00 when via an Agent) 3.11	
<b>PRIMARY PRODUCERS TARIFF AND BULK SUPPLY</b> Applicable to all primary producers along Council's trunk mains. Application for bulk supply will be at the discretion of Council. 1.40	

\*NOTE: With regard to Industrial Tariffs, consistent use is deemed to be when individual monthly consumption is between 0.75 and 1.25 times the average monthly consumption based on the previous 12 month rolling average.

## INTEREST CHARGES

Riverina Water will charge 8.5% interest on all outstanding water accounts.

## WATER SUPPLY FROM RURAL MAINS NETWORK

Riverina Water provides a Rural Peak Demand level of service of 11,000 litres per farm per day (stock and domestic) based on uniform flow over a 24 hour period.

REBATES	
Eligible pensioner	\$24.37 per quarter
Kidney Dialysis machine	20 kl per quarter

**NOTE:** Water used for fire fighting purposes will not be charged. If applicable, it is the responsibility of the customer to notify Council, in order for the necessary billing adjustments to be made.

## STEPPED TARIFF

A requirement of the NSW Office of Water under "Best Practice Management of Water Supply Guidelines" which recommends that customers should be subject to a stepped price increase to encourage Water Conservation.

## AVAILABILITY CHARGES PER QUARTER

DOMESTIC	2015/16 \$
Built upon or connected land	40.00
Each additional dwelling erected on each parcel of land	40.00
Vacant land not connected (within 225 metres adjacent to a main)	17.50

COMMERCIAL / INDUSTRIAL	2015/16 \$
Built upon or connected land	45.00
Non-metered connected premises	90.00
Each additional Strata Unit	45.00