

Ontap

Customer newsletter | October–December 2022

Keeping water affordable for our customers

A typical residential bill will increase by just \$8 a year on average in 2022–23.

Riverina Water's availability charges will again be frozen for the fourth straight year – \$160 per annum for residential properties – while its general water tariff will change by 2 cents per kilolitre from \$1.49 to \$1.51.

“Our mission is to provide our community with safe, reliable water at the lowest sustainable cost,” Riverina Water Chairperson, Councillor Tim Koschel, said.

“Our fees and charges for 2022–23 will mean Riverina Water customers will continue to have some of the most affordable water in NSW,” Cr Koschel said.

“In 2020–21, a typical residential bill

for our customers was almost \$50 cheaper than the state median and more than \$140 cheaper than the national median.

“Our availability charges are remaining unchanged for four years in a row and usage charges will increase by just 1.5%.

“An affordable, low availability charge means customers have greater control over their water bill and budget through managing their water usage.”

Also included in Riverina Water's Delivery Program 2022/23–2025/26 and 2022–23 Operational Plan is an investment of more than \$79M into capital works over the next four years. In 2022–23, there will be \$5.67M spent on mains, services and meters; \$4.83M on treatment plant costs; and \$875,000 on reservoirs.

Enriching the lives of our communities

One of the many meaningful ways Riverina Water gives back is through donations and sponsorships.

In 2021–22, we provided more than \$81,000 to 21 initiatives or organisations from across our supply area, such as the annual high school Science and Engineering Challenge (pictured).



2022–23 fees and charges customer breakdown

Availability charges

Frozen for fourth straight year

Usage charges

Modest 1.5% increase to water usage charges

What does this mean for me?

Overall, a typical residential bill will increase by just \$8 a year on average in 2022–23.

How does a Riverina Water bill compare to others?

In 2020–21, a typical residential bill for our customers was almost \$50 cheaper than the state median and more than \$140 cheaper than the national median.

Our residential availability charge of \$160 per annum was \$18 cheaper than the state median and the 12th lowest out of more than 70 local water utilities.

Visit our website for a full list of current fees and charges, rwcc.nsw.gov.au

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 fostering our region's growth through reduced development charges

Riverina Water has lowered the cost of development by almost 14 per cent across the supply area with the adoption of its new Development Servicing Plan for Water Supply 2022 (DSP).

Following on from the adoption of Riverina Water's award-winning Integrated Water Cycle Management (IWCM) strategy, the DSP has been developed based on the predicted water supply infrastructure needed to meet growth across the region.

"About \$79M of new water supply infrastructure will be required to meet increased demand in the next 30 years," Riverina Water's Director Engineering Bede Spannagle said.

"Another \$14M would be needed to recover the cost of existing infrastructure that will meet future demand that Riverina Water has already constructed.

"This means the development servicing charge will be reducing from \$5053 in



2021-22 to \$4348 in 2022-23, and will then typically increase in line with CPI moving forward.

"This is a great outcome thanks to a significant amount of long-term planning by our staff to not only ensure our supply network meets the demands of our population through to 2050, but to enable growth and development."

The development servicing charge is per

equivalent tenement, which is a measure of the load a property places on the water supply system.

The charge is a flat rate across the four Local Government Areas in Riverina Water's service area as 96 per cent of new connections in the past six years have been within Wagga Wagga.

The DSP can be viewed on Riverina Water's website.

Did you know? About 50% of water use in summer is just from watering lawns

Reconciliation Action Plan

Riverina Water has committed to developing a Reconciliation Action Plan.

At its heart, reconciliation is about strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, for the benefit of all Australians

The development, adoption and implementation of a Reconciliation Action Plan (RAP) is an important step that Riverina Water can take on the journey of reconciliation; and was

a priority in the recently adopted Riverina Water Business Activity Strategic Plan 2022.

The development of a RAP will enable Riverina Water to contribute to reconciliation in a number of ways, including building and encouraging relationships, fostering and embedding respect for the world's longest surviving cultures and communities, developing opportunities to improve socio-economic outcomes. communities.

Daylight savings means it's time to be smarter about our water usage

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.



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