

# Ontap

Customer newsletter | July-September 2022

## Top marks for water quality, customer service

Riverina Water's latest Customer Satisfaction Survey has again given the county council high marks for water quality and customer service.

The survey was undertaken throughout April and May, with more than 400 responses from across Riverina Water's supply area of the Wagga Wagga City, Lockhart Shire and parts of Greater Hume and Federation council areas.

Overall satisfaction with customer service was rated as very high with an average score of 4.72 out of 5, while all water quality indicators were rated as high or very high level of satisfaction.

"As a county council, listening to our community's feedback on our performance and service is always a top priority," Riverina Water CEO Andrew Crakanthorp said. "We take great pride in providing safe and reliable drinking water to our region and year-on-year we are consistently seeing positive survey results.

"We thank you, our community and customers, for your important feedback and I thank our staff for their continued good work over the

past 12 months."

About a third of survey respondents had contacted Riverina Water within the past year – 83% of enquiries were resolved the same day, and 98% of all enquiries were resolved within the week.

Survey participants were entered into the draw to win their water for a year. The lucky winners were a husband and wife from Lake Albert who will have their water bill paid for the next 12 months up to the value of \$800.

The positive survey results were reflected in the latest NSW Government's local water utility data for 2020-21, with Riverina Water averaging 9.33 complaints per 1000 properties in line with the state median. The data also ranked Riverina Water as the largest inland local water utility in the state, along with placing second for capital expenditure and third for potable water produced.

"Put into context across NSW councils, Riverina Water continues to punch above our weight - we reinvest strongly in our network to improve water supply and delivery; and we are continuing to develop a more customer-centric approach to our services."



Wiradjuri artist Owen Lyons works with students at Forest Hill Public School.

### Winning schools awarded workshops with artist

Three primary schools from across our supply area were rewarded by Riverina Water with workshops by Wiradjuri artist Owen Lyons.

The free workshops were earned by students who created posters during National Water Week 2021 with the theme "Connecting water and Country".

### 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



# Funding flows for 46 grassroots projects right across the Riverina

More than \$465,000 in funding has been injected into 46 projects thanks to Riverina Water's 2021-22 Community Grants Program.

Clubs, schools, community groups and artists in Wagga Wagga City, Lockhart Shire, Greater Hume and Federation council areas were awarded funding.

Riverina Water Chairperson Councillor Tim Koschel said the grants program provided a timely boost as the region resurges after another challenging 12 months.

"Riverina Water has now invested almost \$1.5M in our community through this grants program since 2019," Cr Koschel said.

"My fellow Board members and I are proud to be able to provide vital funding towards these 46 new projects that will enrich the lives our community

right across the region.

"We have made a diverse range of projects possible across four local government areas, from sensory gardens to establishing a community op shop.

"This year we have also funded a number of projects to improve connection with First Nations Peoples, along with community infrastructure upgrades, sporting equipment, classical music tours, a community concert, art workshops and more."

The Community Grants Program allocated funding to each of the four councils in Riverina Water's supply area in the categories of Community Projects & Facilities, Water Conservation and Arts & Culture.

For more information on the program and recipients, visit [rwcc.nsw.gov.au/grants](http://rwcc.nsw.gov.au/grants).



## Grants program enriching our communities

A number of projects funded by our previous grants program have taken shape recently, including the Walla Walla water tower mural (left) and new Wagga Menshed (bottom left). Chairperson Cr Tim Koschel and Board Member Cr Tony Quinn also attended the opening of the Holbrook Sporting Complex (below), which was partially funded by the program.



## Celebrating our city's culture

The annual Fusion multicultural festival returned to Wagga in April with the crowd enjoying food, music and culture from around the world.

The event was made possible thanks to \$25,000 in sponsorship from Riverina Water.

"Riverina Water has an important role to play in strengthening the social fabric



of the communities it provides water to," CEO Andrew Crakanthorp said.

"This sponsorship was a major element of Riverina Water's

commitment to strengthen our relationship with our customers and re-invest in the future of the communities we serve."



Attendees filled up with tap water at our bottle filling stations (above) and were able to take part in the Riverina Water Play Zone (above left).

## Connect with us

We're on social media. You can follow us at:

 [facebook.com/RiverinaWater](https://facebook.com/RiverinaWater)

 [twitter.com/RiverinaWater](https://twitter.com/RiverinaWater)

 [instagram.com/rivwater](https://instagram.com/rivwater)

## eNotices

Get your accounts emailed straight to your inbox. Sign up for eNotices at [rwcc.enotices.com.au](http://rwcc.enotices.com.au)

