

Ontap

Customer newsletter | July - September 2025

Performance, trust ranked high in report card

Riverina Water's latest Customer Satisfaction Survey has once again returned high results for water quality, reliability and customer service.

More than 1100 community members participated in the annual survey 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 water reliability and customer service was very high, while all water quality indicators remained rated as at a high or very high level of satisfaction.

"Listening to our community's feedback on our performance and service is very important to us," Riverina Water CEO Andrew Crakanthorp said.

"We take great pride in providing safe and reliable drinking water, and our survey results have been consistently high for several years now.

"It is a clear message from our customers that our staff are going above and beyond to provide great service in all areas."

Customers who contacted Riverina

Water within the past 12 months were very satisfied with staff's ability to meet their needs on the first contact. Almost 80% of those surveyed had their requests resolved on the same day and 96% resolved within a week.

"The survey also assessed your priorities, with customers again rating reliability, water quality, affordability and great customer service as what's most important to you," Mr Crakanthorp said.

"With the ongoing cost of living pressures we all face, we saw more importance on affordability in this year's survey.

"This is something always front of mind for Riverina Water, with our mission to provide safe and reliable water at the lowest sustainable cost.

"We will continue to actively listen to our customer concerns and queries and provide the best outcomes for all.

"We thank our customers for your important feedback, and on behalf of the Board I thank our staff for their work over the past 12 months."

Participants in the survey again had the chance to win their water for a year, up to the value of \$800.

This year's lucky winner was Caleb from Lake Albert.

2025 Customer Survey results summary

All scores are an average out of 5. Scores greater than 3.75 are rated High Satisfaction, scores greater than 4.5 are rated Very High Satisfaction.

What's most important to you?

- Water supply reliability
- Water quality
- Water affordability
- Efficient and reliable customer service

How did we perform?

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|------------------------------------|------|
| Overall trust in Riverina Water | 4.21 |
| Satisfaction with service provider | 4.26 |
| Our reputation in the community | 4.15 |
| Water affordability | 3.67 |

Water quality indicators

| | |
|-------------|------|
| Reliability | 4.57 |
| Clarity | 4.20 |
| Taste | 4.00 |
| Smell | 4.16 |
| Pressure | 4.00 |

Customer service indicators

| | |
|--------------------------------|------|
| Overall satisfaction | 4.56 |
| Meeting needs on first contact | 4.60 |
| Handling with accuracy | 4.59 |
| Contact was dealt with quickly | 4.58 |
| Staff skill and knowledge | 4.69 |
| Friendly and caring service | 4.63 |

Changes to fees and charges in 2025-26

Please visit our website for information on water fees and charges taking effect from 1 July 2025: rwcc.nsw.gov.au/watercharges

Celebrating our Reconciliation Action Plan

Riverina Water recently celebrated the launch of its Reflect Reconciliation Action Plan (RAP).

Joined by Wiradyuri and First Nations Peoples – including Elders, Mawang Gaway and students from Ashmont Public School – the day marked the beginning of a shared journey towards reconciliation.

Riverina Water CEO Andrew Crakanthorp said that in launching its Reconciliation Action Plan, Riverina Water commits to reconciliation and in doing so, acknowledges the truths and injustices that Aboriginal and Torres Strait Islander people experience.

“Our Reconciliation Action Plan marks our commitment to reconciliation, through reflection, truth telling and collaboration” Mr Crakanthorp said.

“At Riverina Water, we are



Dancers from Ashmont Public School performed at the Reconciliation Action Plan launch.

committed to building relationships, respect, and opportunities through our Reconciliation Action Plan.”

Developed in consultation with the First Nations community, the Reflect RAP focuses on four key areas – relationships, respect, opportunities and governance.

“We are very grateful

to those who have guided us along the way, including the Wiradyuri reference group, Mawang Gaway, who provided invaluable insight during the drafting of this plan,” Riverina Water Deputy Chairperson Cr Gail Driscoll said.

“Their wisdom and input have been essential in shaping our commitments.”

Your 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.

You can also:

- Access to your current and past bills and payment history
- Sign up to paperless billing
- Lodge service requests
- Make online payments and check the balance of your account
- Receive alerts and reminders for

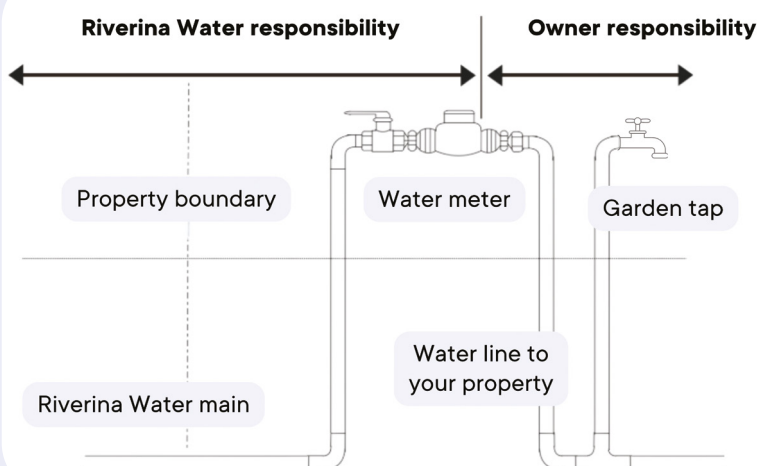
when you bill is due and more

If you have multiple properties, you only need to register once to access all your accounts.

To register, visit my.rwcc.nsw.gov.au or see the link on the bottom right-hand corner on the front of your bill.

For FAQs, user guides and more, visit rwcc.nsw.gov.au/account

The online customer portal is the latest achievement in our digital transformation project; which was recently named a finalist in the Australian Water Association's Customer Experience Award.



Water meter responsibilities

Riverina Water maintains and utilises a network of treatment plants, pumps, reservoirs, water mains and more to ensure drinking water to our community.

We are responsible for all of the infrastructure up to your property, including the water meter. As the property owner, you're responsible for the pipes, fittings and internal plumbing from our water meter onwards.

If there is an issue with your meter, please contact us as soon as possible to report it. If the issue is related to internal plumbing, we'll let you know so you can check for leaks, make repairs or contact a plumber.

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