

# Ontap

Customer newsletter | January - March 2025

## Committed to providing safe, affordable water

Riverina Water's Board will be led by Tim Koschel as Chairperson and Deputy Chairperson Cr Gail Driscoll following the first meeting of the new Board in October.

Cr Koschel was re-elected as Chair after serving in the position during the term of the previous Board and since February 2022. Cr Driscoll takes over the Deputy Chair role from retired Councillor Doug Meyer OAM.

Cr Koschel and Driscoll expressed their eagerness to continue Riverina Water's proven record of safe and reliable water supply at the lowest sustainable cost for the community.

"It's an honour to again be elected Chairperson of Riverina Water," Cr Koschel said.

"The staff take great pride in providing drinking water to more than 77,000 people across this region.

"Their commitment has resulted in consistently high scores for water quality and customer satisfaction during annual surveys."

"Riverina Water's mission is to provide our community with safe, reliable water at the lowest sustainable cost.

"We have a fantastic mix of Board members from across the four Councils and I look forward to working with them, CEO Andrew Crakanthorp and senior staff to continue Riverina Water's good work."

### Meet your new Riverina Water Board



Chairperson Tim Koschel, Wagga City



Deputy Gail Driscoll, Lockhart Shire



Cr Pat Bourke, Federation



Cr Brian Liston, Greater Hume



Cr Lea Parker, Greater Hume



Cr Allana Condron, Wagga City



Cr Georgie Davies, Wagga City



Cr Jenny McKinnon, Wagga City



Cr Dallas Tout, Wagga City

## Daylight savings and watering habits

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](https://rwcc.nsw.gov.au/savewater).

## 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



# Keeping you informed on PFAS & water supply

## What is PFAS?

PFAS are a group of human-made chemicals (per and polyfluoroalkyl substances) that have been widely used in industrial and consumer products since the mid-1900s.

They have unique physical and chemical properties that make them very good at resisting heat, stains, grease, and water. However, they do not easily breakdown in the environment. PFAS chemicals have been used in hundreds of everyday products, eg sunscreens, cosmetics, fire fighting foam, non-stick cookware.

## National health guidelines

The National Health and Medical Research Council (NHMRC) develops the Australian Drinking Water Guidelines, which set out health-based levels for numerous water quality measures, including PFAS substances.

The health guidelines for PFAS substances are based on long term exposure over a lifetime, estimating that 90% of PFAS exposure is from sources other than drinking water. In isolated cases where testing identifies drinking water outside the guideline values, water utilities take action, including notifying their health authorities and resampling. The NHMRC noted that exceeding this type of guideline should not be seen as a pass/fail measure, rather a trigger to investigate.

Riverina Water will continue to test our raw water supplies and investigate any potential sources of PFAS detections. We will post test results online and continue to keep you informed of any significant changes in the situation.

### RAAF BASE WAGGA

As the Wagga Wagga community is aware, the Department of Defence is actively managing PFAS contamination at its RAAF Base at Forest Hill together with local and NSW Government agencies; including Riverina Water, Wagga Wagga City Council, the NSW Environment Protection Authority, NSW Department of Planning and Environment and NSW Health.

Defence began using firefighting products containing PFAS at the RAAF Base Wagga from the 1970s until 2004 when it phased out its use with alternative products. Defence has been actively monitoring PFAS compounds in the groundwater from its base. There is no short-term risk to water supply.

### TARCUTTA DETECTION

A low-level detection of PFAS chemicals was reported in Tarcutta in November 2024.

Tarcutta's water supply is an independent system sourced from two groundwater bores at the village. Follow up testing identified one of the bores as the source of the detection.

This bore was initially removed from production while Riverina Water began investigations and notified NSW Government agencies of the result. The bore remains within the current Australian Drinking Water Guideline PFAS limits and will be brought into production at times for demand and/or operational purposes such as critical maintenance.

The National Health and Medical Research Council, who are responsible for the drinking water guidelines, confirm that higher values in drinking water for short periods are unlikely to increase health risks.

Please be assured that the Tarcutta treated water supply is safe to drink and within all health guidelines.

For FAQs and updates, visit [rwcc.nsw.gov.au/pfas](https://www.rwcc.nsw.gov.au/pfas)

## 42km pipeline project marks halfway milestone

Our team recently reached the halfway point of the 42km Boree Creek to Morundah pipeline project.

Once completed, the new pipeline will replace the old water treatment plant at Morundah. This transformative project will provide water security for farmers and residents, ensure safe and reliable drinking water to more people and further interconnect our supply network.



## Connect with us

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

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

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

## Update your details

Can we get in touch with you? Update your contact details at [rwcc.nsw.gov.au/contactus](https://www.rwcc.nsw.gov.au/contactus) so we can let you know about account issues, potential leaks and more