

Struggling to pay your Account?

We realise it can be difficult to meet all your commitments and sometimes it can feel overwhelming. We are happy to work with you to put a payment arrangement in place. You can also have a regular direct debit set up on your account.

Give our friendly customer service staff a call on **02 6922 0608** or email **admin@rwcc.nsw.gov.au** - together we can help you get it sorted.

On the move?

If you are buying or selling, any outstanding water charges from the previous owner should be sorted out through the settlement process. As water charges are property based, we can only update the ownership details upon notification from a solicitor and the Lands Titles Office.

If you are renting through a real estate agent, they will normally take a water reading and work out a final water account for you. If you are renting privately, check your tenancy agreement to see who is responsible for paying the water usage and where the bills are being sent.

When you move in or out of a property we suggest you take note of the meter reading (or perhaps take a photo), this helps with your own records.

Change of Postal Address?

Sometimes people move and forget about updating their postal address or post office box. This can result in bills being sent to an old address and left unpaid, which can lead to water restriction and / or legal action. If your postal address has changed, please notify Riverina Water so we can update your records. Alternatively, you can **register to receive your bills via email**.

Emailed Water Accounts

Visit **rwcc.enotices.com.au** and use the reference number next to the eNotices logo on your water account.



Permanent Water Conservation Measure

Riverina Water established a Permanent Water Conservation Measure in 2009. This measure has been implemented to increase water use efficiency, by greatly reducing evaporation losses. Fixed sprinklers must not be used between the hours of 10 am and 5 pm and this measure applies to all customers.

Council has a responsibility to enforce conservation measures and water restrictions, and may issue infringement notices under the powers of the NSW Local Government Act 1993. A minimum fine of \$253 may apply.

Access to Water Meter

In order for us to bill you correctly for water usage, you will need to provide clear access to your water meter.

How you can help

- Keep surrounding plants trimmed
- Provide access to locked gates
- Ensure landscaping such as mulch, paving, rubbish is not covering the meter
- Secure unfriendly dogs

Having difficulties contact our staff on **02 6922 0608**. Let's make it safe for our meter readers.



Autumn Newsletter

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

Council: 02 6922 0608

Fax: 02 6921 2241

Email: admin@rwcc.nsw.gov.au

Website: www.rwcc.nsw.gov.au

Major Projects

Rural Reservoir

Construction of the concrete reservoir has commenced. Pipework under the floor for the inlet/outlet, scour and overflow have been installed.

The reservoir is located on Dunn's Road, Springvale.



Replacement Low Level Reservoir

Earthworks contract to construct pads for 2 x 11ML reservoirs has commenced.

The site has been cleared and excavation is underway. Some hard rock has been encountered which is expected to delay completion of the contract.

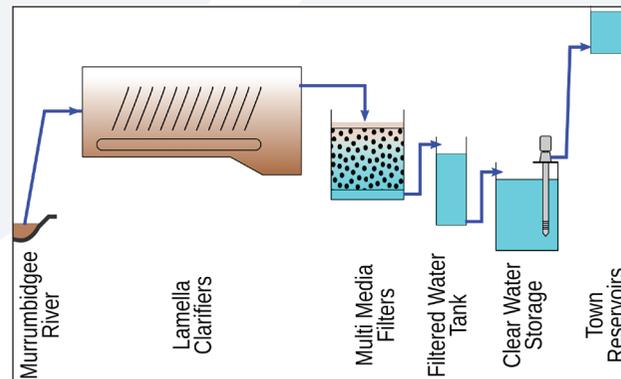
The photo shows stockpiles of material from the excavation. The reservoirs are located on land on Willans Hill behind Wagga TAFE.



New Wagga Wagga Water Treatment Plant

In July 2015, UGL Engineering Pty Ltd (UGL) was awarded the contract to construct Riverina Water's 55ML/day river Water Treatment Plant. Work on the \$45 million project is continuing. The plant has been producing potable water since December 2017 using a temporary raw water pipeline from our existing intake structures. UGL have commenced construction of the River Intake.

Water Treatment Plant Process



River Intake

Construction of the Raw Water Intake inside a steel sheet pile coffer dam has commenced. The concrete channel to direct river water to the intake screens is complete and rock protection works is underway. Pumps will be installed in the three large steel pipes to convey river water to the lamella clarifiers.



The photo shows the coffer dam in Murrumbidgee River with the partially completed intake structure.

The Cover photo shows the intake with new WTP in the background.

Lamella Clarifiers

The lamella clarifiers will remove most of the solids from the river water before filtration.



The photo shows the roof over the lamella clarifiers (right side) and the completed filters (left side). The lamella roof will prevent weather from disturbing the settling process.

Multi Media Filters

The filters contain coal, sand and garnet to remove remaining solids from the water.

Clear Water Storage and Pump station

The clear water storage tank, roof and pump station construction is complete. The clear water pumps are now protected from weather by an acoustic sound enclosure that features sliding roof panels. The sliding roof panels allow the six vertical turbine pumps to be removed for maintenance. The photo shows the clear water pump building (high roof on left side) and the clear water storage tank roof (low roof on right side).

