

Ontap

Customer newsletter | October - December 2024

Taking the next step in our journey to Reconciliation

The Riverina Water "Reflect" Reconciliation Action Plan 2024-25 provides a framework to demonstrate our commitment to Wiradyuri and First Nations Peoples.

Recently endorsed by the Board, Riverina Water's inaugural Reconciliation Action Plan was developed according to Reconciliation Australia guidelines following consultation with First Nations Peoples and the wider community.

The plan is built on the framework of relationships, respect and opportunities; and will allow Riverina Water to strategically set reconciliation commitments in line with business objectives.

Riverina Water CEO Andrew Crakanthorp, said the organisation is ready to take the next step forward with the implementation of the first Reconciliation Action Plan.

"We are on an ongoing journey toward embedding cultural reflection and action within our organisation," Mr Crakanthorp said.

"We are committed to reconciliation and developing meaningful relationships with our Wiradyuri and First Nations Peoples to ensure there is genuine respect and equitable opportunities.

"The process of developing our Reconciliation Action Plan has involved consulting with local Aboriginal groups such as the Wiradyuri reference group Mawang Gaway, who provided key advice during the drafting of the plan.

"As a water provider we recognise the importance of our role in looking after a precious natural resource.

"By implementing this plan, we hope to gain a better understanding of the cultural importance of water in our region, to build connections and to further facilitate water education in this area."

Riverina Water has formed a Reconciliation Action Plan Working Group and will be working towards delivering on the actions in the plan over the next 18 months.

The Riverina Water "Reflect" Reconciliation Action Plan July 2024 – December 2025 is available to view on our website:

rwcc.nsw.gov.au/reconciliation



Thank you, Cr Meyer OAM

Councillor Doug Meyer OAM (pictured centre) was recognised for his 12 years of service on the Riverina Water Board.

Cr Meyer retired from Greater Hume Council and the Board ahead of the recent local government elections.

Chairperson Cr Tim Koschel (left) and CEO Andrew Crakanthorp (right) presented Cr Meyer with an award in recognition of his service. Cr Meyer has had a long and distinguished career working for his local community, notably including 38 years working with the Henty Machinery Field Days, for which he was awarded the Order of Australia Medal in 2009. He was first elected as a representative for Greater Hume Council in 2012.

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



Giving back by supporting community organisations

Riverina Water is proud to support a range of community organisations and charities through avenues such as grants, donations and sponsorships.

The Rock Meals on Wheels was the recipient of a \$4,000 Eriching Community Grant in 2023/24, allowing them to purchase a blast chiller to freeze meals to standard and a pie warmer to keep meals hot between dishing up and delivery. The new resources have enabled The Rock Meals on Wheels to work more efficiently, and has meant far less wastage of meals now occurs.



VITAL SERVICE: community resident Robyn Condron receives her hot meal from The Rock Meals on Wheels representative Alida Rushby

Daylight savings means a change to watering habits

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.

2024/25 Fees and Charges

Availability charges

Unchanged

Usage charges

Modest 3% increase to water usage charges

What does this mean for me?

Overall, a typical residential bill will increase by about \$15 a year on average in 2024-25

How does a Riverina Water bill compare to others?

Our residential availability charge of \$180 per annum is well below the national median of \$269.

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



Preparing for the summer demand

With lower water consumption over winter the team have been servicing vital parts of the Wagga Wagga Water Treatment Plant.

Staff are pictured checking and cleaning the Lamella Clarifier.

This is a sedimentation tank where raw water from the river is pushed up over a series of inclined plates, where dirt particles clump and settle, then fall to the floor of the basin (where they are removed by a scraper), and the clear water continues into filters to further clean the water.

You can help us stay safe on the roads

You'll often see Riverina Water staff out and about on the roads either performing routine maintenance work, conducting upgrades, or responding to water emergencies.

You can do your bit to help them stay safe by being patient and

alert around any roadworks.

Remember to:

- Slow down
- Increase your following distance
- Prepare for unexpected stops
- Obey any traffic signs or directions from workers

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