

2018/2019 Water Tariffs

Council has adopted its Delivery Plan for 2018/19 which includes the tariffs for water supply and consumption. Council is pleased to advise that it has not increased the annual access charge which remains at \$160 per year. The charges for water consumed have been increased by 1.8%.

WATER TARIFFS - \$ PER KILOLITRE	GST	2018/19
GENERAL TARIFF INCLUDING STRATA TITLE AND FLATS All users (except as detailed below) <i>First 125 kilolitres per quarter</i> <i>Balance per kilolitre per quarter</i>	N	1.46 2.19
INDUSTRIAL TARIFFS <i>First 41 kilolitres per month</i> <i>Balance above 42 kl per month</i> Applicable to large scale processing or manufacturing industries with consistent year round usage and specifically approved by Council. <i>First 3000 kl per month</i> <i>Balance above 3000 kl per month</i>	N	1.46 2.19
COMMERCIAL TARIFF All users (except as detailed below): <i>First 125 kl per quarter / 41 kl per month</i> <i>Balance per kilolitre per quarter</i>	N	1.46 2.19
REBATES		
Eligible Pensioner	\$25 per quarter	
Kidney dialysis machine users	20 kl per quarter	

INTEREST CHARGES - Riverina Water will charge 7.5% interest on all outstanding water accounts.

WATER SUPPLY FROM RURAL MAINS NETWORK - Riverina Water provides a Rural Peak Demand level of service of 1,000 litres per farm per day (stock and domestic) based on uniform flow over a 24 hour period.

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Funding flows for Fusion Multicultural Street Festival through Riverina Water and Wagga Wagga City Council partnership

"The Fusion Multicultural Festival is founded on a simple and successful philosophy that food, the creative and performing arts are a powerful means of engaging and uniting the whole community," Council's Director Community Janice Summerhayes said.

"The funding commitment from Wagga Wagga City Council and major sponsorship from Riverina Water County Council will allow Fusion to continue to grow and be an annual highlight for residents and participants from right across the Riverina and the state." Riverina Water County Council General Manager Andrew Crakanthorp said Council was pleased to be re-investing community funds into this major community event.

"Riverina Water County Council has a role to play in strengthening the social fabric of the communities it provides water too," he said. "The Board of Riverina Water have made it clear to management that they are keen to pursue opportunities that increase the use of Council supplied water. We see this sponsorship as a major element of the commitment by Council to raise its corporate profile and use customer revenue to re-invest in the future of the communities we serve."

The Wagga Wagga Local Government Area is home to community members from 112 different countries of origin, who speak 107 languages and practice 62 faiths.

The 2018 Fusion Multicultural Festival will be held at the Victory Memorial Gardens on Saturday 20th October.



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Funding flows for Fusion Multicultural Street Festival through Riverina Water and Wagga Wagga City Council partnership

The Fusion Multicultural Street Festival's future is bright with Riverina Water and Wagga Wagga City Council (WWCC) committing a combined \$75,000 to the major event each year for the next three years.

Riverina Water has committed to provide \$25,000 in sponsorship each year from 2018-20 which complements an amount of \$50,000 per year from WWCC for the same period.

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New Community Engagement Officer

The Board is keen to improve the relationship between Riverina Water and our key stakeholders. Council has commenced a recruitment for the new position of Community Engagement Officer with an appointment expected to be made in late July. The new officer will very busy assisting management kick off its new partnership with Wagga Wagga City Council as part of Council's sponsorship of the Fusion Multicultural Festival for three years. The new officer will also be coordinating a "refresh" of Council's website as well assisting us improve Council's presence on social media.

Major projects

Rural Reservoir

Construction of the concrete reservoir is well underway with 30 of the 32 precast wall panels having been poured. Standing the concrete wall panels is scheduled for late July.



Replacement Low Level Reservoir

The earthworks contract to construct pads for 2 x 11ML reservoirs has commenced and approximately 12,000 cubic meters of material have been removed. Hard rock has been encountered that has proven to be very difficult to remove using machinery. A tender to blast the remaining 12,000 cubic meters of rock has been awarded. Close pattern low charge blasting is planned to commence in August.

Urana WTP

Work to replace the Urana Water Treatment Plant (WTP) has commenced on site. The elevated earth pad for the WTP has been constructed.



New Wagga Wagga Treatment Plant - River Intake

Construction of the Raw Water Intake is now complete and the rock protection works nearing completion. Pumps have been installed to convey river water to the lamella clarifiers.



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.

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.

