

Ontap

Customer newsletter | July-September 2021



STELLAR SERVICE: Customer Service Trainee Brianna Clarke is part of our high rating customer service team.

Top marks for customer service & water quality

Our 2021 Customer Satisfaction Survey has returned high scores from our community.

Both water quality and customer service were rated very high (>4.5 out of 5) or high (>3.75) levels of satisfaction by a representative sample of 500 residents.

The survey found:

- › All water quality attributes rated high levels of satisfaction, with supply reliability rating the top water quality attribute (4.67).
- › Satisfaction with customer service

was high, with an average rating of 4.46 out of 5.

- › 84% of respondents were satisfied with their dealings with staff, with 71% rating their experience the highest score of '5 – very satisfied'.

"What is most impressive is the consistently high satisfaction levels year on year," Riverina Water CEO Andrew Crakanthorp said. "We take great pride in providing safe and reliable drinking water to the region with exceptional customer service.

"Congratulations to all of our staff, and thank you to the community for your ongoing support."



GRASSROOTS INVESTMENT: Riverina Water board members visit the Urana Community Gym, funded by our grants program.

Community Grants Program is back again in November!

Local communities will again share in \$500,000 of funding thanks to Riverina Water.

Applications for our grants program open in November 2021 for all eligible groups, clubs and schools from across our supply area; which includes Wagga City Council, Lockhart Shire and parts of Greater Hume and Federation councils.

Further information and grant guidelines will be available soon at rwcc.nsw.gov.au/grants; or follow us on social media to stay up to date.

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



Long-term plan to ensure affordable and reliable drinking water

Riverina Water has developed a major strategy to provide safe and secure water for a growing population.

The Integrated Water Cycle Management (IWCM) Strategy plans ahead to 2050 as our community grows from 73,000 to 100,000 and beyond.

“This strategy sets out how we manage our drinking water supply network until 2050 – including all of our assets and financial plans; as well as contingency plans for droughts or emergencies,”



PLANNING FOR THE FUTURE: Project Engineer - Strategic Planning Chris Moosbrugger and Engineering Cadet Zual Klalthan at the river intake for the water treatment plant.

Riverina Water Chairperson Councillor Greg Verdon said.

“This region is undergoing unprecedented growth. Safe and secure water supply is crucial and we are committed

to having the plans in place to both facilitate and manage that growth.”

The strategy sets out how we can optimise our water supply network and reduce energy

costs through a solar energy project to power the Wagga Wagga Water Treatment Plant.

This approach means water will continue to be affordable for years to come.

“Our mission is to provide our community with safe, reliable water at the lowest sustainable cost,” Cllr Verdon said.

“We are aiming at saving \$1.3M in energy costs through our upcoming solar project, which means developer and residential charges will remain some of the cheapest in the state into the future.”

Did you know? Riverina Water had the highest capital expenditure out of all NSW local water utilities in 2019-20 - investing over \$15.4M to improve your water network

Reaching new heights at Tarcutta

Riverina Water has been improving the Tarcutta reservoir, with a new roof now installed.

The existing 450,000L concrete reservoir at Tarcutta was built in 1949. The new roof was assembled on the ground and lowered into place after removing the old roof with a 100-tonne crane.

The removal and installation used only one crane lift each without any



interruption to water supply.

A birdseye view from 50m up

(pictured) showed the old roof (right), new roof (top left) and the temporarily opened reservoir.



HIGH PRAISE: Project Engineer - Networks Anjane Bichani, Engineering Cadet Ash Hayden and Manager Works Austin Morris display the highly commended award.

Industry recognition for \$4.2M Willans Hill project

Riverina Water was recognised with a highly commended for Innovation in Water Supply at the NSW & ACT Institute of Public Works Engineering Australasia awards this year.

The Willans Hill project saw the ageing open reservoir replaced with two fully enclosed 11-megalitre reservoirs.

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