

Ontap

Customer newsletter | July 2019

Putting customers first

We believe our customers are at the centre of everything we do and our annual Community Satisfaction Survey helps us understand your needs and wants.



Earlier this year we completed our annual survey, which was conducted by an independent third-party organisation.

More than 700 customers across our supply area took part with the results showing most respondents who dealt with us over the past year expressed a high level of satisfaction with their experience.

Twenty-six per cent of survey respondents contacted us within one-year of the survey, with 89 per cent satisfied at how their enquiry was handled. Our 2018 results show 15.1 per cent of respondents

contacted us within one-year of the survey with a satisfaction rate of 82.4 per cent.

The survey results help us serve customers in the most appropriate ways and have identified areas for improvement and change.

Areas for improvement include further awareness of water conservation, fixed sprinkler bans and stepped price tariffs. We are also investigating new ways we can communicate with our customers and community via email, which is currently an underutilised method of communication.

We look forward to updating you on these developments in coming months.

Key findings

- › Satisfaction with service delivery is 4.4 out of 5
- › Satisfaction with water quality is 3.9 out of 5
- › In relation to service delivery, respondents were most satisfied with reliability
- › In relation to water quality, respondents were most satisfied with clarity of water
- › 36 per cent of respondents made a complaint
- › The most common complaints were reporting broken pipes and pressure/flow interruptions
- › Most complaints were solved on the same day

Water issues?



If you're experiencing issues with water supply or a water related emergency, call us on **6922 0608** 24 hours a day, seven days a week.

2019/20 water tariffs and rebates

From 1 July 2019, we are increasing our annual pensioner rebate by \$20, bringing the total rebate to \$120.

We're pleased to announce there's no increase to access and usage charges for the 2019/20 financial year.

Water use prices	Tax	2019/20
General tariff —includes strata title and flats	No	
› First 125 kilolitres used per quarter		\$1.46
› Usage above 125 kilolitres per quarter		\$2.19
Industrial tariff	No	
› First 41 kilolitres per month		\$1.46
› 42 to 3,000 kilolitres per month		\$2.19
› Usage above 3000 kilolitres per month		\$2.19
Large scale industrial tariffs —approved by Riverina Water and apply to processing and manufacturing industries with consistent year round use	No	
› First 3000 kilolitres per month		\$1.46
› Usage above 3000 kilolitres per month		\$1.46
Commercial tariff	No	
› First 125 kilolitres per quarter/41 kilolitres per month		\$1.46
› Usage above 125 kilolitres per quarter/41 kilolitres per month		\$2.19

Rebates	Amount
Eligible pensioner	\$30 per quarter
Kidney dialysis machine	20 kilolitres per quarter



Interest

Unpaid water accounts will incur a 7.5 per cent per year interest charge.

Rural water main network

We provide a rural peak demand level of service of 11,000 litres per farm (stock and domestic) per day based on uniform flow over a 24-hour period.



Investing in our network

Our recently approved capital expenditure budget includes projects that will help us ensure secure water supply across our network for generations to come.

Projects for this financial year include construction of Glenoak Reservoir to service the growing Lloyd area. We'll also build two new reservoirs at Willans Hill and undertake water main upgrades throughout our network.



Pensioner rebate

Eligible pensioners can save \$30 per quarter. To sign up call us on **6922 0608** or see rwcc.nsw.gov.au

Connect with us

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

- facebook.com/RiverinaWater
- twitter.com/RiverinaWater
- instagram.com/rivwater

Large bill?

Call us when you get your bill to discuss options. We arrange a payment plan or we can set up an ongoing direct debit.

