

Ontap

Customer newsletter | April-June 2022

Riverina Water wins state's highest honour

Locals already knew it, but now it's official – Riverina Water is the best in NSW.

Riverina Water has been honoured with the prestigious Sam Samra Award, which recognises the most improved local government water or sewerage provider from across NSW.

There is no nomination process, with the judges instead assessing all councils before selecting the finalists and winner. The judges applauded Riverina Water for the development of its Integrated Water Cycle Management Strategy – a significant 30-year plan that sets out how the region's drinking water needs will be managed until 2050.

Additionally, the judges highlighted Riverina Water's:

- Planned \$22M solar generation project
- Upgrading its telemetry system to a digital radio network
- Implementing its Information and Communications Technology (ICT) strategic plan
- Implementing a new customer-centric enterprise software platform

"Being named as the Sam Samra Award winner for 2021-22 was a



CEO Andrew Crakanthorp (left) and Manager Operations Jason Ip proudly display the Sam Samra Award at the Local Government NSW water conference.

welcome surprise," Riverina Water Chairperson Cr Tim Koschel said. "It is a testament to the professionalism and passion all staff bring to their roles from across the organisation.

"This is one of the most significant awards a council can receive. Our community should be proud to know their drinking water is being supplied to the highest standard at an affordable rate - now and into the future."

The award is coordinated by the NSW Water Directorate, Local Government NSW and the Department of Industry – Water.



Riverina Water Project Engineer Chris Moosbrugger (right) is presented the award by IPWEA board member Gary Woodman.

Back-to-back recognition for engineering excellence

Riverina Water has been recognised by the engineering industry for its \$44M Wagga Wagga Water Treatment Plant.

For the second year in a row, the local water utility received a highly commended for Innovation in Water Supply at the NSW&ACT Institute of Public Works Engineering Australasia (IPWEA) awards presentation.

"Industry recognition such as this highlights the level of expertise of our staff and I would like to congratulate everyone involved from the planning stages through to delivery and operation," CEO Andrew Crakanthorp said.

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



Meet your new Riverina Water Board

Riverina Water's new Board is led by Chairperson Cr Tim Koschel and Deputy Chairperson Cr Doug Meyer OAM.

Riverina Water is a county council, with its Board consisting of five representatives from Wagga City Council, two from Greater Hume and one each from Lockhart Shire and Federation Council.

Crs Koschel and Meyer have previously served on the Board.

They are two of five returning Board members, with four Councillors representing their communities on the Board for the first time.

"It's an honour to be elected

Chairperson of Riverina Water," Cr Koschel said.

"The staff take great pride in providing drinking water to more than 76,000 people across this region.

"Their commitment has resulted in consistently high scores for water quality and customer satisfaction during annual surveys."

"Riverina Water's mission is to provide our community with safe, reliable water at the lowest sustainable cost.

"We have a fantastic mix of Board members from across the four Councils and I look forward to working with them, CEO Andrew Crakanthorp and senior staff to continue Riverina Water's good work."



Chairperson Tim Koschel, Wagga City



Cr Jenny McKinnon, Wagga City



Cr Georgie Davies, Wagga City



Deputy Doug Meyer OAM, Greater Hume



Cr Mick Henderson, Wagga City



Cr Dan Hayes, Wagga City



Cr Tony Quinn, Greater Hume



Cr Pat Bourke, Federation



Cr Gail Driscoll, Lockhart Shire

Online portal for plumbers, developers & builders now live

The first phase of Riverina Water's innovative new software system is live.

Plumbers, builders and developers can now complete a range of applications and forms online, streamlining the process and reducing administration time.

"Currently, applications from plumbers and developers come via email or post," Riverina Water Director Corporate Services Emily Tonacia said.

"This new online portal means they can complete all their applications in one place on any device, keep track and see the status of the applications, receive email updates and pay online. Importantly, this is just a sample of a significant change



we are making with our new software system."

The online application portal is part of a \$2.7M investment by Riverina Water to create a customer-centric service. The exciting project cited as one of the reasons Riverina Water was awarded the best local government water or sewerage

Riverina Water staff and representatives from project partner Infor officially switched on the online portal.

provider for 2021-22.

"The next leap, coming in July, will be our new finance and billing system, and some internal system changes," Ms Tonacia said. "In the future, we will be able to offer all of our services digitally to customers."

Visit the developer portal at rwcc.nsw.gov.au/apply.

Have your say and win water for a year!

Riverina Water's annual customer survey is open until 31 May 2022. Successfully complete the survey to go into the draw to win your water bill paid by us for 12 months, up to the value of \$800. To take the survey and for terms and conditions, visit rwcc.nsw.gov.au/survey



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