

Ontap

Customer newsletter | January 2020

Giving back to our communities

Our inaugural Community Grants Program has awarded almost \$390,000 in funding to grassroots projects across the region.

The new initiative was open to individuals, community groups and organisations across the four Local Government Areas that Riverina Water services—Federation, Greater Hume, Lockhart and Wagga Wagga.

A total of \$389,867 in funding flowed to 42 projects across three categories—Community Projects and Facilities, Arts and Culture; and Water Conservation.

“The Community Grants Program allows Riverina Water to fund a diverse range of projects that will benefit our residents for many years to come”, Riverina Water Chair, Councillor Greg Verdon, said.

“The response to the program was overwhelming and the Board and I are excited to see these projects take shape over the coming months.”

Successful projects ranged from a movie projector for Morundah to a water tower mural at Milbrulong—as well as a football scoreboard, a new play, community gardens and more.

Community Grants Program 2019/20

- › **\$389,867** awarded across Federation (**\$46,640**), Greater Hume (**\$43,227**), Lockhart (**\$100,000**) and Wagga Wagga (**\$200,000**) Local Government Areas
- › **42 successful projects**
- › **Three grant categories:** Community Projects and Facilities, Arts and Culture; and Water Conservation
- › Unallocated funding for Greater Hume and Federation shires to be rolled over to the 2020/21 grants allocation for both of these shires

Find out how your community benefited at rwcc.nsw.gov.au

Our grants program is back in 2020. Keep in touch with us on social media or check the website for details.

Pleasant news for Pleasant Hills

Pleasant Hills residents are enjoying the benefits of one of our Tap2Go refill stations.

West of Henty, Pleasant Hills in Lockhart Shire is home to many old buildings—including NSW first community-owned hotel—and is set among bushland and rolling hills.

The new refill station is located near the barbecue area and was installed as part of our Community Engagement Strategy.



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.

Riverina Water takes part in international program

Riverina Water’s knowledge and expertise is helping improve access to safe and reliable water for thousands of Vietnamese people.



As part of the Water Utility Improvement Program coordinated by the Australian Water Association and its Vietnamese counterpart, Riverina Water was paired with a water utility in An Giang.

General Manager Andrew Crakanthorp, Director Engineering Bede Spannagle and Operations Superintendent Peter Outtrim visited Vietnam in November 2019 as part of the program.

“Riverina Water is committed to providing quality water every day and we are proud to be one of the three water utilities across Australia chosen for this program,” Mr Crakanthorp said.

“This partnership supports rural Vietnamese water operators to improve water service delivery by sharing the technology and management practices we use in Australia.”

Little leaks add up quickly

Reading your water meter is a great way to check for leaks on your property.

A simple check can make sure you don’t waste our most precious resource:

- 1 Turn off** everything in your house that uses water
- 2 Look at your meter** and note down the numbers on the RED dials
- 3 Wait at least one hour** (with all taps still turned off)
- 4 Recheck your meter.** Any movement on the red dials indicates you have a leak

If you are concerned or have identified a leak at your property, contact a licensed plumber to fix the problem as soon as possible.

Water loss rate	Water loss volume
One drop per second	2.9 ml/min 4,176 litres/day 117 litres/month 1,513 litres/year



Fun-filled Fusion19 thanks to Riverina Water

Riverina Water again supported Wagga Wagga City Council’s Fusion multicultural festival in 2019, providing \$25,000 to help make the popular event possible.

Thousands of people soaked up music, food, art and culture from around the world.

Our team were on hand to provide drink bottles and refilling stations as part of an effort to reduce single-use plastic waste at the event.



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- twitter.com/RiverinaWater
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