

Ontap

Customer newsletter | April - June 2025

Providing safe drinking water across the Riverina

As part of our commitment to sustainability, we provide temporary Tap2Go stations and Riverina Water branded drink bottles for community events across the region free of charge.

Since January this year, we have provided temporary Tap2Go stations for seven community events and supplied more than 500 drink bottles at a range of events, including:

- Murundhu: I Live, I Breathe
- Koorungal Kicks & Tricks
- Riverina Harvest Festival
- International Women's Day
- Navigate WPGA Pro Am
- Wagga Wagga Mardi Gras

Do you have an upcoming community event? Learn more and apply for water stations at rwcc.nsw.gov.au/tap2go



JUST ADD WATER: Community members enjoy easy and convenient access to drinking water at Koorungal Kicks & Tricks (above) and the Marundah: I Live, I Breathe event (below, photo by Natasha Cook).



New permanent Tap2Go water station in Urana

Each year we donate permanent Tap2Go stations to the four Councils within our supply area. Currently, 30 permanent stations can be found in convenient locations across our supply network, which includes the recent addition at Victoria Park, Urana Sportsground

If you have a great idea for a location, get in touch with your local council.

To find your closest Tap2Go station visit rwcc.nsw.gov.au/tap2go

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



\$100,000 in funding flows to community groups across our supply area

Vital funding is flowing to 17 community groups across the region thanks to Riverina Water's Enriching Communities grants program.

Residents in Wagga Wagga, Lockhart Shire, Greater Hume and Federation councils are sharing in the benefits of Riverina Water's fifth grants program.

Since its inception in 2019, Riverina Water has invested almost \$1.7 million back into its community; supporting 183 diverse

projects across 67 organisations, clubs and community groups across Riverina Waters supply area.

This is on top of our donations and sponsorships provided to community groups and events each year.

"We are extremely pleased to provide much needed funding for 17 diverse and innovative projects during a cost-of-living crisis; from exercise programs to vital infrastructure upgrades and more."

Riverina Water Chairperson Cr Tim Koschel said.

"The range of funded projects includes secure access lockers for the Toy Library Wagga Wagga, funding for Meals on Wheels in our supply area and stormwater recycling for the Pro Patria Centre's garden development."

To see the full list of 2024/25 grants recipients, visit rwcc.nsw.gov.au/grants

Finding a leak can save water and help your bill

Undertaking a water leak test may sound daunting, however it is a simple and easy way to check you aren't wasting water and unknowingly increasing your bill.

1 Turn off everything in your house that uses water

2 Look at your water meter and note down the numbers on the red dials, taking a photo of the meter dials is the best method

3 Wait for at least 1 hour (with all taps etc still off)

4 Recheck your water meter. Any movement on the red dials indicates you have a leak.

If you are concerned or have identified

a leak, you should contact a licensed plumber to fix it as soon as possible.

Slow leaks can also contribute to a high bill, check around your home for the following:

- Dripping taps
- Leaking toilet
- Leaking hot water system
- Damp patches in the lawn or garden

For further support, our friendly customer service team is happy to help you at 6926 0608. Certain types of undetected leaks may be eligible for financial assistance. For more information and eligibility criteria, visit rwcc.nsw.gov.au/leak-rebate



RAISING THE ROOF: Cranes install an aeration cover at Ralvona to protect treated water and maintain water quality.

Major aeration cover project completed



Our engineering team recently completed a multi-site project which has seen aeration covers installed on bores at Bulgary, Gardeners Crossing, East Wagga and West Wagga help maintain the quality of water.

The aeration covers help maintain our high quality drinking water by blocking birds and pests, and prevents extensive chlorine degradation.

Stay updated on PFAS in our region | rwcc.nsw.gov.au/pfas

Connect with us

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

 facebook.com/RiverinaWater

 instagram.com/rivwater

Update your details

Can we get in touch with you? Update your contact details at rwcc.nsw.gov.au/contactus so we can let you know about account issues, potential leaks and more