

Ontap

Customer newsletter | October-December 2021



HIGH STANDARD: Water Treatment Plant Operator Phil McAlister checks a sample during the drinking water treatment process.

Keeping water costs affordable in 2021-22

A typical residential water bill will increase by just \$9 a year, while access charges again remain unchanged.

Riverina Water's financial plan for 2021-22 represents the county council's commitment to keeping water costs affordable for the county council's 73,000 residents.

There was also good news for industry, with developer charges frozen and forecast to reduce in the coming years.

"Residents and businesses across

the southern Riverina will continue to benefit from some of the most affordable drinking water charges and fees in the state," Riverina Water CEO Andrew Crakanthorp said.

"Usage charges will increase by a modest 1.8 per cent, while the access charge remains at \$160.

"And by keeping developer costs at a minimum we can foster growth across our supply area."

The advantage of a low, fixed access charge is that customers know the upfront cost and can manage their water usage to have greater control over their bill.



Maintaining our supply network during COVID-19

Providing safe and reliable drinking water continued during lockdown, including a new main being constructed at Brucedale along the Olympic Highway (right) and mains replacement in Turvey park (top).



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



Community Grants Program keeps Meals on Wheels on the road

Countless community members will continue to be provided with nutritious and delicious food each week with the unveiling of Wagga Wagga Meals on Wheels' new refrigerated van.

The new vehicle was made possible thanks to a Community Grant of \$11,396 from Riverina Water, which paid for the refrigeration component. The new van replaces Meals on Wheels' vehicle purchased in 1998.

"We are extremely grateful for the support from Riverina Water through its Community Grants Program and to Wagga Motors," Wagga Wagga Meals on Wheels President John Craig said.

"The new van helps us provide an incredibly valuable service



HELPING OUR COMMUNITY: Riverina Water CEO Andrew Crakanthorp (right) is thanked by Wagga Wagga Meals on Wheels President John Craig and Manager Julie Logan.

to those who are vulnerable in our community."

Meals on Wheels provides 31,000 frozen meals each year to local people who prefer to remain living as independently

as possible in their own homes.

"Riverina Water is proud to fund vital projects such as this that make a real difference to the lives of people in our community," Riverina Water

Due to the NSW Government delaying local government elections, Riverina Water's Community Grants Program has been rescheduled.

Applications will now open on 27 January 2022. The grants program will again offer local communities a share in \$500,000 of funding thanks to Riverina Water.

The 2021-22 grant guidelines are available now at rwcc.nsw.gov.au/grants.

CEO Andrew Crakanthorp said.

"Our Community Grants Program has invested \$1M into the local community over the past two years, funding more than 100 projects."

Did you know? About 50% of water use in summer is just from watering lawns



Two cranes raise the roof

A 100-tonne and 200-tonne crane were used at our West Wagga Water Treatment site recently to lift into place a new cover for aeration equipment.

Daylight savings means it's time to be smarter about our water usage

Longer, warmer days mean we all need to do the right thing when it comes to water.

During daylight savings, don't use sprinklers or irrigation systems during the heat of the day from 10am to 5pm. Water will be lost to evaporation and you can do more harm than good to your lawn and garden.

Find out more at rwcc.nsw.gov.au/savewater.



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