

Ontap

Customer newsletter | October - December 2026

Daylight Saving means its time to think before you water your lawns and gardens

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

With Daylight Saving now under way from now until Sunday 4 April 2027, Stage 1 Water Restrictions are automatically in place across Riverina Water's supply area

Under the rules, you must not use sprinklers or irrigation systems from 10am to 5pm each day. If you need to water during this time, you can use a handheld hose.

"There will always be wet years and dry years, but water is a precious resource that we should not take for granted," Riverina Water Director Engineering Troy Van Berkel said.

"Stage 1 restrictions are about education and sensible water use - don't water during the heat of the day.

"We are fortunate to have reliable water sources, however, a significant amount of drinking water is used in summer to keep lawns and gardens green.

"By following the simple 10am-5pm watering rule and being mindful about your water usage, you are playing an important role in ensuring our water supply into the hot, dry summer."

Stage 1 Water Restrictions

There are two easy-to-follow watering rules for residents. From 10am to 5pm each day during Daylight Savings:

- No sprinklers, irrigation systems etc. If you need to water the lawn or garden during this time, you may use a handheld hose
- Don't hose down paved areas unless required as a result of an

accident, fire, health hazard or other emergency

For more information and restrictions for other types of users, visit rwcc.nsw.gov.au/restrictions.

You can also complete an exemption request if you have a genuine reason to water during the 10am-5pm period.

Be a backyard water wizard

Outdoor water use accounts for 25 to 50% of an average Australian's water use, particularly in the summer months.

Early morning is the best time to water, watering in the heat of the day wastes water to evaporation.

It's also worth watering deeply and less often, rather than little and often. Frequent light watering encourages shallow roots, while letting the top layer of soil dry out between waterings helps build a stronger root system.

For advice & tips on how to conserve water home, visit rwcc.nsw.gov.au/savewater

What's the cost of that glorious garden?

Don't let a long, dry summer leave you with a surprise in your next water account.

With our online bill estimator, you can enter your water meter reading and get an overview of how your usage is tracking.

Go to rwcc.nsw.gov.au/savewater or scan the code to try it out using the meter reading on this bill.



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





A WINNING GRIN: Riverina Water CEO Andrew Crakanthorp (right) with Customer Survey Winner, Katelyn from Wagga Wagga.

Annual report card shows high customer satisfaction

Our latest Customer Satisfaction Survey has returned strong results, capping off a year in which the organisation was named Australia's best local government customer service provider.

More than a thousand community members took part in the annual survey from across Riverina Water's supply area. Survey participants again went into the draw to win their water bill paid for a year, up to the value of \$800 – this year's lucky recipient was Katelyn from Wagga.

Satisfaction with water quality was rated high on average, including 93% of participants satisfied with water supply reliability. Customers who had contacted Riverina Water in the past 12 months rated every aspect of

customer service in the high range, with an overall satisfaction score of 8.55 out of 10. Around 75% of enquiries were resolved the same day, and 98% within a week.

CEO Andrew Crakanthorp said listening to the community is central to how the organisation works, and the results show it consistently delivers on customer expectations. The survey also assessed customer priorities, with the community again rating water reliability, water quality, affordability and great customer service as most important. Participants also scored Riverina Water highly for trust, reputation and overall performance. Mr Crakanthorp thanked customers for their contribution to the results, while noting the organisation continues to review areas for improvement, such as water pressure in rural areas.

Customer Survey Results At A Glance

Top customer priorities

1. Water quality
2. Water supply reliability
3. Water affordability
4. Efficient and reliable customer service

Customer perceptions of Riverina Water (/10)

- Overall trust in Riverina Water: **7.9**
- Satisfaction with service provider: **7.69**
- Our reputation in the community: **7.64**
- Water affordability: **6.35**

How do we compare?

Benchmarking against similarly sized Victorian utilities shows Riverina Water performing above these and the Victorian average in all customer perceptions scores. While comparative results aren't available for NSW, Riverina Water's fees and charges are the sixth most affordable in our state's latest comparative data.

Water quality performance indicators (/10)

- Water supply reliability: **8.61**
- Water clarity: **7.65**
- Water smell: **7.41**
- Water pressure: **7.35**
- Water taste: **7.25**

Customer service performance indicators (/10)

- Friendly and caring service **8.82**
- Contact dealt with quickly **8.72**
- Knowledge and skill of staff **8.70**
- Convenient hours of operation **8.62**
- Handling your transaction accurately **8.62**
- Ease of doing business **8.59**

For full list of results, scan the code or visit:
rwcc.nsw.gov.au/survey26



Spring clean your meter

With warmer weather back, weeds and creepy crawlies are making their return, too. To help keep our meter reading team safe on the job, please make sure your water meter is clear of bushes, grass, and other obstacles.

If you need a meter cover, please contact us.

Bridge works: take care when visiting us

Traffic conditions on Hammond Avenue have changed as the next stages of the NSW Government's upgrade to the Marshalls Creek Bridge takes place.

Please take care when visiting us in

person, especially when exiting back onto the highway. You can avoid the traffic by calling us on 6922 0608, emailing us at suport@rwcc.nsw.gov.au, completing an online form on our website or taking advantage of our customer portal – my.rwcc.nsw.gov.au.

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