

27 April Board Meeting

Board members present: Chairperson Cr Tim Koschel, Deputy Chairperson Cr Doug Meyer OAM, Cr Tony Quinn, Cr Gail Driscoll, Cr Georgie Davies, Cr Michael Henderson, Cr Pat Bourke

Apologies: Cr Dan Hayes, Cr Jenny McKinnon

[Business paper](#) | [Minutes](#) |

CEO reappointment

At the April Board Meeting, Riverina Water CEO Andrew Crakanthorp's tenure in the role was extended by five years.

Mr Crakanthorp joined the organisation in January 2018.

Customer Satisfaction Survey

Riverina Water is currently conducting its annual Customer Satisfaction Survey.

Community members are invited to share their feedback on their experiences with the organisation, including customer service and water supply.

Eligible respondents will go into the draw to win their water account paid for a year, up to the value of \$800 (terms and conditions apply).

For more information or to share the survey with your community, visit <https://rwcc.nsw.gov.au/survey>

CM1 | Sam Samra Award

At the April Board Meeting, the Chair and Board officially congratulated staff for receiving the highest accolade that can be given to a water utility in NSW, the Sam Samra Award.

The Board will meet with all staff in coming months to celebrate the award and recognise their contribution.

R3 | Code of Meeting Practice 1.02

Amendments to the Code of Meeting Practice have been made in line with a Board workshop. The Code of Meeting Practice incorporates the mandatory provisions of the Model Meeting Code and some optional provisions as determined by the Board.

The revised Riverina Water Code of Meeting Practice Policy 1.02 has now been placed on public exhibition until 27 May 2022. The document can be read in full and submissions made online at rwcc.nsw.gov.au/haveyoursay.

R4, 5, 6, 8 | Adoption of revised policies

In line with the new term of the Board, a number of policies are being reviewed.

At the April meeting, the following revised policies were endorsed:

- Board Member Expenses and Facilities Policy 1.10
- Public Access to Information Policy 1.15
- Donations Policy 1.25
- Environmental Policy 5.0

R7 | Assistance of Undetected Water Leaks Policy 4.19

The Board endorsed a new policy to support customers who have received a high bill after an undetected leak.

Riverina Water has historically provided varying levels of support to customers who have received a large bill due to an undetected leak on an ad-hoc basis.

The Assistance for Undetected Water Leaks Policy provides clarity in what situations Riverina Water can offer support and what type of financial assistance is available.

R13 | Business Activity Strategic Plan 2022-2032

Riverina Water has developed a draft 10-year Business Activity Strategic Plan (BASP).

The BASP is a local water utility's (LWU's) strategy for implementing the priorities from its 30-year Integrated Water Cycle Management Plan (IWCMP). It ensures that Council aligns itself to the provision of appropriate, affordable, cost-effective and sustainable urban water services that meet community needs and protect public health and the environment.

The BASP is a key strategic tool in Council's overall strategic planning framework and replaces the 2013 BASP.

The draft BASP has been developed having regard to the Community Strategic Plans of our four constituent councils.

The BASP also complies with the NSW Government's Best-Practice Management of Water Supply and Sewerage Guidelines (2007). The plan has informed the drafting of the 2022/24 Delivery Plan and the 2022/23 Operational Plan.

The BASP has established 3 strategic priorities being:

- Our People – “we have a high-performance culture, achieved through accountability, diversity, respect and investment in our people”
- Our Business – “We strive to be an industry leader by continuously improving our operations and the management of our assets”
- Our Community – “We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility”.

These three priorities are underpinned by our three focus areas (or themes) being:

- Customer Centricity – We put customers at the heart of everything we do
- Innovation - We are a successful organisation that pursues innovation and continuous improvement at all times.
- Sustainability - We are environmentally responsible, financially secure and aspire to have a positive impact on our natural world

The draft BASP is on public exhibition until 31 May 2022. The document can be read in full and submissions made online at rwcc.nsw.gov.au/haveyoursay.

R14 | Delivery Program 2022/23-2025/26 and Operational Plan 2022-23

Riverina Water's access charge will remain at \$160 per annum for the fourth straight year, while a modest increase in water usage costs has been proposed of 1.5% (about 8\$ increase on a typical yearly residential bill).

The draft Delivery Program 2022/23-2025/26 and Operational Plan 2022/23 are currently on exhibition until 27 May 2022.

The draft documents include an investment of more than \$79M into capital works over the next four years. In 2022-23, there will be \$5.67M spent on mains, services and meters; \$4.83M on treatment plant costs; and \$875,000 on reservoirs.

The draft four-year Delivery Program and 2022-23 Operational Plan is on public exhibition until 27 May 2022. The documents can be read in full and submissions made online at rwcc.nsw.gov.au/haveyoursay.

R15, 16, 17, 18 | Community Grants Program awarded

More than \$465,000 in funding is flowing to 47 projects thanks to Riverina Water's 2021-22 Community Grants Program.

Clubs, schools, community groups and artists in Wagga Wagga City, Lockhart Shire, Greater Hume and Federation council areas were awarded funding.

Recipients

Wagga Wagga City Council

Community Projects and Facilities

Applicant	Project description	Funding approved
Oura Progress Association	Covered pergola for community centre	\$13,736.36
Ozfish	Trailer to support clean up and habitat restoration activities	\$7708.50
The Bike Canteen	Refurbish bikes and provide them to community members to improve social connection	\$6705
Galore CWA	Split system air conditioner to make community space useable year-round	\$20,000
Cancer Patients Foundation	Look Good, Feel Better workshops to support cancer patients	\$5454.54
Sunflower House	Renovate and reseal floors	\$6760
South Wagga Rotary Club	Rocky Hill Regeneration Project	\$5965.94
Generocity Church	Equipment to establish Op Shop in Koorringal	\$16,008.30
Northcott	Accessible sensory garden	\$7200

Tolland Wolves FC	Full size moveable goal to increase training capacity	\$6000
Tarcutta CWA	Solar panels	\$6500
Taster Property	Establish an Indigenous garden	\$8000

Water Conservation

Applicant	Project description	Funding approved
Lillier Lodge	Upgrade of water irrigation system to make it water wise	\$7086.36
Riverina Environmental Education Centre	Cultural land management garden	\$8000
Wagga Wagga Netball	Water bottle refill and drinking fountain station at Exhibition Centre netball precinct	\$5000
Pro Patria Centre	Upgrade irrigation system for kitchen garden project	\$9405
Kurrajong Waratah	Water bottle refill stations at Hildasid Farm	\$10,000

Arts and Culture

Applicant	Project description	Funding approved
Uranquinty Preschool	First Nations art project with preschool children	\$7500
Nicole McHenry	Three local artists using wool stories as inspiration	\$2600
Freeroam Theatre	Production of two Australian plays	\$7500
Riverina Conservatorium of Music	Christmas community concert	\$6470
NSW STARTTS	Multicultural Youth Art Group	\$9600

Elaine Camlin Artist	Print making workshops	\$4800
Friends of the Wagga Wagga Art Gallery	Mandala workshops	\$3000
North Wagga Public School	Art project centred on waterways and floodplain	\$2000
Greg Pritchard	Murrumbidgee River audio tour	\$5000
Generocity Church Wagga Wagga	Mural project	\$2000

Greater Hume

Community Projects and Facilities

Applicant	Project description	Funding approved
Walla Walla Community Development Committee	Next stage of Walla Fitness Park project – installing shade sails	\$11,862.93
Henty Creative Gallery	Split system to make space useable year-round	\$5000
Holbrook Sporting Complex	Coolroom for the sporting complex's multipurpose community building	\$12,000
Holbrook Submarine Museum	Install military-style lighting and repaint the submarine	\$18,362
Henty Respite Limited	Assist with landscaping project for Avondale Place	\$20,000
Holbrook Anglican Church	Split system air-conditioning unit to make space useable year-round	\$8000
Holbrook Amateur Swimming Club	Storage for club equipment	\$17,272.73

Arts and Culture

Applicant	Project description	Funding approved
Harold Gretton (auspiced by Riverina Conservatorium of Music)	Classical music tour and school workshops	\$7502.34

Lockhart Shire Council

Community Projects and Facilities

Applicant	Project description	Funding approved
The Rock Recreation Ground	Shade sail for playground	\$20,000
Greens Gonyah Museum	Fencing for museum site	\$5414.11
Lockhart and District Little Athletics Club	Water tank to allow the grounds to be used year-round	\$20,000
The Rock Showground Management Committee	Fully enclose existing shed and lay concrete to connect the shed and pavilion	\$19,501.40

Water Conservation

Applicant	Project description	Funding approved
Explorers Rifle Club Lockhart	Installation of rainwater tanks and pumps	\$8265

Arts and Culture

Applicant	Project description	Funding approved
Harold Gretton (Auspiced by Riverina Conservatorium of Music)	Classical music tour and school workshops	\$7319.36

Federation Council

Community Projects and Facilities

Applicant	Project description	Funding approved
Urana Progress Association	Containers to expand the Urana Courthouse Museum exhibitions	\$20,000
Morundah Community Committee	Water infrastructure for team yarding events	\$20,000
Urana Arts	Reactivating the Urana Soldiers Hall as a community centre for film screenings, exhibitions and workshops	\$17,089.09
Waterfront Fitness Urana	Next stage of landscaping at Waterfront Pavilion and Fitness area	\$20,000

Arts and Culture

Applicant	Project description	Funding approved
Harold Gretton (Auspiced by Riverina Conservatorium of Music)	Classical music tour and school workshops	\$7557.06

R22 | Asset Management Plan

Following on from the recent development and adoption of the Integrated Water Cycle Management (IWCM) Strategy, the Asset Management Plan 2022 (AMP) has been developed.

The plan has been developed as a blueprint for the effective operation and maintenance of Riverina Water's physical assets over the 30-year planning period; to ensure continued delivery of supply that meets agreed levels of service at the lowest sustainable cost, while supporting growth.

NSW Public Works Advisory were engaged to facilitate the development of the Asset Management Plan using input from Riverina Water for asset, financial and operational data.

[Read the Asset Management Plan](#)

R23 | Development Servicing Plan for Water Supply

The draft Development Servicing Plan for Water Supply has been placed on public exhibition, with a proposed reduction in charges.

The Development Servicing Charge was frozen in 2021-22 with the fee reducing from \$5053 per Equivalent Tenant to the proposed \$4348 in 2022-23.

The draft plan is on public exhibition until 27 May 2022. The document can be read in full and submissions made online at rwcc.nsw.gov.au/haveyoursay.

R24 | Henty Sportsground – Water connection upgrade

Riverina Water will contribute \$15,330.50 to Greater Hume Council for the upgrade of the water main supplying the Henty Sportsground.

The existing main is not large enough to service the redeveloped sportsground amenities building and function room at the sportsground. Riverina Water estimated the upgrade works will cost \$30,661, which will be co-funded by Greater Hume and Riverina Water.

R26 | Works Report covering March 2022

Month	Connections (residential)	Connections (non-residential)	Quality complaints	Supply complaints	Water sourced (ML)	Water used (ML)
March	24	1	4	9	1433.20	1393.81

March 2022 usage data

