

24 August Board Meeting

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

Apologies: CEO Andrew Crakanthorp

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R7 | CAPEX Budget Results

Riverina Water's capital expenditure budget result for 2021/22 was 65.8% excluding commitments and 75.7% when commitments are included.

While the percentage is lower than anticipated, it equated to \$14.01M in capital expenditure, which was similar to the 2020/21 figure of \$14.6M.

Overall, the results are pleasing in the context of business interruptions presented by COVID-19 and staff seeking to take accrued leave.

R8 | Annual Hospital Allowance

Riverina Water will discontinue its past practice of providing an access charge exemption and annual charge allowance to public and private hospitals within the supply area.

Historically, Riverina Water has provided an annual allowance to all hospitals (public and private) in its supply area by crediting the hospital 120 litres of usage per inpatient, per day of being hospitalised for the year. Over the past five years, Riverina Water has waived around \$50,000 in charges a year on average.

Upon further investigation it was identified this practice was carried forward from when Riverina Water operated as Southern Riverina County Council, and no evidence for the basis of 120 litres per patient, per day can be identified, or for the allowance being extended to private hospitals.

Riverina Water will investigate ways the funds previously given as an allowance can be used.

R9 | Operational Plan - Performance Targets

Riverina Water's progress against its key performance indicators for the 2021/22 Operational Plan were reported to the board.

Services to be provided

Measure	Key Performance Indicator	Progress to 30 June 2022
Service satisfaction rating revealed in annual customer survey	>4 (out of 5)	4.72
Water quality satisfaction rating revealed in annual customer survey	>4 (out of 5)	4.37 (average for five water quality indicators)

Capital Works

Measure	Key Performance Indicator	Progress to 30 June 2022
Projects completed from Capital Work Program	Target >85%	57.3% excluding commitments and 69.4 including commitments

Demand Management

Measure	Key Performance Indicator	Progress to 30 June 2022
Peak day demand (weekly average)	<65ML	62.2ML (week commencing 4 January 2022)

HR and Work Health & Safety

Measure	Key Performance Indicator	Progress to 30 June 2022
Number of days lost through injury	0 or < previous period	Days lost in 2020/21 was 56 Days lost in 2021/22 was 65
Cost of workplace injuries	Reduction in Workers Comp Insurance premium	The premium for 2021/22 is \$311,239.25, the estimated

		premium for 2022/23 is \$251,934.79
Percentage of sick leave to ordinary hours worked	< State or LG sector average (less than 3.5%)	2022 is 4.1%
Total hours worked compared to lost time through workplace injury and illness	IISI < previous period	The Index in 2021/22 was 163.39. The index in June 2020 was 201.36
No of employees undertaking training and development	All required training is current	45 employees completed training
	100% of training completed	68% of work force applied for training, 61% completed
Total planned overtime hours compared to ordinary hours	< same quarter previous year	0.80%
No. of incidents requiring notification to the NSW SafeWork	0 or < previous period	1

Equal Employment Opportunity

Measure	Key Performance Indicator	Progress to 30 June 2022
Number of complaints lodged	Target = Nil	Nil
Percentage of women returning from maternity leave	Target = 100%	N/A

Environmental Protection and Efficiency

Measure	Key Performance Indicator	Progress to 30 June 2022
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Power used per megalitre of water produced	833 KWh/ML	757KWh/ML
Carbon emissions per megalitre of water produced	0.74 T/ML	0.62 Tonnes CO2/ML

Charges and Fees

Measure	Key Performance Indicator	Progress to 30 June 2022
Level of water accounts overdue compared to water sales for previous 12 months	Target <5%	3.23%
Level of sundry debtor accounts overdue compared to debtors raised for previous 12 months	Target <5%	0.83%

R11 | Council Meeting Schedule 2023

The Board meeting dates for 2023 will be:

- Thursday 23 February
- Thursday 27 April in Greater Hume Council area
- Thursday 29 June
- Thursday 24 August
- Thursday 26 October
- Thursday 14 December

R12 | Local Government NSW Annual Conference

The Chairperson and the CEO will attend the 2022 LGNSW Annual Conference in October.

Chairperson Cr Tim Koschel will be Riverina Water's voting representative at the conference.

R14 | Proposed Riverina Water Reconciliation Action Plan

Riverina Water has committed to developing a Reconciliation Action Plan.

At its heart, reconciliation is about strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, for the benefit of all Australians

The development, adoption and implementation of a Reconciliation Action Plan (RAP) is an important step that Riverina Water can take on the journey of reconciliation; and was a priority in the recently adopted Riverina Water Business Activity Strategic Plan 2022.

The development of a RAP will enable Riverina Water to contribute to reconciliation by:

- Building and encouraging relationships between Aboriginal and Torres Strait Islander peoples, communities, organisations and the broader Australian community
- Fostering and embedding respect for the world's longest surviving cultures and communities
- Develop opportunities with Council to improve socio-economic outcomes for Aboriginal and Torres Strait Islander peoples and communities.

R15 | Accounting Treatment of Rural Fire Services ("Red Fleet") Assets

Riverina Water will write to the government, local members and various politicians expressing its objection to the NSW Government's determination on ownership of Rural Fire Service (RFS) assets.

There is a currently a local government campaign calling on the NSW Government to take immediate action over inequities and inconsistencies for the accounting treatment of RFS mobile assets known as "Red Fleet".

A long-standing dispute over the accounting treatment of the Red Fleet has come to a head with the Auditor-General's 2021 Report on Local Government on 22 June 2022. The Audit Report reemphasises the State Government determination that RFS assets are the "property" of councils and must be recorded in Council's financial statements with Council required to therefore absorb all depreciation costs.

Councils across the state refute this determination as they do not have any say in the acquisition, deployment or disposal of these assets.

Adoption of policies

At the August Board Meeting the following policies were adopted:

- Asset Management
- Smoke Free Environment

- Backflow Prevention
- Debt Management and Hardship
- Related Party Disclosures

As part of the review of policies, three were recommended for rescission as they were no longer required or captured in other policies:

- Mains Construction
- Access and Equity
- Water Billing Hardship

R15 | Draft Water Restrictions Policy

The Water Restrictions Policy has been reviewed as part of process following the appointment of the new Board.

No material changes have been made to this policy since its last review and adoption in 2019. However, given that this impacts all users within the Riverina Water service area, it has been placed on public exhibition until 25 September for any feedback.

To view the draft policy and make a submission, visit [rwcc.nsw.gov.au/haveyoursay](https://www.rwcc.nsw.gov.au/haveyoursay).

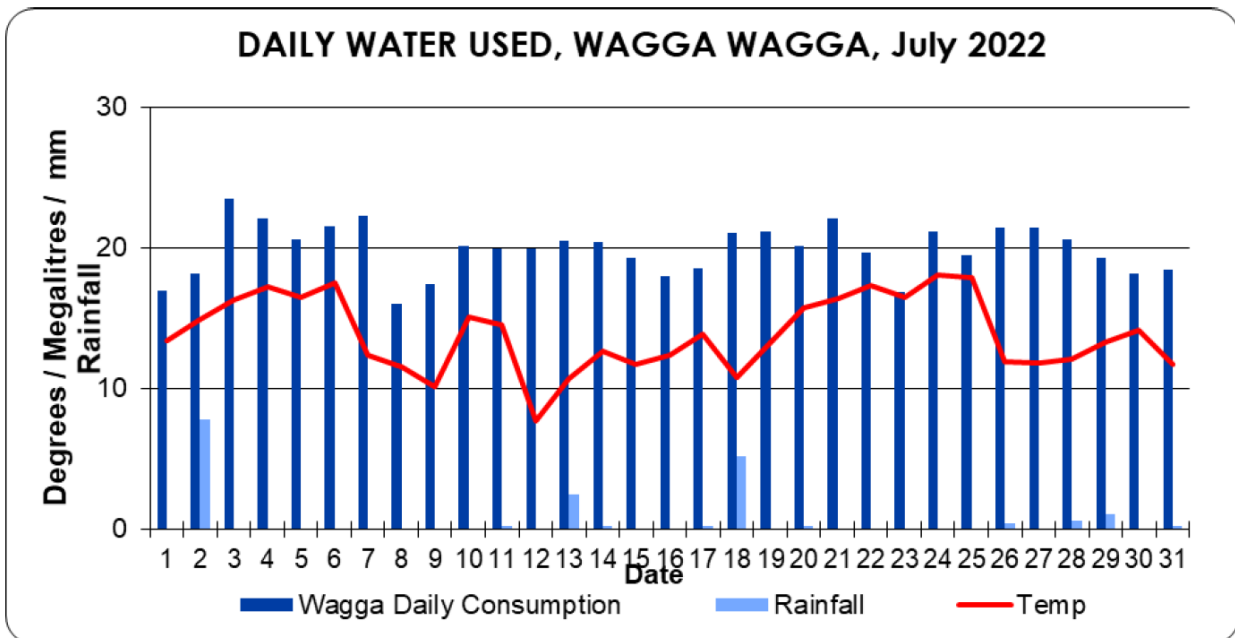
R25 | Murray Darling Association 2022 Annual Meeting

Riverina Water will be represented at the Murray Darling Association 2022 National Conference and AGM by the Director Engineering.

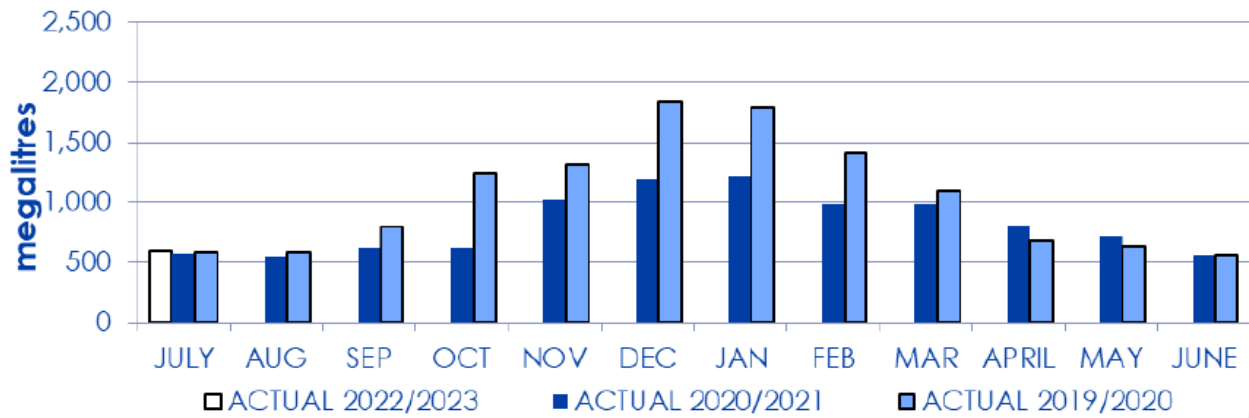
R27 | Works Report covering July 2022

Month	New Connections (residential)	Connections (non-residential)	Quality complaints	Supply complaints	Water sourced (ML)	Water used (ML)
July	23	3	11	9	729.85	772.5

July 2022 usage data



MONTHLY WAGGA WATER USED COMPARED TO PREVIOUS YEARS



MONTHLY RURAL WATER USED COMPARED TO PREVIOUS YEARS

