

24 February 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 Dan Hayes, Cr Michael Henderson, Cr Jenny McKinnon

Apologies: Cr Pat Bourke

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

Chairperson and Deputy of the new board

Riverina Water's Board will be led by Chairperson Cr Tim Koschel and Deputy Chair Cr Doug Meyer OAM following the first meeting of the new Board on 2 February.

Riverina Water recognised with 2021-22 Sam Samra Award

Riverina Water has been honoured with the prestigious Sam Samra Award, which recognises the most improved local government water or sewerage provider from across NSW.

There is no nomination process, with the judges instead assessing all councils before selecting the finalists and winner.

The judges applauded Riverina Water for the development of its Integrated Water Cycle Management Strategy – a significant 30-year plan that sets out how the region's drinking water needs will be managed until 2050.

Additionally, the judges highlighted Riverina Water's:

- Planned \$22M solar generation project
- Upgrading its telemetry system to a digital radio network
- Implementing its Information and Communications Technology (ICT) strategic plan
- Implementing a new customer-centric enterprise software platform to meet customer expectations and improve integration with asset management and financial systems

Read more: <https://rwcc.nsw.gov.au/samsamra>



R3 | Gumly Gumly Private Irrigation District Service Agreement

Since 1994, Riverina Water and the Gumly Gumly Private Irrigation District (GGPID) have had an agreement whereby Riverina Water undertake routine maintenance and surveillance activities for the private irrigation district scheme.

In August 2002, the arrangement was extended to include the provision of meter reading and billing services.

The GGPID has made separate arrangements with a local accounting firm to take place from 1 July 2022.

This change followed an internal audit in 2019, which recommending ceasing the agreement. In addition, Riverina Water is implementing its new enterprise resource planning software, which would incur a significant cost to the GGPID if they wished to continue the arrangement.

R5 | Rescission of Policy 1.4 Statement of Business Ethics

In keeping with the legislative requirement for the new board to review public policies within its first 12 months, management has been reviewing all policies.

It was determined that Policy 1.4 Statement of Business Ethics is not a policy, but rather a statement of mutual obligations.

The policy was rescinded and replaced with a new [Statement of Business Ethics](#), setting out Riverina Water's commitments, principles and expectations.

R10 | Board Member Training and Development Policy 1.08

The reviewed Board Member Training and Development Policy 1.08 is currently on public exhibition for any feedback: <https://rwcc.nsw.gov.au/haveyoursay>

All public policies are being reviewed to enable the Board to review them in the first year of their term. This policy's aims are to:

- Ensure Board Members have equal access to training and educational opportunities
- Ensure Board Members have the opportunity to maintain their knowledge and skill base to contemporary standards and expectations.

R11 | Draft Assistance for Undetected Water Leaks Policy

Riverina Water has developed a draft policy in order 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 draft Assistance for Undetected Water Leaks Policy aims to formalise this process to:

- Provide clarity for customers and staff on the types of assistance that can be provided
- Provide a clear process for application and eligibility requirements
- Align Riverina Water's approach with best practice in the water industry

The draft policy clearly sets out the types of leaks that are both eligible and ineligible, and the requirement for leaks to be repaired by a licensed plumber to access financial support.

The draft policy is currently on exhibition: <https://rwcc.nsw.gov.au/haveyoursay>

R13 | 2021-22 Community Grants Program assessment panels

Riverina Water's 2021-22 grants program has recently been open for applications.

There are separate assessment panels for each LGA, which consists of the Chairperson, a Board member from the relevant Council, and a staff member from that Council.

Following eligibility checks, the assessment process begins with an individual online assessment followed by the panel meeting to discuss the applications in more detail. The recommendations will then be presented to the April Board Meeting to award funding to successful applicants.

R19 | Oura Land Matters

The existing reservoirs (2x100kL) at Oura have reached the end of their service life.

Both reservoirs are leaking and need to be replaced and upgraded with two 600kL reservoirs to accommodate future demand. The proposed reservoirs require additional 1247sqm of land adjacent to the existing reservoir site.

Site investigations and the concept design of proposed reservoirs pad is complete. The Board endorsed the purchase of the additional land following discussions with staff and the property owner.

R20 | NSW Department of Primary Industries & Environment Concurrence - Riverina Water County Council Integrated Water Management Strategy

The NSW Department of Primary Industries and Environment (DPIE) have issued their concurrence to Riverina Water's Integrated Water Cycle Management (IWCM) Strategy.

DPIE considers the strategy to be consistent with the Best Practice Management of Water Supply and Sewerage Guidelines 2007 and IWCM Checklist 2019.

Attainment of NSW DPIE's concurrence of Riverina Water's IWCM Strategy is a significant milestone and reflects well on the organisation. It demonstrates to Riverina Water's regulators that it is sustainably managing its operations to provide affordable, safe and reliable water supply services over the next 30 years.

R21 | Net Zero Emissions Policy Adoption

The Net Zero Emissions Policy continues the work of the Net Zero Roadmap that was presented at the 30 June 2021 council meeting.

In summary the net zero roadmap showed that 95% of Riverina Water's emissions come from grid supplied electricity usage, with the majority of the remainder emissions comprising fuel to operate plant and equipment.

The roadmap showed that the technology already exists that would allow Riverina Water to offset the majority (>95%) of its emissions at a cost neutral price. The Net Zero Emissions Policy and roadmap sets out a series of steps Riverina Water can take to work towards its net zero target by 2030.

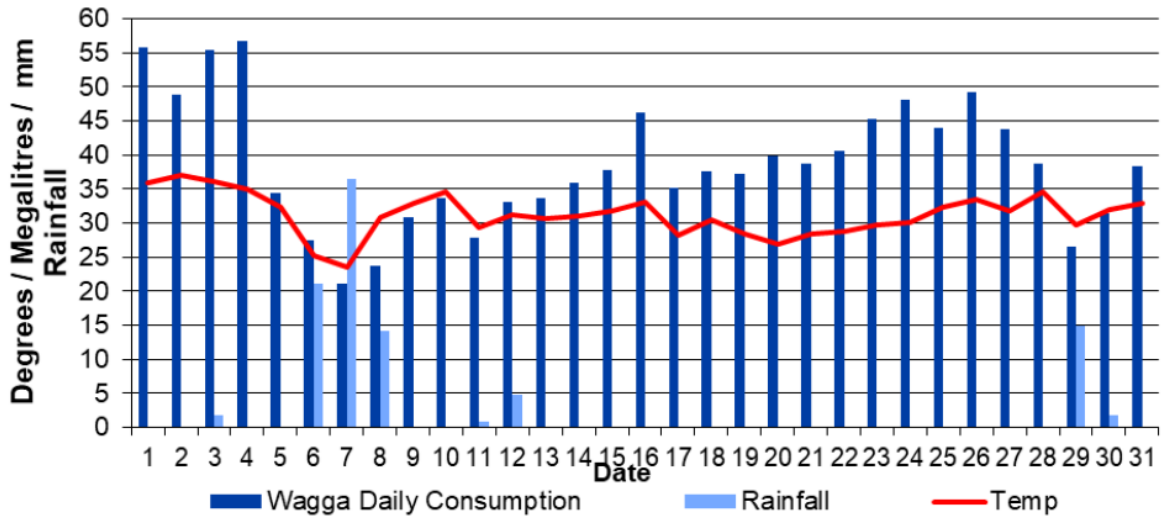
Two submissions were received, one for and one against. After reviewing the responses, no changes to the draft were made and the Board endorsed the new policy.

R22 | Works Report covering January 2022

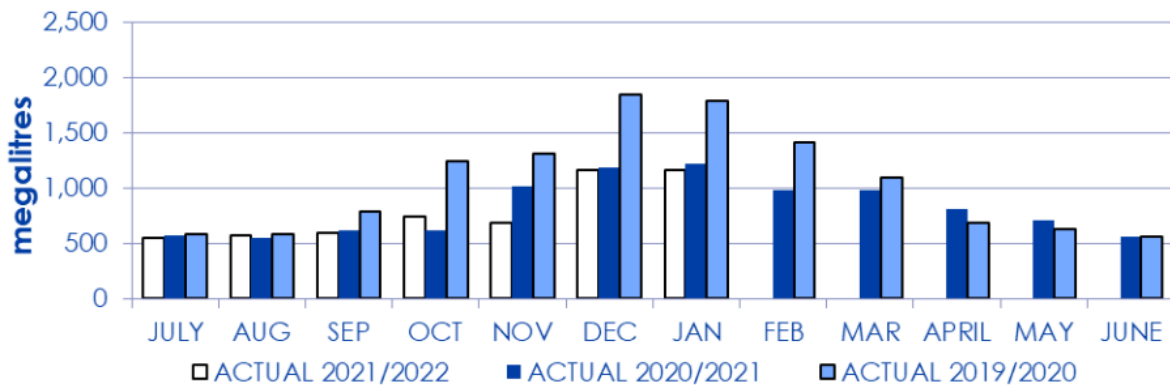
Month	Connections (residential)	Connections (non-residential)	Quality complaints	Supply complaints	Water sourced (ML)	Water used (ML)
January	20	12	15	11	1494.60	1473.92

January 2022

DAILY WATER USED, WAGGA WAGGA, January 2022



MONTHLY WAGGA WATER USED COMPARED TO PREVIOUS YEARS



MONTHLY RURAL WATER USED COMPARED TO PREVIOUS YEARS

