

27 June 2024 Board Meeting

Board members present: Chairperson Cr Tim Koschel, Deputy Chairperson Cr Doug Meyer OAM, Cr Georgie Davies, Cr Tony Quinn, Cr Michael Henderson, Cr Jenny McKinnon, Cr Tony Quinn, Cr Pat Bourke, Cr Dallas Tout

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

Tap2Go filling stations

As part of the Customer & Community Engagement Strategy 2023/24-2025/26 strategy, Riverina Water's Tap2Go program offers the supply and installation of a bubbler/bottle filling stations to our constituent councils.

As per previous years, the council entitlements each financial year are:

- › Wagga Wagga City Council: 2 stations
- › Lockhart Shire, Greater Hume and Federation councils: 1 station each

To arrange your new Tap2Go station, please email community@rwcc.nsw.gov.au with information regarding your requested location. Please note that once installed the station is an asset and the responsibility of the constituent council.

Policies and documents

At the 27 June meeting, the following policy was placed on [public exhibition](#) until 26 July 2024:

- › Investment Policy: This policy provides a framework to invest Riverina Water's funds, establishing adequate controls to ensure Riverina Water's investments are managed appropriately, maximising the return to Riverina Water in accordance with the risk appetite of the Board.
Following consultation with Riverina Water's independent investment advisor, a new clause has been incorporated into the Investments Policy, clause 6 "Consideration of local economic benefit when making investment decisions", allowing decisions which preference investments with locally owned and operated financial institutions in the Riverina Water supply area.

At the 27 June meeting, the following policy was adopted:

- › Donations and Sponsorships Policy: The new policy will allow Riverina Water to better manage the types of requests for funding it receives, with benefits including: ensuring

donations do not conflict with grants funding; allowing Riverina Water to better capitalise on sponsorship opportunities; creating two different funding limits for donations and sponsorships reflective of the typical types of requests received; improving governance and assessment processes in general.

For more information, please see reports R2 and R8 in the Business Paper

R3 | Extraordinary Board Meeting to be held

The Board has approved holding an extraordinary meeting to occur on Thursday 29 August 2024 at 9.30am, to approve annual financial statements. The Board meeting for August 2024 has been set for Wednesday 7 August 2024 so as to fall outside the caretaker period (Friday 16 August to Friday 13 September 2024 inclusive) for the local government elections being held on 14 September 2024.

R4 | Donations and Sponsorships 2023-24

One of the many meaningful ways Riverina Water gives back and invests in its community is through donations and sponsorships.

For many years now, Council has supported countless community groups, events, and initiatives. In 2023-24, Riverina Water provided a total of \$64,945 in donations and sponsorships to 32 initiatives or organisations.

For a full list of 2023-24 donations and sponsorships, please see report R4 in the Business Paper

R6 | Assistance for Undetected Water Leaks Provided 2023-24

As at May 2024, Riverina Water has provided leak rebates totalling \$22,718.60 to 48 customers under its adopted Assistance for Undetected Water Leaks Policy.

R7 | 2024 Customer Satisfaction Survey

Riverina Water's latest Customer Satisfaction Survey has once again given the organisation high results across the board, including for water quality, reliability and customer service.

The survey was undertaken throughout May and June, with more than 500 responses from across Riverina Water's supply area of the Wagga Wagga City, Lockhart Shire and parts of Greater Hume and Federation council areas. In 2024, new questions were asked regarding customer priorities and their thoughts on value and trust.

Overall satisfaction with water reliability was very high with an average score of 4.8 out of 5, while all water quality indicators remained rated as high or very high level of satisfaction.

Top customer priorities

- › Water supply reliability
- › Water quality
- › Efficient and reliable customer service
- › Water affordability

Trust and performance

- › Overall trust in Riverina Water 4.30
- › Our reputation as a service provider 4.30
- › Water affordability 3.80

Water quality

- › Taste 4.06
- › Smell 4.18
- › Clarity 4.25
- › Pressure 4.06
- › Supply reliability 4.65

Customer Service

- › Overall satisfaction 4.54
- › Meeting needs on first contact 4.67
- › Handling with accuracy 4.71
- › Ease of doing business 4.65
- › Contact was dealt with quickly 4.65
- › Staff skill and knowledge 4.69
- › Friendly and caring service 4.70
- › Convenient opening hours 4.57
- › Website information 4.15

R10 | Adoption of revised Delivery Program 2022/23-2025/26 and Operational Plan 2024/25

Residential bills would increase on average by just \$15 a year in 2024-25 in Riverina Water's draft budget.

The changes include an increase of consumption charges by 3% and an increase of 3% to Riverina Water's Sundry fees and charges, rounded to the nearest 50 cents.

In 2024-25, Riverina Water will roll out \$15.6M in capital works, including investing more than \$5.4M in water mains, services, and meters and almost \$4.7M in treatment plants, pumping stations and reservoirs.

R14 | Local Government NSW - 2024 Water Management Conference

Riverina Water will be represented at the Local Government NSW - 2024 Water Management Conference. The Chief Executive Officer and Manager Operations will attend as Riverina Water representatives. The conference will be held in Goulburn on 23-25 July 2024.

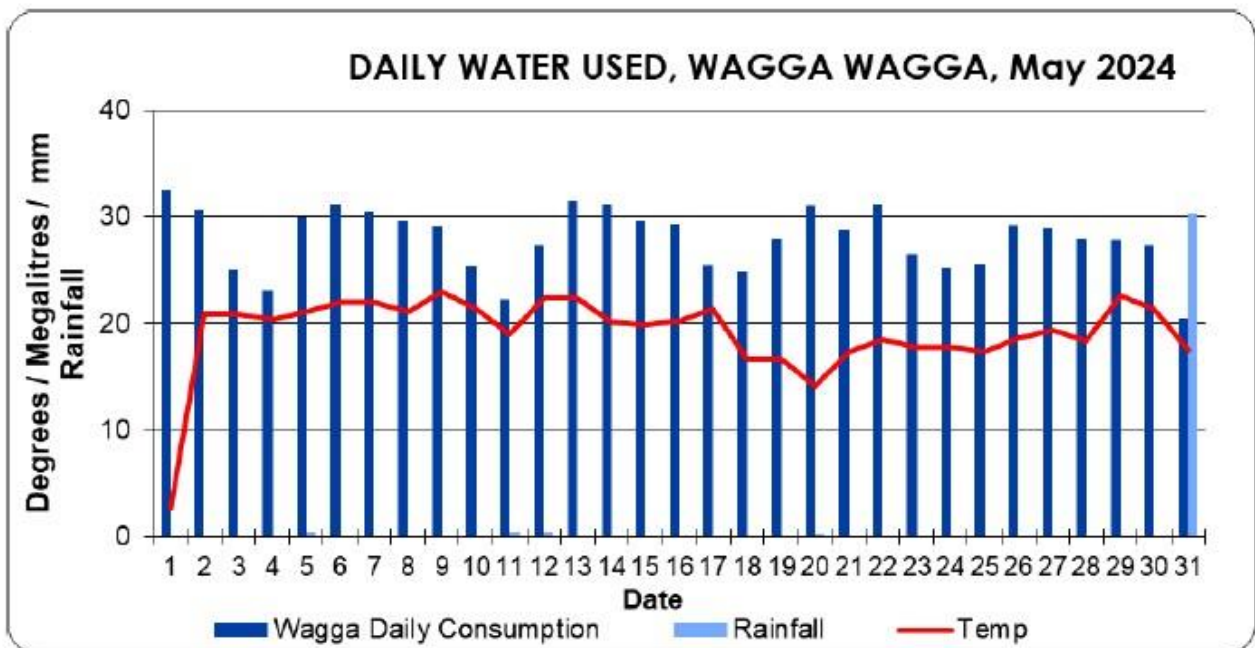
R15 | LGNSW Annual Conference

Riverina Water will be represented at the Local Government NSW Annual Conference. The Riverina Water Chairperson and CEO will attend. The conference will be held in Tamworth on 17-19 November 2024.

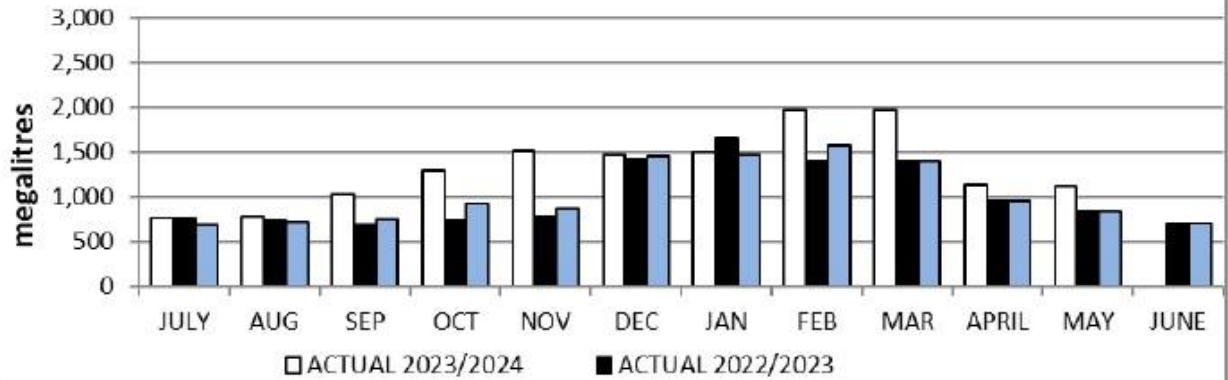
R18 | Works Report covering May 2024

Month	New Connections (residential)	New Connections (non-residential)	Quality complaints	Supply complaints	Water sourced (ML)	Water used (ML)
May	31	1	9	12	1,119.16	1,113.85

May 2024



MONTHLY TOTAL WATER USED COMPARED TO PREVIOUS YEARS



MONTHLY RURAL WATER USED COMPARED TO PREVIOUS YEARS

