

Supporting a vibrant region

As we reach the end of our first year as Greater Western Water, I'm pleased to report we are setting solid foundations for a thriving, healthy region.

While providing essential services to your homes is our number one priority, we also have a role in creating a more liveable city and region for everyone and supporting our communities and economy.

That's why we are working across our region, with many partners, on projects that range

from educating the next generation about water conservation and planting 10,000 trees to creating cool green spaces to exploring new and emerging technologies.

Our recently released 2030 Strategy will guide us as we continue to deliver on our core purpose to provide 'trusted water services for our communities and future generations.'

Maree



Creating a cooler, greener west

This year we are embarking on our biggest tree planting program to help create cooler, greener spaces across Melbourne's west.

We will plant 10,000 trees at sites in Melton, Cocoroc and Altona, as part of the Victorian Government's 'More Trees for a Cooler, Greener West' initiative.

Tree coverage is good for people, wildlife and the environment. It can reduce temperatures by 10-25°C, provides shade and green space, improves air quality, and creates homes and food for wildlife. Green spaces support our mental and physical health by providing places where we can connect with nature and each other.

The western region has the lowest tree canopy cover in Melbourne, so projects like this and Greening the West are bringing more trees to our streets, trails and parklands – and improving the environment we live in.



Prevent Frozen Pipes!

In frosty weather, exposed water pipes can freeze or burst. To prevent issues, place a cover over your pipes and water meter to protect them from frost - an old blanket, container or bucket works well.



Acknowledgement of Country

Greater Western Water respectfully acknowledges the Traditional Owners of the lands and waters upon which we work and operate. We pay our deepest respects to the traditional custodians past, present and future.

Water education creates ripple effect

Educating the next generation about water conservation and climate change is just one of the ways Greater Western Water (GWW) positively impacts our communities.

GWW provides free presentations and resources to preschools, childcare centres, and primary and secondary schools across our service region.

Participants learn easy, practical ways to save water at home, interesting water facts, how the water cycle works and how we can all do our part to support our local environment.



To find out how your classroom or community group can get waterwise, contact the GWW education team on education@gww.com.au

GWW recognised as a world leader

We are proud to announce that Greater Western Water is now a member of Leading Utilities of the World, a network of the world's top performing and most innovative water and wastewater utilities.

To become a member, utilities must demonstrate outstanding achievement in areas of global significance to the water sector and ambition to drive performance for the years ahead.

Managing Director Maree Lang accepted our membership at Singapore International Water Week. "Becoming a member of Leading Utilities of the World is important to Greater Western Water. It means we are part of a group of like-minded organisations across the world. We will be able to tap into a wealth of knowledge and a sea of best practice", she said.



Trialling new technologies

Innovation and partnerships are critical to meeting the challenges of the future.

As a member of Intelligent Water Networks (IWN), we partner with water organisations, research bodies and industry groups to explore new and emerging technologies. In fact, GWW currently has Victoria's highest number of trials underway with IWN – our nine trials range from Artificial Intelligence based leak detection, converting biosolids to biochar, and real time water quality monitoring to using augmented reality and robotics in the field.

GWW Manager Innovation and Continuous Improvement, Jason Cotton, sees how these technologies can benefit our customers, Country and the water sector. "By exploring emerging technologies, we discover smarter and safer ways of working, detecting and solving problems, and building the capabilities we need for the future."

Did you know?

How to check for hidden water leaks.

Water leaks are not always easy to see. To save water and money, follow these steps to check for a leak;

1. Turn off all the taps in and around your house.
2. Record the numbers on the dial of your water meter.
3. Don't use water for at least a few hours – preferably overnight.
4. Check the dial on the water meter again. If the numbers have changed you may have a leak
5. Call a licensed plumber to identify and fix the problem.



Payment support



For our customers needing bill support we have a range of tailored options available, such as concessional discounts and payment plans.

To find an option right for you, visit

Annual Parks Charge

Most customers based in metropolitan Melbourne will notice the parks charge on their current bill. These funds help Parks Victoria maintain our iconic parks, trails and zoos.



Visit

to learn more.

Our contact details

Call **13 44 99** Visit

Webchat support

