

Supporting communities to thrive

While delivering essential water and wastewater services is our core role, we believe we have a responsibility to support liveability, wellbeing and prosperity across our service area.

We've been supporting our customers and communities in many ways over the last few months, through upgrading the water mains on Victoria Street, North Melbourne, consulting with you on changes to our billing frequency and hearing water stories from schoolchildren through the National Water Week poster competition.

The common thread is connecting with customers and communities. Your needs, ideas and aspirations are important to us so have your say on projects in your area, or contact us to chat about any of the billing changes we've made recently.

We look forward to partnering with you to help our region thrive.

Maree



Maree Lang
Managing Director
Greater Western Water

Victoria Street water mains get an update

Melbourne's water network was built to last. The current water pipes were installed across the city more than 140 years ago, so they have served us well. However, these pipes are now in need of an upgrade.

One major project is in progress in and around Victoria Street. The water main extending from North Melbourne to Carlton is being replaced using two methods: open trench and slip-lining – inserting new flexible pipes into the existing mains.

Work on this \$16.1 million project is expected to be completed by the end of 2023.

Learn more at yoursay.gww.com.au or pop in to the site office in Howard Street, North Melbourne.



A change to our billing frequency

From 1 July 2023, we're beginning the process to move our customers from receiving a bill every four months to receiving a bill every three months (quarterly). This change will not impact the cost of your water usage and service charges over the year. Receiving your bill more often should mean smaller bills as the cost is spread out over four bills instead of three.

You will start receiving your water bill quarterly from October 2023. You'll have 21 days to pay each bill from the date it is issued.

In January this year we asked you what support you needed to make this change as easy as possible. You told us that you want plenty of notice before you get your first quarterly bill and that you might need longer to pay from time to time.

We'll keep you updated as we get ready to make the move. For more information, visit gww.com.au/billexperience.



New water industry standards for Victoria

At the start of March, the Essential Services Commission (ESC) put new Water Industry Standards in place that strengthen consumer protections, especially for people facing financial difficulties. You can see the new water standards on the ESC website.

Our customer charters are governed by these standards, and outline your rights as our customer, and our promise of what you can expect when you deal with us. You can find a copy of our customer charters at gww.com.au/policies-charters.



Acknowledgement of Country

Greater Western Water respectfully acknowledges the peoples of the Kulin Nation as the Traditional Owners of the lands and waters on which our service area lies. We pay our deepest respects to their Ancestors and Elders past, present and emerging.

Reusing our precious resource

We supply high-quality drinking water to your homes and businesses, but the water journey doesn't end there.

Once you've used the water, it goes down the drain into our sewerage network. From there it reaches our recycled water plants, where it's carefully treated and re-supplied to connected customers for a variety of non-drinking purposes.

Last year we supplied more than six billion litres of recycled water for use in laundries, toilets and gardens; for manufacturing; to irrigate farms; and to water public spaces and sports grounds.

As our population grows, there will be more wastewater, and more opportunities to turn that into recycled water - saving our drinking water for drinking.

Learn more about recycled water at gww.com.au



Melton Recycled Water Plant

Annual parks charge

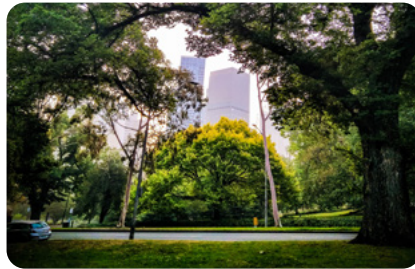
We've simplified our billing process for the Parks Charge.

From 1 July 2023, customers in the City of Hume and City of Melton who have previously received a separate bill for the annual Parks Charge will instead have that charge included in their usual Greater Western Water bill. The Parks Charge will continue to be billed annually.

We collect the Parks Charge for the State Government once a year, usually in July. It may be why your bill seems higher than usual during this

time. These funds help Parks Victoria maintain our iconic parks, trails, zoos and waterways

To learn more about this charge go to parks.vic.gov.au/about-us/parks-charge.



Great water service from top to bottom

Every year, GWW delivers more than 113 billion litres of high-quality drinking water to around 1.3 million people.

Our water supply system is made up of:

- 7,562 km of water supply mains
- 17 dams and water catchments
- 7 groundwater bores
- 35 pump stations
- 7 water filtration plants.

To learn more visit:

gww.com.au/greatwater



Merrimu Reservoir

Inspiring water stories and art

National Water Week, held every October, inspires communities and organisations to think about using water wisely, to work together on water issues, and to celebrate achievements that support a sustainable future.

Every year primary schools across our communities get involved in

the poster competition – learning about water while showing their creative talents.

In 2022, we received a record 1,018 entries in the competition from 21 local schools. The posters reflected the theme 'Our water stories'.

You can see the results at gww.com.au/nww and join in the fun in October 2023.



Our 2022 poster competition winners.

Need help paying your bill?

We know paying your bill can be difficult at times. We have a range of payment options and supports and we can help you access concessions, utility relief grants and water efficiency programs. Learn more at gww.com.au.



Contact us

Call **13 44 99**

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