

## Supporting communities to thrive

Our mid-year Customer Outcomes Report reflects how we are accountable to our customers. This is true both in how we deliver trusted water services, but also in how we support our communities and build a more liveable city.

Our customers helped to develop the report's benchmarks. They cover the things you told us are important, like service reliability, billing and protecting our environment. Our commitment to a thriving community extends to our partners and our people.

People like Ahmet and his team, who help our Altona Treatment Plant run smoothly around the clock or our faults and emergency teams who are here for our customers 24/7.

As we look to the next six months, we will be guided by what is important to you as we continue to deliver reliable water services to our communities.

### Maree



**Maree Lang**  
Managing Director  
Greater Western Water

## The Altona Treatment Plant

Meet Ahmet from our Altona Treatment Plant and learn more about how the plant provides essential wastewater services to the community.

At our Altona Treatment Plant, Team Leader Ahmet works in safety and maintenance. But Ahmet's favourite part of the day is coaching and supporting his team members and seeing their development and growth.

Our Altona Treatment Plant was established in the 1960s and upgraded in the 2000s. Today it services more than 30,000 customers and:

- treats 16 million litres of sewage a day
- produces up to 9 million litres of recycled water a day during summer
- produces 6,000 tonnes of biological waste for compost per year.

Occasionally the plant faces challenges from extreme weather events, power outages and equipment failure. Ahmet says, 'a committed team, remote real-time monitoring and readiness planning help us manage.'

Ahmet is excited by emerging technology, like the recent installation of a robotic cleaner in the water tanks. Looking to the future, Ahmet's approach is, 'to accept emerging challenges as opportunities to facilitate solutions and learn and grow.'

Learn more about how we treat recycled water at [gww.com.au/recycledwater](http://gww.com.au/recycledwater)



## Our mid-year performance update

Our mid-year Customer Outcomes Report shows that we have maintained most of the improvements we made in 2021-22. We will also meet most of our targets in 2022-23.

This report covers the 1 July 2022 to 31 December 2022 period. Every six months, we measure our performance against a set of customer benchmarks. These are designed to ensure you receive the best possible service from us.

You can see how we are tracking at [gww.com.au/ourperformance](http://gww.com.au/ourperformance)

### 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.

## How to avoid a blocked sewer

When the wrong things are flushed down the toilet or put down the sink, they can cause sewer blockages and may also damage your property or the surrounding environment.

Wet wipes, paper towels and tissues cause blockages like this one. Remember to only flush the three Ps: pee, poo and (toilet) paper. Anything else goes in the bin.

For more tips on avoiding and fixing sewer blockages go to [gww.com.au/blockedsewer](http://gww.com.au/blockedsewer)



## Access Melbourne's world-class water on the go

There's so much to do in and around GWW's service area. We've partnered with Choose Tap to make sure you can find free water refill stations throughout.

Did you know that Melbourne's tap water is:

- some of the best in the world
- much better for your wallet than buying bottled water
- a more considerate environmental choice.

Always BYO reusable bottle and before you go find a refill station on your route using the tap finder at [choosetap.com.au/tap-finder](http://choosetap.com.au/tap-finder)

## Everything your bill pays for

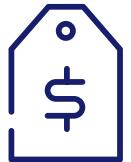
Your bills contribute to so much more than just the safe, reliable drinking water that comes out of your tap.

Your payment also contributes to:

- the treatment of billions of litres of wastewater
- the maintenance of thousands of kilometres of water and sewerage pipes

- great customer service
- new sustainable technologies
- community support programs
- the care of waterways and green spaces.

You can find more information about our prices and charges at [gww.com.au/pricesexplained](http://gww.com.au/pricesexplained)



## 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](http://gww.com.au/policies-charters).



## Water emergency? We're here for you 24/7.

If something has gone wrong with your water or your sewerage, there are plenty of ways you can contact us:

- If it's an emergency like gushing water, call 13 44 99, at any time.
- If you spot a fault like a burst water main or blocked sewer report it at [gww.com.au/reportafault](http://gww.com.au/reportafault).

- If you see a fault but you're not sure who to tell, report it on the Snap Send Solve app. They'll send it to the right people.

Always contact us before you go to a plumber. We'll advise who should fix the issue.

If it's not an emergency, access our services online. You can pay your bill, find information and our latest news on our website [gww.com.au](http://gww.com.au)



## Contact us

Call **13 44 99**

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