

## Building partnerships for a thriving region

Our service area is one of the fastest growing regions in Australia. We're committed to supporting this growth and to our core purpose of delivering trusted water services to the region.

To do this, we partner with groups and organisations who share our commitment to our diverse community and to caring for Country.

Our partnership activities are varied, from providing the next generation of students with hands-on experience to sponsoring local projects that bring our community together.

We're also collaborating with Melbourne's other water corporations to show how we can provide a secure and sustainable water supply over the next 50 years and partnering with Traditional Owners and First Nations peoples to act on our commitment to reconciliation.

Our partnerships reflect the diversity of our growing region and help us achieve our vision of thriving people and Country.

**Maree**



**Maree Lang**  
Managing Director  
Greater Western Water

## Working with Victoria University for a prosperous west

We've strengthened our partnership with Victoria University (VU) by signing a Memorandum of Understanding (MOU) that will benefit the people, businesses and environment of Melbourne's west.

Our Managing Director Maree Lang and VU Vice Chancellor Professor Adam Shoemaker signed the MOU, which establishes a five-year major alliance between us.



Our shared values have brought us together many times in the past, and will continue to do so in the future. Currently, we're working together to explore opportunities to partner in education and training, to support First Nations peoples' participation in our region, and to bring innovation to water and wastewater management.

We both have an important role that extends beyond our core purpose. That is to support a thriving western region by developing individuals and communities, and by protecting, healing and caring for Country.

## Congratulations to our latest Thriving Communities recipients

In June, we announced the recipients of our 23/24 Thriving Communities grants and sponsorships round. We awarded approximately \$176,000 to community groups and organisations across our service area.

We've funded a range of projects that make our region a great place to live, including sports tournaments, art exhibitions, community events and health initiatives. We've also focused on projects that have a positive impact on our natural environment, supporting local waterways and wildlife.



To learn more about the grants and sponsorship program go to [gww.com.au/grants-sponsorships](http://gww.com.au/grants-sponsorships)

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## Our plan for Melbourne's water future

In April, we launched the Greater Melbourne Urban Water and System Strategy: Water for Life alongside Melbourne Water, Yarra Valley Water and South East Water.

The plan describes how we will work together to secure Melbourne's water supplies for the next 50 years.

We'll balance Melbourne's water needs by diversifying our water sources and using new water supplies. The strategy is a shared plan with Traditional Owners and the community, who helped shape criteria to assess and short-list future options.

For more information visit [waterforlifestrategy.com.au](http://waterforlifestrategy.com.au)

### 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.

## A simpler billing experience

Over the next 12 months, we're making some big changes to your billing experience. This upgrade will mean a simpler experience for you, whether you choose an email or paper bill.

We're redesigning your bill to make it easier to understand and building a new online account to make paying your bill and managing your account simpler.

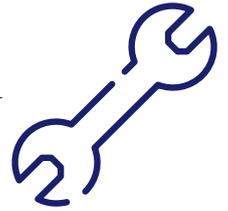
From October 2023, customers who receive a bill every four months will receive a bill quarterly, or every three months. You'll have 21 days to pay each bill from the issue date.

Customers in the City of Hume and City of Melton who previously received a separate bill for the annual Parks Charge will instead have that charge included in their usual Greater Western Water bill.

For more information about changes to your bill visit [gww.com.au/billexperience](https://gww.com.au/billexperience)

## Royal Parade upgrade

After more than 130 years of ongoing use the Royal Parade water main is getting an upgrade. We will replace the existing water main with new pipes, between Princes Park and Genetics Lane.



This upgrade means we'll maintain a safe and reliable water service for Parkville and Melbourne's CBD now and into the future.

Construction commenced in May and will be completed in October. To find out more visit [gww.com.au/royalparade](https://gww.com.au/royalparade)



## Healing and caring for Country

Our commitment to 'healing and caring for Country' means partnering with Traditional Owners and First Nations peoples.

Through these partnerships, we're increasing industry connections with First Nations suppliers, collaborating on water management, and building our people's cultural awareness through education and training.

We're launching our first GWW Reconciliation Action Plan (RAP) later this year. This plan outlines how we will work to create a society that celebrates and protects the ongoing cultural and spiritual connections of First Nations peoples to land and water.

For more information visit [gww.com.au/firstnations](https://gww.com.au/firstnations)

## We're preparing our price submission

A price submission is our plan for the prices you will be charged, the level of service you can expect and the investments we will make between 2024 and 2028.

Since August 2022 we've been listening to what you have to say on our services and prices through online surveys, focus groups and our 45-strong community panel.

Over the next few months, we'll be incorporating this into our price submission.

Find out more at [gww.com.au/pricesubmission](https://gww.com.au/pricesubmission)



## Prevent frozen pipes this winter

In the cooler months, water meters and pipes that sit above the ground can freeze.

This could result in your property having no water and can cause your meter to burst or pipes to split.

To avoid this, place a cover over your meter and pipes to protect them from frost. A blanket, container or bucket will work.

Learn more at [gww.com.au/frozenmeters](https://gww.com.au/frozenmeters)



## Contact us

Call **13 44 99**

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