

## Collaborating with our community

I am pleased to share we've launched our first Reconciliation Action Plan (RAP) as Greater Western Water. Our Innovate RAP sets a strong foundation for our ongoing work with First Nations peoples as we continue to work towards our vision for reconciliation.

Our commitment to collaboration and shared learning extends to our entire community. We're working across our service area, on a range of projects to help our region thrive.

We've kicked off a three-year sponsorship of the Western Bulldogs Community Foundation and we're working with local schools to create a greener west. Recently, we heard from our customers about what is important to you and included these priorities in our price submission.

Collaborating with each other will help us achieve our shared vision for thriving people and Country.

**Maree**



**Maree Lang**  
Managing Director  
Greater Western Water

## Supporting the next generation of First Nations leaders

We've kicked off a sponsorship to fund and support the Western Bulldogs Community Foundation's Nallei Jerring Koori leadership program. We'll provide \$75,000 over three years as a support partner of the program.

The Nallei Jerring program aims to educate, engage and empower young Aboriginal and Torres Strait Islander participants living in the west of Victoria, through a series of events, workshops and presentations.

This is the first strategic community sponsorship selected through our Thriving Communities grants and sponsorship program. Learn more at [gww.com.au/grants-sponsorships](http://gww.com.au/grants-sponsorships)



WBCF Board Member Aisha Nicolay, GWW Managing Director Maree Lang and WBCF General Manager Kashif Bouns

## Celebrating the launch of our Reconciliation Action Plan

We recently launched our first Greater Western Water Reconciliation Action Plan (RAP), with an event at Wunggurrwil Dhurrung Centre on Wadawurrung Country. Many of the people who helped bring the RAP to life were there, including representatives from our First Nations partner organisations.

In developing our RAP, we worked to understand where we are as an organisation now and what is achievable in the future. We reflected on our past and heard constructive feedback from the First Nations community. Our RAP emphasises that everyone at Greater Western Water has a role to play in promoting reconciliation. Read our RAP at [gww.com.au/rap](http://gww.com.au/rap)



GWW Chair David Middleton and Managing Director Maree Lang at the RAP launch

## Improving your billing experience

We're simplifying your billing experience. From October 2023 we'll send your bills quarterly. If you're already receiving a quarterly bill, there will be no change for you.

We're also redesigning your bill so it's easier to understand and building a new online account to give you a better experience.

Learn more about these changes at [gww.com.au/billexperience](http://gww.com.au/billexperience)



### 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.

## GWW customer outcomes performance report published

Our annual customer outcomes performance report is now available.

Water corporations are accountable to their customers for delivering the outcomes set out in their price submissions. This report shows how we are performing against the commitments in our previous price submissions for Western Water and City West Water.

The report covers areas customers told us were important like service reliability, customer service, billing and environmental management.

We report against customer outcomes twice a year. This report covers 1 July 2022 to 30 June 2023.

Our next price submission will inform future customer outcomes performance reports.

You can read the report at [www.com.au/ourperformance](http://www.com.au/ourperformance)



## GWW price submission lodged

We've lodged our first Greater Western Water (GWW) price submission to the Essential Services Commission (ESC). Before we integrated to become GWW, City West Water and Western Water made separate submissions.

Our price submission covers the prices you will be charged, the level of service you can expect and the investments we will make from 1 July 2024 to 30 June 2028.

Before we put forward our price submission, we asked our customers about what is important to them. Based on this input, our price submission promises that:

- your water is safe, consistent and resilient
- when things go wrong, we fix them
- we support our diverse communities
- we enable growth and help businesses thrive
- we heal and care for Country

The ESC will now assess our price submission. Learn more at [www.com.au/pricesubmission](http://www.com.au/pricesubmission)



## Helping you spot scams

Scams are becoming more common and we're here to help you spot them.

Be careful if you receive any unexpected emails, texts or calls claiming to be from Greater Western Water.

If you're unsure, the safest way to check that it's us is by calling 13 44 99.

We're here from Monday to Friday, 8.30am to 5pm.



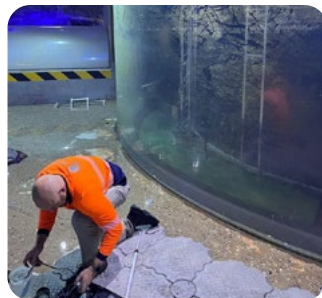
## Draining the tanks for an upgrade at the aquarium

Our Business Customer Services team helped the SEA LIFE Melbourne Aquarium empty 2.2 million litres of seawater from their Oceanarium into our sewer network. The empty Oceanarium is now undergoing some exciting upgrades.

The Oceanarium took seven days to empty, after careful planning with the aquarium and Melbourne Water. The water was treated at the Western Treatment Plant in Werribee and released into Port Philip Bay.

Some Oceanarium residents, like larger sharks and rays, won't be visible during the upgrade. But there are still thousands of marine and freshwater creatures to see at the aquarium.

Get the latest on the upgrade at [visitsealife.com](http://visitsealife.com)



## Growing a greener west

We're giving almost 1,000 trees to schools in our service area as part of our Trees for Schools program, in partnership with Greening the West. Trees provide shade, canopy cover and animal habitats. Together we're creating more green spaces for everyone to enjoy. Learn more about the program at [www.com.au/trees-schools](http://www.com.au/trees-schools)



## Contact us

Call **13 44 99**

Visit [www.com.au](http://www.com.au)

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