

## Caring for Country and community

I hope you've been able to spend some time outside this summer enjoying our region's local waterways and green, open spaces. Our vision is that the way we deliver water services to your home will protect and restore our region's natural environment.

This vision is part of our commitment to healing and caring for Country. Recently, we've been working on projects that contribute to this vision, like supporting native vegetation projects. We're also generating electricity across our sites, ensuring we're on track to reach net zero by 2030.

These projects help make our region a great place to live for the community. We've also been supporting our community by preparing for bushfire season together and through hearing water stories from local school children in the National Water Week poster competition.

While delivering trusted water services to your home is our core purpose, we will do this while protecting our natural environment for us all to enjoy now, and in the future.

**Maree**



**Maree Lang**  
Managing Director  
Greater Western Water



Volunteers in the Kensington Stockyard Food Garden

## Bush foods thriving at community garden

The Kensington Stockyard Food Garden is a place for the community to gather and grow their own food, deepening their connection to the local environment. The garden contributes to the area's biodiversity and part of the space is allocated to indigenous plants.

This year, the garden received local community sponsorship as part of our Thriving Communities program. Our Thriving Communities grants and sponsorship program funds local projects that bring people together, run by organisations who share our commitment to community and Country.

Using the grant, the Kensington Stockyard Food Garden will grow a wider range of indigenous bush foods.

Dean Stewart, a Wemba Wemba-Wergaia man, is lending his expertise to this project. Dean has worked on local cultural, conservation and education projects for almost 20 years.

His work strengthens people's connection to their community and its history, through an understanding of the environment, culture and identification of indigenous plants. This work will be continued into 2024 with more indigenous food workshops at the garden, hosted by Belinda Williams from Ceres.

Programs such as these further our commitment to reconciliation outcomes by increasing understanding and respect for First Nations heritage, histories, cultures and rights.

## How to prepare for your new billing experience

We're making some exciting changes that will give you more control and flexibility to manage your water account online, anytime. From early 2024, your current online account will be replaced with your new account, My GWW.

To ensure the security and safety of your information, we'll be asking you to re-register for your new My GWW account once it launches.

Now is a great time to make sure your details are up to date. The information you provide when registering

for your new My GWW account must match the details listed on your current account.

Log in to your account to check your details are up to date and make sure your mobile number is correct.

For more information visit [www.com.au/billexperience](http://www.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.

## Our net zero commitment

We're committed to reaching net zero carbon emissions by 2030, restoring environmental health and heading towards zero waste. We're working on lots of projects to help us achieve these goals, like using clean bioenergy at our Melton Recycled Water Plant in our waste-to-energy trial. The project treats liquid

food waste and generates renewable electricity, which helps to power our Melton Recycled Water Plant and contributes to 900 tonnes of emission reductions a year.

Keep up to date with our net zero journey at [gww.com.au/netzero](https://www.gww.com.au/netzero)



Our Melton Recycled Water Plant



GWW Chief Operating Officer, Michael Wootten and Anafrid at the CIO50 Awards

## Rising star recognised at 2023 CIO50 Awards

An essential part of the work we do is to create a safe digital environment for our customers and community. Leading this work is Anafrid, the head of our Technology, Security and Property team. Recently, Anafrid won the Next CIO award at the 2023 CIO50 Awards, reflecting the exceptional work she is doing to ensure our customers' data stays safe.

We partner with industry experts and the government to protect your information.

Together we make sure you can securely pay your bills and access your accounts online. Next year we're launching a new online account and introducing multi-factor authentication, which adds an extra layer of security to your information.

Anafrid and her team help us all stay safe online. Learn more at

[gww.com.au/risingstarrecognised](https://www.gww.com.au/risingstarrecognised)

## Get prepared for bushfire season

We work hard to be prepared for fire season but despite this, we can't always guarantee a reliable water supply, pressure or quality during a bushfire.

These disruptions may be caused by extreme demand from firefighters and residents, or damage to our equipment.

There are things you can do to be prepared for a bushfire:

- don't rely on the mains water supply, have alternative water sources available
- keep enough drinking water in an emergency kit for all family members, including your pets
- register your mobile number with us so we can keep you informed at [gww.com.au/contact](https://www.gww.com.au/contact)

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



## Announcing this year's National Water Week competition winners

We're celebrating this year's National Water Week poster competition winners, who creatively interpreted this year's theme, "United by Water" and highlighted the importance of water in bringing individuals and communities together.

The competition saw 800 poster submissions from 35 schools and centres in our service area. This year, student posters showcased water saving tips, connected communities, the importance of water and the need to protect it.

Read all about the competition and our winners at

[gww.com.au/nationalwaterweek2023](https://www.gww.com.au/nationalwaterweek2023)



## Tips for saving water all year round

In September 2023 the Bureau of Meteorology declared an El Niño, which means we can expect hotter and drier weather conditions. Our water stores, like dams and reservoirs, can fall quickly in dry conditions. Help save our precious drinking water during the warmer months by:

- fixing leaky appliances, like taps or toilets
- putting mulch on your garden beds to reduce evaporation

- reusing water from washing veggies to water your plants
- covering your pool to avoid evaporation
- using a hose with a trigger nozzle when watering your garden.

Learn more about saving water at

[gww.com.au/savingwaterathome](https://www.gww.com.au/savingwaterathome)



## Contact us

Call **13 44 99**

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