

Working together to deliver value for our community

Welcome to your new-look water bill. You told us that our bills could be easier to read and understand. Your ideas and feedback are important to us, so we've improved the design of our bill.

We're making other improvements so you have a better customer experience. We've replaced your current online account with My GWW, which gives you more control of your water account.

Information security is important to all of us, so we've introduced multifactor authentication to keep your information safe online.

We want to make sure you have all the support you need during these upgrades. You can find more information in our handy bill explainer, which is attached and available [on our website](#).

We're also working closely with you on projects like finalising our price submission and upgrading essential infrastructure. We're supporting our communities in the next round of our Thriving Communities grants and sponsorships program.

With your input and support, we'll continue to deliver trusted water services to your home while supporting the wellbeing and growth of our communities.

Maree



Maree Lang
Managing Director
Greater Western Water

Your new-look water bill

You'll notice your water bill looks a bit different. We've improved the design of your bill so it's easier to understand your water usage and other charges.

Some details might be in a different place than you're used to. To help you navigate your new bill, there's a handy bill explainer attached and available at gww.com.au/yourbill



How to choose the most secure payment method

In June 2023, the Federal Government announced that by 2030 cheques will be phased out in Australia. This process will start in 2028.

To prepare for this, we're transitioning to more secure forms of payment. This will help ensure the safety of your records and financial information.

We're encouraging all customers to switch to electronic payment. You can pay online using BPAY or set up a direct debit so you never miss a bill.

If you still prefer to pay by cheque, you can head to your local Australia Post outlet.

Learn more about this change at gww.com.au/accounts-billing



My GWW is your new online account

You told us that you'd like more control of your water account online, to help you do things like pay your bill, and update your details and payment methods. Your new online account is called My GWW and it gives you more flexibility to manage your water account online.

To keep your information safe, you'll need to re-register for My GWW using your new account number and the contact details you've already given us. You can find your new account number on your latest bill.

You will also set up a new password. We've introduced multifactor authentication, which means there will be extra checks to prove your identity when you access your account. This will help keep your information safe online. Find out what you need to do to get set up at gww.com.au/register

If you're ever unsure it's us contacting you, you can confirm the information at gww.com.au or by calling **13 44 99**.



Changes to the parks charge

For customers who receive a parks charge, we're spreading the charge across four bills rather than charging it annually. This change will make it easier to manage payments in quarterly instalments.

From 1 July 2024, the charge will be listed separately on your bill so you can see how much it is.

We collect the parks charge on behalf of the Department of Energy, Environment and Climate Action (DEECA). The charge helps maintain our iconic parks, zoos, trails and waterways.

For more information, visit gww.com.au/simplifyingparkscharge



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 and present.

Thriving Communities grant helps support Melburnians in need

Recently our Managing Director, Maree Lang and Minister for Water, Harriet Shing joined volunteers at St Mary's House of Welcome to serve lunch to Melburnians experiencing homelessness and hardship.

The visit was an opportunity to connect and talk with some of the centre's service users and learn more about the not-for-profit's 'Look Good, Feel Good' program, which received \$5,000 Thriving Communities sponsorship funding.

The 'Look Good, Feel Good' program aims to improve the physical and mental wellbeing of people experiencing homelessness and social disadvantage.

The program provides hot showers, towels, toiletries, period products and clean clothes. It also offers referrals to other vital services like meals, social activities and specialist support.

Read more about St Mary's House of Welcome and all our previous grant recipients at gww.com.au/grants-sponsorships



Managing Director, Maree Lang and Minister for Water, Harriet Shing serve lunch to Melburnians experiencing homelessness.

Royal Parade water main upgrade complete

We've finished upgrading the Royal Parade water main. The old water main was nearing the end of its service life, and after more than 130 years of ongoing use it needed an upgrade.

These works ensure that we can continue to deliver safe and reliable water services to the Parkville community.

During the six months of construction, we inserted a new pipeline inside the existing water main. This method is called slip-lining. Slip-lining is a safe and cost-effective method, which also helped to minimise disruption to local traffic and businesses.

Learn more about the project at gww.com.au/royalparade



Royal Parade is back in use after we replaced a 130 year old water main.

Boost to water security for Sunbury and Diggers Rest

We're building two enormous new water tanks in Melbourne's outer west to increase water security for the growing Sunbury and Diggers Rest region.

The \$29 million project kicked off last December in Sunbury's Bald Hill. When the work is completed in 2025, the tanks will double the region's water storage capacity and supply up to 10,000 local properties.

Each steel tank will be nine metres high and 44 metres in diameter and will each be able to hold 10 megalitres of water. That's the equivalent of four Olympic-sized swimming pools worth of water.

A new main will also be constructed to connect the tanks to Melbourne's water supply.

Learn more about the project at gww.com.au/sunburywatersecurity



An artist's impression of the new water tanks.

An update on our price submission

Last year, we submitted our first price submission as Greater Western Water to the Essential Services Commission (ESC). Our price submission outlines our prices, service levels and the investments we will make over the next four years.

The ESC has reviewed our price submission and recently let us know their draft decision.

The ESC will release their final decision and price determination in June 2024, confirming the prices we will charge from 1 July 2024 to 30 June 2028.

Learn more at gww.com.au/pricesubmission



Having trouble paying your bill?

We know paying your bill can be difficult at times. If you're having trouble paying your bill, we have a range of payment options and we can help you access concessions, utility relief grants and water efficiency programs.

We also offer support for customers experiencing family and domestic violence.

Learn more at gww.com.au/financial-support



Contact us

Call **13 44 99**

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