

Before you start

Your new account number

You'll need the ten-digit account number that appears on your new-look bill. If your current account number is 13-digits, you'll need to wait for your next bill to register for My GWW.

Multifactor authentication

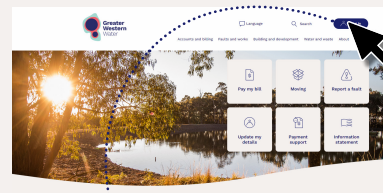
This is a multifactor authentication verification process. First you will verify your email address and then your mobile phone number.

Make sure you have access to your email and mobile during this process.

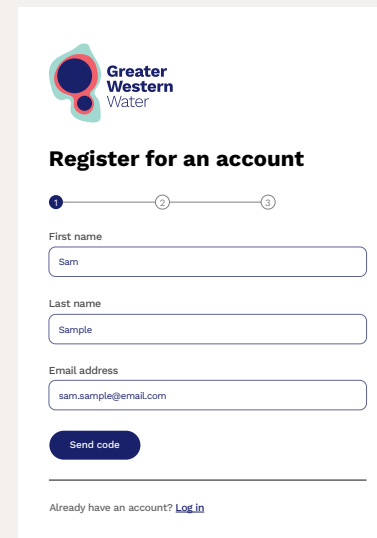
This process will check the information you give us against the information we already have in our system, so that we can make sure it's you and keep your information safe online.

If you're unsure of the information you've provided us with in the past, give us a call on **13 44 99**.

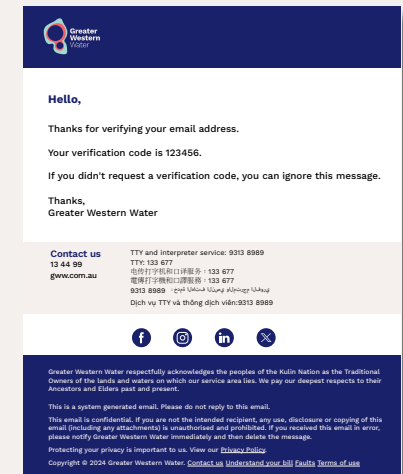
- 1 Go to gww.com.au and click 'Log in'.



- 2 On the login screen, select 'Register' to register for a new account. Enter your first name, last name and email address.

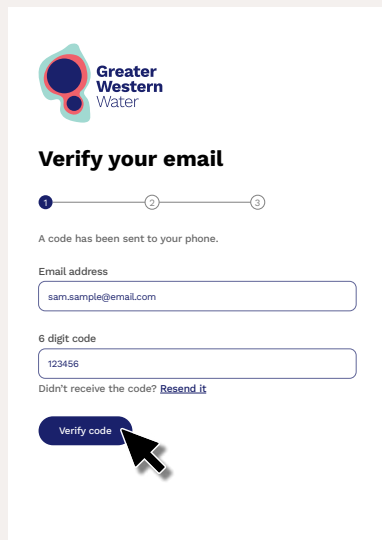


- 3 Click 'Send code' and a 6 digit code will be emailed to you.



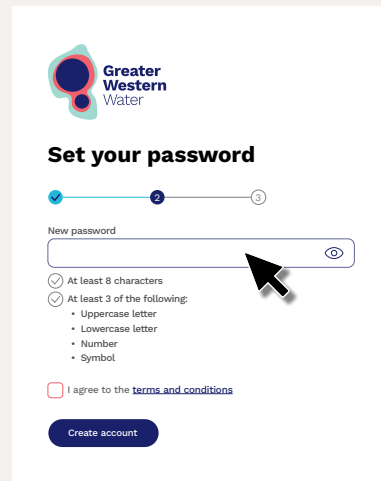
How to register for an account

- 4** Enter the 6 digit code in the email and click 'Verify code'.



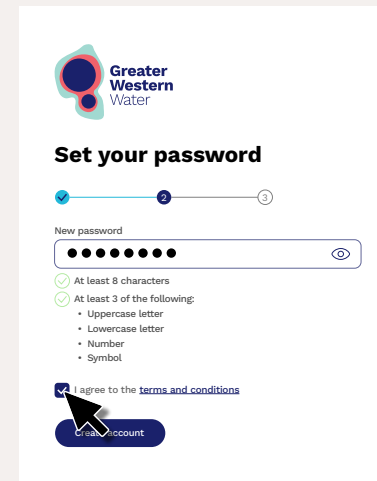
The screenshot shows the 'Verify your email' screen. At the top is the Greater Western Water logo. Below it is a progress indicator with three steps, where step 1 is active. The text 'A code has been sent to your phone.' is displayed. There are two input fields: 'Email address' containing 'sam.sample@email.com' and '6 digit code' containing '123456'. A link 'Resend it' is below the code field. At the bottom is a 'Verify code' button with a mouse cursor pointing to it.

- 5** Enter a password.



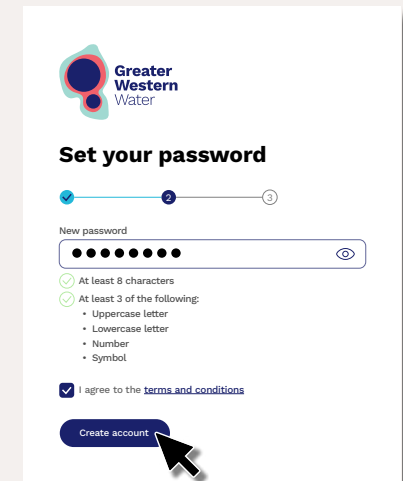
The screenshot shows the 'Set your password' screen. At the top is the Greater Western Water logo. Below it is a progress indicator with three steps, where step 2 is active. A 'New password' input field is shown with a mouse cursor pointing to it. Below the field are two checked requirements: 'At least 8 characters' and 'At least 3 of the following: Uppercase letter, Lowercase letter, Number, Symbol'. There is an unchecked checkbox for 'I agree to the terms and conditions'. At the bottom is a 'Create account' button.

- 6** Read the terms and conditions and then tick 'I agree to the terms and conditions'.



The screenshot shows the 'Set your password' screen. At the top is the Greater Western Water logo. Below it is a progress indicator with three steps, where step 2 is active. A 'New password' input field is shown with a mouse cursor pointing to it. Below the field are two checked requirements: 'At least 8 characters' and 'At least 3 of the following: Uppercase letter, Lowercase letter, Number, Symbol'. There is a checked checkbox for 'I agree to the terms and conditions'. At the bottom is a 'Create account' button with a mouse cursor pointing to it.

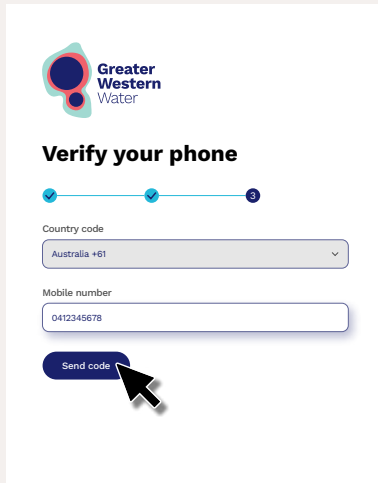
- 7** Click 'Create account'.



The screenshot shows the 'Set your password' screen. At the top is the Greater Western Water logo. Below it is a progress indicator with three steps, where step 2 is active. A 'New password' input field is shown with a mouse cursor pointing to it. Below the field are two checked requirements: 'At least 8 characters' and 'At least 3 of the following: Uppercase letter, Lowercase letter, Number, Symbol'. There is a checked checkbox for 'I agree to the terms and conditions'. At the bottom is a 'Create account' button with a mouse cursor pointing to it.

How to register for an account

- 8** Enter your mobile number and click 'Send code'. A 6 digit code will be sent to your phone as a text message.



Greater Western Water

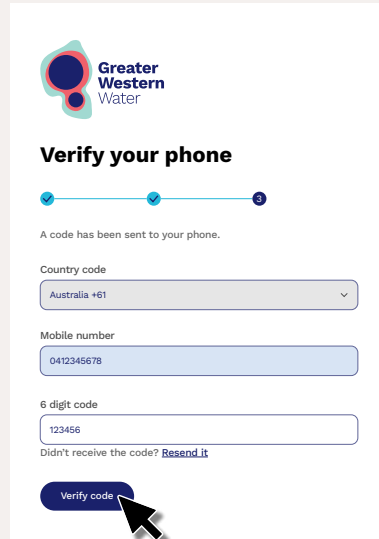
Verify your phone

Country code: Australia +61

Mobile number: 0412345678

Send code

- 9** On the next screen, enter the 6 digit code and click 'Verify code'.



Greater Western Water

Verify your phone

A code has been sent to your phone.

Country code: Australia +61

Mobile number: 0412345678

6 digit code: 123456

Didn't receive the code? [Resend it](#)

Verify code

- 10** On the next screen, enter your 10 digit account number, which you can find on your bill.



Greater Western Water

Register for an account with us

Account number: 1234567890

Last name: Sample

Mobile number: 0412345678

Next

Greater Western Water

11 October 24 11:34 AM

Sam Sample
123 Sample St
Sampletown
VIC 3000

Account number	Amount to pay	Pay by
12345 67890	\$272.04	23 Oct 2024

Tax invoice 191081828
Date of issue 02/10/24
Service address 123 Sample St, Sampletown, VIC 3000

Previous bill	Payments received	Balance	Current charges	Total charges
\$238.89	-\$238.00	\$01.89	\$270.15	\$272.04

Having trouble paying your bill? Call us on 13 44 99 or visit [www.gww.com.au/accounts-billing](#)

Your household water usage

Drinking water average daily use 40L

average daily spend \$4.06

average daily water use 25L (one liter per 87L)

Payment options

Direct debit: Set up direct debit for 13 44 99

BPAY: BPay code 1234 1234567890

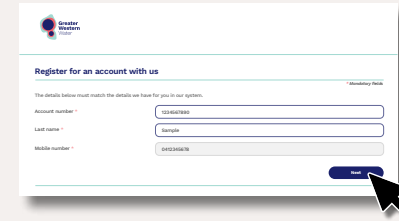
Credit card: Pay by credit card for 13 44 99

Post-Bill: Australia Post Billpay code 1234 1234567890

Convenience: Make regular deductions from your Centrelink payments for 13 44 99 or visit [www.gww.com.au](#)

Greater Western Water reference: 555-054-071-L, your account number: 12345 67890

- 11** Finally, click 'Next' to finish your registration.



Greater Western Water

Register for an account with us

Account number: 1234567890

Last name: Sample

Mobile number: 0412345678

Next