Greater Western Water | My GWW

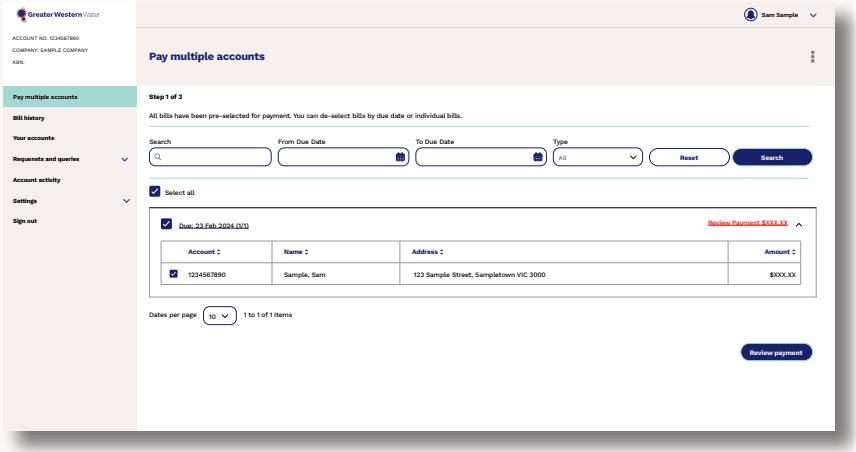
My GWW multi-account

Making payments and managing your account

Make payments in My GWW multi-account in three steps

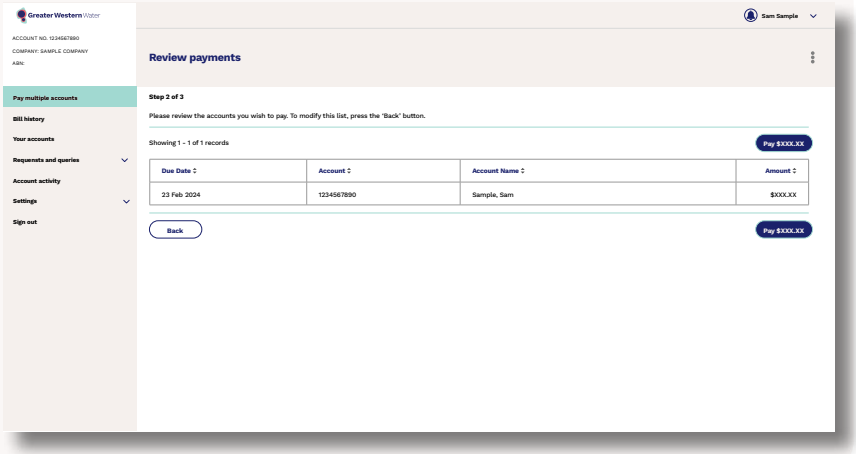
1 Select accounts to be paid

- On the Pay multiple accounts screen, select accounts to be paid.
- You can 'select all', or use the search fields to find and select specific accounts.
- When you're finished selecting the accounts, click '**Review payment**'.



2 Review payments

- A summary of selected accounts appears on the Review payments screen.
- The total amount due is listed in the Pay button.
- To continue with payment, click **'Pay'**.

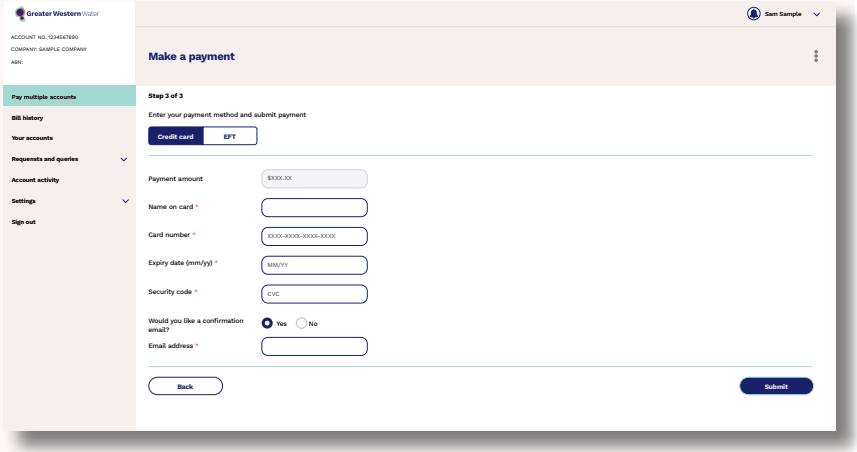


3 Make a payment

- Select the appropriate payment option, you can choose:

credit card

electronic funds transfer (EFT)



To get in touch or find out more, call **13 44 99** or visit **gww.com.au**
For translation and interpreter services call **9313 8989**.

May 2024

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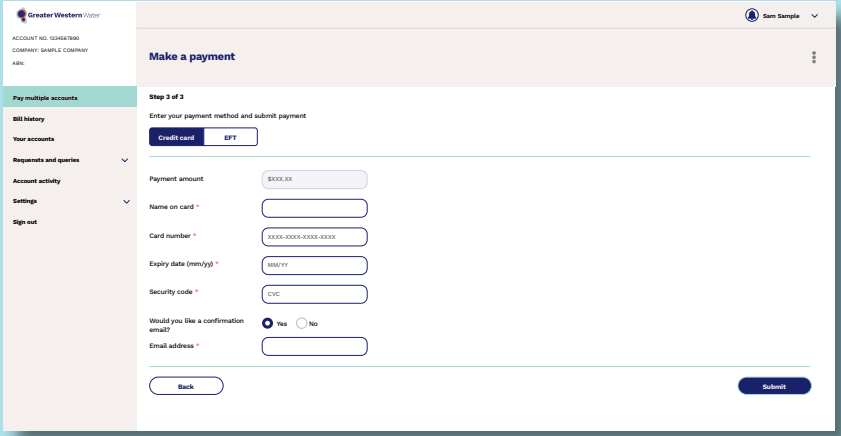
Complete your payment with a credit card

To pay using a **credit card**:

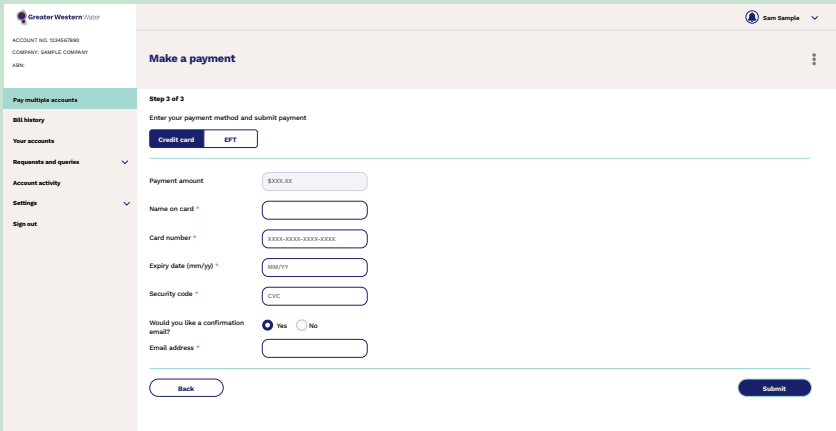
- Enter your credit card details on the payment screen.
- Click **'Submit'**.
- To check the payment, go to the Account activity page.
- When you pay with a credit card, your account balance will take a few minutes to update in My GWW.



Complete your payment with an Electronic Funds Transfer (EFT)

To pay using **EFT**:

- Follow the payment instructions on the Make a payment screen.
- Select the three dots at the top of the page and click **'Download'** to access the payment summary.
- Select your preferred file format (excel or csv).
- Upload the payment summary to your billing system (some formatting may be required, please check with your finance team).
- Complete payment in your accounts payable system.



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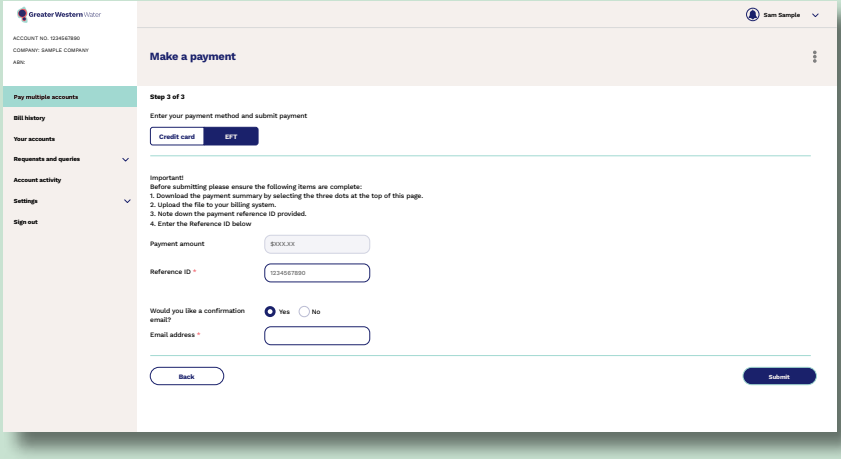
- Note down your system's payment reference (remittance) number.
- In My GWW, enter the reference or remittance number in the reference ID field.
- Click **'Submit'**.
- To check the payment, go to the Account activity page.
- Adding the payment's reference ID links the payment to the correct accounts. If you don't add the reference ID, it means reconciliation will have to be done manually, which is less accurate and takes more of your time and ours.



Paying individual accounts

We understand there are instances that require some accounts to be paid individually. While My GWW multi-account is designed for bulk payments, you can pay an account individually.

To do this, either select the account you want to pay in My GWW and follow the payment steps. Alternatively, you can download individual invoices and pay using the payment methods listed on the invoice.

View and download invoices

My GWW provides access to two years of invoices.

To access your invoices:

- go to the Bill history page in the menu
- select the account number using the dropdown
- find the date or reference number of the invoice you want to download
- click **'Download PDF bill'**.

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Manage your account

Manage your account

To add or remove an account:

- on the menu select **'Requests and queries'**, then select **'Account update requests'**
- select either **'Add customer account'** or **'Remove customer account'** from the dropdown
- complete the form and click **Submit**.
- When you add a customer account, you need to upload a copy of the letter of authorisation.

To add or remove a user on your multi-account:

- on the menu select **'Requests and queries'**, then select **'Account update requests'**
- select either **'Add user to organisation'** or **'Remove user from organisation'** from the dropdown
- complete the form and click **'Submit'**.
- When you add a new user, our team will set up an account for them, and we'll notify the user once this is complete. The new user will then need to register for My GWW.

View your account activity

When you make a request in My GWW, it will be listed in Account activity. Select **'Account activity'** on the menu to see the status of all pending and completed account requests.

Update your profile and account settings

You can update your user profile and organisation settings in My GWW.

To update the user profile settings:

- in the main menu select **'Settings'**, then select **'Profile information'**
- click **'Edit'** on the Profile information screen
- update your information and click **'Submit'**.

Updating an email address will apply to where we send correspondence only, it will not change your login email address. If you need to update your login email address, email **CustomerService@gww.com.au**

To view the organisation account settings:

- in the main menu select **'Settings'**, then select **'Account settings'**
- review organisation information and users with access to your organisation accounts.