

## Milestones in supporting our region

Welcome to your new-look bill. You told us that our bills could be easier to read and understand, so we've improved the design in response to your feedback. You'll find more information in the attached bill explainer.

We're making other improvements, so you have a better customer experience. We've launched My GWW, giving you more control to manage your water account online, when it suits you. We've also introduced multifactor authentication as a further step to keep your information safe online. You can register for My GWW today.

Our price submission has been approved by the Essential Services Commission, which means prices will stay stable for the next four years. Our new prices started on 1 July.

While we're planning and delivering important upgrades for the future, we are also committed to ensuring prices for your water and sewerage services remain fair today.

**Maree**



**Maree Lang**  
Managing Director  
Greater Western Water

### Our new prices started 1 July

The Essential Services Commission has issued their final decision on our price submission. Our new prices keep your bills stable and started 1 July.

Our price submission is a four year plan for the prices you will be charged, the level of service you can expect and the investments we will make.

Read our price submission at [gww.com.au/pricesubmission](http://gww.com.au/pricesubmission)



### Making the parks charge more manageable

For property owners who receive a parks charge, we're now spreading it across four bills rather than charging it annually. It will still be listed separately on your bill so you can see how much it is.

This change in the parks charge started from 1 July and will make it easier to manage payments in quarterly instalments.

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

For more information, visit [parks.vic.gov.au/parks-charge](http://parks.vic.gov.au/parks-charge)



### Use Property Plus to manage your renovation

We've moved to a single hub for plumbing and development applications and bookings. If you're an owner-builder, Property Plus is your place to make a range of applications and service bookings online safely and securely.

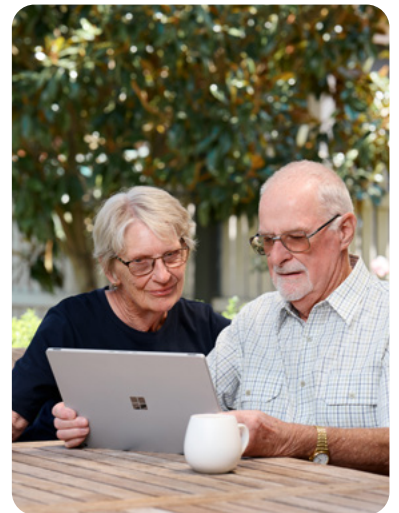
For more information, go to [gww.com.au/propertyservices](http://gww.com.au/propertyservices)



### 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](http://gww.com.au/yourbill)



### 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 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 safer online.

If you're ever unsure it's us contacting you, you can confirm the information at [gww.com.au](http://gww.com.au) or by calling **13 44 99**.



#### 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.

## What our first price submission means for you

This is our first price submission as Greater Western Water. As part of our price submission, we heard from our customers and community to make sure our plans and priorities reflected your values. Together we established five customer outcomes that focus our work, which we will report on twice a year:

1. Your water is safe, consistent and resilient.
2. When things go wrong, we fix them.

3. We support our diverse communities and customers.
4. We enable growth and help businesses thrive.
5. We heal and care for Country.

You also told us that you might need more assistance paying your water bills in the next few years, so we're increasing funding for our customer support programs and services so you can get help when you need it.

Learn more about what our price submission means for you at [gww.com.au/pricesubmission](https://gww.com.au/pricesubmission)



## Our Reconciliation Action Plan one year on



Since the launch of our first Reconciliation Action Plan (RAP) as Greater Western Water, we've made significant steps towards our vision for reconciliation.

In the first year of our RAP, we've met with First Nations and Traditional Owner organisations to develop partnerships and improve outcomes for First Nations peoples. We've reviewed processes to remove barriers to First Nations peoples' participation in the workplace.

We've shared these process improvements with our partners who have used this knowledge to start their own programs, like Yambuk Labour & Traffic Solutions, who started a traineeship program for First Nations employees.

Learn more about our work with First Nations peoples and our vision for reconciliation at [gww.com.au/firstnations](https://gww.com.au/firstnations)

## Preserving our precious resource

Our water supplies are predicted to remain high for the year ahead, thanks to heavier than expected rainfall, but we still need to do everything we can to protect our precious resource.

As Melbourne grows, we'll use more water than rainfall alone can provide. In the long term, we can expect warmer and drier conditions, which may impact supplies in

the future. Continue to find ways to use less water and aim for 150 litres of water per person per day. You can do your bit by:

- having a shorter shower
- checking for leaks in your home
- choosing water efficient appliances.

For more water saving tips, visit [gww.com.au/savingwater](https://gww.com.au/savingwater)



## Car wash's unexpectedly high bill solved



Recently, our trade waste team worked closely with Zac, the General Manager of Magic Hand Car Wash, who opened a subsidiary brand Perfect Car Wash in Tarneit. Zac wanted to understand why the business' first bill was higher than expected.

After launching 18 months ago to an eager customer base, the car wash's water use increased to a level that Zac hadn't seen across the entire Magic Hand Car Wash network.

'The volume of cars was massive and so the volume of water used was unprecedented for us. Tarneit was really busy from day one of trade, more so than any other store we've opened,' Zac said.

All Magic Hand Car Washes are built with sustainability in mind. Power is delivered

through solar panels and the car wash recycles a lot of water, which means they rely less on drinking water. Recycling the water also means less wastewater is sent to the sewerage network. Despite these sustainability measures, their bill was still more than they expected, in comparison to their other sites.

'I reached out to the team at Greater Western Water to try and get a better outcome for our business,' said Zac.

We worked with Zac to monitor the amount of trade waste the car wash was generating and make sure that their water account reflected the actual amount of water being sent to our sewerage network, ultimately reducing their bills.

## Contact us

Call **13 44 99**

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