

Thank you for your patience

As part of our ongoing commitment to deliver value to our more than 630,000 customers, we've introduced a new billing system. This upgrade is designed to simplify your billing experience and make it easier to manage your account.

We've replaced systems that were up to 25 years old, which has been a significant and complex project. We know that not everyone has experienced a smooth transition and I am sorry if you have been affected.

Our team is focused on actively resolving the issues and minimising any disruptions. Please reach out if you have any concerns – we're here to help.

As we stabilise the new system, we look forward to delivering the customer experience that you expect and deserve.

Maree



Maree Lang
Managing Director
Greater Western Water

Customers lead the way

Our customers helped determine our first set of customer outcomes as Greater Western Water. These customer outcomes will guide us on our performance for the next four years. We developed these as part of our first price submission. Our customer outcomes are:



Your water is safe, consistent and resilient.



When things go wrong, we fix them.



We support our diverse communities and customers.



We enable growth and help businesses thrive.



We heal and care for Country.

Our customer forum, made up of 22 community members, will meet each year to review our performance with us, and we'll share our progress twice a year.

In August this year we reported for the final time on the outcomes that were set in the previous price decisions for City West Water and Western Water. We will report on our new customer outcomes for the first time in February 2025. To learn more about our new customer outcomes, visit gww.com.au/pricesubmission



Members of the community exploring A Forest for Australia

Altona Treatment Plant opens its doors

When conceptual artist Agnes Denes designed A Forest for Australia in 1998, she was inspired by the energy and flow of the water at the Altona Treatment Plant, where the forest grows. The iconic 8 hectare land art features 3,700 native trees in five spirals, creating a striking visual dialogue between nature and industry.

We recently opened the Altona Treatment Plant and A Forest for Australia to our community, as part of Open House Melbourne. More than 160 visitors explored the forest on our guided tours.

The Altona Treatment Plant produces more than two billion litres of recycled water a year, which is used by industry, council and public green spaces. By exploring new and different water sources, like recycled water, we're helping to play our part in ensuring water security for generations to come. To learn more about the Altona Treatment Plant and how we're using recycled water visit gww.com.au/recycledwater

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.



Greater Western Water at the NAIDOC Week march in Melbourne.

Amplifying First Nations' voices

As part of our Reconciliation Action Plan (RAP), we're committed to building respect for First Nations cultures and histories. In July, Greater Western Water (GWW) staff proudly joined the NAIDOC Community March in Melbourne.

Joining the march is just one of the ways that we are collectively creating a future where the stories, traditions, and achievements of Aboriginal and Torres Strait Islander communities are cherished and celebrated.

It's also about the actions we take every day. At GWW, our people are encouraged to attend our Wan-Yaari Acknowledgement of Country workshops or Yan Gadbaha Cultural Safety Training sessions, which help us provide a culturally safe environment for our people, customers and partners who identify as First Nations peoples.

Healing is a shared journey. By listening learning and taking action, we can embrace the wisdom and strength of First Nations peoples.

Learn more about our work with First Nations peoples at gww.com.au/firstnations

Preparing for bushfire season

In preparation for bushfire season, we make sure our network and water supply are ready. Even though we're prepared, we can't guarantee water supply, water pressure or water quality during a bushfire.

There are things you can do to help:

- Be prepared with an emergency kit that has enough water in it for all family members and pets.
- Check for updates on our website and social channels.
- Keep fire hydrant access clear.

To learn more about how you can be prepared for bushfire season visit gww.com.au/bushfires



Our customer charters have been updated

Our customer charters have been updated following our recent price submission. The charters outline your rights as our customer, what supports are available to you and what you can expect when you deal with us. You can find our updated customer charters on our website gww.com.au/policies



We have financial support options for you

We have options available if you're having trouble paying your bill. Our support options are available to you when you need them, whether you're experiencing long term financial difficulty or having a tough month. Financial difficulty varies depending on individual circumstances and we have a range of options to support you, including:

- payment extensions
- payment plans
- concessions for valid cardholders.

To find out more, visit gww.com.au/financial-support or call **13 44 99**.



Snap, Send and help us Solve the problem

If you're out and about over summer and you notice a fault there are a few ways you can let us know. If it's an emergency, like gushing water, no water supply or every fixture in your house is blocked, call **13 44 99**, 24 hours a day, seven days a week.

You can report a fault on your mobile using the Snap Send Solve app. Download the app and sign up, snap a photo of the issue and send it in. Visit gww.com.au/report-fault to learn more.



Contact us

Call **13 44 99**

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