

## Improving your experience with us

We know it's been a frustrating time as we work to restore our regular quarterly billing schedule. An independent review is underway to ensure we learn from recent delays and improve how we serve you.

We're hosting customer care days at different locations across our region. Join us if you have questions or you'd like to speak with us in person, our team is here to help.

Thank you for your patience as we work to make things right.

At the same time, we're continuing our work to secure a sustainable water future, from protecting the iconic platypus in the Werribee River to expanding water capacity in Romsey.

Infrastructure upgrades across our region are helping to secure future supplies while we closely monitor water storage levels with our community and other water corporations.

**Maree**



**Maree Lang**  
Managing Director  
Greater Western Water

### Staying in touch

We're making it a priority to keep you updated because your experience with us matters.

The recent changes to our billing system have caused delays and we're focused on fixing any remaining issues, so you get the reliable service you expect.

You can get all your questions answered in person at our customer care days, which are happening across our region.

We've also heard your feedback on My GWW and we know there's room to make it better.

We're working on new features and updates to make managing your account online smoother and more convenient.

Thanks for your patience, we appreciate it and we're here to help if you need us.

To find out more about our customer care days and book your spot visit [gww.com.au/customer-care](http://gww.com.au/customer-care)

### Essential upgrades across our region

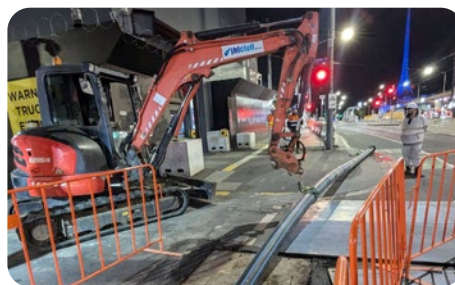
We've been working across our service area, to plan, build and operate in ways that ensure that both natural and built water systems provide for future generations.

We timed the replacement of a 100-year-old water main in Swanston Street with other projects happening in the CBD to minimise disruption to residents, businesses and visitors, as well as the city's heritage features, like blue stone paving.

Our service area is one of the fastest growing in Australia, and a new 30 million litre mega tank provides an energy-efficient solution for Melton's growing community, with gravity-fed water flow that reduces carbon emissions.

Upgrades have begun to the Romsey Water Filtration Plant to increase the plant's capacity, boost water disinfection processes and improve energy efficiency. This project is an investment in the Romsey community, allowing us to meet growing demand while maintaining safe, high-quality drinking water.

For more on upgrades around our region, visit [gww.com.au/major-projects](http://gww.com.au/major-projects)



Installing Swanston Street's new water main.



Upgrades to the Romsey Water Filtration Plant have started.

### We're here to help

We can help if you're having trouble paying your bill. If you can't pay the total amount on your bill, you can pay any amount, at any time - you don't have to contact us to arrange a formal payment plan.

There are other options available including payment extensions and we can help with access to grants and support programs. Learn more at [gww.com.au/financial-support](http://gww.com.au/financial-support)



#### Acknowledgement of Country

Greater Western Water respectfully acknowledges the Traditional Owners of the lands and waters upon which we work and operate, the peoples of the Kulin Nation. We pay our deepest respects to their Elders past and present who continue to forge the way ahead for their emerging leaders.

## What happens when you report a fault

When you report a fault to us, our team is ready to help, no matter what the issue is.



Once you've reported the problem, we'll work to get things sorted as quickly as possible.

Sometimes the issue might be linked to something outside our control, like work from local councils or other utility providers. In these cases, we'll coordinate with them to get things fixed.

If it's an emergency, like gushing water or your home doesn't have running water, our team will be there as soon as possible to solve the problem.

Learn more about what we do at [gww.com.au/faults-works](http://gww.com.au/faults-works)

## Keeping watch over the Werribee River platypus

Platypus need healthy rivers and waterways to survive. The Werribee River is home to a population of platypus and recent surveys suggest there may be breeding platypus pairs in the river.

We're proud to support a project by the Werribee River Association that engages citizen scientists, with the support of Victoria University researchers, to monitor the water quality at sites along the river. The project's goal is to collect data to guide our future waterway management and support platypus habitats.

The project is supported by our Thriving Communities grants and sponsorship program, which supports a range of programs that bring people together,

care for Country and make our region a great place to live.

Learn more and apply at [gww.com.au/grants](http://gww.com.au/grants)



## Avoid frost damage this winter

Winter frost can affect water pipes and lead to costly damage and no running water. If it's forecast to drop below zero, cover your water meter to protect it from frost.

Energy-saving solar hot water systems are great for the environment and are cost effective. But winter frost can cause solar panels to freeze, expand and ultimately, crack and leak, leading

to expensive repairs and higher water bills.

Sometimes, these leaks can go unnoticed until an unusually large water or energy bill arrives, so make sure your solar hot water system is regularly serviced.

Learn more at [gww.com.au/prevent-frozen-pipes](http://gww.com.au/prevent-frozen-pipes)



## Water wise at home

Water restrictions aren't expected in Melbourne in the next 12 months, but permanent water saving rules continue to apply and we all need to make every drop count.

The best way to save water is to target 150 litres, per person, per day. Here's how to be more water wise:

- Turn off taps while brushing your teeth or doing the dishes.

- Make the most of the autumn leaves and mulch the garden. It's a great way to keep the garden healthy with less water in the cooler months.
- Have shorter showers.
- Fix leaks around your home.
- Make sure your hot water pipes are insulated, as this saves water and energy.

Learn more at [gww.com.au/savingwaterathome](http://gww.com.au/savingwaterathome)

## Stay safe online

We're committed to keeping you informed while making sure your information stays safe online. Emails from us will always come from an address ending with [gww.com.au](http://gww.com.au). Text messages will always show the sender as GWW.

We're always working to protect your information, and you can help too. If you're unsure whether a message is from us, call us **on 13 44 99**.

Find out more ways to protect your account at [gww.com.au/protectyouraccount](http://gww.com.au/protectyouraccount)



## Contact us

Call **13 44 99**

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