

# How to read your water bill

We've designed your Greater Western Water bill so it's easy to read.

The first page of the bill has important information like personal details, bill amount and due date.

## Your details

Your 10 digit account number, address, invoice/bill number and date of issue.

## Previous bill

Your last bill amount.

## Payments received

How much you've paid since your previous bill.

## Balance

The amount owing from previous bills. If you're in credit, a 'CR' will appear beside the amount. This credit amount will be deducted from your total charges.

## Current charges

The amount owing for this bill. This amount is due on the 'pay by' date.

## Amount to pay

The total amount owing on your account. This includes the current bill and any amounts from previous bills.

## Pay by

The due date of current charges on this bill. Previous bill amounts are due on the 'pay by' date of those bills.

## Household water usage

This table shows how much water has been used during this billing period and compares usage to previous billing periods. It's a great way to track how much water is being used.

## Payment options

A list of the different ways to pay the bill. You can also pay part of your bill any time if you can't pay it all at once.

**Greater Western Water**

11 54516291 32 57 38 54

Sam Sample  
123 Sample St  
Sampletown  
VIC 3000

**Account number**  
12345 67890

**Tax invoice** 597081628  
**Date of issue** 02/10/24  
**Service address**  
123 Sample St,  
Sampletown,  
VIC, 3000

**Amount to pay**  
**\$272.04**

Previous bill \$223.89  
Payments received -\$230.00  
Balance \$6.11 CR  
Current charges \$278.15  
**Total charges \$272.04**  
Government concession applied

**Pay by**  
**23 Oct 2024**

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

**Drinking water**  
Average daily use **400L**  
Average daily spend **\$4.06**  
Average daily water use this time last year **\$11L**

**Your household water usage**

Average total water usage (litres per day)

Period	Usage (litres per day)
Jul 23-Sep 23	511L
Oct 23-Dec 23	322L
Jan 24-Mar 24	319L
Apr 24-Jun 24	435L
Jul 24-Sep 24	400L

■ Drinking water

This time last year Previous bill periods This bill

You are required to check your water cross-connections annually or during plumbing works.

**Payment options**

Greater Western Water ABN 70 066 902 467

**Direct debit**  
Set up direct debit at [gww.com.au](http://gww.com.au) or call 13 44 99

**BPAY**  
Biller code: 1234  
Ref: 12345678990  
Go to [bpay.com.au](http://bpay.com.au)

**Credit card**  
Pay by credit card at [gww.com.au](http://gww.com.au) or call 13 44 99

**Post Billpay**  
Australia Post  
Billpay code: 1234  
Ref: 1324 5678 9909  
Pay at any post office, by phone 13 18 16, at [postbillpay.com.au](http://postbillpay.com.au), or via AusPost app

**Centrepay**  
Make regular deductions from your Centrelink payments.  
Call 13 44 99 or visit [centrelink.gov.au](http://centrelink.gov.au)  
Greater Western Water reference: 555-054-071-L  
Your account number: 12345 67890

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# How to read your water bill

The second page of the bill has more details about usage and charges.

## Usage and charges

Detailed water usage and charges for this bill and previous bill, plus the water meter number and network charges. Service charges are billed in advance, while all other charges are for the most recent billing period.

Find out more about our prices and charges at [gww.com.au/charges](http://gww.com.au/charges)

## 6 Usage and charges

Outstanding balance **\$6.11CR**

### Your water usage <sup>1</sup>

Meter no.	Bill days	Previous read	Current read	Usage kL	Rate \$/kL	Amount
MAF342343	86	1522	1549 (E)	38.000		
Meter read date: 30/09/24						

### Water consumed

Usage Step 1 (01/04/24 to 30/06/24)	26.000	\$2.0967	\$54.51
Usage Step 2 (01/04/24 to 30/06/24)	14.000	\$2.3071	\$32.30
<b>Total water consumed</b>	<b>40.000</b>		<b>\$86.81</b>

### Sewage disposal

01/04/24 to 30/06/24	28.39	\$0.7647	\$21.71
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**Total usage \$108.52**

### Your network charges <sup>2</sup>

	Size	Charge period	Amount
Water	20mm	01/07/24 - 30/09/24	\$51.49
Sewerage		01/07/24 - 30/09/24	\$55.08
<b>Total network charges</b>			<b>\$106.57</b>

### Other charges and adjustments

	Charge period	Net annual value (NAV)	Rate in NAV \$	Minimum	Charge (\$)
Waterways <sup>3</sup> For Melbourne Water	01/07/24 - 30/09/24				\$26.39
Parks charge <sup>4</sup>	01/07/24 - 30/09/24	\$5,831	0.004860	\$81.60	\$81.60
Pensioner concession					\$44.93
<b>Total other charges and adjustments</b>					<b>\$63.06</b>

**Your total charges \$278.15**

(E) This is an estimated reading because we could not access your meter.

### Privacy Policy

Greater Western Water actively complies with the Privacy and Data Protection Act (Vic) 2014 and is committed to protecting the privacy and personal information of our customers. Access our Privacy Policy at [gww.com.au/privacy](http://gww.com.au/privacy) or email [contact@gww.com.au](mailto:contact@gww.com.au) to update the personal information you have supplied to us.

## Your charges explained

### 1. 1 Kilo litre (kL) = 1000 Litre (L)

#### Water usage calculation

Step 1: 0 to 440 litres per day  
Step 2: 441 to 880 litres per day  
Step 3: Over 880 litres per day

**Recycled water** is calculated on the amount of Class A water you use.

2. Water and sewerage **network charges** help us maintain and upgrade thousands of kilometres of water and sewer pipes.

3. The **waterways charge** helps Melbourne Water to keep our drinking water healthy and protected.

4. The **parks charge** supports Parks Victoria to look after Melbourne's major parks, gardens, trails and zoos.

For more information visit [gww.com.au/charges](http://gww.com.au/charges)

## We're here to help

**13 44 99**

Enquiries and support  
(8.30am to 5pm,  
Monday to Friday)

Faults and emergencies  
(24 hours)

**03 9313 8989**

Support in other languages

**13 36 72**

Relay service

## Your charges explained

These explanations give you more information about each of the charges in the table. The explanations and table sections are numbered so you can find the information you need.

## We're here to help

Here's how you can get in touch if you have any questions or need support paying your bill. You will also find information here about getting help in different languages and the National Relay Service.

For more information, visit  
[gww.com.au/yourbill](http://gww.com.au/yourbill)