



Customer Charter Summary 2024-2028



A little bit about us

Greater Western Water is your water company. You're using our services every time you turn on your tap, flush your toilet or water your garden.

On 1 July 2021, City West Water and Western Water joined to create Greater Western Water, a new water corporation for Melbourne's west.

Greater Western Water brings together the best of City West Water and Western Water to continue to meet the growing demands of our fast-growing region and maintain the reliable, efficient, affordable water services that are so important to our community and you – our customers.

We provide water and sewerage services to more than 1.4 million people living and working in Melbourne's CBD, inner and north west suburbs through the Melton and Sunbury growth corridors to Bacchus Marsh and the Macedon Ranges.

We source water from protected catchments and local sources in Melbourne's east and west and supply high quality drinking water directly to your property 24/7.

We work closely with our wholesale providers Melbourne Water and Southern Rural Water to ensure a seamless service provision from catchment to tap.

We collect wastewater from your property through our sewerage network and safely treat it for reuse or release back into the environment.



Our commitment to you

This Customer Charter Summary outlines your rights and obligations based on the Water Industry Standard – Urban Customer Service issued by the Essential Services Commission (ESC). The ESC is the economic regulator of the Victorian water industry and their responsibility is to protect the interests of water and sewerage customers.

Want more information?

You can access and read our residential, business and trade waste charters at **gww.com.au**



Our promise to you: our key service standards



We aim to supply our customers with uninterrupted water and sewerage services but service interruptions can happen. Sometimes these interruptions are due to planned works to improve our services. Other times they can be unplanned due to a water burst or damaged pipes.

To help ensure you do not experience unacceptable interruptions to service, there are service standards that have been approved by Essential Services Commission (ESC) that we strive to meet or beat.

Service interruptions

We understand that interruptions to your water and sewerage services can be an inconvenience.

If you are a residential customer and you experience service levels less than the guaranteed service level (GSL) thresholds, a rebate will be automatically applied to your next bill.

For example, if you experience more than three sewer blockages within any 12 month period, we will apply an automatic rebate of \$125 to your next bill.

Note that GWW is not required to make a payment where the failure to attain the service level obligation arises because of the action or inaction of the customer or a third party. For the avoidance of doubt, a third party does not include any person or firm acting on behalf of GWW.

Visit gww.com.au to see our approved service standards and guaranteed service levels for water and sewer.



Concessions and other ways we can help

If you hold a pension, eligible veterans or health care card, you may be entitled to a concession on your bill.

Go to gww.com.au or call **13 44 99** to find out about concessions and how to apply.

We can help:

- customers who speak a language other than English – (03) 9313 8989
- customers who are deaf or hard of hearing or speech impaired – 13 36 77
- customers who have low vision and want to request a copy in large print – 13 44 99
- customers who wish to nominate a chosen representative or support person for us to communicate with on their behalf - call **13 44 99** or visit gww.com.au/contact-us if you would like to nominate someone



We can also help you apply for other government-funded assistance programs you may be eligible for.



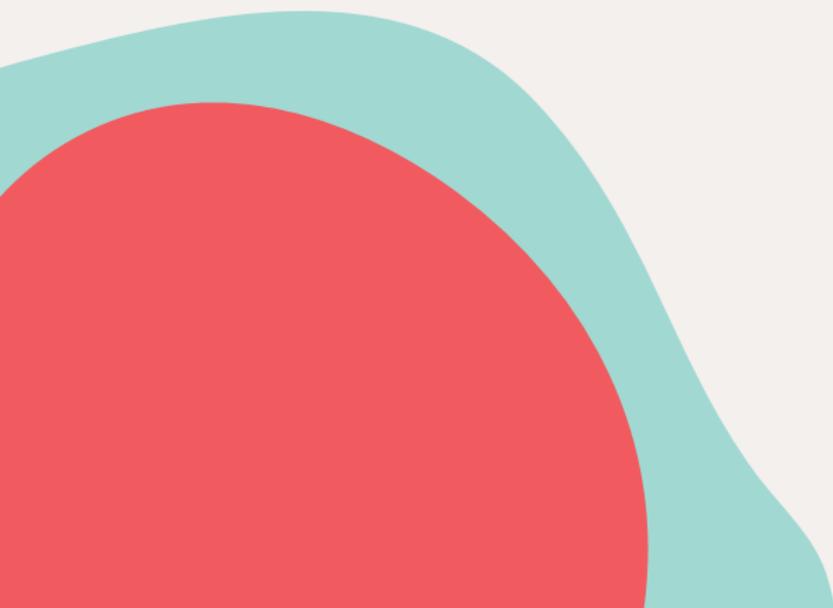
Customers with special needs

If you or a member of your household relies on some form of life-support device (e.g. dialysis machine) or have other special needs that require a continuous supply of water, you can register as a special needs customer and we can put in place some measures to help you and ensure that your water supply is not restricted.

Responding to payment difficulties and family violence

We understand that from time to time some of our customers may experience payment difficulties or be affected by family violence.

We're committed to helping you through these difficult times. Our comprehensive customer support and family violence policies outline how we can best work with you if you're experiencing difficulty in paying your bill, or have additional needs for managing your account.



Our charges

We have two types of charges:

- **Variable** - A charge based on the amount of water you use. Your water meter tells us how much water you've used, in litres. This charge is paid by the occupier of the residential premises.
- **Fixed** - A set amount regardless of your water use or wastewater disposal. Fixed charges contribute to the cost of running and maintaining our extensive water, sewer and Class A recycled water network which supports the services in your property.

Owner-occupiers may be charged for:

- drinking and recycled water usage – variable amount depending on volume.
- connecting to the drinking water, recycled water and wastewater disposal networks – fixed amount per bill for each connected service.
- Waterways and Drainage Charge, which we bill on behalf of Melbourne Water – fixed amount per bill.
- Parks Charge, which we bill on behalf of the Department of Energy, Environment and Climate Action – fixed amount per annum, billed quarterly.

The Parks Charge helps maintain and improve our beautiful parks and facilities such as our zoos, Royal Botanic Gardens and the Shrine of Remembrance



If you rent, you will only be charged for:

- drinking water usage (and recycled water, where available)

When will you receive your bill?



We send out bills to most customers on a quarterly basis and some customers receive their bill monthly. Bills are sent either electronically (via email) or by post.

We'll also send a bill to your agent or any person authorised to act on your behalf, if you have submitted a request for us to do so.

For real estate agents

A 'List Statement', from which a single payment for at least five properties or individual accounts can be made, may be available upon request to eligible customers or agents of multiple properties in a single billing district.



How to pay your bill

- ✔ **Flexible payment plan:** pay by regular instalments to reduce the impact of a larger bill. Call **13 44 99** to arrange your payment plan.

- ✔ **Direct debit:** enjoy the flexibility of choosing from regular payments or when the bill is due.

- ✔ **BPay:** enables you to make payments by telephone or online.

- ✔ **BPayView:** get an email notification when your bill is ready for viewing online for customers in the area previously serviced by City West Water.

- ✔ **Centrepay:** if you receive any type of Centrelink payment get an agreed instalment amount automatically deducted from your Centrelink payment.

- ✔ **Credit card:** pay up to \$10,000 by Visa and MasterCard over the phone or online.

- ✔ **By mail:** go to **gww.com.au** for billing address information.

- ✔ **Post Billpay:** pay in person at any post office, online at **postbillpay.com.au** or by calling **13 18 16**.

- ✔ **In advance:** as agreed with Greater Western Water.

Maintenance and access to your property



Greater Western Water is usually responsible for maintaining:

- the water meter and the property service pipe leading in to your water meter – this is the pipe that leads to your water meter from the street
- the sewer connection leading from your boundary trap (close to property boundary) into our sewer main.

The property owner is usually responsible for maintaining:

- the pipes beyond the water meter leading into their property
- all wastewater plumbing and fixtures up to the point where these pipes connect to our sewer.

How you can help

- Ensure access at all times to fittings including meters, inspection openings and access points like manholes.
- Gain our consent before altering any pipes connected to our network (water or wastewater).
- If you are unsure about responsibility for maintenance at your property, give us a call.



Enquiries and handling complaints



We are committed to providing the best services possible. Share your feedback, questions or complaints so we can continue to improve our services.

Phone **13 44 99**
(Monday to Friday, 8.30am to 5pm)

Web **gww.com.au/contact**

Mail Greater Western Water
Locked Bag 350
Sunshine, Victoria 3020

Complaints regarding our water, recycled water, sewerage or billing services and facilities can also be made through the Energy and Water Ombudsman of Victoria (EWOV), a not-for-profit, independent and impartial dispute resolution service.

Before you complain to EWOV, you must give us a reasonable opportunity to resolve the dispute. If you've tried but you can't sort the problem out, EWOV can help you and us reach a resolution.

Some enquiries and complaints will be referred to us by EWOV.

Your privacy

We value your privacy and understand the responsibilities that come with being custodians of your personal information.

You can read our comprehensive privacy statement on our website. It covers the collection of personal information, information use and disclosure, data collection and your access to or correction of your personal information which we hold.



Contact us

Mail

Greater Western Water
Locked Bag 350
Sunshine, Victoria 3020

Website

gww.com.au

Customer service

For account, billing or general enquiries

 **13 44 99** (Monday to Friday, 8.30am to 5pm)

 gww.com.au/contact-us

Faults and emergencies

For faults/emergencies in our water or sewer networks

 **13 44 99**

 faults@gww.com.au
(24 hours a day, 7 days a week)

Connections and technical services

For plumbing works associated with building approvals and property development

 **13 44 99** (Monday to Friday 9am to 3pm)

