



Return to service billing update

August 2025

We know the last year has been frustrating for many of our customers. Billing delays and confusion have caused stress and these issues continue to impact some customers. We're sorry.

When Greater Western Water was formed in 2021 through the integration of City West Water and Western Water, we needed to replace two older billing systems with a new one. It was a complex but necessary change and the transition didn't go as planned. Mistakes were made and problems weren't identified early enough. We should have done better.

The Minister for Water asked GWW's Board to carry out an independent review into what went wrong and how we responded. Nous Group conducted the review, which includes 25 recommendations. We accept all of them and are already working to fix the issues and improve our service.

This update outlines the steps we've taken – and what's underway – to help restore your confidence in our systems and support. It includes changes based on customer and stakeholder feedback, as well as initial actions in response to the review.

We take full responsibility. We're committed to learning from this, making it right and earning back your trust.

Where are we up to with bills?

We know many customers have faced frustration and uncertainty with billing over the past year. Here's where we are now and what to expect.

- **Regular billing restarted:** Almost four in five customers are now receiving quarterly bills on time. We're continuing to fix things for those customers that are still waiting for a bill or experiencing ongoing issues.
- **Delayed bills:** Some customers may continue to receive bills that cover a longer period than usual, which can mean a higher total amount. Customers who receive these bills will hear from us directly and can access flexible payment and support options to help.
- **Direct debit in full paused (but returning):** We paused our direct debit in full service to protect customers from incorrect payments. We've strengthened our payment systems and we'll carefully reintroduce direct debit in full later this year, with supports in place to help customers avoid bill shock and stay in control of their payments.
- **Clearer bills:** We're updating bills to make them easier to understand – showing due dates, payments received, new charges and outstanding amounts clearly.

If you have questions about your bill or payment options, we're here to help.

Support when you need it

Your experience matters to us. We're here to make it easier for you to get the help and support you need, when you need it.



Extended contact centre hours

We've made it easier to get in touch. Our contact centre is now open 7 days a week, with more staff available so your call gets answered faster.



In person help

Visit our Footscray or Sunbury offices or come along to a local Customer Care Day for face-to-face support.



Flexible payment support

We offer tailored payment plans, more time to pay and support through hardship programs, including Utility Relief Grants. Confidential payment support is available if you're experiencing domestic or family violence.



Clear communication

We're stepping up our customer communication with timely updates and easy-to-follow information about billing and support – online, by email and, when it makes sense, via SMS.

Fixing the system so this doesn't happen again

You deserve a billing system that you can rely on every day so we're making real changes to improve how we work.



Stronger governance

We've clarified roles, strengthened executive and Board oversight and improved how we manage risks for future system changes.



Protecting your privacy

We take your privacy seriously and are strengthening our controls to better protect your personal information.



Increased capability

We've increased our customer service and technology teams, hired billing system experts and brought in external specialists to fix the toughest issues.



Better planning and testing

We've introduced stronger testing and risk checks before any system changes so problems are caught before they impact customers.



Clearer communication

We've improved how our teams work together so we can give you faster, clearer updates when things don't go as planned.

Staying transparent and keeping you informed

Transparency is key to rebuilding your trust. We're committed to open communication. That means keeping you informed every step of the way and listening to your feedback to make things better.

- **Independent review:** Nous Group has completed its independent review of the billing incident. Their report is now available to read at gww.com.au/independentreview
- **Progress updates:** We will keep sharing billing progress with you on our website at gww.com.au/billingupdates and through direct communications when needed.
- **Listening to you:** Your feedback continues to shape our ongoing improvements – please keep sharing your experiences and questions.
- **Regulatory oversight:** We're working closely with the Essential Services Commission to ensure our billing is fair, accurate and supports customers, especially those facing hardship.

We're here to help

Online: gww.com.au/billingupdates

Phone: 13 44 99

Drop in:

Footscray office – 1 McNab Avenue or
Sunbury office – 36 Macedon Street

Find us in your area: Attend a Customer Care Day – details are available at gww.com.au/customer-care

Need help in another language? Call 9313 8989 and we'll connect you with an interpreter.