

## Here for you now and planning for tomorrow

We're making steady progress fixing the problems caused by our new billing system. There's still more to do and we'll keep you updated along the way. We've also made it easier to get in touch with us in person so you can speak to someone directly if you need support. Thanks for your continued patience, we really appreciate it as we work to get things back on track.

We're also planning ahead to meet the challenges of a growing population and a changing climate.

With dry conditions putting more pressure on our water supplies, we're taking action now. That includes making the most of all available sources - like desalinated water, recycled water and stormwater - and working with our partners so there is enough water for all our customers, now and in the future.

There's action you can take too. By using water wisely, you're helping to stretch our supplies further and every action helps.

**Maree**



**Maree Lang**  
Managing Director  
Greater Western Water

### Lead the way in saving water

Melbourne's water storages are lower than previous years and with more people using water, demand is rising faster than rainfall can keep up. At the same time, dry conditions continue across Victoria with water restrictions in place in some areas.

We're planning ahead by expanding our recycled water network, along with using other sources like desalinated water and stormwater where we can, to ease pressure on drinking water supplies.

These steps are part of a broader, coordinated plan to manage supply and demand across

the network. Here's how your workplace can help:

- Fix leaking taps quickly
- Check and adjust irrigation timers
- Start a team water-saving challenge

And remember, Permanent Water Saving Rules are always in place to support smart, efficient water use.

Get more tips at [gww.com.au/saving-water-business](https://www.gww.com.au/saving-water-business)



### Here to help with billing support

We know the transition to our new billing system hasn't been smooth for everyone, but we're making good progress and getting things back on track.

To make it easier for you to get support, we have a range of options in place:

- **Extended hours:** Our call centre is open 8am to 7pm weekdays and 9am to 5pm weekends.
- **Skip the wait:** Use our callback feature to hold your place in the queue.
- **In-person help:** Visit us at our customer hubs in Sunbury and Footscray.

We're focused on continuing to improve your experience. For the latest updates and support, visit [gww.com.au/billingupdates](https://www.gww.com.au/billingupdates)



### Spotted a fault? Here's what to do

There's a few ways you can let us know if something doesn't look right.

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, 7 days a week.



If you're out, you can report a fault on your mobile using the Snap Send Solve app. Download the app, snap a photo of the issue and send it in.

You can also report a fault on our website, go to [gww.com.au/reportafault](https://www.gww.com.au/reportafault)

#### 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.

## Our new prices started 1 July

Each year, the Essential Services Commission approves adjustments to our prices to reflect changes in the cost of delivering safe and reliable water services to you. Our updated prices apply to your water bill from 1 July 2025 and are available on our website.

Learn more at [gwww.com.au/pricesandcharges](https://www.com.au/pricesandcharges)

### What your bill pays for

Your bills contribute to so much more than just the safe, reliable drinking water that comes out of your tap.

You're helping to pay for the continual upgrade and development of the infrastructure we need to treat and supply water for our communities.

We also collect some charges on behalf of other government agencies.

Learn more about what your bill pays for at [gwww.com.au/charges](https://www.com.au/charges)



24%

#### Water supply

Part of your bill goes towards distributing water to all of the homes, schools and businesses across our service area.



24%

#### Infrastructure

We're continually upgrading and building essential infrastructure, including treatment plants and thousands of kilometres of pipes.



22%

#### Operating costs

Everyday operations like 24/7 emergency repairs, customer service support and maintaining local waterways, parks and green spaces.



13%

#### Wastewater services

We remove, treat and dispose of wastewater from your home. This includes what you flush down the toilet to what goes down the kitchen sink, ensuring it's treated responsibly to protect public health and the environment.



10%

#### Waterways and drainage charge

We collect this charge for Melbourne Water. It helps protect and improve the health of our waterways and supports flood warning systems.



7%

#### Parks charge

We collect the parks charge from property owners for the Department of Energy, Environment and Climate Action, to help them maintain Melbourne's iconic parks, trails, zoos and waterways and the Shrine of Remembrance. *This is only charged to properties in the Melbourne metropolitan area.*

## Empowering women in trades

We've formed a strategic alliance with Empowered Women in Trades (EWIT) to create pathways for women in traditionally male-dominated trades.

Empowered Women in Trades' "30 by 30" mission aims to increase female representation in skilled trades from the current 3 per cent to 30 per cent by 2030.

This alliance builds on EWIT's successful Career Pipeline project, which received grant funding last year to deliver educational programs.

We're committed to building a diverse workforce and helping to close industry-wide skills gaps for a new generation of skilled workers.



Year 9 students from Werribee Secondary College, who participated in a tour of our facilities as part of the Empowered Women in Trades Career Pipeline project.

## Contact us

Call **13 44 99**

Visit [gwww.com.au](https://www.com.au)



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