

A message from our Acting Managing Director

Hi, I'm Craig and I've joined Greater Western Water from Melbourne Water as Acting Managing Director for a short period.

My focus, like everyone at GWW, is on delivering safe, reliable water services and supporting our customers. I know billing issues continue to cause frustration for some customers. We're sorry. We've recently shared the findings of an independent review into the incident. Alongside this, we are delivering a return to service plan to get our systems back on track.

We're also looking ahead. With dry conditions and a growing population, our water supplies are under pressure. We're planning ahead to secure supply – and every action you take to use water wisely makes a difference too.

Together with the team, I'll be working hard to keep GWW a trusted and reliable part of your daily life, and continually improving where we can and need to be better.

Craig



Craig Dixon
Acting Managing Director
Greater Western Water



Making every drop count

After last year's dry summer, it's natural to wonder what this one will bring. In Greater Melbourne, anything's possible!

Whatever the weather, it's important to continue finding ways to save precious drinking water. Our climate is drying and less water is flowing into our storages than we need to support a growing population.

Every drop counts and we all have a part to play so there's enough water for everyone, now and into the future. By being mindful of our daily use, we can aim to keep our average water use around 150 litres per person, per day.

You can learn more about how to reduce your daily water use and help us save precious drinking water at [gww.com.au/target-150](https://www.gww.com.au/target-150)

Customers have their say on our performance

We've published our annual Customer Outcomes Report, showing how we're tracking against the five commitments we made to customers in our price submission 2024-28.

For the first time, 21 members of our customer forum assessed our performance, giving us an overall rating of "largely met", despite our ongoing billing challenges.

They highlighted strong results in areas like recycled water and caring for Country, while also pointing out areas where we can improve.

The report shares the forum's feedback in full, offering a clear view of our performance through the eyes of our customers.

You can read it at [gww.com.au/ourperformance](https://www.gww.com.au/ourperformance)



Independent review findings and our response

A report with the findings of an independent review into the customer billing incident has been published, providing 25 recommendations to strengthen our governance, communication, billing systems and customer support. We've accepted every recommendation and are taking action.

Greater Western Water Chair, The Hon. Lisa Neville, said: "Our customers deserve better, and we take full responsibility for what's happened. We're acting with urgency to put things right."

Read the report and the Chair's full statement at [gww.com.au/independentreview](https://www.gww.com.au/independentreview)



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.

Grants and sponsorships awarded

We're proud to be supporting 28 community groups this year to help make their community projects, events and activities come to life. After a record number of applications, we've awarded \$180,000 in grants and sponsorships.

The grants cover a wide range of initiatives across our service area, from multicultural festivals to community outreach programs. For example, Jawbone Marine Sanctuary Care Group volunteers will use their funding to raise awareness and help protect the Williamstown sanctuary and its feeder tributary Kororoit Creek. The group are engaging young people and citizen scientists in conservation and education activities.

Our Thriving Communities program reflects our commitment to improving community health and wellbeing. See what else we're supporting at gww.com.au/grants-sponsorships



Jawbone Marine Sanctuary Care Group engage young people and citizen scientists in conservation and education activities.



Growing a greener future

In July we celebrated National Trees for Schools Day by delivering 3,552 native trees to 89 schools across Melbourne's west, in partnership with the Victorian Government through the More Trees for a Cooler, Greener West program.

The program provides schools with tube stock, as well as stakes and guards to help the trees grow. Increasing tree canopy cover delivers many local benefits including better air quality, urban cooling and bird and wildlife habitat.

Hundreds of students and school staff rolled up their sleeves to get involved and help grow a greener future for their communities.

Learn more about the program at gww.com.au/trees-schools

Are you ready for bushfire season?

We're getting our water network ready for bushfire season by checking assets and working with emergency services to keep water flowing when it matters most.

During a bushfire, extreme heat and high demand can affect water pressure, quality and supply, so it's important to plan ahead.

Here's how you can be ready:

- store extra drinking water for everyone (including pets)
- keep hydrants and water assets near your property clear of any obstructions
- stay updated via our website and social media.

Learn more at gww.com.au/bushfires or call us on **13 44 99**.



Update your contact details

Make sure we have your current mobile number so you don't miss important water or safety alerts.

To update your details call us on **13 44 99**.

Contact us

Call **13 44 99**

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