

## 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.

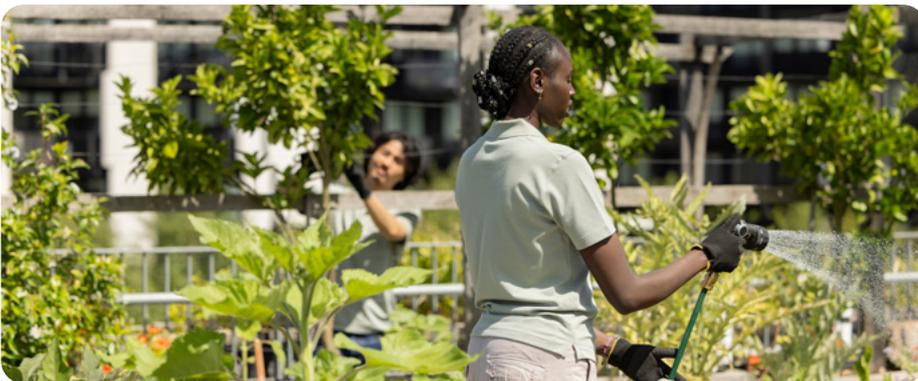
The Victorian Government's Permanent Water Saving Rules are always in place to help us all use drinking water wisely.

For businesses, the rules cover everyday activities like:

- washing vehicles or equipment with a high-pressure cleaning device, bucket or hose fitted with a trigger nozzle (and no leaks)
- watering plants with a watering can or hose, or with watering systems between 6pm and 10am
- cleaning driveways, paths or buildings with a high-pressure cleaning device, bucket or hose once each season (or anytime if it's for safety, health or an emergency)
- running fountains or water features only if the water is recirculated.

These simple habits help protect Victoria's precious supply every day.

Learn how to save water at your business by visiting [gww.com.au/saving-water-business](http://gww.com.au/saving-water-business)



### 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](http://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.

# Coming together to care for our waterways

We're pleased to announce a strategic partnership with the Maribyrnong River and Waterways Association (MRWA) to work together on community water literacy, advocacy and catchment health initiatives.

The MRWA is a community-led organisation dedicated to protecting and improving the health of the Maribyrnong River and surrounding waterways. They bring together local knowledge, scientific insight and a strong advocacy platform to support positive environmental outcomes.

This partnership reflects our shared commitment to healthy waterways and engaged local communities.



## How to avoid a greasy situation

If you've got a trade waste agreement or consent with us, it's important to keep your grease trap in good shape. This means having it pumped out by an EPA-licensed waste contractor every three months, unless your consent or agreement says otherwise.

We understand that things don't always go to plan. If you're having trouble staying on schedule, give us a call on **13 44 99** and we'll work through it together.

For more information visit [gww.com.au/grease-traps](http://gww.com.au/grease-traps)



## 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
- keep hydrants and water assets near your business clear of any obstructions
- stay updated via our website and social media.

Learn more at [gww.com.au/bushfires](http://gww.com.au/bushfires) or call us on **13 44 99**.



## 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](http://gww.com.au/ourperformance)



## 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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