

Saving water together

I hope the year has started well for you and you've had time to enjoy the things that matter most.

The warmer months are a good reminder of how important water is in our daily lives. From washing vegetables in the sink to cleaning fleet vehicles, water is essential in ways we may take for granted.

Each year, Greater Western Water supplies over 129 billion litres of drinking water and almost 9 billion litres of recycled water to around 1.5 million people. Behind the scenes, it takes hundreds of dedicated people and thousands of kilometres of pipes beneath our feet to make that possible.

Have you ever thought about what your morning routine would look like without a hot shower, a coffee, or even brushing your teeth? The average Melburnian uses 169 litres of water every day.

Could you cut down to 150 litres? Just 19 litres less. A running tap uses about 16 litres per minute, so saving 16 litres can take less than a minute.

If we each save a little, we can all save a lot. Thanks for doing your bit to use water wisely. Every drop counts, especially when the weather warms up.

Craig



Craig Dixon
Acting Managing Director
Greater Western Water

Bushfires can impact your water supply

During a bushfire, extreme heat and high demand can affect water pressure, quality and supply, so it's important not to rely on mains water.

Here's how you can prepare:

- store extra drinking water
- keep hydrants and water assets near your business clear of any obstructions
- stay updated via our website and social media
- plan and prepare with CFA advice by visiting cfa.vic.gov.au
- use multiple sources during an emergency including the VicEmergency app, official agency social media channels, local radio and community networks.

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



Enforceable undertaking to support customers affected by billing issues

We've offered an enforceable undertaking to the Essential Services Commission (ESC) following issues with our billing system. The ESC has also approved temporary billing cycle changes following a period of public consultation.

We're sorry for the impact these issues have had on our customers and we're committed to making things right. As part of this commitment we're waiving around \$75 million in unbilled charges from 2024 and providing around \$55 million in credits to customers most impacted by delays.

Information about the enforceable undertaking, how we're fixing issues, improving our systems, and supporting customers is available at gww.com.au/eu-billing

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.

Remember Permanent Water Saving Rules always apply

With the warmer weather in full swing, it's important to remember Permanent Water Saving Rules are always in place across Victoria.

These rules help us all use water wisely and protect our precious supply, especially during the hotter months.

Here are some key water-saving rules for businesses to follow:



Hand-held hoses must be fitted with a leak-free trigger nozzle.



Only use watering systems between 6pm and 10am.



Gardens and lawns can be watered using a watering can, bucket or hand-held hose.



Cars, boats or other vehicles can be washed at any time using a bucket, hand-held hose or high-pressure cleaning device.



Fountains or water features can only be used if they recirculate water.



Hard surfaces, like driveways, footpaths or walls can be cleaned using a high-pressure cleaning device, a bucket or a hand-held hose once per season – that's once in summer, autumn, winter and spring (or anytime if it's for safety, health or in an emergency).

Visit our website for more information gww.com.au/pwsr



Melbourne Zoo saves thousands with WaterSmart monitoring

Melbourne Zoo is saving almost \$1,000 a week after water monitoring technology detected a leak on site. The discovery is thanks to the WaterSmart program, which helps businesses monitor water use. With Victoria experiencing below average rainfall and drier conditions since winter 2023, reducing water waste is essential.

Six devices were installed at Melbourne Zoo in early 2025, tracking water usage on an hourly basis. Within weeks, the devices revealed water flowing at unexpected times.

Water management is central to Melbourne Zoo's sustainability efforts, and previously they manually monitored water usage to find efficiencies and reduce their reliance on drinking water supplies. WaterSmart's automated, hourly monitoring quickly identified abnormal water flow patterns, so they could take swift action.

The WaterSmart program is funded by the Victorian Government and administered by Greater Western Water. It provides free water monitoring devices and efficiency audits to eligible organisations.

Organisations interested in joining the WaterSmart program can visit gww.com.au/watersmart or call **13 44 99**.



Melbourne Zoo's pygmy hippopotamus, Felix, enjoying a swim.

Warmer and drier weather means more faults

During the warmer months, we see more leaks and bursts across our network due to increased ground movement and drying soil.

If you spot a fault while you're out and about, there are some easy ways to let us know.

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, seven days a week.

You can report a fault on your mobile using the Snap Send Solve app. Download the app and sign up, snap a photo of the issue and send it in.



Before reporting, check our online outage map to see if the issue has already been logged.

Visit gww.com.au/report-fault to learn more.

Contact us

Call **13 44 99**

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