

## In-person support for our community

'I just feel better talking to someone face-to-face. It makes things clearer, and I get the answers I need straight away.'

That's a sentiment we hear often at our customer care days and one of the reasons we're committed to continuing the program throughout 2026. We'll continue holding these days in different communities across our service region throughout the year, with sessions scheduled as locations and dates are confirmed.

At our customer care days, our team can talk you through your bills one-on-one, answer questions about financial support options and help with your account.

You can also find in-person support at our Sunbury and Footscray offices, weekdays from 9am to 5pm.

If you prefer to get help on the phone, call **13 44 99** from 8am to 7pm weekdays and 9am to 5pm on weekends.



Learn more and check when we'll be in your area at [gww.com.au/customer-care](http://gww.com.au/customer-care)

## Launching our second Reconciliation Action Plan

We're proud to have recently launched our second Innovate Reconciliation Action Plan (RAP), which marks an important milestone in our reconciliation journey.

Since the launch of our first RAP in 2023, we've continued to deepen our cultural understanding, strengthen partnerships with First Nations communities and Traditional Owners and take action to honour First Nations peoples and cultures.

Our second RAP sets out how we'll continue this work through meaningful action including expanding employment pathways, building a more inclusive workplace that values our First Nations employees and strengthening opportunities for First Nations businesses and communities to thrive.



We'll also continue to build understanding and respect for First Nations heritage, histories, cultures and rights within our organisation and across the communities we serve.

Read our RAP at [gww.com.au/rap](http://gww.com.au/rap)

## Every drop counts

Follow these tips to help protect our precious water supply:



Stick to a 4-minute shower.



Install a water-efficient showerhead.



Only use your washing machine when you have a full load.



If you have a leaking tap, replace the washer.



Turn the tap off when you're brushing your teeth or shaving.



Brush up on the Permanent Water Saving Rules, like fitting your hand-held hose with a leak-free trigger nozzle and only using your watering system between 6pm and 10am.

Visit our website for more information  
[gww.com.au/saving-water](http://gww.com.au/saving-water)

## We want to hear from you

Based on feedback from our customers and community, we've updated our Engagement Framework to guide how we design and deliver engagement in ways that are authentic, meaningful and grounded in what matters to people.

There are opportunities coming up for you to share what's important to you, to help shape both the services we deliver and the prices we charge. Your feedback will help shape our next Urban Water Strategy (from 2027) and Price Submission (from 2028).

The Urban Water Strategy looks ahead to the next 50 years, setting out how we'll provide safe, secure and resilient drinking water and sewerage services for our community. The Price Submission outlines the investments we'll make and the prices we'll charge from 2028-2032, as we work towards that future.

To find out more visit [yoursay.gww.com.au/engagementframework](http://yoursay.gww.com.au/engagementframework)



## Building for a growing region

We're working to upgrade and maintain our network so we can deliver reliable services today, while building the capacity our communities will need tomorrow.

Some of the projects underway across our region include:

- Doubling capacity of a section of the Melbourne CBD sewer network by installing almost 750 metres of new pipe underneath Spencer Street, Flinders Lane, Wurundjeri Way and Siddeley Street. This is the fourth and final stage of a \$160 million upgrade to a sewer system first built more than 120 years ago, when the city and its needs were very different.
- Expanding the Melton Recycled Water Plant so it can manage more sewage and continue supplying safe, reliable recycled water for a fast-growing community. We're increasing the plant's biosolids drying area, strengthening treatment processes to produce higher quality recycled water and upgrading equipment to improve efficiency.
- Adding a new \$55 million treatment facility to the Gisborne Recycled Water Plant. This upgrade means the plant will be able to treat an extra 1.65 million litres of wastewater every day (3.65 million total) catering to increased population growth in the region.



Learn more about these projects at [www.com.au/major-projects](https://www.com.au/major-projects)

## We've welcomed a new Managing Director

Cameron FitzGerald joined Greater Western Water as Managing Director in February, following Craig Dixon's time as Acting Managing Director.

Cameron brings extensive water sector and leadership experience, most recently from Southern Rural Water and previously from City West Water, and returns to a region he knows well.

'My focus is on making sure we deliver reliable services and on addressing the billing issues many customers have experienced,' Cameron said. 'If you need help now, our team is here and ready to assist.'

'We're also planning for a growing region and a drier climate, and keeping cultural knowledge and connection to Country at the centre of how we plan and operate.'

'I'm looking forward to working with our communities as we continue this work together.'

## A big fat problem

When fats and oils enter our sewer network, cold temperatures cause them to harden and gradually build up over time which can lead to blockages.

When sewer spills happen on people's properties, they often result in costly plumbing bills and a big clean-up. Keep your pipes clear and sewers flowing by disposing of fats and oils properly.



Don't pour oil or fats down the sink. Let them cool then scrape solid fats off or pour oil into a container and dispose in the bin. For greasy pots or pans, wipe them with kitchen paper before rinsing.

And remember to only flush the three Ps – pee, poo and (toilet) paper. Everything else should go in the bin.

Some products may include a 'do-not-flush' or 'flushable' label. If there is no label, it's safest to assume the product isn't flushable.



Source: AS/NZS 5328:2022. © Standards Australia Limited/Standards New Zealand 2022.

Learn more about preventing blocked sewers at [www.com.au/blockedsewer](https://www.com.au/blockedsewer)

## Tuck in your meter this winter



The water inside meters and pipes that sit above ground can freeze in very cold temperatures. This can split pipes and disrupt your water supply. If the overnight temperature is forecast to drop below zero, cover your meters with a tub, box or a blanket to stop it freezing.

Learn more at [www.com.au/prevent-frozen-pipes](https://www.com.au/prevent-frozen-pipes)

### Contact us

Call **13 44 99**

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

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