

Save water, every season

Even during the cooler months, saving water matters so we can protect our storages for the summer ahead.

Winter grass can look healthy and green, but the soil underneath is often very dry. When it rains, the soil soaks it up before it flows into our reservoirs. And while the levels of some of our smaller storages may improve after rainfall, they can drop very quickly as soon as dry weather returns.

Every action you take to save water adds up and can help your community. Simple choices, like sticking to a 4-minute shower or only using the washing machine when you have a full load can make a big difference.

Visit our website to learn how you can make every drop count
gww.com.au/saving-water



Supporting Melbourne's water supply

The Minister for Water recently confirmed a 150-billion litre order for desalinated water from the Victorian Desalination Plant for 2026–27.

This large order will see the plant running at full capacity to support Greater Melbourne's ongoing dry conditions, with low rainfall and less water flowing into our storages.

We're monitoring storage levels and customer usage to determine the likelihood of restrictions in the future.

You can visit gww.com.au/wateroutlook to learn more.



Price changes

From 1 July 2026, water prices have increased for residents and businesses. This change reflects inflation, Melbourne Water's wholesale price increase and the services and investments outlined in our 2024-28 price submission, approved by the Essential Services Commission. It also includes the cost of the 150 billion litre desalination order for 2026-27, to help maintain a reliable water supply. Learn more at gww.com.au/prices-2027

Need help with your bills?

We know cost of living pressures are real and support is available. If you need help understanding your bill, or setting up a payment plan, a concession or financial assistance, visit gww.com.au/accounts-billing or get in touch – we're here to help.



What's the 'E' on your bill?

An 'E' on your bill means your meter reading was estimated. There are a few reasons why we estimate bills, including when we can't access your water meter.

If we need to estimate your reading, we'll show this on your bill.

You can always send us your current reading and we'll add it to your account.

How to read your water meter

1. Find your water meter. It should be at the front of your property (often near your garden tap).
2. When you've found your meter, write down all the black numbers against the white background (ignore red numbers or numbers against a red background). This gives your reading in kilolitres.
3. Next, write down the meter number. Meter numbers usually start with the letters M or MA.
4. Send us your meter reading through your My GWW online account, by SMS to **0480 015 200**, via webchat, or call us on **13 44 99**.

For more information visit gww.com.au/watermeter



Delivering on our commitments

We're continuing to make steady progress on the actions in our enforceable undertaking related to billing. This is our commitment to make things right and deliver long-term improvements for our customers. Some recent updates include:

- We're answering calls faster: In April 2026, our average wait time was 3 minutes and 26 seconds, below our target of four minutes. This means you can get through to us sooner when you need help.
- Customer care days are continuing across our region: You can book a time or drop in to talk with us face to face about your account, your bills, or the support available. To learn more, visit [gww.com.au/customer-care](https://www.gww.com.au/customer-care)
- Direct debit payments are back: You can now register to pay your bill in full using direct debit, making it easier to stay on top of payments.

We also engaged independent experts to review our customer communications and hardship grants program. Their findings, published in March 2026, set out clear, practical steps to strengthen how we support and communicate with you. These improvements are designed to make it simpler to get in touch, get answers and manage your account.

Learn more about our enforceable undertaking and the improvements we're making at [gww.com.au/eu-billing](https://www.gww.com.au/eu-billing)

How schools are saving millions of litres of water

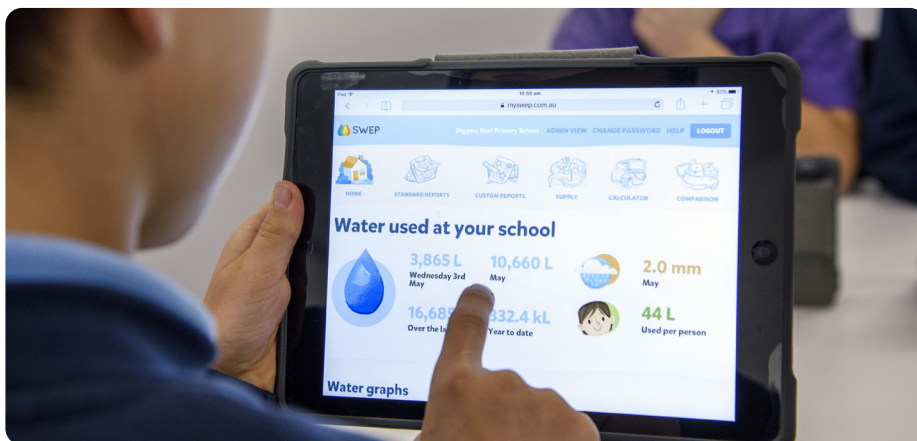
Many local schools across our region are finding simple ways to save water – and money – with help from the Schools Water Efficiency Program (SWEP).

Last year, 215 schools across the GWW service region saved around 103.1 million litres of water, avoiding about \$488,000 in water costs.

This free Victorian Government program helps schools track their water use by installing data loggers on water meters. This real-time data makes it easier to spot leaks, faulty appliances, or unusual spikes in water use early.

Arnold's Creek Primary School is one school seeing the benefits. After noticing higher than expected water bills, SWEP data showed significant water use at odd hours, like 2am and 3am. That insight helped the school track the issue back to their irrigation system, get it fixed and take charge of their water use.

If you have a local school in mind that might benefit, learn more at [gww.com.au/SWEP](https://www.gww.com.au/SWEP)



Keep your meter cosy this winter

It's that time of year when the Ugg boots, flannelette PJs and beanies come out ... and your water meter needs a winter outfit too!

When frost hits, uncovered meters can freeze and stop your water from running. To keep yours warm, simply dress it with something that traps the air around it – like a bucket, tub, or cardboard box.



This winter, we've been inviting customers to add a bit of flair by 'dressing up' your water meter. Whether you show your footy colours, paint a face on your protector, or keep it straightforward, the important thing is keeping your meter protected from frost.

Learn more at [gww.com.au/frozenmeters](https://www.gww.com.au/frozenmeters)

If you're dealing with an emergency such as gushing water, no water supply or blockages affecting your whole home call **13 44 99**.



We're available 24 hours a day, seven days a week.

Visit [gww.com.au/report-fault](https://www.gww.com.au/report-fault) to learn more.

Contact us

Call **13 44 99**

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