



City West Water™

S & W PERERA FAMILY PCT PTY LTD  
32 SCHAFER DRIVE  
DONCASTER EAST VIC 3109



My account number is

1251 7305 4125

Invoice No.	T558981920
Service Address	31 Brigalow Drive Truganina Lot 185 Plan 617332
Issue Date	12 Jan 2021
Water Faults & Emergencies (24 hours)	132 642
Enquiries & Support (8.30am-5.00pm Mon-Fri) Credit Card Payments & Balances (24 hours)	131 691
Interpreter Service	9313 8989
Mail Cheques	GPO Box 1152, Melbourne Vic 3001
General Mail	Locked Bag 350, Sunshine Vic 3020

**City West Water Corporation**

ABN 70 066 902 467

[citywestwater.com.au](http://citywestwater.com.au)

## Account summary

	PREVIOUS BILL	\$362.88
	RECEIVED	\$362.88
	BALANCE FORWARD	\$0.00
	NETWORK CHARGES	\$115.85
	OTHER CHARGES	\$26.08
	PLEASE PAY	\$141.93

## Having trouble paying your bill?

We're here to help and have a range of payment options to support you at this time.

Visit [citywestwater.com.au/assist](http://citywestwater.com.au/assist) to find out more.

Visit our  
website  
today



# Details of charges - Residential

## Previous Bill

Previous Bill \$362.88

## Payments Received

10/11/2020 -\$141.93

22/10/2020 -\$220.95



## BALANCE FORWARD

\$0.00

## Network Charges

Network Charges	Charge Period	Charge \$
Water Network Charge	(01/01/2021 to 31/03/2021)	\$52.70
Sewerage Network Charge	(01/01/2021 to 31/03/2021)	\$63.15



## TOTAL NETWORK CHARGES

\$115.85

## Other Charges

Waterways & Drainage Charge (01/01/2021 to 31/03/2021) \$26.08



## TOTAL OTHER AUTHORITIES' CHARGES

\$26.08



## FINAL TOTAL, PLEASE PAY THIS AMOUNT

\$141.93

Visit [citywestwater.com.au/charges](http://citywestwater.com.au/charges) or call 131 691 for more details about these charges.

## Greater Western Water – a new era

On 1 July 2021, City West Water and Western Water will integrate to form a new water corporation – Greater Western Water. This new entity will service Melbourne's inner city and fast-growing west. Learn more at [citywestwater.com.au/gww](http://citywestwater.com.au/gww)

## MyAccount, your residential water account online

MyAccount makes it easier for you to view your bills or upcoming payments, update your information, set up direct debit or a payment plan and apply for a concession rebate. To register visit

[citywestwater.com.au/myaccount](http://citywestwater.com.au/myaccount)

## Need help paying your bill?

We understand that sometimes you may be facing difficulties. Our hardship and water efficiency programs offer support and can give you access to concessions and utility relief grants. Where appropriate, we can also refer you to financial counselling services. Learn more at

[citywestwater.com.au/assist](http://citywestwater.com.au/assist)

## Waterways & Drainage Charge

We collect this charge on behalf of Melbourne Water to help protect our rivers and creeks and improve drainage and flood management. Customers in rural areas are charged at a lower rate to reflect the reduced services compared to urban customers. Learn more at

[MelbourneWater.com.au/wwdc](http://MelbourneWater.com.au/wwdc)

The right of City West Water to proceed for recovery of outstanding charges is not prejudiced by the service of this notice

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**Service Address:** 31 Brigalow Drive Truganina

DATE PAID

AMOUNT PAID

RECEIPT NO

My account number is

1251 7305 4125



**Direct Debit:** Visit [citywestwater.com.au/paymentoptions](http://citywestwater.com.au/paymentoptions) or call 131 691



**Mail cheque:** Post this slip with your cheque payable to: **City West Water, GPO Box 1152, Melbourne Vic 3001**



**Credit Card:** Visit [citywestwater.com.au/pay](http://citywestwater.com.au/pay) or call 131 691 to pay via Visa or Mastercard on our 24 hours credit card payment system

## Payment Assistance

If you're finding it hard to pay your bill call our team on **131 691** to discuss your circumstances or visit [citywestwater.com.au/assist](http://citywestwater.com.au/assist) to view our support options.



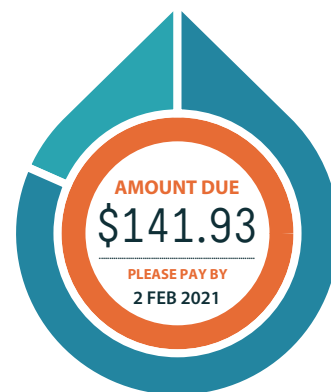
Billers Code: **8789**  
Ref: **1251 7305 4125**

**Telephone and Internet Banking - BPAY®:** Contact your bank or financial institution to pay via savings, debit, credit card or transaction account. More info at [bpay.com.au](http://bpay.com.au)



Billpay Code: **0362**  
Ref: **1251 7305 4125**

**Post BillPay:** Pay in person at any Post Office or agency, call 131 816 or visit [postbillpay.com.au](http://postbillpay.com.au)



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# CASCADE

Your water news

January - March edition 2021



**Maree Lang**  
Managing Director  
City West Water

Happy New Year and welcome to the first edition of Cascade for 2021. We hope you are keeping safe and well.

Leading this edition is the exciting news of our integration with Western Water to become **Greater Western Water** from 1 July 2021, signalling a new era for water services across the inner city and west.

We're also excited to introduce you to **YourSay** – a new space for you to share your thoughts on the things we're doing and help shape the future.

In this edition we look at some ways we're improving liveability and wellbeing, ensuring a secure water supply and share tips on how you can easily save water around the home.

As we progress through 2021, we'll continue to work in-line with our **COVID Safe Plan** to provide essential water and sewerage services and deliver planned and emergency works programs.

We hope you enjoy the read.

Maree



## Greater Western Water - a new era

We're proud to be joining with Western Water to create a new water business - Greater Western Water. This new entity will service Melbourne's inner city and fast-growing outer west from July this year.

With the population of our combined service areas expected to double over the next 30 years, the integration will lead to strong service outcomes, more secure water availability and more affordable water services for customers living and working in these communities.

*"This is an exciting step forward to ensure we continue to meet the needs of the diverse and vibrant communities we serve,"* Maree Lang, Managing Director.

For the latest updates on integration planning visit [citywestwater.com.au/gww](https://citywestwater.com.au/gww)



## Acting on sustainability

We're improving liveability and wellbeing for the communities we serve, whilst ensuring a secure water supply for the future.

Recent actions include:

- Adding green spaces into our projects for the community to enjoy.
- Trialling digital water metering to help better manage the water network and fix leaks faster.
- Investing in stormwater harvesting projects to keep your local parks and reserves thriving.
- Planting 10,000 trees in West Werribee as part of the Greening the West partnership, with over one million trees now planted.

To learn more, view our **2019-20 Annual Report** at [citywestwater.com.au/annualreport](https://citywestwater.com.au/annualreport)

## Have your say

We want to hear from you and our broader community about projects that interest you.

That's why we've launched **YourSay** – a new space for you to learn about things we're doing and contribute your ideas and feedback.

Visit [yoursay.citywestwater.com.au](https://yoursay.citywestwater.com.au) click on the projects you're interested in and let us know your thoughts. We'll keep you informed as projects progress and let you know how your feedback has influenced outcomes.





## Partners in community life

To support a vibrant and engaged community we work closely with local organisations to deliver a range of events through our community sponsorship program.

'Weaving Sustainable Waterways' is a collaboration between Footscray Community Arts Centre, Science Gallery Melbourne and Boon Wurrung artist, Mitch Mahoney (pictured). This project is one of the many events we're supporting in the first half of 2021.

*"Through community art and revegetation along the Maribyrnong River we hope to reconnect local communities with Indigenous culture and sustainable practice,"* Mitch Mahoney.

Our second round of community sponsorship funding will open in March and we're encouraging organisations with events planned from July – December 2021 to apply. For details visit [citywestwater.com.au/sponsorship](https://citywestwater.com.au/sponsorship)



## Recycled water gets a boost in Werribee

Our wild and wonderful friends at **Werribee Open Range Zoo** will benefit from a major expansion of our recycled water supply network in West Werribee, thanks to \$2 million in funding from the State government.

*"We're proud to partner with the Victorian government to extend recycled water supply to Werribee Zoo, open spaces such as Chirnside Park and Wyndham Park and restore flows to the Werribee River,"* Richard Smith, General Manager, Strategy & Planning.

Now underway, the program will also reduce the use of valuable drinking water supplies and help protect Port Phillip Bay from wastewater discharge.



## Choose Tap

Did you know that approximately 1,440 single use plastic bottles are sent to landfill every minute in Australia? It's easy to help reduce this waste by simply drinking more of Melbourne's world-class quality tap water.

If you're busy shopping, catching public transport, exercising, or just out and about this summer, don't forget your refillable drink bottle. It's not only good for your health and hydration - it's great for the environment!

For more information or to join the **Choose Tap** movement, visit [choosetap.com.au](https://choosetap.com.au)



We're continuing our planned response to safely manage the impact of coronavirus (COVID-19) to provide essential services to your homes, keeping taps flowing and toilets flushing. You might also see us in your area as we continue with planned works and maintenance and respond to emergencies.

For the latest updates on how we're responding to coronavirus visit [citywestwater.com.au/covid19](https://citywestwater.com.au/covid19)

## Hey Melbourne, Keeping our water supplies topped up takes more than a little rain.

With our population growing quickly and our climate changing, we always need to look for ways to save precious drinking water, no matter what the weather forecast is.

Even though our water supplies are secure, there are growing challenges that require all of us to do our part, particularly over the warmer months.



Visit [makeeverydropcount.com.au](https://makeeverydropcount.com.au) for more ways to save water. Target 155 litres per person, per day.

Here are some easy ways to keep your water savings flowing this summer:

Shave a minute off your showers.



Mulch your garden beds.

Use a trigger hose nozzle.



Use eco settings on your machines.

Turn off the tap when brushing your teeth.



Use the half flush.