



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.	T566501085
Service Address	31 Brigalow Drive Truganina Lot 185 Plan 617332
Issue Date	13 Apr 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

Account summary

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

Greater Western Water – a new era

On 1 July 2021 City West Water is joining with Western Water to become **Greater Western Water**.

Your next water account will come from Greater Western Water.

Learn more at citywestwater.com.au/gww



Details of charges - Residential

Previous Bill

Previous Bill \$141.93

Payments Received

03/02/2021 -\$141.93

BALANCE FORWARD \$0.00

Network Charges

	Charge Period	Charge \$
Water Network Charge	(01/04/2021 to 30/06/2021)	\$52.70
Sewerage Network Charge	(01/04/2021 to 30/06/2021)	\$63.15

TOTAL NETWORK CHARGES \$115.85

Other Charges

Waterways & Drainage Charge (01/04/2021 to 30/06/2021) \$26.08

TOTAL OTHER AUTHORITIES' CHARGES \$26.08

FINAL TOTAL, PLEASE PAY THIS AMOUNT \$141.93

Visit 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

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. Register now at

citywestwater.com.au/myaccount

Need help paying your bill?

We understand that sometimes you may be facing difficulties. We have a dedicated Customer Care team who can offer support and 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

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

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
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Direct Debit: Visit 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 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 to view our support options.

B PAY	Bill 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
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POST billpay	Billpay Code: 0362 Ref: 1251 7305 4125
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Post BillPay: Pay in person at any Post Office or agency, call 131 816 or visit postbillpay.com.au



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City West Water™

CASCADE

Your water news

April - June edition 2021



Maree Lang
Managing Director
City West Water

Welcome to this edition of Cascade. We hope you are keeping safe and well.

In this edition we share the exciting news that from 1 July 2021 our organisation is joining with Western Water to become **Greater Western Water**. This signals a new era for water services across the inner city and outer west.

Even though our name, brand and even bill will change on 1 July, you can expect the same

customer-focused service and support from our team. And you'll still be able to contact us in all the ways you do today.

We will also continue to work in line with our COVIDSafe Plan to deliver planned and emergency works to your area as well as support programs and partnerships designed to enhance liveability and wellbeing.

We hope you enjoy this edition.

Maree

Customer commitments on track

Our mid-year **Customer Outcomes Performance Summary** is now available. The report shares how we are performing for the first half of 2020-21 against our commitments to deliver you the best service possible.

We're tracking well against most of our commitments, with plans to further improve on these in the year ahead.

Learn more at citywestwater.com.au/performance



Greater Western Water integration update

We're excited to be joining with Western Water on 1 July to create a new water corporation – **Greater Western Water**, to strengthen our services to Melbourne's fast-growing outer west.

From 1 July, all City West Water and Western Water customers will become Greater Western Water customers, so this is the last bill you'll receive from us as City West Water.

From 1 July you'll start to see our new Greater Western Water brand on a range of our channels and publications, including your next bill. We will also have a new website, where you can continue to pay your bill, manage your account and learn more about your new water corporation.

Greater Western Water will service Melbourne's CBD and inner-west and north-west suburbs, and the Melton and Sunbury growth corridors through to Bacchus Marsh, Myrniong and Macedon Ranges townships.

To learn more visit citywestwater.com.au/gww or head to yoursay.citywestwater.com.au to help us shape the future of Greater Western Water.

"As Greater Western Water, we will continue to meet the growing demands of the region and maintain the reliable, efficient, affordable water services that are so important to our customers and community."

"We'll be able to reduce household water bills into the future, provide new job opportunities and maintain a strong local presence through our existing offices in Footscray and Sunbury and field depots,"
Maree Lang, Managing Director.



Top sustainability award

We are delighted to have received a **Premier's Sustainability Award** for our stormwater reuse partnership initiatives that increase green spaces across Melbourne's west and lessen the demand on the city's drinking water.

"These projects reduce the need to use drinking water by supplying millions of litres of stormwater each year to irrigate public parks, gardens and sporting reserves that support active and healthy lifestyles for local communities,"

Richard Smith, General Manager, Strategy & Planning.

Learn more at citywestwater.com.au/stormwaterharvesting

Don't pour money down the drain

Did you know that just one dripping tap can waste 4 litres of water a day and add hundreds to your water bill? It's easy to check for leaks around your home – simply:



Place a cup under each tap while you are out of the house for the day – if there's more than a dribble in there when you return, you need to replace the washer.



Put a few drops of food dye in the toilet cistern – if in 15 minutes your toilet bowl is anything but pearly white, you have a leak.

"Leaks are usually a sign that your pipes need fixing or replacing. Always use a licensed plumber to do this work and ask for a 'Certificate of Compliance' before you pay," Andrew Volk, Service Delivery Manager.

Learn more at citywestwater.com.au/fixingleaks



Supporting our community

We're proud to support organisations in our community achieving great things. That's why we've recently partnered with **Orange Sky Australia**, a not-for-profit organisation that connects people in need through free laundry, warm showers and positive conversation.

"We're excited to partner with City West Water as it enables us to continue to support those communities doing it tough in Melbourne's west. We couldn't operate without water, or the support of our community. We're looking forward to a great partnership,"

Lucas Patchett, Orange Sky co-founder.

Learn more at citywestwater.com.au/partnerships



Half a million customers and counting!

We recently welcomed our **500,000th customer** to City West Water. That's up from 210,000 customers when we began in 1995.

Since then, we've tripled our water and sewer networks and now manage over 10,000 kms of pipes – that's the same distance as flying from Melbourne to Johannesburg!

"It's been a privilege to grow with our community and be part of so many wonderful projects including our upgrade of the Altona Salt Reduction Plant, which now produces nearly 3 gigalitres of recycled water annually – enough to fill two MCGs!"

Ahmet Hashim, Facility Operations & Integration Team Leader and City West Water employee since day one.