



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



My account number is

1251 7305 4125

Invoice No.	T589913421
Service Address	31 Brigalow Drive Truganina Lot 185 Plan 617332
Issue Date	13 Jan 2022
Water Faults & Emergencies (24 hours)	13 44 99
Enquiries & Support (8.30am-5.00pm Mon-Fri) Credit Card Payments & Balances (24 hours)	13 44 99
Interpreter Service	(03) 9313 8989
Mail Cheques	GPO Box 1152, Melbourne Vic 3001
General Mail	Locked Bag 350, Sunshine Vic 3020

Greater Western Water

ABN 70 066 902 467

gww.com.au

Account summary

	PREVIOUS BILL	\$133.92
	RECEIVED	\$133.92
	BALANCE FORWARD	\$0.00
	NETWORK CHARGES	\$107.53
	OTHER CHARGES	\$26.39
	PLEASE PAY	\$133.92

**Hey Melbourne,
Turning taps off today
saves water for tomorrow.**

We can all play a part in saving our precious drinking water.
To find out how you can help, see our great water saving
tips at makeeverydropcount.com.au

Target 155 litres per person, per day.



**MAKE
EVERY
DROP
COUNT**



Details of charges - Residential

Previous Bill

Previous Bill \$133.92

Payments Received

03/11/2021 -\$133.92

BALANCE FORWARD \$0.00

Network Charges

	Charge Period	Charge \$
Water Network Charge	(01/01/2022 to 31/03/2022)	\$51.89
Sewerage Network Charge	(01/01/2022 to 31/03/2022)	\$55.64

TOTAL NETWORK CHARGES \$107.53

Other Charges

Waterways & Drainage Charge (01/01/2022 to 31/03/2022) \$26.39

TOTAL OTHER AUTHORITIES' CHARGES \$26.39

FINAL TOTAL, PLEASE PAY THIS AMOUNT \$133.92

Visit gww.com.au or call 13 44 99 for more details about these charges.

MyAccount, your residential water account online

MyAccount makes it easier for you to view your past bills or upcoming payments, update your information, set up direct debit or a payment plan and apply for a concession rebate. Register now at gww.com.au/transactions

Waterways and 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

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 gww.com.au/transactions

Set your account to Direct Debit

Changing to Direct Debit gives you peace of mind with a range of flexible payment options. Start your application at gww.com.au/transactions

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

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CCSBPY_220112215526A.PRO>BIL_vDEC21.10>13/01/22>11:00:45>

Service Address: 31 Brigalow Drive Truganina

DATE PAID	AMOUNT PAID	RECEIPT NO
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My account number is
1251 7305 4125



Direct Debit: Visit gww.com.au/transactions or call 13 44 99



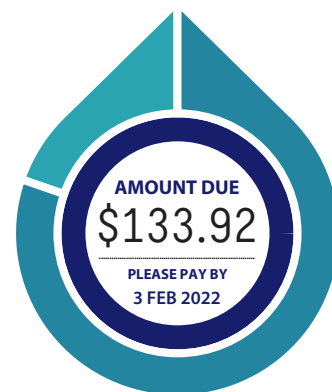
Mail cheque: Post this slip with your cheque payable to: **Greater Western Water, GPO Box 1152, Melbourne Vic 3001**



Credit Card: Visit gww.com.au/transactions or call 13 44 99 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 **13 44 99** to discuss your circumstances or visit gww.com.au to view our support options.



B PAY	Bill Code: 8789 Ref: 1251 7305 4125
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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

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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Delivering value for you in 2022

Our work continues to deliver safe, affordable and reliable water services to every customer – it's the reason we exist. We're also focused on helping local communities thrive and are excited to explore the many new ways we can add value as Greater Western Water this year.

Preparing our region for a future with more variable weather and less water as climate change continues to take hold and our population grows is a vital part of our work. We are making significant investments to get the best value and resilience from water supplies.

Many people across our community continue to feel pressures caused by the pandemic and our response to you remains a priority through our range of customer care and support programs.

We are also making strong progress towards our customer commitments. We've delivered outcomes you have told us are important and continue to work hard to meet our other commitments. Please read on to learn more.

Maree



Maree Lang
Managing Director
Greater Western Water

A WIN all around

We're proud to be supporting the Western Irrigation Network (WIN), a major new recycled water irrigation scheme for the Parwan-Balliang agricultural region to the west of Melbourne.

WIN will supply dryland farms in the outer west with a reliable supply of high-quality recycled water, helping increase agricultural production and support the local community to adapt to our changing climate.

With support from the State Government, we are jointly funding this \$116 million project with local WIN farmers and the Australian Government. Construction is expected to be completed in 2025.

WIN will deliver a range of benefits for the region including:

- a new source of water for agriculture in Melbourne's outer west
- protecting local waterways for future generations
- transforming the Parwan-Balliang region into a thriving food district.



Tracking against our customer commitments

We regularly report on progress towards the outcomes you expect and value from us. These customer outcomes form part of our price submissions to the Essential Services Commission.

We've started planning for Greater Western Water's next price submission as we continue to track progress against our existing customer commitments.

In 2020-21, we met 13 of our 18 commitments to you and are on track for the remaining five.

We're delivering better value through a wider range of financial support, improved planning to communicate service interruptions, more staff dedicated to managing water quality, and significant infrastructure investment to deliver reliable services.

Read more in our Customer Outcomes Performance Report 2020-21 at gwww.com.au/customers

Acknowledgement of Country

Greater Western Water respectfully acknowledges the Traditional Owners of the lands and waters upon which we work and operate. We pay our deepest respects to the traditional custodians past, present and future.



Teaming up on tap water

Drinking plenty of water is one way to beat the heat in summer – the best way to do this is to keep a water bottle with you and regularly take small sips. We've teamed up with Maribyrnong and Melton City councils and Victoria University to help you fill your bottle on the go. Together we've rolled out more permanent water stations in the community to provide free access to Melbourne's world-class tap water.

To locate a water station near you, visit the easy-to-use tap finder map at choosetap.com.au

Did you know?

Trees are nature's air conditioners. By providing shade and releasing water from leaves into the atmosphere, trees can help cool the immediate environment by up to 15 degrees!



We're here to help

If you're experiencing difficult times, our Community and Care Team are ready to help. For confidential advice about payment options and other assistance we can provide, **call 13 44 99 or visit us at gww.com.au**



Clean mains for clean water

Our water network has over 8,000 kilometres of pipes connected to homes and businesses. To ensure you can rely on clean water at your tap, we regularly flush our water mains at different locations.

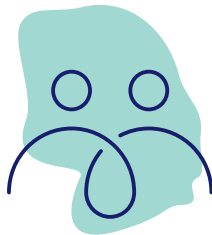
Mains flushing is a vital part of our maintenance program which helps us check the network and remove the natural build-up of sediment that collects in mains over time.

When we flush a main, we open hydrants and safely flush water through at a high speed. While it may look wasteful, we only use the amount of water necessary to keep our systems in great condition.

We'll always let you know in advance if we're flushing mains in your area so you know what to expect.

Information in your language

We offer interpreting services in hundreds of languages for our customers who find it easier to speak in their own language. **This free service is available by calling 9313 8989**



Make the switch to eBilling

Sign up today to receive your bills electronically via email, instead of in the post. It's a simple way to reduce paper clutter and be kind to the environment.

Sign up at gww.com.au/transactions



Our contact details

Call **13 44 99** Visit **gww.com.au**
Webchat support

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Instagram @GreaterWesternWater