



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



My account number is

1251 7305 4125

Invoice No.	T574183972
Service Address	31 Brigalow Drive Truganina Lot 185 Plan 617332
Issue Date	8 Jul 2021
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	\$141.93
	RECEIVED	\$141.93
	BALANCE FORWARD	\$0.00
	NETWORK CHARGES	\$107.53
	OTHER CHARGES	\$106.59
	PLEASE PAY	\$214.12

## Welcome to Greater Western Water

City West Water and Western Water have joined to become Greater Western Water, your new water corporation. You can pay your first Greater Western Water bill in all the same ways you have before.

Learn more at **gww.com.au**



**Visit our  
website  
today**

# Details of charges - Residential

## Previous Bill

Previous Bill \$141.93

## Payments Received

05/05/2021 -\$141.93

**BALANCE FORWARD** \$0.00

## Network Charges

	Charge Period	Charge \$
Water Network Charge	(01/07/2021 to 30/09/2021)	\$51.89
Sewerage Network Charge	(01/07/2021 to 30/09/2021)	\$55.64

**TOTAL NETWORK CHARGES** \$107.53

## Other Charges

	Net annual value (NAV) <sup>^</sup>	Rate in NAV \$	Minimum	Charge \$
Waterways & Drainage Charge (01/07/2021 to 30/09/2021)				\$26.39
Annual Parks Charge <sup>^</sup> (01/07/2021 to 30/06/2022)	\$4,284	0.004780	\$80.20	\$80.20

<sup>^</sup>The NAV is based on 1990 dollar equivalents

**TOTAL OTHER AUTHORITIES' CHARGES** \$106.59

**FINAL TOTAL, PLEASE PAY THIS AMOUNT** \$214.12

Visit [gww.com.au](http://gww.com.au) or call 13 44 99 for more details about these charges.

## Welcome to Greater Western Water

City West Water and Western Water have joined to become Greater Western Water, your new water corporation, servicing Melbourne's inner city and fast-growing west. Learn more at [gww.com.au](http://gww.com.au)

## 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)

## Annual Parks Charge

Our Annual Parks Charge helps Parks Victoria support Melbourne's major parks, gardens, trails and zoos. We collect this charge on behalf of the Department of Environment, Land, Water and Planning. Learn more at [parks.vic.gov.au/about-us/parks-charge](http://parks.vic.gov.au/about-us/parks-charge)

## Our prices 2021-22

From 1 July 2021 our prices will change in line with annual inflation rates and adjustments approved by the Essential Services Commission (the independent regulator of the water industry). To learn more about our price changes, visit [gww.com.au](http://gww.com.au)

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\_210712120958A-PRO>BIL\_vJUL21\_30>12/07/21>15:54:34>---

**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](http://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](http://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](http://gww.com.au) to view our support options.

<b>B</b> PAY	Bill Code: <b>8789</b> Ref: <b>1251 7305 4125</b>	<b>Telephone and Internet Banking - BPAY®:</b> Contact your bank or financial institution to pay via savings, debit, credit card or transaction account. More info at <a href="http://bpay.com.au">bpay.com.au</a>
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<b>POST</b> billpay	Billpay Code: <b>0362</b> Ref: <b>1251 7305 4125</b>
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**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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## Welcome to Greater Western Water, your new water retailer.

Following months of planning and collaboration, City West Water and Western Water have joined to become Greater Western Water.

As Greater Western Water's new Managing Director, I would like to welcome you all.

Greater Western Water is well placed to service Melbourne's fast-growing CBD, inner west, outer west and nearby regional areas, providing better service, a more secure water supply and reduced household water bills into the future.

If you need to speak to us, there's one number and one website to remember – call us on **13 44 99** or visit us at **gww.com.au**.

Thank you for being a part of either City West Water or Western Water throughout our years of service. We look forward to continuing this journey with you as Greater Western Water.

**Maree.**



**Maree Lang**  
Managing Director  
Greater Western Water

## Getting to know us



**The partnership of two great water corporations, Greater Western Water provides customers with one of life's most vital elements: water.**

We take great care and pride in ensuring a reliable water and wastewater service, one that moves from the heart of our operations to the heart of where it matters most – the customers and communities we serve.



**Greater  
Western  
Water**

Our new logo is inspired by the way changing water levels create evolving forms in the surrounding land. The colours are influenced by water, nature, and the land.

You'll see our new branding on all future bills and information we send you. From time-to-time you may see information that still refers to City West Water or Western Water as we make this transition. To learn more about our brand, visit **gww.com.au**

## Fast facts

Every year, Greater Western Water is supplying over **121 billion litres** of drinking water to a population of around 1.2 million people. That's equivalent to **48,400** Olympic-sized swimming pools!

**We have the largest industrial water customer base in Victoria.**

We're supporting local jobs by employing **650 staff**, with 50 additional employees to be based at Sunbury over the next three years.

Each year, we're collecting **107 billion litres** of wastewater and producing around 11 billion litres of recycled water.

## Our service area

Spans **3,700km<sup>2</sup>**

Includes **11 local government** areas

Covers all **five indigenous language groups** of the Kulin Nation.

## Our pipes and plants

We have a vast network of underground pipes and equipment, including:

**8,091 km** water supply mains

**6,266 km** wastewater mains

**8 recycled** water plants

**7 water filtration** plants

**We have 580,000 registered customers, predicted to jump to 690,000 by 2028.**



# Becoming a Greater Western Water customer

## Paying your bill



You can pay your Greater Western Water bill in all the same ways you did before – by phone, mail, internet or telephone banking, or via Australia Post.

Our BPAY and Biller codes are the same. If you have had a direct debit agreement with Western Water or City

West Water, your agreement will now be with Greater Western Water.

If you prefer using our online portals you can continue to do so – just login using your same details.

**For detailed information on how to make payments, see the back of your bill.**

## Payment support



As Greater Western Water, we'll continue to provide our customers with a range of tailored options for bill support.

Concessional discounts, payment plans and support programs will all continue as usual.

**If you need extra time to pay your bill or would just like to learn more about our tailored plans, please get in touch.**

## Supporting local communities



### Our contact details

#### Contact Us

Call **13 44 99**

Visit **[gww.com.au](http://gww.com.au)**

Webchat support

#### Facebook

Greater Western Water

#### LinkedIn

Greater Western Water

**Twitter** @GWWVic

#### Instagram

@GreaterWesternWater

## Other charges

We will continue to collect the annual Waterways and Drainage Charge on behalf of Melbourne Water and the annual Parks Charge on behalf of the State Government.

Most customers based in metropolitan Melbourne will notice the Parks Charge on their current bill.

These funds help Parks Victoria maintain Melbourne's most iconic parks, trails, zoos and waterways. Learn more at **[parks.vic.gov.au/about-us/parks-charge](http://parks.vic.gov.au/about-us/parks-charge)**

## We are committed to supporting our community to develop and prosper.

That's why we're always ready to support events and programs that celebrate our vibrant community.

We will soon open our next round of community funding for events from Jan – June 2022. For further information visit **[gww.com.au](http://gww.com.au)**

## Keeping your information safe



**We have security measures in place to ensure your personal data is kept safe. There are also some things you can do too.**

Be wary of requests that ask you to supply personal and/or financial information.

Visit **[consumer.vic.gov.au/scams](http://consumer.vic.gov.au/scams)** for tips on how to detect a scam.

**If you're in doubt, please contact our team for advice.**