



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



My account number is

1251 7305 4125

Invoice No.	T582225047
Service Address	31 Brigalow Drive Truganina Lot 185 Plan 617332
Issue Date	9 Oct 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	\$214.12
	RECEIVED	\$214.12
	BALANCE FORWARD	\$0.00
	NETWORK CHARGES	\$107.53
	OTHER CHARGES	\$26.39
	PLEASE PAY	\$133.92

**Great for you,
great for water.**

City West Water and Western Water are now Greater Western Water. With the population of Melbourne's CBD and north-western region to double by 2050, we will be ready to provide reliable, sustainable and affordable water services to all of our customers.

Visit **gww.com.au** to learn more.

**Visit our
website
today**

Details of charges - Residential

Previous Bill

Previous Bill \$214.12

Payments Received

13/08/2021 -\$214.12

 **BALANCE FORWARD** \$0.00

Network Charges

	Charge Period	Charge \$
Water Network Charge	(01/10/2021 to 31/12/2021)	\$51.89
Sewerage Network Charge	(01/10/2021 to 31/12/2021)	\$55.64

 **TOTAL NETWORK CHARGES** \$107.53

Other Charges

Waterways & Drainage Charge (01/10/2021 to 31/12/2021) \$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.

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

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

Page 2 of 4

CCSBPY_211008122522A.PRO>BIL_vOCT21.20>11/10/21>10:18:40>---

Service Address: 31 Brigalow Drive Truganina

DATE PAID	AMOUNT PAID	RECEIPT NO
-----------	-------------	------------

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.



*362 125173054125

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

POST billpay	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

+00125173054125>

+009201+

<0582225047>

<0000013392>

+444+

Planning a greater future

Greater Western Water is continuing the vital work of City West Water and Western Water. Our people have embraced our new organisation and are excited to serve our vibrant and growing communities.

As the stories here show, customers and community are our focus – in our work every day and in our planning for tomorrow.

Looking at our water future, we are delivering programs and projects to ensure all households and businesses continue to receive high quality and affordable water

services. Through *Water for life*, we are setting the foundations for the next 50 years of water supply.

You can also contribute to our water future by making every drop count in your homes and gardens – see the water saving tips below.

2021 has been a difficult year for many in our community, so remember you can reach out for bill assistance if needed.

Stay safe and well

Maree.



Maree Lang
Managing Director
Greater Western Water

Plan before you plant

If you're planting in Spring, plan ahead to avoid pipe damage.

Trees look great and offer welcome shade – but underground can be a different story.

Trees can cause serious damage if they're planted too close to our underground pipes. In fact, tree roots are a main cause of sewer blockages across our region.

Talk to your local nursery about the best trees to plant and where to plant them.

Before you plant, check out Dial Before You Dig at www.1100.com.au



Accessing online services



Our new website is a work in progress but all our online services are still available.

Just visit **[gww.com.au](http://www.gww.com.au)** and follow the prompts

Protecting every drop







Water is precious. It's part of our lives every day. But it's not unlimited. Even when our water storages are at high levels, we need to be mindful of how we use water. With our population growing and climate changing, our water levels can change quickly.

We can all play a part in saving our precious drinking water, particularly through the warmer, drier months.



For more water saving tips, visit
makeeverydropcount.com.au

Here's some easy ways to save water every day:

- Take shorter showers. 
- Mulch garden beds. 
- Use a trigger hose nozzle. 
- Turn the eco settings on. 
- Turn the tap off when brushing your teeth. 
- Use the half flush. 

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.

Investing for the future

Safe, reliable water and sewerage services are essential to households and businesses across our service area every day. Over coming years, we will deliver an extensive program of projects that will contribute to the health, wellbeing and prosperity of our region.

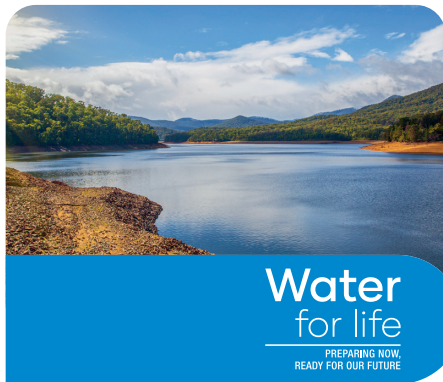
You'll see these projects across our service area - from the city centre to our towns, suburbs and neighbourhoods.

Sign up to *YourSay* for updates and information on projects or to give us some feedback on a project near you. Visit yoursay.gwww.com.au

Examples of our works include:

- **Improved services in the CBD** - Bourke Street water main renewal, Elizabeth Street sewer upgrade, Victoria Street water main renewal
- **The Western Irrigation Network** - recycled water for our Parwan-Balliang irrigation district
- **New pipelines and pumping station** to service the growing west - Werribee Open Range Zoo recycled water pipeline, Woodlea estate (Rockbank) water mains, Exford Road (Melton South) sewer pump station

- **Increasing capacity** to service our towns and suburbs - Western Tank water pump station in Sunbury, Gisborne Recycled Water Plant, Romsey Water Filtration Plant, Grant Street Bacchus Marsh sewer pump station
- **Water and sewer renewals** to maintain service reliability, including significant programs in Sunbury, Lancefield and Parkville.



Meeting water needs into the future requires planning and action today.

Greater Western Water is working with Melbourne Water, South East Water and Yarra Valley Water on a 50-year plan for Melbourne's water future.

Called *Water for life*, the strategy will recommend actions over the next five years to build a foundation to meet future water needs.

Water for life gives Melbourne's water authorities an opportunity to think beyond relying on rivers, rainfall and dams.

"With Water for life, we are drawing on our knowledge and experience in water planning, and considering the cultural, economic and environmental values of water use, including those of Traditional Owners."

Maree Lang, Managing Director

To inform *Water for life*, we are talking to our customers and community through consultation groups and an independent community panel.

To see the strategy and share your thoughts, visit:

waterforlifestrategy.com.au

Expanding career horizons

Students from 34 secondary schools across Wyndham and Hobsons Bay will learn about new technologies and careers of the future through industry-inspired programs jointly designed by Greater Western Water and Wyndham Tech School.

Students will be immersed in Intelligent Water Networks so they can discover how we use artificial intelligence and machine learning, internet of things,

augmented reality and drones to solve problems.

"We look forward to students exploring innovative solutions to common issues. It is fantastic to work with Wyndham Tech School and share with future professionals the career opportunities available in science and technology, and in the water industry"

Carlotta Rodriguez, Senior Water Quality and Process Engineer.

To find out more, go to wyndhamtechschool.vic.edu.au



Our contact details

Contact Us

Call **13 44 99**

Visit gwww.com.au

Webchat support

Facebook

Greater Western Water

LinkedIn

Greater Western Water

Twitter @GWWVic

Instagram

@GreaterWesternWater

Options for paying your bill

For information on paying your bill, including payment options and assistance, visit: gwww.com.au/transactions

