



CUSTODIAL BD & JK FUND PTY LTD  
61 WINCHESTER STREET  
SALISBURY EAST SA 5109



**My account number is**

**1252 6040 5112**

Invoice No.	T604983311
Service Address	2b Yvonne Way Tarnet Lot 3 Plan 711252
Issue Date	14 Jul 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
General Mail	Locked Bag 350, Sunshine Vic 3020

**Greater Western Water**

ABN 70 066 902 467

**gww.com.au**

## Account summary

	<b>PREVIOUS BILL</b>	-\$79.89
	<b>RECEIVED</b>	\$0.00
	<b>BALANCE</b>	-\$79.89
	<b>OTHER CHARGES</b>	\$109.02
	<b>PLEASE PAY</b>	\$29.13

## Annual Parks Charge

Each year from 1 July we collect the Parks Charge on behalf of the Department of Environment, Land, Water and Planning.

These funds help Parks Victoria support the management and maintenance of Melbourne's most iconic parks, trails, zoos and waterways. Visit [parks.vic.gov.au](https://parks.vic.gov.au) to learn more.



# Details of charges - Residential

## Previous Bill

Previous Bill -\$79.89

## Payments Received

 **BALANCE FORWARD** -\$79.89

## Other Charges

	Net annual value (NAV) <sup>^</sup>	Rate in NAV \$	Minimum	Charge \$
Waterways & Drainage Charge (01/07/2022 to 30/09/2022)				\$27.42
Annual Parks Charge <sup>^</sup> (01/07/2022 to 30/06/2023)	\$3,456	0.004860	\$81.60	\$81.60

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

 **TOTAL OTHER AUTHORITIES' CHARGES** \$109.02

 **FINAL TOTAL, PLEASE PAY THIS AMOUNT** \$29.13

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

## 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](http://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](http://melbournewater.com.au/wwdc)

## Annual Parks Charge

The 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](http://parks.vic.gov.au)

## Our prices 2022-23

From 1 July 2022, our prices will change in line with adjustments approved by the Essential Services Commission - the independent regulator of Victoria's water industry. To learn more about our prices, 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

Page 2 of 4

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## Service Address: 2b Yvonne Way Tarneit

DATE PAID	AMOUNT PAID	RECEIPT NO
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My account number is  
**1252 6040 5112**



**Direct Debit:** Visit [gww.com.au/transactions](http://gww.com.au/transactions) or call 13 44 99



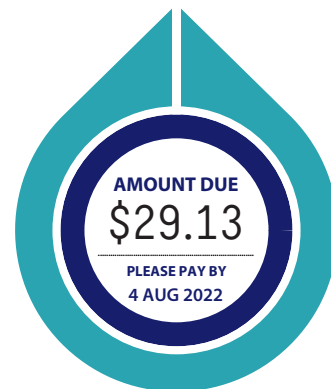
**Mail cheque:** Post this slip with your cheque payable to: **Greater Western Water, GPO Box 1152, Melbourne Vic 3001**




**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.



	Billers Code: <b>8789</b> Ref: <b>1252 6040 5112</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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	Billpay Code: <b>0362</b> Ref: <b>1252 6040 5112</b>	<b>Post BillPay:</b> Pay in person at any Post Office or agency, call 131 816 or visit <a href="http://postbillpay.com.au">postbillpay.com.au</a>
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## Supporting a vibrant region

As we reach the end of our first year as Greater Western Water, I'm pleased to report we are setting solid foundations for a thriving, healthy region.

While providing essential services to your homes is our number one priority, we also have a role in creating a more liveable city and region for everyone and supporting our communities and economy.

That's why we are working across our region, with many partners, on projects that range

from educating the next generation about water conservation and planting 10,000 trees to creating cool green spaces to exploring new and emerging technologies.

Our recently released 2030 Strategy will guide us as we continue to deliver on our core purpose to provide 'trusted water services for our communities and future generations.'

**Maree**



**Maree Lang**  
Managing Director  
Greater Western Water



## Thriving people and Country

**Our first corporate strategy – 2030 Strategy – puts customers, communities and Country at the centre of what we do.**

The strategy presents our vision for 'Thriving people and Country' and describes how we will work towards that vision by delivering value to customers, supporting communities to thrive, and healing and caring for Country.

By talking to our customers, we understand that having access to high quality, reliable and affordable services is important. We also know that you care about the environment.

Our 2030 Strategy gives us a roadmap to meet the challenges of climate change and a growing population, while seizing opportunities to create a more liveable, prosperous region and a healthy environment.

**You can see the strategy on our website.**  
[gww.com.au/2030strategy](http://gww.com.au/2030strategy)

### Prevent Frozen Pipes!

In frosty weather, exposed water pipes can freeze or burst. To prevent issues, place a cover over your pipes and water meter to protect them from frost - an old blanket, container or bucket works well.



### Creating a cooler, greener west

**This year we are embarking on our biggest tree planting program to help create cooler, greener spaces across Melbourne's west.**

We will plant 10,000 trees at sites in Melton, Cocoroc and Altona, as part of the Victorian Government's 'More Trees for a Cooler, Greener West' initiative.

Tree coverage is good for people, wildlife and the environment. It can reduce temperatures by 10–25°C, provides shade and green space, improves air quality, and creates homes and food for wildlife. Green spaces support our mental and physical health by providing places where we can connect with nature and each other.

The western region has the lowest tree canopy cover in Melbourne, so projects like this and Greening the West are bringing more trees to our streets, trails and parklands – and improving the environment we live in.

[gww.com.au/news](http://gww.com.au/news)



### 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.



## Water education creates ripple effect

Educating the next generation about water conservation and climate change is just one of the ways Greater Western Water (GWW) positively impacts our communities.

GWW provides free presentations and resources to preschools, childcare centres, and primary and secondary schools across our service region.

Participants learn easy, practical ways to save water at home, interesting water facts, how the water cycle works and how we can all do our part to support our local environment.



**To find out how your classroom or community group can get waterwise, contact the GWW education team on [education@gww.com.au](mailto:education@gww.com.au)**

## GWW recognised as a world leader

We are proud to announce that Greater Western Water is now a member of Leading Utilities of the World, a network of the world's top performing and most innovative water and wastewater utilities.

To become a member, utilities must demonstrate outstanding achievement in areas of global significance to the water sector and ambition to drive performance for the years ahead.

Managing Director Maree Lang accepted our membership at Singapore International Water Week. "Becoming a member of Leading Utilities of the World is important to Greater Western Water. It means we are part of a group of like-minded organisations across the world. We will be able to tap into a wealth of knowledge and a sea of best practice", she said.



## Trialling new technologies

**Innovation and partnerships are critical to meeting the challenges of the future.**

As a member of Intelligent Water Networks (IWN), we partner with water organisations, research bodies and industry groups to explore new and emerging technologies. In fact, GWW currently has Victoria's highest number of trials underway with IWN – our nine trials range from Artificial Intelligence based leak detection, converting biosolids to biochar, and real time water quality monitoring to using augmented reality and robotics in the field.

GWW Manager Innovation and Continuous Improvement, Jason Cotton, sees how these technologies can benefit our customers, Country and the water sector. "By exploring emerging technologies, we discover smarter and safer ways of working, detecting and solving problems, and building the capabilities we need for the future."

## Did you know?

**How to check for hidden water leaks.**

Water leaks are not always easy to see. To save water and money, follow these steps to check for a leak;

1. Turn off all the taps in and around your house.
2. Record the numbers on the dial of your water meter.
3. Don't use water for at least a few hours – preferably overnight.
4. Check the dial on the water meter again. If the numbers have changed you may have a leak
5. Call a licensed plumber to identify and fix the problem.



## Payment support



For our customers needing bill support we have a range of tailored options available, such as concessional discounts and payment plans.

**To find an option right for you, visit [gww.com.au](http://gww.com.au)**

## Annual Parks Charge

Most customers based in metropolitan Melbourne will notice the parks charge on their current bill. These funds help Parks Victoria maintain our iconic parks, trails and zoos.

**Visit [parks.vic.gov.au](http://parks.vic.gov.au) to learn more.**



## Our contact details

Call **13 44 99** Visit [gww.com.au](http://gww.com.au)

Webchat support

 @greaterwesternwater

 @greaterwesternwater

 @GWWVic

 @greaterwesternwater



NOTE: This account is in credit and will be offset against your next bill.

CUSTODIAL BD & JK FUND PTY LTD  
61 WINCHESTER STREET  
SALISBURY EAST SA 5109



**My account number is**

**1252 6040 5112**

Invoice No.	T597420822
Service Address	2b Yvonne Way Tarnet Lot 3 Plan 711252
Issue Date	23 Apr 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	-\$106.28
	RECEIVED	\$0.00
	BALANCE	-\$106.28
	OTHER CHARGES	\$26.39
	CREDIT BALANCE	-\$79.89

**Every refill reduces  
plastic waste**

Be a refiller, not a landfiller.  
[choosetap.com.au](http://choosetap.com.au)

**BE  
SMART  
CHOOSE  
TAP®**



# Details of charges - Residential

## Previous Bill

Previous Bill - \$106.28

## Payments Received

 **BALANCE FORWARD** - \$106.28

## Other Charges

Waterways & Drainage Charge (01/04/2022 to 30/06/2022) **Charge \$** \$26.39

 **TOTAL OTHER AUTHORITIES' CHARGES** \$26.39

 **AMOUNT IN CREDIT** - \$79.89

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

## Need help paying your bill?

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## 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](http://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 2

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## Service Address: 2b Yvonne Way Tarneit

DATE PAID	AMOUNT PAID	RECEIPT NO

My account number is  
**1252 6040 5112**



**Direct Debit:** Visit [gww.com.au/transactions](http://gww.com.au/transactions) or call 13 44 99



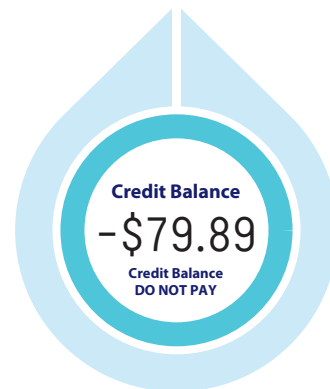
**Mail cheque:** Post this slip with your cheque payable to: **Greater Western Water, GPO Box 1152, Melbourne Vic 3001**



**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

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	Biller Code: <b>8789</b>
	Ref: <b>1252 6040 5112</b>

**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: <b>0362</b>
	Ref: <b>1252 6040 5112</b>

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



CUSTODIAL BD & JK FUND PTY LTD  
61 WINCHESTER STREET  
SALISBURY EAST SA 5109



**My account number is**

**1252 6040 5112**

Invoice No.	T582299525
Service Address	2b Yvonne Way Tarnet Lot 3 Plan 711252
Issue Date	12 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

	<b>PREVIOUS BILL</b>	\$132.67
	<b>RECEIVED</b>	\$0.00
	<b>BALANCE</b>	\$132.67
	<b>OTHER CHARGES</b>	\$26.39
	<b>PLEASE PAY</b>	\$159.06

**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](http://gww.com.au) to learn more.

**Visit our  
website  
today**

# Details of charges - Residential

## Previous Bill

Previous Bill \$132.67

## Payments Received

 **BALANCE FORWARD** \$132.67

## 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** \$159.06

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

## Need help paying your bill?

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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

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## Service Address: 2b Yvonne Way Tarneit

DATE PAID	AMOUNT PAID	RECEIPT NO
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My account number is  
**1252 6040 5112**



**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

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	Billers Code: <b>8789</b>
	Ref: <b>1252 6040 5112</b>

**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: <b>0362</b>
	Ref: <b>1252 6040 5112</b>

**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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## 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](http://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://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](http://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.

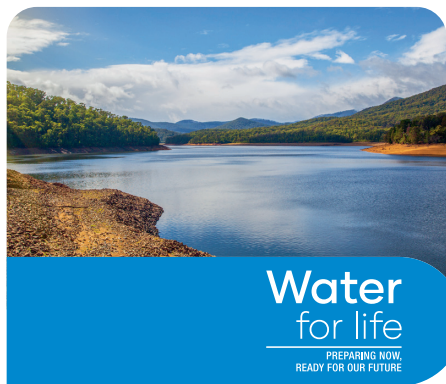
You'll see these projects across our service area - from the city centre to our towns, suburbs and neighbourhoods.

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](https://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](https://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](https://wyndhamtechschool.vic.edu.au)



## Our contact details

### Contact Us

Call **13 44 99**

Visit [gwww.com.au](https://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](https://gwww.com.au/transactions)

