



City West Water™



393173-001 006489(26921) R  
T M CHONG PTY LTD  
15 GARDEN ROAD  
DONVALE VIC 3111

4



My account number is

1210 0068 8117

Invoice No. T569949850

Service Address Level 6 Su 2/15 Collins Street  
Melbourne Lot 62 Plan 2513

Issue Date 15 May 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](http://citywestwater.com.au)

## Account summary

	PREVIOUS BILL	\$231.28
	RECEIVED	\$231.28
	BALANCE	\$0.00
	NETWORK CHARGES	\$192.10
	OTHER CHARGES	\$39.18
	CURRENT	\$231.28
	PLEASE PAY	\$231.28

7-6-2021

Platinum.

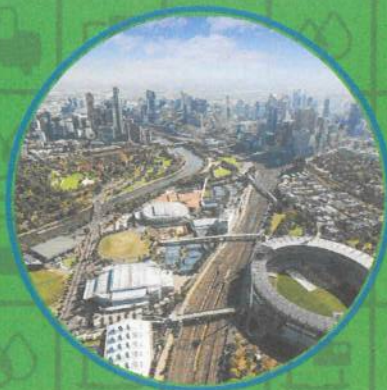
46717285

## 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](http://citywestwater.com.au/gww)



# Details of charges - Non-Residential

Previous Bill	
Previous Bill	\$231.28
Payments Received	
26/03/2021	-\$231.28

 <b>BALANCE FORWARD</b>	<b>\$0.00</b>
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Usage Charges	Meter Number	Bill Days	Previous Reading	Current Reading	Consumption in Kilolitres	Rate \$	Total \$
	MES000918T	90	000029	000029	0.00 (meter read date: 14/05/2021)		
<b>Total Water Consumed</b>							
Usage (12/02/2021 to 14/05/2021)					0.00	2.8851	\$0.00
<b>Total</b>					<b>0.00</b>		<b>\$0.00</b>

 <b>TOTAL USAGE CHARGES</b>	<b>\$0.00</b>
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Network Charges	Charge Period	Charge \$
Water Network Charge	(01/04/2021 to 30/06/2021)	\$76.77
Sewerage Network Charge	(01/04/2021 to 30/06/2021)	\$115.33

 <b>TOTAL NETWORK CHARGES</b>	<b>\$192.10</b>
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Other Charges	Net annual value (NAV) <sup>^</sup>	Rate in NAV \$	Minimum	Charge \$
Waterways & Drainage Charge <sup>^</sup> (01/04/2021 to 30/06/2021)	\$17,100	0.004447		\$39.18

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

 <b>TOTAL OTHER AUTHORITIES' CHARGES</b>	<b>\$39.18</b>
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<b>= CURRENT CHARGES</b>	<b>\$231.28</b>
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<b>\$ FINAL TOTAL, PLEASE PAY THIS AMOUNT</b>	<b>\$231.28</b>
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Visit [citywestwater.com.au/charges](http://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](http://citywestwater.com.au/gww)

## 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)

## Set your account to Direct Debit

Changing to Direct Debit gives you peace of mind with a range of flexible payment options. Learn more at [citywestwater.com.au/directdebit](http://citywestwater.com.au/directdebit)

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

Page 2 of 4

CCSPRT\_2105142322505.PRO>BIL\_vMAR21.10>17/05/21>08:41:35>-----

**Service Address:** Level 6 Su 2/15 Collins Street

DATE PAID	AMOUNT PAID	RECEIPT NO	My account number is <b>1210 0068 8117</b>
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**Direct Debit:** Visit [citywestwater.com.au/paymentoptions](http://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](http://citywestwater.com.au/pay) or call 131 691 to pay via Visa or Mastercard on our 24 hours credit card payment system (\$100,000 limit)

<b>B</b> PAY	Bill Code: <b>8789</b> Ref: <b>1210 0068 8117</b>
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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](http://bpay.com.au)

<b>POST</b> billpay	Billpay Code: <b>0362</b> Ref: <b>1210 0068 8117</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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# 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



## 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](https://citywestwater.com.au/gww) or head to [yoursay.citywestwater.com.au](https://yoursay.citywestwater.com.au) to help us shape the future of Greater Western Water.

## 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](https://citywestwater.com.au/performance)

*"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.







**Jake Elliott, RMIT PhD student, testing trade waste samples**

## Turning waste into energy

We're proud to be partnering with RMIT to support PhD student **Jake Elliott** on a new research project focused on converting liquid waste from food businesses and industrial customers into energy.

*"If we can enable our customers to re-direct their trade waste to create biogas, they'll no longer need to pay to have the waste removed and will also have access to a low-cost renewable energy source,"*

Rachel Meinig, Senior Renewable Futures Engineer.

Jake is currently testing samples from our trade waste customers to investigate the potential for biogas production, with the full research project to run through to the end of 2023.

## Backflow Prevention Device testing

If your property has a **Backflow Prevention Device**, it needs to be working properly to keep your drinking water safe.

By law, your device must be tested every year. We'll let you know when it's due for testing, then you just need to follow these simple steps:



Hire a plumber accredited in backflow prevention to run the test.



Send the results via email within 14 days to **backflow@citywestwater.com.au**



Leave the rest to us - we'll record your results and get in touch once your device is next due for testing.

Learn more at **citywestwater.com.au/backflow**



## 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**

## Saving water with Asahi Beverages

We're passionate about saving water and love hearing when our customers are doing their bit to help. A big call out to **Asahi Beverages** who have saved millions of litres of water at the Carlton & United Breweries' Abbotsford Brewery.

Over the past 5 years the brewery at Abbotsford has reduced water consumption by an amazing 130 million litres per year through system improvements including:

- increasing water recycling
- operating the cooling towers using recycled water – reducing water usage at cooling towers by more than 50%
- converting several non-product contact services from mains water to recycled water
- installing 18 new water monitoring meters
- being brilliant at the basics – raising awareness across the site and calling out specific events of higher than typical usage.

Learn more about saving water for your business at **citywestwater.com.au/worksavingwater**







City West Water™

My account number is

1210 0068 8117

Invoice No. T563236788

Service Address Level 6 Su 2/15 Collins Street  
Melbourne Lot 62 Plan 2513

Issue Date 27 Feb 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



377925-001 008654(36169) R  
T M CHONG PTY LTD  
15 GARDEN ROAD  
DONVALE VIC 3111

(B)



## Account summary

	PREVIOUS BILL	\$231.28
	RECEIVED	\$231.28
	BALANCE	\$0.00
	NETWORK CHARGES	\$192.10
	OTHER CHARGES	\$39.18
	CURRENT	\$231.28
	PLEASE PAY	\$231.28

25-2-2021  
Visa 21628782

## Having trouble paying your bill?

We're here to help and have a range of payment options to support you at this time.

Visit [citywestwater.com.au/assist](http://citywestwater.com.au/assist) to find out more.

Visit our website today



# Details of charges - Non-Residential

Previous Bill	
Previous Bill	\$231.28
Payments Received	
03/12/2020	-\$231.28

 <b>BALANCE FORWARD</b>	<b>\$0.00</b>
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Usage Charges Meter Number	Bill Days	Previous Reading	Current Reading	Consumption in Kilolitres	Rate \$	Total \$
MES000918T	93	000029	000029	0.00 <small>*(Estimated to date:11/02/2021)</small>		
<b>Total Water Consumed</b>						
Usage (11/11/2020 to 11/02/2021)				0.00	2.8851	\$0.00
<b>Total</b>				<b>0.00</b>		<b>\$0.00</b>

 <b>TOTAL USAGE CHARGES</b>	<b>\$0.00</b>
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Network Charges	Charge Period	Charge \$
Water Network Charge	(01/01/2021 to 31/03/2021)	\$76.77
Sewerage Network Charge	(01/01/2021 to 31/03/2021)	\$115.33

 <b>TOTAL NETWORK CHARGES</b>	<b>\$192.10</b>
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Other Charges	Net annual value (NAV)^	Rate in NAV \$	Minimum	Charge \$
Waterways & Drainage Charge^ (01/01/2021 to 31/03/2021)	\$17,100	0.004447		\$39.18
<small>^The NAV is based on 1990 dollar equivalents</small>				

 <b>TOTAL OTHER AUTHORITIES' CHARGES</b>	<b>\$39.18</b>
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<b>= CURRENT CHARGES</b>	<b>\$231.28</b>
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<b>\$ FINAL TOTAL, PLEASE PAY THIS AMOUNT</b>	<b>\$231.28</b>
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## Set your account to Direct Debit

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Page 2 of 4

CCSPRT\_2102262356385.PRO>BIL\_vJAN21.10>01/03/21>08:59:15>----

**Service Address:** Level 6 Su 2/15 Collins Street

DATE PAID	AMOUNT PAID	RECEIPT NO	My account number is <b>1210 0068 8117</b>
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**Direct Debit:** Visit [citywestwater.com.au/paymentoptions](http://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](http://citywestwater.com.au/pay) or call 131 691 to pay via Visa or Mastercard on our 24 hours credit card payment system (\$100,000 limit)



Bill Code: **8789**  
Ref: **1210 0068 8117**

**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: **0362**  
Ref: **1210 0068 8117**

**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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+444+





City West Water™



358091-001 001600(6893) R  
T M CHONG PTY LTD  
15 GARDEN ROAD  
DONVALE VIC 3111

2

My account number is

1210 0068 8117

Invoice No. T554672171

Service Address Level 6 Su 2/15 Collins Street  
Melbourne Lot 62 Plan 2513

Issue Date 12 Nov 2020

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	\$311.82
	RECEIVED	\$311.82
	BALANCE	\$0.00
	NETWORK CHARGES	\$192.10
	OTHER CHARGES	\$39.18
	CURRENT	\$231.28
	PLEASE PAY	\$231.28

3-12-20  
72381200  
Visa

## Having trouble paying your bill?

We're here to help and have a range of payment options to support you at this time.

Visit [citywestwater.com.au/assist](http://citywestwater.com.au/assist) to find out more.

Visit our  
website  
today



# Details of charges - Non-Residential

Previous Bill	\$311.82
Previous Bill	
Payments Received	
04/09/2020	-\$311.82

 <b>BALANCE FORWARD</b>	<b>\$0.00</b>
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Usage Charges Meter Number	Bill Days	Previous Reading	Current Reading	Consumption in Kilolitres	Rate \$	Total \$
MES000918T	96	000029	000029	0.00 (meter read date: 10/11/2020)		
<b>Total Water Consumed</b>						
Usage (08/08/2020 to 10/11/2020)				0.00	2.8851	\$0.00
<b>Total</b>				<b>0.00</b>		<b>\$0.00</b>

 <b>TOTAL USAGE CHARGES</b>	<b>\$0.00</b>
--	---------------

Network Charges	Charge Period	Charge \$
Water Network Charge	(01/10/2020 to 31/12/2020)	\$76.77
Sewerage Network Charge	(01/10/2020 to 31/12/2020)	\$115.33

 <b>TOTAL NETWORK CHARGES</b>	<b>\$192.10</b>
--	-----------------

Other Charges	Net annual value (NAV) <sup>^</sup>	Rate in NAV \$	Minimum	Charge \$
Waterways & Drainage Charge <sup>^</sup> (01/10/2020 to 31/12/2020)	\$17,100	0.004447		\$39.18

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

 <b>TOTAL OTHER AUTHORITIES' CHARGES</b>	<b>\$39.18</b>
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 <b>CURRENT CHARGES</b>	<b>\$231.28</b>
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 <b>FINAL TOTAL, PLEASE PAY THIS AMOUNT</b>	<b>\$231.28</b>
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Page 2 of 4

CCSPRT\_2011120017095.PRO>BIL\_vOCT20.30>12/11/20>10:01:38>-----

**Service Address:** Level 6 Su 2/15 Collins Street

DATE PAID	AMOUNT PAID	RECEIPT NO	My account number is <b>1210 0068 8117</b>
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**Direct Debit:** Visit [citywestwater.com.au/paymentoptions](http://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](http://citywestwater.com.au/pay) or call 131 691 to pay via Visa or Mastercard on our 24 hours credit card payment system (\$100,000 limit)



Billers Code: **8789**  
Ref: **1210 0068 8117**

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Billpay Code: **0362**  
Ref: **1210 0068 8117**

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\*362 121000688117

+00121000688117>

+009201+

<0554672171>

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+444+





City West Water™

My account number is

1210 0068 8117

Invoice No. T547270845

Service Address Level 6 Su 2/15 Collins Street  
Melbourne Lot 62 Plan 2513

Issue Date 11 Aug 2020

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



340532-001 003901(16235) R  
T M CHONG PTY LTD  
15 GARDEN ROAD  
DONVALE VIC 3111



## Account summary

	PREVIOUS BILL	\$236.68
	RECEIVED	\$236.68
	BALANCE	\$0.00
	NETWORK CHARGES	\$192.10
	OTHER CHARGES	\$119.72
	CURRENT	\$311.82
	PLEASE PAY	\$311.82

VISA  
34785311  
3-9-2020

## Set your account to Direct Debit

Paying your water bill by Direct Debit gives you peace of mind. With a range of flexible payment options, get time back in your day and never forget a bill again.

Simply call us on **131 691** or visit  
**citywestwater.com.au/directdebit**

Set your  
account  
today



# Details of charges - Non-Residential

Previous Bill	
Previous Bill	\$236.68
Payments Received	
10/06/2020	-\$236.68

 <b>BALANCE FORWARD</b>	<b>\$0.00</b>
--	---------------

Usage Charges	Meter Number	Bill Days	Previous Reading	Current Reading	Consumption in Kilolitres	Rate \$	Total \$
	MES000918T	85	000029	000029	0.00 (meter read date: 07/08/2020)		
<b>Total Water Consumed</b>							
Usage (15/05/2020 to 30/06/2020)					0.00	2.7963	\$0.00
Usage (01/07/2020 to 07/08/2020)					0.00	2.8851	\$0.00
<b>Total</b>					<b>0.00</b>		<b>\$0.00</b>

 <b>TOTAL USAGE CHARGES</b>	<b>\$0.00</b>
--	---------------

Network Charges	Charge Period	Charge \$
Water Network Charge	(01/07/2020 to 30/09/2020)	\$76.77
Sewerage Network Charge	(01/07/2020 to 30/09/2020)	\$115.33


 <b>TOTAL NETWORK CHARGES</b>	<b>\$192.10</b>
--	-----------------

Other Charges	Net annual value (NAV)^	Rate in NAV \$	Minimum	Charge \$
Waterways & Drainage Charge^ (01/07/2020 to 30/09/2020)	\$17,100	0.004447		\$39.18
Annual Parks Charge^ (01/07/2020 to 30/06/2021)	\$17,100	0.004710	\$79.02	\$80.54

^The NAV is based on 1990 dollar equivalents

 <b>TOTAL OTHER AUTHORITIES' CHARGES</b>	<b>\$119.72</b>
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 <b>CURRENT CHARGES</b>	<b>\$311.82</b>
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 <b>FINAL TOTAL, PLEASE PAY THIS AMOUNT</b>	<b>\$311.82</b>
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Page 2 of 4

CCSPRT\_2008102325105.PRO>BIL\_vJUL20.20>11/08/20>09:59:29>----

**Service Address:** Level 6 Su 2/15 Collins Street

DATE PAID	AMOUNT PAID	RECEIPT NO	My account number is <b>1210 0068 8117</b>
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**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](http://citywestwater.com.au/pay) or call 131 691 to pay via Visa or Mastercard on our 24 hours credit card payment system (\$100,000 limit)



Billers Code: **8789**  
Ref: **1210 0068 8117**

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Billpay Code: **0362**  
Ref: **1210 0068 8117**

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+444+