



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



My account number is

1251 7305 4125

Invoice No.	T613314862
Service Address	31 Brigalow Drive Truganina Lot 185 Plan 617332
Issue Date	11 Oct 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

	PREVIOUS BILL	\$220.27
	RECEIVED	\$220.27
	BALANCE FORWARD	\$0.00
	NETWORK CHARGES	\$111.25
	OTHER CHARGES	\$27.42
	PLEASE PAY	\$138.67

**Every refill reduces
plastic waste**

Be a refiller, not a landfiller.
choosetap.com.au

**BE
SMART
CHOOSE
TAP**



Details of charges - Residential

Previous Bill

Previous Bill \$220.27

Payments Received

04/08/2022 -\$220.27

BALANCE FORWARD \$0.00

Network Charges

	Charge Period	Charge \$
Water Network Charge	(01/10/2022 to 31/12/2022)	\$51.57
Sewerage Network Charge	(01/10/2022 to 31/12/2022)	\$59.68

TOTAL NETWORK CHARGES \$111.25

Other Charges

Waterways & Drainage Charge (01/10/2022 to 31/12/2022) \$27.42

TOTAL OTHER AUTHORITIES' CHARGES \$27.42

FINAL TOTAL, PLEASE PAY THIS AMOUNT \$138.67

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

Need help paying your bill? Give us a call

We have payment options to help you keep on top of your bills and manage during difficult times. Chat with us on **13 44 99**. We can also direct you to other services, so you can get the advice and support you need. Learn more at gww.com.au

MyAccount, your water account online

See past and upcoming bills, pay your bill, update your information, set up direct debit or a payment plan, or apply for a concession rebate. It's easy on MyAccount. Register now at gww.com.au

Waterways and drainage charge

You'll notice a waterways and drainage charge on your bill. We collect this on behalf of Melbourne Water. The charge goes towards projects that keep our waterways healthy and help make Melbourne and surrounds a great place to live.

Learn more at 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

Set your account to direct debit

Direct debit saves time and gives you peace of mind, knowing your bill will be paid. There are options to pay weekly, fortnightly, monthly or quarterly - it's your choice. Apply now at 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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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	Billers 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



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Healing and caring for Country

In the last newsletter, I introduced our 2030 Strategy. I'd like to share with you some of the ways we are bringing that strategy to life.

Achieving zero carbon emissions is a major part of our 'healing and caring for Country' commitment. We are working across many fronts to reach this important goal – from generating our own renewable energy to investing in energy-efficient technology as we upgrade water services for the region.

Healing Country also means creating a healthy, sustainable and climate-resilient environment. The collaboration to revitalise Moonee Ponds Creek and connect communities is just one example of how we are improving and protecting our waterways.

I hope you can get out to enjoy our waterways and connect with others over spring and summer.

Maree



Maree Lang
Managing Director
Greater Western Water

Towards net zero

Our goal is to achieve zero carbon emissions by 2030 – and we plan to get there by increasing our use of renewable energy and investing in innovative energy solutions.

Here's just a few projects we are working on:

- **Zero Emissions Water** – with 11 other water corporations, we buy clean electricity from a large-scale solar farm in Ouyen, amounting to around one-third of our total electricity use
- **Solar** – we're installing solar panels at Altona Treatment Plant, Werribee Recycled Water Plant, Ballan Road Tank Site and Little River Booster Pump Station
- **Virtual power plant** – we are exploring opportunities to operate Melton Recycled Water Plant as a virtual power plant that can generate and store its own electricity.



Upgrade to serve Gisborne's growth

We're upgrading the Gisborne Recycled Water Plant to better serve our growing community and protect the environment.

The plant is a vital community asset that treats wastewater from Gisborne, New Gisborne, Macedon and Mount Macedon. As the population in this region continues to grow, we'll have higher volumes of wastewater to manage.

The \$35 million upgrade will help us meet this challenge by turning wastewater into high-quality recycled water that can be used in agriculture and to water sports fields and recreation areas.

The new facility is expected to be operational by 2025.
Learn more at yoursay.gww.com.au/GisborneRWP

Tips to Target 155

It's gardening season and our days are getting warmer – but you can still help save Melbourne's precious drinking water. Target 155 encourages people to reduce their average water use to below 155 litres per person per day.

Get water saving tips at gww.com.au



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.

A new sewer for Melbourne

After more than 120 years of service, our city's sewer network is being upgraded.

The pipes were built before Australia was a federation and they're still working – an amazing achievement. However, the system was designed for 1.5 million people, not five million and counting!

To keep delivering safe and reliable services to our city for generations to come, we are undertaking a

four-stage project to upgrade the sewer network.

Two stages are done, with two to go.

Stage 1 installed a 700 metre long sewer main under Spencer Street and stage 2 installed a 900 metre long sewer under Lonsdale Street.

Stage 3 will construct a new 700 metre sewer line under Elizabeth Street, from Victoria Street to Lonsdale Street.

Learn more at yoursay.gww.com.au/elizabeth-st



New standard to prevent blockages

Every year, we remove thousands of blockages from our sewer network.



These blockages are often caused when the wrong things are flushed down the toilet, which can also damage your household pipes and lead to costly plumbing repairs.

GWW, along with other water corporations, has contributed to a new Australian standard – the world's first – to clean up confusion about what can and can't be flushed.

So, as well as only flushing the 3Ps – pee, poo and toilet paper – you can now look out for a new flushable symbol on disposable products such as wet wipes. If there's no symbol, simply throw it into your bin.

Healthy waterways, thriving communities

Protecting our precious waterways matters more than ever before.

That's why GWW has re-committed to transforming Moonee Ponds Creek into an iconic waterway through the Chain of Ponds collaboration.

Chain of Ponds delivers projects that connect communities and protect the environment, such as building a pedestrian and cyclist bridge linking Essendon and West Brunswick, and naturalising the creek in Strathmore and Oak Park.

We've joined 12 organisations to sign a new Memorandum of Understanding

that extends the partnership for three years. Together we'll continue to revitalise the creek and its surrounds, making it a place for all to enjoy.

For the latest news and projects, visit chainofponds.org



We've got you covered from tap to toilet

As well as providing more than 121 billion litres of drinking water to homes and businesses each year, we collect more than 107 billion litres of wastewater. We collect, treat and recycle wastewater through our vast sewerage network:

- 6,400km of sewer mains
- 7 water filtration plants
- 141 pump stations
- 7 sewage treatment plants
- 10 recycled water plants



Preparing for bushfire season:

If you live in a bushfire-prone area, it's important to be prepared. Find your closest water hydrant and keep it clear for firefighters. Keep fresh tap water in drinking containers for emergencies. During a bushfire don't rely on mains water supply, the best option is to leave home early.

Get prepared at cfa.vic.gov.au

Contact us

Call **13 44 99**

Visit gww.com.au



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