



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



My account number is

1251 7305 4125

Invoice No.	T620924830
Service Address	31 Brigalow Drive Truganina Lot 185 Plan 617332
Issue Date	10 Jan 2023
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](http://gww.com.au)

## Account summary

	<b>PREVIOUS BILL</b>	\$138.67
	<b>RECEIVED</b>	\$138.67
	<b>BALANCE FORWARD</b>	\$0.00
	<b>NETWORK CHARGES</b>	\$111.25
	<b>OTHER CHARGES</b>	\$27.42
	<b>PLEASE PAY</b>	\$138.67

## Great water service from top to bottom

We make sure your water and wastewater services are reliable, affordable and secure for decades to come.

Every year we manage:

**113** billion litres of drinking water

**108** billion litres of wastewater

**6.3** billion litres of recycled water

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

# Details of charges - Residential

## Previous Bill

Previous Bill \$138.67

## Payments Received

02/11/2022 -\$138.67

 **BALANCE FORWARD** \$0.00

## Network Charges

	Charge Period	Charge \$
Water Network Charge	(01/01/2023 to 31/03/2023)	\$51.57
Sewerage Network Charge	(01/01/2023 to 31/03/2023)	\$59.68

 **TOTAL NETWORK CHARGES** \$111.25

## Other Charges

	Charge \$
Waterways & Drainage Charge (01/01/2023 to 31/03/2023)	\$27.42

 **TOTAL OTHER AUTHORITIES' CHARGES** \$27.42

 **FINAL TOTAL, PLEASE PAY THIS AMOUNT** \$138.67

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

## Waterways and drainage charge

You'll notice an annual 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](http://melbournewater.com.au/wwdc)

## Preventing scams

We've been advised of scams directed at our customers. Please be aware we don't call customers to offer special discounts. You should always pay your account using the methods on your bill. For more tips visit [scamwatch.gov.au](http://scamwatch.gov.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](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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**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](http://gww.com.au) 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](http://gww.com.au) 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.

	Bill Code: <b>8789</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>
	Ref: <b>1251 7305 4125</b>	

	Billpay Code: <b>0362</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>
	Ref: <b>1251 7305 4125</b>	



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## Supporting communities to thrive

While delivering essential water and wastewater services is our core role, we believe we have a responsibility to support liveability, wellbeing and prosperity across our service area.

We've been supporting our customers and communities in many ways over the last few months, through a successful grants and sponsorship program, upgrading the water mains on Victoria Street, North Melbourne, and hearing water stories from schoolchildren through the National Water Week poster competition.

The common thread is connecting with customers and communities. Your needs, ideas and aspirations are important to us, so have your say on projects in your area, get involved in the price submission consultation, or contact us to chat.

We look forward to partnering with you to help our region thrive.

**Maree**



**Maree Lang**  
Managing Director  
Greater Western Water

## Community grants and sponsorships

**Our service area is diverse and vibrant, and we want everyone to feel part of our community.**

Thriving communities – our grants and sponsorship program – is just one way we are supporting local projects, events and activities that help make our region a great place to live. The funds are available for locally-led initiatives that deliver a benefit to the community.

The first funding round in October 2022 attracted more than 90 applications from a variety of organisations and communities.

See the successful applicants and keep a lookout for future funding opportunities at [gww.com.au/grants-sponsorships](http://gww.com.au/grants-sponsorships)



## Victoria Street water mains get an update

Melbourne's water network was built to last. The current water pipes were installed across the city more than 140 years ago, so they have served us well. However, these pipes are now in need of an upgrade.

One major project is in progress in and around Victoria Street. The water main extending from North Melbourne to Carlton is being replaced using two methods: open trench and slip-lining – inserting new flexible pipes into the existing mains.

Work on this \$16.1 million project is expected to be completed by the end of 2023.

Learn more at [yoursay.gww.com.au](http://yoursay.gww.com.au) or pop in to the site office in Howard Street, North Melbourne.



## Have your say on water prices and services for the next four years

We are working on our 2024 price submission, which outlines the prices you can be charged, the level of service you can expect, and the investments we will make in our region. Have your say on our price submission at [yoursay.gww.com.au](http://yoursay.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.

## Reusing our precious resource

We supply high-quality drinking water to your homes and businesses, but the water journey doesn't end there.

Once you've used the water, it goes down the drain into our sewerage network. From there it reaches our recycled water plants, where it's carefully treated and re-supplied to connected customers for a variety of non-drinking purposes.

Last year we supplied more than six billion litres of recycled water for use in laundries, toilets and gardens; for manufacturing; to irrigate farms; and to water public spaces and sports grounds.

As our population grows, there will be more wastewater, and more opportunities to turn that into recycled water - saving our drinking water for drinking.

Learn more about recycled water at [gww.com.au](http://gww.com.au)



Melton Recycled Water Plant

## Inspiring water stories and art

National Water Week, held every October, inspires communities and organisations to think about using water wisely, to work together on water issues, and to celebrate achievements that support a sustainable future.

Every year primary schools across our communities get involved in

the poster competition – learning about water while showing their creative talents.

In 2022, we received a record 1,018 entries in the competition from 21 local schools. The posters reflected the theme 'Our water stories'.

You can see the results at [gww.com.au/nww](http://gww.com.au/nww) and join in the fun in October 2023.



Our 2022 poster competition winners.

## Great water service from top to bottom

Every year, GWW delivers more than 113 billion litres of high-quality drinking water to around 1.3 million people.

Our water supply system is made up of:

- 7,562 km of water supply mains
- 17 dams and water catchments
- 7 groundwater bores
- 35 pump stations
- 7 water filtration plants.

To learn more visit:

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



Merrimu Reservoir

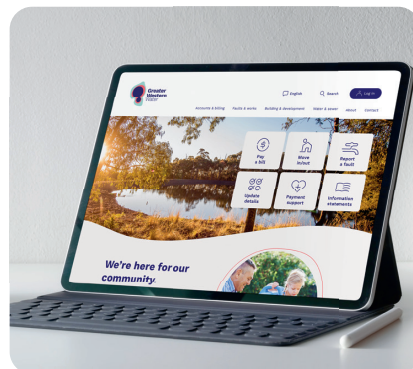
## Making online easier

We've updated our website to make it easier for you to access our services online, when it suits you.

Paying your bills, finding information and reading about what's happening across our region is simpler than ever.

We're still improving the website, so look out for more updates over the months ahead.

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



## Need help paying your bill?

We know paying your bill can be difficult at times. We have a range of payment options and we can help you access concessions, utility relief grants and water efficiency programs. Learn more at [gww.com.au](http://gww.com.au)



## Contact us

Call **13 44 99**

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

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