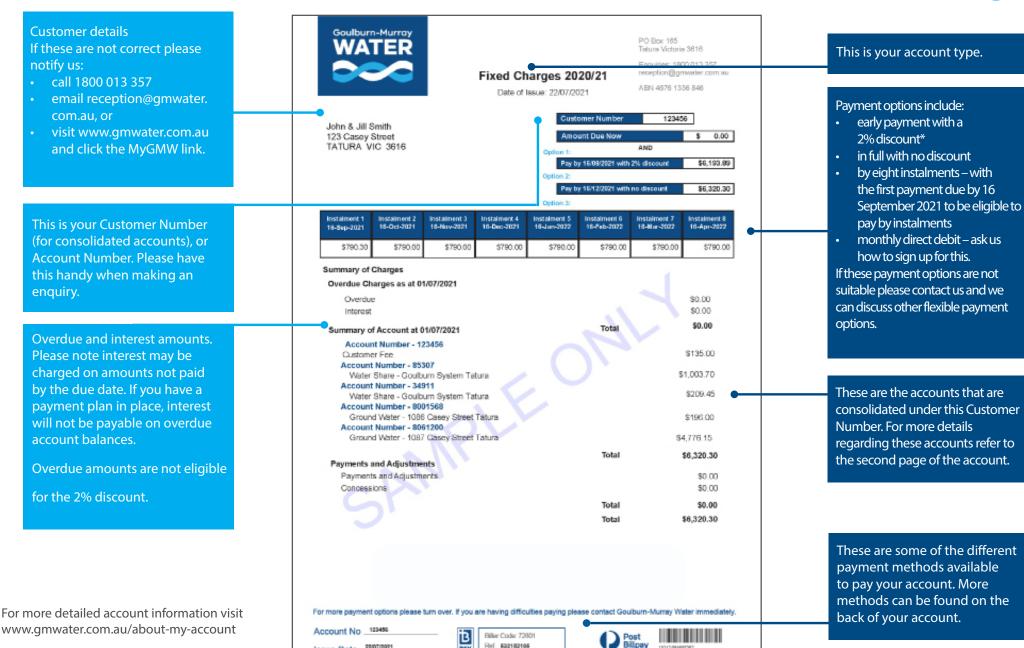
Understanding your new look account

Issue Date

*Please note any overdue amounts must be paid immediately to be eligible for the discount.

\$6,120,10





BPWF Wew - View and pay this bill using internet banking.

Understanding your new look account



Important information for all customers

Early Payment Discount

For accounts paid on, or prior to the early payment date a 2% discount will be applied.

Concessions

There is a Victorian Government concession of 50 per cent (to a maximum of \$172.75) available on Fixed Charges Accounts for eligible concession card holders upon application.

To be eligible, you must hold a Pensioner Concession Card (Centrelink or Veterans' Affairs), a Health Care Card (Centrelink) or a Gold Card (Veterans' Affairs).

You can only claim a concession on your principal place of residence.

Instalments

Customers can elect to pay their fixed charges account by instalments. Instalments are spread over eight consecutive months. Payments are due on the 16th of each month. Instalments for 2021/22 fixed accounts start on 16 September 2021 with the final payment due 16 April 2022.

Reminder notices will only be sent via SMS. Please ensure your contact details are up to date.

(Note any overdue amounts are payable immediately)

MyGMW

An easy way to pay with MyGMW

MyGMW is an easy online tool, available 24 hours a day, seven days a week, which will allow you to manage your GMW account. Go to www.gmwater.com.au and click the MyGMW link.



Paying by credit card

You are welcome to use Visa or Mastercard. You can pay through the MyGMW online portal or phone 1300 558 729 and follow the prompts.



Paying by direct debit

If you wish to pay by direct debit, head to our website (as above) and follow the links through the MyGMW link. We require you to fill out the Direct Debit Request Application Form.

If you have trouble finding it, please give our Contact Centre a ring on 1800 013 357.



@ eNotices

Receive your notices electronically

eNotices and BPAY View enables you to receive your bill notices electronically rather than through the mail. Not only does this allow you to receive your notice quicker than via the post, once you have signed up you can also view previous notices sent.

Flexible Payment Arrangements

Other options we can offer include:

- · Flexible payment plans
- Payment extensions
- Direct debit instalments
- Information about government pensioner concessions
- Information about accredited financial and health support.

If you would like more information about our flexible payment plans, please call our GMW Contact Centre on 1800 013 357.