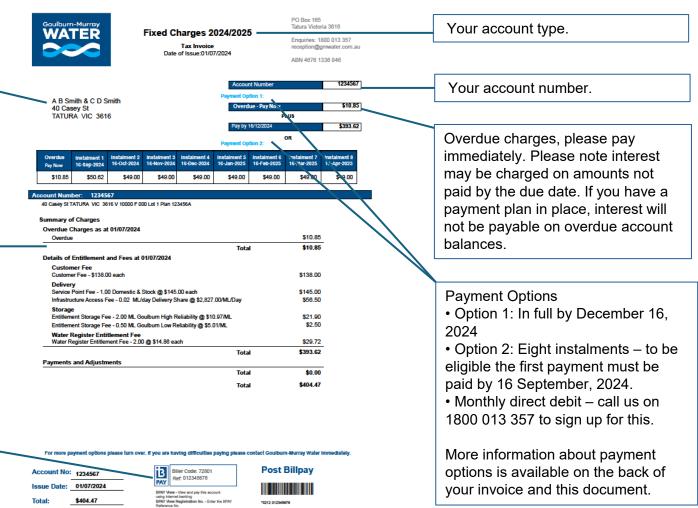
Understanding your account



Your details. If incorrect please notify us via 1800 013 357, reception@gmwater.com.au or our online Update Your Details form.

A list of fixed charges and annual fees for service, delivery and storage. Find out more about these fees under Pricing on the Services & Information tab on our website.

Payment methods – more methods can be found on the back of your invoice and this document.



Understanding your account



Important information for all customers

Flexible Payment Arrangements

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

Instalments

Customers can elect to pay their fixed charges invoice by instalments. Instalments are spread over eight consecutive months. Payments are due on the 16th of each month. Instalments for 2024/25 fixed invoices start on 16 September 2024 with the final payment due 16 April 2025.

Reminder notices will only be sent via SMS. Please ensure your contact details are up to date. (Note any overdue amounts are payable immediately).

BPAY View

Receive notices electronically via BPAY View rather than via the mail. Not only does this allow you to receive your notice quicker once you have signed up you can also view previous notices sent. You can register for BPAY View via your online banking.

Direct Debit

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

MyGMW

MyGMW is an online tool, available 24 hours a day, seven days a week, which will allow you to manage your GMW account.

Go to our 'Manage My Account' page and click the MyGMW link or phone 1300 558 729 and follow the prompts.

If you have trouble completing this form, please give our Contact Centre a ring on 1800 013 357.

Concessions

There is a Victorian Government concession of 50 per cent available on Fixed Charge Accounts, with a maximum cap for 2024/25 set at \$181.50 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.