



Office of the Victorian  
Information Commissioner

## INFORMATION FOR THE PUBLIC

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# Information for the public regarding Greater Western Water

## What happened?

OVIC is aware that Greater Western Water has notified its customers of systemic issues resulting from the implementation of its new billing system. OVIC understand that these issues are ongoing.

In 2024, Greater Western Water undertook to upgrade its billing system by replacing two systems and bringing together more than 630,000 customers into a single system. The merge of this data has resulted in:

- delays in issuing customer bills;
- data quality and accuracy issues, such as postal or email addresses being inaccurate or out of date; and
- instances of bills and correspondence being sent to the incorrect recipient.

## What does this mean for you?

If you are a Greater Western Water customer, your personal information may have been impacted.

You should visit Greater Western Water's [website](#), or [contact them directly](#), to understand:

- what has happened;
- what information has been impacted; and
- what steps you may need to take to protect your information, or update your account.

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## What if I've received a bill or correspondence for someone else?

If you receive a bill or correspondence that is not meant for you – or has incorrect information within – you should contact Greater Western Water to bring this to their attention.

You should also destroy the correspondence you have received, or return it to GWW.

## What if my bill or correspondence has been received by someone else?

If you have been notified that your bill or correspondence has been received by someone else, or you have evidence that demonstrates this has occurred, you should contact Greater Western Water to bring this to their attention.

If you are concerned about your physical safety, you may wish to contact Victoria Police on 13 14 44.

If you have immediate safety concerns, call 000.

To assist with any mental or emotional distress, contact your General Practitioner, Beyond Blue on 1300 22 4636 or Lifeline on 13 11 14.

## What if I am concerned that my correspondence may have been sent to the wrong person?

If you hold concerns that your bill or correspondence has been sent to the wrong address, but have not been notified by Greater Western Water, you should contact Greater Western Water to:

- check the address your correspondence has been sent to; and
- update your details to ensure Greater Western Water holds your correct information.

## Can I make a privacy complaint?

Before making a privacy complaint to OVIC, you should first complain directly to Greater Western Water.

This allows you to communicate directly with Greater Western Water about what has occurred, so they understand your concerns. You will also be able to ask questions and understand what Greater Western Water is doing to resolve your concerns.

In raising your concerns with Greater Western Water, you should describe:

- what has happened, and any evidence you have that shows there has been an interference with your privacy;

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- how you have been affected; and
- what you would like Greater Western Water to do to make things better.

## Further assistance

OVIC has a range of resources on its website to support individuals, including the following:

- [Data breaches and you](#)
- [How to complain to the organisation](#)

For more information, please contact [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)