

Customer Charter

1 July 2022

PowerWater 

Our commitment to you



At Power and Water, we're working around the clock so you can enjoy the Northern Territory lifestyle. It's a promise we make to each and every one of our customers every single day.

We are responsible for electricity transmission and distribution and provide water and sewerage services across the Northern Territory, to an area of more than 1.3 million square kilometres.

Our not-for-profit subsidiary, Indigenous Essential Services Pty Ltd (IES) supplies electricity generation and retail services to 72 remote communities.

Power and Water also provide retail electricity services to Jabiru, Nhulunbuy and Alyangula.

This document details the responsibilities of Power and Water, as the provider of services, and you as the customer. It includes the commitments we make to provide high quality, safe and reliable services to you, while there are things we ask of you so we can do our job safely and effectively.

For more details refer to our Customer Contract, our Standard Customer Supply Agreement and our published Connection Agreements at powerwater.com.au.



Our commitment

Safety is our first priority

We are committed to protecting the health and wellbeing of our staff, contractors and the general public to achieve zero harm. We will never compromise on safety.

Protecting our backyard

We are committed to being clean and green and we are always striving to minimise our impact on the environment. We recognise that no matter where we are in the Territory, we are in our own backyard and have a responsibility to keep it clean.

Our customer service

We strive to meet your needs and respond in an efficient and timely manner. We will:

- Reconnect an existing electricity supply upon receiving notice from your chosen retailer within 24 hours in major urban centres.*
- Ensure a minimum water pressure at the mains tap of at least 15 meters head and aim to provide a minimum flow rate of 20 litres per minute to residential properties.*
- Attend to a sewer spill in your house within one hour's notice by a plumber where the fault is due to our sewers.
- Attend within one hour of notice or advice of a spill occurring from our sewers.
- Have 95 per cent of unplanned water supply interruptions restored within five hours for major urban centres.*
- Where Power and Water is the retailer, we will provide five days written warning when restricting or disconnecting your service due to failure to pay accounts.

**Service standards apply to major urban centres being Darwin, Palmerston, Katherine, Tennant Creek, and Alice Springs where supply is available.*



Interruptions and feedback

Unplanned interruptions

We will use our best endeavours to restore your supply during unplanned service interruptions.

We will provide information relating to unplanned interruptions via social media, online and through our phone service to keep you updated on estimated restoration times.

Planned interruptions

Power and Water is often required to perform scheduled maintenance to our infrastructure which could result in the loss of supply. When these works are required, we will provide customers with:

- two days notice for any planned interruptions; or
- five days notice to any customer registered (with us) as having special health needs.

We value your feedback

We welcome all types of feedback about your experiences with Power and Water. This may include:

• Compliments

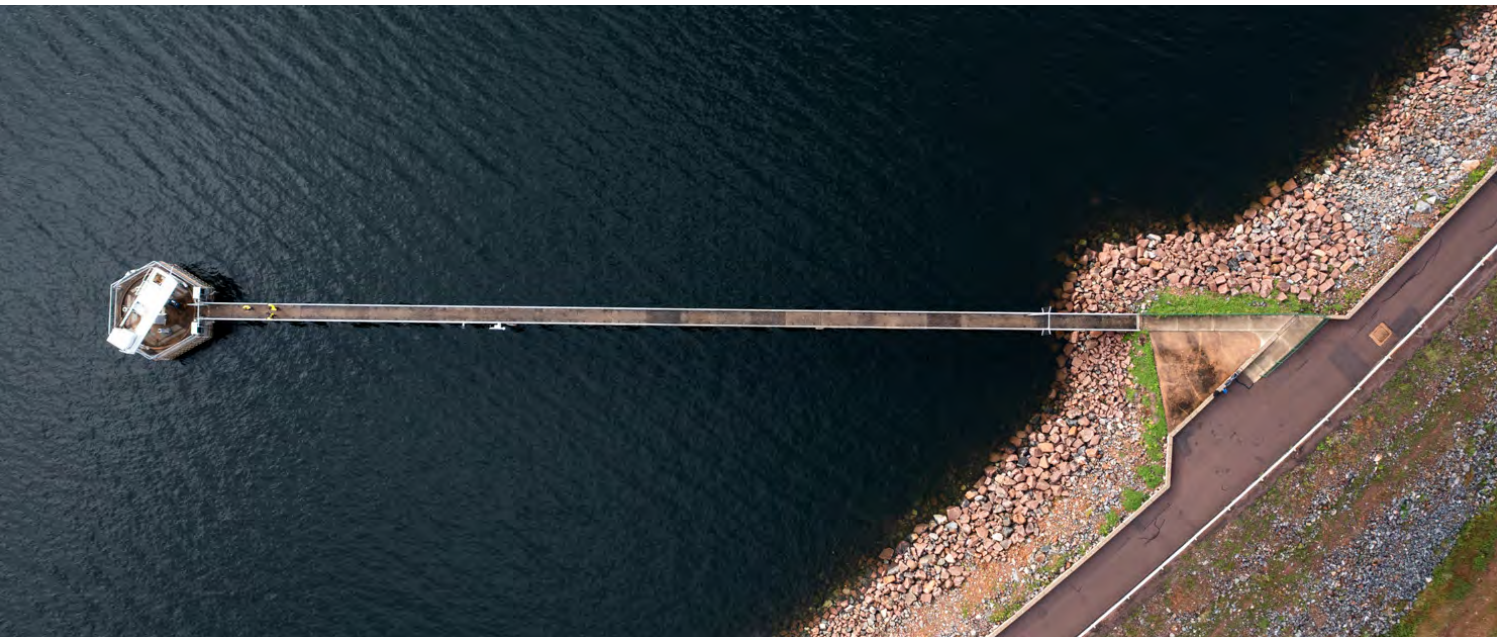
These are things that you think we're doing well or may be recognition of Power and Water employees or contractors that you have engaged with.

• Suggestions

These are your ideas on how we can do things better to help us improve our services and to ensure that they meet your needs and wants.

• Issues or concerns

We want to know when you are experiencing issues or are not happy about an experience you've had with us. An issue or concern can be about a service or something you have experienced. We will contact you to respond to any queries within five working days, or for more involved issues we will contact you within five working days to advise of a timeframe for our response.





Billing and payments

Where Power and Water is the retailer, we will provide:

- our residential customers with a bill every quarter
- our business customers with a bill every month.

We offer a number of payment options including:

- direct debit
- online
- BPAY
- telephone
- mail
- Centrepay
- in person at a post office.

Our range of payment options can be viewed on our website at powerwater.com.au/customers/online-services.

Financial hardship

We offer a range of payment options to support eligible customers who are experiencing financial hardship. If you are experiencing payment difficulties, please contact us as soon as you receive your bill and before its due date to discuss suitable payment arrangements. Financial hardship information can be viewed at powerwater.com.au/customers/water-and-wastewater/my-water-bill/stay-connected.

Concessions

If you hold a current Northern Territory concession card, you may be eligible for a discount on your water or electricity bill. To receive a concession, please notify us or your electricity retailer to verify your eligibility with the Department of Territory Families, Housing and Communities.

We will protect your privacy

Power and Water follows the Australian Privacy Principles as prescribed in the Commonwealth's Privacy Act 1988 and the relevant Information *Privacy Principles set out in the Northern Territory's Information Act 2002*.



What we ask in return

To ensure we can deliver quality services to you, we need your help with the following:

- Ensure we can access our electricity and water meters on your property. That means keeping them accessible and free from obstruction by locked gates, barriers, overgrown vegetation and dangerous animals. If we can't gain access, we may require you to remove the obstruction or have the meter relocated.
- Provide Power and Water authorised personnel access to your electricity and water meters on your property at least once every calendar year.
- Advise us if anyone in your home requires life support medical equipment.
- Pay your bill by the due date. You can pay by direct debit, BPAY, Centrepay, EFTPOS, credit card by phone, online, in person at a post office or by mail.
- Tell us if you are moving and no longer require the service. This includes providing a forwarding address.
- Let us know of any changes to your contact details, this includes billing address, contact numbers and email.
- Promptly report any faults, issues or concerns you may have through our general enquiries number 1800 245 092 or online at powerwater.com.au/report.
- If you find yourself in a life threatening situation due to faults or issues with Power and Water's assets, contact us immediately on 1800 245 090.
- Dispose of waste responsibly and do not put any hazardous or toxic substances down the sink, drain or toilet.
- Ensure there is no interference with our water, sewerage and electricity assets installed on your premises.



Service areas

Electricity transmission and distribution services and **water and sewerage retail** services are performed by Power and Water in the following areas:

- **Darwin**
(city, suburbs and surrounding rural areas, including Palmerston, Batchelor and Adelaide River)
- **Katherine**
(township, suburbs and surrounding rural areas, including Pine Creek, Larrimah and Mataranka)
- **Tennant Creek**
(township, suburbs and surrounding rural areas)
- **Alice Springs**
(township, suburbs and surrounding rural areas)
- Daly Waters
- Borroloola
- Timber Creek
- Elliott
- Newcastle Waters
- Kings Canyon
- Ti Tree
- Yulara

Electricity retail services are performed by Power and Water in following areas:

- Jabiru
- Nhulunbuy
- Alyangula

Indigenous Essential Services (IES) operate in the following areas:

NORTHERN REGION

- Acacia Larrakeya
- Angurugu
- Belyuen
- Galiwinku
- Gapuwiyak
- Gunbalanya
- Gunyangara
- Maningrida
- Milikapiti
- Milingimbi
- Milyakburra
- Minjilang
- Nauiyu
- Nganmaryanga (Palumpa)
- Numbulwar
- Peppimenarti
- Pirlangimpi
- Ramingining
- Umbakumba
- Wadeye
- Warruwi
- Wurrumiyanga (Nguiu)
- Yirrkala

BARKLY REGION

- Ali Curung
- Alpururulam
- Canteen Creek
- Imangara
- Nturiya
- Tara
- Willowra
- Wilora
- Wutunugurra

KATHERINE REGION

- Amanbidji
- Barunga
- Beswick

- Binjari
- Bulla
- Bulman
- Dagaragu
- Jilkminggan
- Kalkarindji
- Kybrook Farm
- Lajamanu
- Manyallaluk
- Minyerri
- Ngukurr
- Pigeon Hole
- Rittarangu
- Robinson River
- Weemol
- Yarralin

SOUTHERN REGION

- Amoonguna
- Ampilatwatja
- Apatula
- Areyonga
- Atitjere
- Engawala
- Ikuntji
- Hermannsburg
- Imanpa
- Kaltukatjara
- Kintore
- Laramba
- Mt Liebig
- Nyirripi
- Papunya
- Pmara Jutunta
- Santa Teresa
- Titjikala
- Wallace Rockhole
- Yuelamu
- Yuendumu

Get in touch with us



Web

powerwater.com.au



Social media

Follow **PowerWaterCorp**
on Social Media



Power and Water App

If you have a smartphone, download the
free Power and Water app



Email

customerservice@powerwater.com.au



Phone

Our **Customer Service Centre** will assist
you with any general enquiries, including:

- water and sewerage billing
- electricity faults and outages
- new connections.

Our operating hours are between
8am and 5pm Monday to Friday
(excluding public holidays).

1800 245 092

Emergencies and faults

24 hours

1800 245 090

Telephone Interpreter Service (TIS)

13 14 50

International

+61 8 8923 4681





Power and Water Corporation

Mitchell Centre
55 Mitchell Street
1800 245 092

powerwater.com.au

[@PowerWaterCorp](https://twitter.com/PowerWaterCorp)