

Paying your Power and Water bill

Paying your Power and Water account on time is important to avoid disconnection of your service. We issue invoices quarterly for residential customers and monthly for all other customers.

Having difficulty paying?

Our payment term is 21 days from the date of issue shown on the account. You need to let us know if you think you may have difficulty paying by the due date. We may be able to make special arrangements, such as agreeing to you making payments by installments. Please contact us on 1800 245 092 if payment won't be made before the due date to avoid credit control action.

Installation of a prepaid meter may be considered, however is subject to the land owner's permission and may not be suitable for some properties.

Further information including copies of Power and Water's Stay Connected (Hardship) Guidelines and Customer Contract are available at our Customer Service Centres or online at powerwater.com.au.

Going away or moving?

If you are going on holidays or will be away for an extended period of time, call 1800 245 092 to make payment arrangements to ensure your service is not disconnected in your absence.

If you are moving away we need one working day's notice and details of your forwarding postal address. You are liable for all charges on connections in your name regardless of whether you are currently living at the premises. If you no longer require connection/s in your name please call us on 1800 245 092 to arrange disconnection and stop any further charges being incurred in your name. Access to the property is required by Power and Water when disconnections are requested.

Changes to your account

We also need you to inform us of any changes to your circumstances such as the account contact person, updated contact details or access to your metering equipment.

Payment options

Power and Water offers a number of payment options, so there's sure to be one that suits your needs. These payment options are:

BPay

With BPay, you can pay your bills directly from your bank account, over the phone or on the internet. Quote biller code 7526 and your Power and Water customer reference number (17 digit number found on your bill) to pay Power and Water bills. Please allow at least two working days processing time.

Centrelink deductions

Automatically transfers funds from your Centrelink allowance to pay your Power and Water bill. Pick up an authority form from your Power and Water office, nominate a deduction amount per fortnight and Centrelink will pay this amount directly to Power and Water.

In person

You can pay your bill at any Australia Post or Power and Water Customer Service Centre (see 'Want to know more' section for locations and opening hours).

Direct Debit

Complete the Direct Debit form (available from our customer service centres or on line at powerwater.com.au) and return to us either by fax – 08 892 39546, email – customerservice@powerwater.com.au, post – GPO Box 3596, Darwin NT 0801 or in person to any of our Customer Service Centres. Please note two working days are required to set or cancel a Direct Debit arrangement.

Mail

Simply tear off the bottom portion of your account invoice with your cheque and mail it to the following address – Power and Water Corporation, GPO Box 3596, Darwin NT 0801. Please allow at least two working days for delivery.

Net Direct

You can pay by credit card either using Net Direct, an online payment service, or Phone Direct on 1800 644 849, an interactive voice response system. Both services are available 24 hours a day, seven days a week. Credit limit for payment is \$5000. Please allow at least two working days processing time.

Payroll deductions

Northern Territory Government employees can arrange for payroll deductions to pay your Power and Water account. Simply supply your Power and Water customer number (top left hand corner of the bill) to your pay section and advise the amount you would like deducted fortnightly.

Voucher payment system

Allows you to pay amounts towards your quarterly statement before it is issued. Your regular statement will show the amount that has been credited to your account since the issue of the previous statement, the amount still owing (if any) and the date the balance is due for payment. You can make voucher payments at any Power and Water Customer Service Centre, Australia Post, or by mail. Obtain a voucher payment booklet from your Power and Water office or by calling 1800 245 092.

Want to know more?

For further information about paying or updating your account please contact Power and Water:

Website – powerwater.com.au

Email – customerservice@powerwater.com.au

Enquiries – 1800 245 092

Darwin

Shop 28
Ground Floor Mitchell Centre
55 Mitchell Street

Palmerston

Shop 21
Palmerston Shopping Centre
10 Temple Terrace

Alice Springs

Shop 8
Alice Plaza
36 Todd Mall

Katherine

Ground Floor Government Centre
5 First Street

Tennant Creek

Ground Floor Government Centre
Peko Road