

Our customer contract

Contents

| | |
|--|----|
| Our customer contract..... | 2 |
| Our commitment..... | 2 |
| Becoming a Power and Water customer | 3 |
| Paying your account | 5 |
| Metering and access to your property | 7 |
| Electricity supply | 8 |
| Water supply..... | 9 |
| Sewerage services..... | 10 |
| Your responsibilities..... | 11 |
| Schedule 1: Coverage of the contract | 12 |
| Schedule 2: Our service standards..... | 13 |

How to contact us

| | |
|--------------------------|--|
| Account enquiries | 1800 245 092 |
| Emergencies | 1800 245 090 |
| Email | customerservice@powerwater.com.au |
| Website | powerwater.com.au |
| Facsimile | 8923 9546 |

Customer Service Centres

| | | |
|----------------------|---|--------------------------------------|
| Darwin | Mitchell Centre 55 Mitchell Street Darwin | GPO Box 3596 Darwin NT 0801 |
| Palmerston | Shop 21, Palmerston Shopping Centre 10 Temple Terrace Palmerston | GPO Box 3596 Darwin NT 0801 |
| Katherine | Ground Floor Government Centre First Street Katherine | PO Box 1045 Katherine NT 0851 |
| Alice Springs | Shop 8, Alice Plaza 37 Todd Mall Alice Springs | PO Box 1521 Alice Springs NT 0871 |

Our customer contract

We all rely on electricity, water and sewerage services at home and at work.

Power and Water provides electricity, water and sewerage services to more than 70 000 customers throughout the Northern Territory.

Our commitment to you is to achieve customer service excellence. This Customer Contract is part of that commitment, giving you information about your rights and obligations in helping us to provide the very best in customer service.

This contract is legally binding on you and us under the [Water Supply and Sewerage Services Act](#) and the [Electricity Reform Act](#).

This contract covers the urban centres in the Northern Territory listed in [Schedule 1: Coverage of the contract](#). It applies to:

- all water supply and sewerage services customers, and non-contestable electricity customers, unless we have agreed an alternative, written and signed agreement
- contestable electricity customers unless we have agreed an alternative written signed agreement or unless this contract is terminated.

We have also developed a simple summary of the key points of this contract, our [Customer Charter](#).

Power and Water holds operating licences to supply electricity, water and sewerage services under the [Electricity Reform Act](#) and the [Water Supply and Sewerage Services Act](#). The licences include minimum standards of service, which are confirmed in [Schedule 2: Our service standards](#).

The [Utilities Commission](#) is responsible for monitoring our compliance with those licences and with the wider requirements of the legislation.

We will continue to monitor and review the quality of customer service we provide to you. We provide a report to the [Utilities Commission](#), the Chief Health Officer and to you, each year, on our performance against this Customer Contract.

We welcome your [feedback](#) so we can work to improve our services to you. Send any comments or suggestions to our Customer Service Officers at customerservice@powerwater.com.au or call 1800 245 092.

Our commitment

We will:

- be honest, ethical and professional at all times
- be helpful and courteous in our dealings with you
- be easy to contact by telephone, facsimile and electronic mail and be accessible to you during normal office hours
- respond quickly and accurately to requests for information
- provide access to translation or interpreter assistance
- comply with our legal obligations to you under the [Electricity Reform Act](#), the [Water Supply and Sewerage Services Act](#) and the [Utilities Commission Act](#).

If you [write](#), [fax](#) or [email](#) us, we will:

- respond to your contact within five working days or, with involved issues, will acknowledge your contact within five working days and let you know when you can expect a final reply
- provide the name and contact number of the person responsible for any follow-up inquiries.

If you [phone](#) us we will:

- answer your call promptly
- during office-hours, provide a prompt answer to your query
- if your query is complex, advise you of the name and contact details of the person who will assist with your query, and how long it will take to provide an answer.

Note: Your call may be monitored or recorded for training purposes to ensure the quality of our service is at an optimum level.

Emergency calls: 1800 245 090

If you have problems, or other difficulties with any services provided by Power and Water, contact us on our 24-hour emergency call service, 1800 245 090.

If you telephone when your supply has been interrupted you may receive a recorded message providing details of the actions we are taking and the expected duration of the interruption. You may also speak to an operator if you wish. All phone calls to this number are recorded.

We will try to answer your call promptly. However, there may be delays when there are multiple problems caused by severe weather conditions or abnormal occurrences.

Complaints: 1800 245 092

If you have a complaint please [let us know](#) on 1800 245 092. We will investigate the complaint, do all we can to resolve the problem, and report back to you promptly and courteously.

Our staff are trained to resolve your complaint in an efficient and professional way. If you are not satisfied with the way your complaint was handled please contact our Client Liaison Officer on 1800 245 092.

If, after this review, you are still not satisfied, you have the right to ask the [Ombudsman of the Northern Territory](#) to act on your behalf.

We try to use the information received through complaints to constantly improve the level of service that we offer to our customers.

Confidentiality

Information you provide to us will be treated as confidential and only used for the purpose for which it was given. You can request access, at any time, to see the personal information we hold about you and to provide updated information.

We assume that you consent for us to use and disclose your personal information for purposes such as:

- informing you of new products and new initiatives
- developing new products and services
- providing you with the services you have requested

- advising you of community service information and special events
- allowing us to communicate with you effectively.

If you wish to withdraw your consent for us to use your personal information in these ways, contact us on 1800 245 092 or refer to [Our Privacy Policy](#).

Your details will only be disclosed to a third party if:

- you provide consent for the release of the information
- we are required or authorised by law
- we can reduce a serious or immediate threat to life or health or
- we need to recover monies you owe to us. For example, we may provide information about you to a credit-reporting bureau if you fail to pay your account.

Information

We can give you useful information on many aspects of our services, including [tips on how to reduce electricity and water use or the costs of running various electrical appliances](#).

If you have a particular requirement please call 1800 245 092, or check the [information pamphlets](#) at our [offices](#) or on our website at powerwater.com.au.

Becoming a Power and Water customer

We aim to make service connection as quick and easy as possible for you.

Having electricity connected

[Electricity connection](#), [disconnection](#) and [charges](#) are the responsibility of the customer. Even if the power is on when you arrive at your new property it is important that you contact us to sign on for supply, otherwise your supply may be disconnected.

To sign on for a residential electricity supply, you can:

- phone us on 1800 245 092
- apply at any of our Customer Service Centres
- apply through our website powerwater.com.au or

- lodge a written application at any [Australia Post Office](#) across the Territory.

You will need to provide:

- your full name, or the full names of all persons if it is a joint application, and your dates of birth
- residential and postal address
- contact telephone numbers, email address, and facsimile number
- name of your landlord or agent if applicable
- name and address of your employer
- company details if you are a business (Certificate of Incorporation and letter of authorisation from the company owner or director plus your ABN)
- Northern Territory pension number (if you hold a current [Pension Concession Card](#))
- Photo identification with a signature, for example your driver's licence or passport
- A password that will be used to protect your privacy when you contact us.

Note: We must speak to all parties to the account to verify their identities.

We may carry out a check on [Baycorp](#) and, if you have previously been a customer, you must pay or make arrangements to pay any outstanding electricity debts before electricity will be reconnected.

An establishment fee applies for [connecting electricity supply](#). Please ask one of our staff or check on our website at powerwater.com.au to verify the amount.

How long does it take?

We aim to have your electricity connected as quickly as possible after receiving your application.

- **Existing supply:** We will reconnect your power within 24 hours in major urban centres, where electricity supply is available. This timeframe will be longer for other areas, depending on distance.
- **New supplies (sub-divisions):** We will provide connections for new sub-divisions in major urban areas within five working days of receiving the certificate of compliance from the electrical contractor. This timeframe will be longer for other areas depending on distance.

- **New supplies (construction required):** Where a new supply will require the construction of powerlines or substations, the timeframe will be advised when we quote for the work. For minor works supply will be provided within 10 weeks from receipt of payment.

Having water and sewerage services connected

Water and sewerage charges are the responsibility of the landowner and can be transferred with the title of the land.

- **Existing supplies:** Water and sewerage services are normally left connected when a property changes hands. However, you need to inform us of the change of ownership and of any changes in the customer details.

When a property is sold it is important that the vendor and the purchaser contact us to finalise the water and sewerage charges up to the change of ownership date. Conveyancing agents and legal representatives are not responsible for ensuring any such charges owed on the property are included in the property settlement.

- **New supplies:** To arrange a new connection to the system, or an increased load or demand, apply at any of our [Customer Service Centres](#).

We will respond promptly in line with our [Code for Connections](#). We will fit a new water meter, and provide access to the water supply within two working days of receiving notification from your plumber that the plumbing at the new property is complete.

Special health needs

We will provide special services for customers with special health needs.

Please notify us if you or a member of your household has special health needs, such as a life-support system. We can inform you of any [planned interruptions or maintenance work](#) to the electricity or water supply so you can be prepared.

You can advise Power and Water of your special medical needs when you apply for electricity or water supply or by calling 1800 245 092. To qualify as a special needs customer your registered medical practitioner must confirm in writing, to Power and Water, your special medical needs. This information must be updated annually to remain valid.

We will give registered customers five days advance notice of any planned maintenance to the water or electricity supply. We will also alert you, whenever possible, that supply has been interrupted in an emergency. It is not always possible to advise you of unplanned interruptions so it is important that you have other contingencies in place should you experience disruption to your power or water supply.

Note: You are still responsible for paying your account. Refer to the section [Paying your account](#).

Pensioner concessions

If you hold a current [Northern Territory pension Concession Card](#) you may be eligible for a concession on your electricity account, and an establishment fee may be waived. If you own the property, you may also be eligible for a concession on the water and sewerage charges. Advise us of your pension card details when you apply for electricity or water connection or when you receive your pension card, issued by the [Department of Health and Families](#).

You need to contact us to be able to benefit from these concessions. Any concessions are payable only from the time we record your details.

If you are a member of the [Northern Territory Pension Concession Scheme](#), you can obtain further information from your local community care centre or Family and Children's Services (FACS) office.

Paying your account

We issue invoices quarterly for residential customers and monthly for all other customers. If you are an owner/occupier you may choose to receive a combined account for electricity, water and sewerage services. If you are a tenant you will receive an account for electricity only.

Goods and Services Tax (GST) applies to electricity supply but water supply and sewerage services are GST free. All accounts provide details of the GST, to enable you to reclaim the tax if you are an eligible business.

You need to pay your invoice within 21 days from the date of issue shown on the account. The average mailing time for Invoices to be received at your postal address is generally around three business days from the issue date, depending on your locality and local mail service delivery times.

Paying your account is easy using one of the simple payment methods we provide. You can pay by:

- [Direct payment](#) (direct debit) from your financial institution
- [BPay](#) through your bank
- [NT Government payroll deduction](#)
- [Centrepay deductions](#)
- [Online payment](#) by [credit card](#) via [Net Direct](#) see [powerwater.com.au](#)
- [Voucher payment](#) service
- Cash, EFTPOS or cheque
- [Credit card](#) (Master Card, BankCard or Visa) by telephoning 1800 644 849, available 24 hours a day
- [Electronic funds transfer](#) from your bank.

You can pay at a [Post Office](#), in person at any of our [Customer Service Centres](#) or by mail at the postal address on the back of the bill.

Payments through [Post Office](#), [BPay](#) or [Phone Direct Credit Card](#) may take two working days to process, so you need to pay your bill early enough to make sure we still receive your payment within 21 days from the date of issue.

Failure to pay your account within 21 days may result in the disconnection of the supply, outstanding amounts may be lodged onto [Baycorp](#) and/or referral to a collection agency. You will then be liable for additional fees or legal costs.

Payment difficulties

Please let us know before your payment is due if you may have difficulty paying. We may be able to make special arrangements, such as agreeing to you making payments by instalments: generally, we would ask that half the amount be paid by the due date and the remainder within two weeks of the due date.

Prepayment meters

You may wish to consider the option of [prepayment electricity meters](#). You simply purchase tokens in varying denominations and use these to credit the meter. This means you pay for the electricity as you need it. There are no accounts or application fees for electricity, although we will still read the meter occasionally for auditing.

You will need the permission of the property owner to install a pre-payment meter. Not all premises are suitable for prepayment meters and there may be costs to install this type of meter, which will be determined on inspection of the site.

Contact our [Customer Service Centres](#) for more information.

How much does it cost?

Charges for electricity, water and sewerage services are standard across the Northern Territory. The charges are published in the [Northern Territory Government Gazette](#) and are also available at our [Customer Service Centres](#) by phone on 1800 245 092 and at our website powerwater.com.au.

Charges for electricity and water are based on the amounts you use, recorded by a meter on the property. A fixed daily service charge for water and electricity applies even if no services are used.

Sewerage charges are based on a standard annual charge and are billed quarterly. You are liable for sewerage charges if a sewer is available for connection, even if your land is not connected to that sewer. Commercial customers are also billed additional sewerage charges based on the number of sanitary fixtures installed on the property. We may audit the amount of fixtures at a commercial property from time to time.

Special agreements for water and sewerage

You have the right to apply for water or sewerage services on special terms. This situation may apply, for example, where we could not provide the standard levels of service at a reasonable cost.

If a dispute arises about your special agreement, you have the right to seek arbitration from the [Utilities Commission](#).

Refunds of credit balance

Customers who build up a credit balance in their account may ask for this sum to be returned to them. Any credit refund will be made in the form of a cheque or through electronic funds transfer. No cash refunds will be issued. Refunds are limited to one per quarter per customer. There is a timeframe to process refunds and it cannot be done immediately.

Disconnection

In some situations we may need to disconnect your power or water as a last resort – but we will always act in a fair and open way.

We may disconnect your electricity or water supply if:

- you fail to pay your account by the due date
- you default on an agreed payment arrangement
- you prevent access to our meters or equipment
- you obstruct a services officer
- your electrical installation is unsafe
- your electrical installation creates a hazard to our infrastructure or interferes with another customer's installation or appliances
- your water supply or sewerage installation creates a hazard to our infrastructure or the health of other customers
- illegal alterations have been made to your connection
- if you fail to contact us to sign up for supply
- we are permitted to do so under relevant Acts.

We will give you five days warning in the form of a Final Demand Notice of our intention to disconnect your electricity or water services for failure to pay your account. We would not issue this Final Demand Notice if you had an agreed payment arrangement and you defaulted.

We will not disconnect your services if:

- you have agreed to and follow an arrangement to pay or
- we have put your account on hold pending investigation of a dispute.

We will reconnect your services when unpaid accounts are paid (or arrangements are made to pay the account) or when breaches of this contract are remedied. Reconnection will generally be the same day or within 24 hours in the major urban centres. A reconnection fee will be charged if a contractor attends your property to disconnect the service regardless of whether the service is physically disconnected or not.

If you have a complaint about the disconnection of your service, please [contact us](#) and refer to [Our commitment](#) found earlier in this document.

Metering and access to your property

Electricity and water supplies are metered. This means that you only get charged for what you have used, plus the fixed daily charge. It also encourages all of us to look after our resources.

All meters remain our property. We will ensure that they meet the appropriate standards and that they are properly maintained and replaced when necessary.

We publish metering codes that set out the detailed arrangements and conditions for installing, testing, verifying and replacing meters. These codes comply with guidelines published by the [National Standards Commission](#). You can see copies of the codes at any of our [Customer Service Centres](#).

Access to the meter

We have a continuing right of safe access to read our meters. You need to keep that access free from obstruction by locked gates, barriers, overgrown vegetation and dangerous animals.

If we cannot gain access we may require you to remove the obstruction or have the meter relocated. Please discuss any meter access problems you may have with our customer service staff.

We can provide a padlock (on payment of a deposit), which enables you to secure your property while still allowing access to our staff and contractors. If you want details on this option please [contact us](#).

If we cannot access your property to read your meter we will leave a card in the mailbox asking you to call us and provide a reading.

Estimated readings

We will normally calculate your account from the meter reading. If we are unable to read your meter or if your meter has malfunctioned, ceased to register or is damaged, we will estimate your account.

Estimates are based on:

- average previous consumption recorded on the property over a similar period or
- average use of a similar property and purpose of supply.

If your account has been estimated because of access problems, we will adjust your account when we obtain an actual meter reading. If you dispute an estimated reading, we may review this in line with the relevant Power and Water policy. Your statement of account or invoice will specify if your account has been estimated.

We have the right via legislation to gain an actual reading of your meter every 12 months to ensure your billing is correct.

We may backdate the estimation of your bill for a maximum of two billing periods where the meter has failed to record accurately because of mechanical failure.

Meter tests

If you dispute the meter accuracy or a meter reading you have the right to ask us to test the meter. We will arrange for your meter to be tested within five working days of your request. You will need to pay for the cost of that test up-front.

If the test shows the meter is not recording within the accuracy of the [Australian Standards](#), we will replace or repair the meter and refund you the cost of the test. We will also refund you any amounts by which we may have overcharged you over the previous quarter.

Ownership of equipment

The landowner is responsible for:

- any plumbing or fixtures up to the connection with our sewer branch, which is usually just inside the property boundary
- all low voltage cables and equipment on the property

- all the plumbing from the property side of the meter. Any leakage beyond the meter is the landowner's responsibility.

All meters remain our property.

Easements

Our high-voltage electricity supply cables, water supply mains and sewers may run through or across your property so we can service other customers. Where this occurs, we have the right to create an easement. This legal arrangement gives us continuing rights of access to those cables, pipes and equipment.

We will provide you with details of any easements that exist on your property.

We need to be able to repair or replace those cables, sewers, pipes or equipment, so it is important that you do not build or plant anything over the easements that would prevent access. We need access 24 hours a day to access chambers, high voltage cables, transformers and other equipment.

If our access to that easement is obstructed, we can direct you to remove the obstruction, or remove it ourselves and recover our costs from you.

Entry to your property

On occasions, we need to enter your property to read the meter, to clear a blockage, to undertake planned maintenance, to connect or disconnect supply or in an emergency. You are obliged to provide us with safe access, free from obstructions, barriers and dangerous animals.

We will provide you with prior notice of our need to enter your property, unless it is to read or replace a meter, to disconnect supply or in case of an emergency.

Power and Water's employees or contractors carry current identification, which they must show you at the time of entering your property if you ask to see it. You should make sure Power and Water employees or contractors working on your property are aware of any potential dangers while they are working on your property.

Generally we will not enter your property before 7.30am or after 6pm. We will only enter your property outside these hours if there is a prior arrangement, an emergency, or we have reasonable grounds for believing there is a breach of this contract, the [Electricity Reform Act](#) or the [Water Supply and Sewerage Services Act](#).

Electricity supply

We aim to provide a supply of electricity that is safe, reliable and of a satisfactory quality.

We publish guidelines that provide details of the standard of supply:

- [Meter Manual](#)
- [Installation Rules](#)
- [Service Rules](#)
- [Network Connection Technical Codes](#)

Copies of these are available for inspection at any of our [Customer Service Centres](#).

Interruptions to supply

We will design and operate the system to minimise the number of interruptions.

We may need to interrupt supply in an emergency for safety reasons. Your supply will be restored as soon as it is safe to do so.

Unplanned interruptions occur mainly due to lightning, vegetation and birds or animals contacting powerlines. When this happens, we aim to restore your electricity supply within 80 minutes in the major urban areas. In other areas it takes longer to restore power and our target is to restore supply within five hours in 90 per cent of cases. The nature of some faults may prevent us from meeting this target, particularly where those faults arise from major incidents such as cyclones or interruptions to the main gas supply for our power generation.

We may also need to interrupt the power supply to perform essential maintenance on the system. We will give you a minimum of two days advance notice of the work and will indicate how long the interruption is likely to last. This notice is provided through the media and where practical through a letterbox drop.

Our target is that the total duration of all interruptions to supply over the year for an individual customer should not exceed an average of 250 minutes in major urban areas and 500 minutes in other areas.

Your responsibility

You are responsible for all low voltage cables and equipment on your property. You are required to maintain the safety of electricity services by:

- ensuring that electrical installations are maintained in a safe condition
- ensuring that any works on installations on your property are carried out by a qualified and licensed tradesperson
- being aware of the location of electricity services on your property
- ensuring that trees and other vegetation are kept clear of electricity lines
- keeping all structures and vehicles clear of all electricity lines at or over your property
- using only qualified contractors to undertake tree trimming or tree removal near powerlines
- ensuring that your electrical installation complies with AS3000 and the Service and Installation Rules and does not cause interference to our equipment or other customer's installations
- notifying us if you reasonably suspect that your electricity meter is under-recording or failing to record your consumption accurately.

Water supply

We aim to provide you with a good quality, safe and reliable water supply. We will:

- supply drinking water, appropriate to the environment in which the community is located, in accordance with parameters set by the [Australian Drinking Water Guidelines](#)
- monitor the quality of drinking water in line and report the results to the Chief Health Officer
- develop contingency and response plans to deal with incidents that may adversely affect drinking water quality
- implement any arrangements notified by the Chief Health Officer in an emergency, to ensure the safety of supply

- responds promptly to any problem we identify
- consult with the community where health-related physical, chemical or radiological parameters exceed [Australian Drinking Water Guidelines](#).

We will respond promptly to any water quality complaints. Call us on 1800 245 092 so we can investigate the problem.

Water pressure and flow

We will provide water at a pressure and flow-rate suitable for your normal day-to-day usage. We will:

- ensure that customers have a minimum water pressure at the mains tap of at least 15 metres head (this pressure will vary during the day as demand in the area varies)
- aim to provide a minimum flow rate of 20 litres per minute to residential properties (DN 20 supply) in major urban centres.

Water pressure varies in different areas within the Northern Territory because of differing supply sources and the length of the supply pipes. If your water pressure or flow rate appear excessively high or low please call us on 1800 245 092 so we can address the problem.

Interruptions

We will design and operate the system to minimise interruptions to supply.

Interruption to the water supply is required from time to time so we can perform essential maintenance on the system. We plan these interruptions during periods of low water use to minimise any inconvenience to you. Supply will be restored as soon as possible.

We will give you at least two days advance warning of any [planned interruptions](#), either through the media or, where practical, letterbox drop.

In the case of planned interruptions, we will set average customer interruption times, as specified in [Schedule 2: Our service standards](#).

In the case of a system malfunction or burst, we will restore supply as soon as we can. Average customer interruption times are in [Schedule 2: Our service standards](#).

Your responsibility

You are responsible for all pipes and connections on your side of the meter and for all water that flows through the meter. We ask that you:

- ensure the water meter on your property is easy for us to access and read
- use water wisely to help conserve this precious resource
- notify us if you reasonably suspect that your electricity meter is under-recording or failing to record your consumption accurately
- prevent contamination of the public water supply by:
 - fitting and maintaining backflow prevention devices where required by AS3500 or non-return valves at the meter
 - ensuring there are no cross-connections between the public water supply and other sources of water
 - restricting unmetered fire services to automatic sprinkler systems.

Water conservation

Water is a very precious resource in the Northern Territory, especially in areas supplied by borefields such as Alice Springs where the town drinking-water supply is from the Roe Creek borefield and is not sustainable.

The Northern Territory has one of the highest water usage rates per property in Australia. You can help conserve this precious resource by not wasting water and by using water efficient appliances. Contact any of our Customer Service Centres for information on using water wisely. Not only will you help the environment, this will also save you money.

Power and Water is committed to helping reduce demand on scarce drinking water supplies by providing non-potable supplies in some locations. This water may come from unprotected groundwater or from the re-use of treated wastewater effluent. This water is mainly used for watering public parks, gardens and sports facilities.

The pressure and quality of this non-potable supply will vary by time and location. The standard of supply will be subject to negotiation and agreement with the customer.

Sewerage services

We will provide sewerage services to accept, transport, treat and safely dispose of normal domestic wastewater and approved trade waste.

Sewage spills and sewerage failures

If a sewage spill occurs in your house you should contact a plumber who will advise you whether the problem arises from your pipes or our sewers.

If the plumber advises us that the spill results from a problem with our sewers then we will:

- attend within one hour of the plumber giving us notice of the spill
- contain the spill and clean up the affected area as soon as possible.

You will be entitled to reimbursement of the plumber's fee if they remain on site until our crew arrives, to verify the blockage is in our system.

If you notify us of a spill directly from one of our sewers then we will attend within one hour of notice or advice of the spill.

If there is an unplanned interruption to your sewerage service, we will restore sewerage services within the timeframes specified in [Schedule 2: Our service standards](#).

Your responsibility

It is your responsibility to:

- maintain all plumbing and fixtures (toilet, bath, shower etc) up to the connection with our sewer branch, which is usually inside the property boundary
- ensure the overflow relief gully and floor waste drains are adequately maintained and free from obstruction
- ensure that access to any access chambers on your property is maintained, that they are not covered over or buried and that they are kept free of vegetation
- help us protect the environment by connecting to the sewer as soon as it is available
- be aware of the location of the water and sewerage services.

You must not:

- flush unauthorised substances such as chemicals, oils and greases down the sewer
- allow rain or storm water or swimming pool backwash to enter the sewer
- build over sewer easements.

Trade waste

Our sewerage systems are designed to accept, transport and treat normal domestic wastewater. You must seek approval from us before you discharge any other materials, such as trade waste, into our sewers. We publish a [Trade Waste Code](#) that sets out the conditions on which trade waste may be discharged into our sewers. Copies of the Code are available from our [Customer Service Centres](#).

Your responsibilities

This section sets out the main responsibilities that you have as a customer, under this Customer Contract.

Paying your account

You must pay your account by the due date for payment.

If you will be away for an extended time, contact our customer service officers on 1800 245 092 to make payment arrangements.

Changes to your account

You need to tell us:

- if you are moving. We need two days notice and details of your forwarding postal address
- if there is any change to:
 - responsibility for payment of an account
 - your contact details
 - the purpose for which your premises are used eg business purpose, or the level of activity such as the number of sanitary fixtures)
 - access to your metering equipment
- if you wish to change your password on your account.

Access

You must give us easy access to any of our equipment on your property, such as meters and access chambers. Access must be free of obstructions, barriers and dangerous animals.

Looking after equipment

You need to:

- look after equipment on your own property
- prevent any damage to our equipment either on your property or elsewhere.

Illegal use

Illegal use of electricity or water supply is theft. Tampering with electricity meters or electricity supply equipment is extremely dangerous.

If supply has been obtained illegally we can:

- prosecute you for a breach of the law – you are liable to a fine of up to \$5000
- estimate and bill you for the usage which has not been paid for
- take legal action to recover the unpaid amount
- disconnect your supply and
- recover costs for any damage to our equipment.

The theft of electricity and water from illegal tampering or diversion affects the overall cost at which Power and Water can deliver services across the Northern Territory. If you suspect or have knowledge of someone carrying out tampering or theft we encourage you to report it to Power and Water. Your information will be treated confidentially, and may be given anonymously.

Schedule 1: Coverage of the contract

This schedule confirms the urban centres and the surrounding serviced rural areas covered by the Customer Contract.

Major urban

- Darwin, including Palmerston
- Katherine
- Tennant Creek
- Alice Springs
- Yulara

Minor urban

- Batchelor
- Adelaide River
- Pine Creek
- Mataranka
- Larrimah
- Timber Creek
- Borroloola
- Daly Waters
- Newcastle Waters
- Elliott
- Ti Tree
- Kings Canyon
- Jabiru

Schedule 2: Our service standards

Power and Water commits to providing electricity or water and sewerage services at minimum average standards of customer service. Some of these are set out in the legislation. This schedule confirms those minimum standards.

Customer issues

| Performance indicator | Minimum standard |
|-----------------------|---|
| Special health needs | Provide five days advance notice of any planned interruptions |
| Supply disconnection | Provide five days written warning when disconnecting due to failure to pay accounts, unless a prior payment arrangement has been made |
| Queries | Respond within five working days |
| Meter tests | Arrange test within five days of request |

Electricity

| Performance indicator | Minimum standard |
|---|--|
| Reconnection of electricity to existing supply properties | Within 24 hours in major urban centres |
| Connection to new properties <ul style="list-style-type: none"> For new subdivisions in major urban centres (on receipt of the certificate of compliance from your electrical contractor) Where minor extension or augmentation is required In other cases | Within five working days Within 10 weeks Advised in our quotation |
| Restoring unplanned interruptions (time to restore supply) <ul style="list-style-type: none"> Major urban centres Other centres | Within 80 minutes in 90% of cases Within five hours in 90% |
| Planned interruptions <ul style="list-style-type: none"> Advanced notice Duration of planned outages (time to restore supply) | At least two days (unless work is urgent) Less than four hours (when practicable) |

Water

| Performance indicator | Minimum standard |
|--|---|
| Water quality | Monitor the quality of drinking water against a drinking water monitoring program, agreed with the Department of Health and Families and report the results to the Chief Health Officer |
| Water flow and pressure* | Minimum flow rate of 20 litres/minute (DN 20 service) and minimum water pressure at the mains tap 15m head |
| Planned interruption | Two days advance notice |
| Restore water service after unplanned interruption* | 95% within five hours |
| Water service reliability | |
| <ul style="list-style-type: none"> • Unplanned interruptions (average duration): <ul style="list-style-type: none"> ◦ Darwin ◦ Alice Springs • Planned interruptions (average duration): <ul style="list-style-type: none"> ◦ Darwin ◦ Alice Springs | Two hours Two hours 3.1 hours 3.1 hours |

Sewerage

| Performance indicator | Minimum standard |
|---|---|
| Sewer spill in residence: | |
| <ul style="list-style-type: none"> • Notice from a plumber that the fault is due to Power and Water's sewer* • Notice or advice of a spill occurring from a Power and Water sewer* • Restore sewerage after unplanned interruptions* | Attend within one hour Attend within one hour 97.5% within five hours |
| Sewerage service system reliability (average duration of unplanned interruption): | |
| <ul style="list-style-type: none"> • Darwin • Alice Springs | Three hours Three hours |

* Applies to major urban centres