


A woman with brown hair, wearing a white sleeveless top and a red and white striped shawl, is sitting on a dark grey couch. She is holding a tablet computer and looking at the screen with a slight smile. The background shows a living room with a wooden coffee table and a television. The overall lighting is warm and indoor.

PowerWater

Customer Charter

Effective November 2018

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 the electricity transmission and distribution services and we 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. There are also things we ask of you so we can do our job safely and effectively.

*For more details refer to our customer contracts online 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 flow rate of 20 litres per minute*
- endeavour to attend to a sewage spill in your house within one hour of notice from a plumber where the fault is due to our sewers
- endeavour to attend within one hour of notice or advice of a spill occurring from our sewers
- have 95% of water supply interruptions restored within four hours for major centres and 95% in six hours in minor centres.
- where Power and Water is the retailer, 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.

Interruptions and feedback

Unplanned interruptions

We endeavour to restore your supply during unplanned interruptions as soon as possible.

To keep you updated we will provide information relating to unplanned interruptions via social media, online and through our phone service.

Planned interruptions

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

- two business days notice
- five business days notice to any customer registered (with us) as requiring special health needs.



We value your feedback

We welcome all types of feedback about your experience 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

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

Complaints

We want to know when you're not happy about an experience you've had with us. A complaint can be about a service or something you have experienced. We will respond to any complaints received within five working days.



Billing and payments

Where Power and Water is the retailer, we will provide a bill to our:

- residential customers every quarter
- business customers every month.

We offer a number of payment options including:

- direct debit
- BPAY
- Centrepay
- telephone
- online
- in person (post office, front counter)
- by mail.

Payment options can be viewed online at **powerwater.com.au/payment**

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 the due date to discuss suitable payment arrangements. Our financial hardship policy can be viewed online at **powerwater.com.au/payment**

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 Territory Families.

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*.

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 the electricity and water meters on your property. That means keeping them free from locked gates, 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 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 within 21 days. You can pay by direct debit, BPAY, Centrepay, credit card by phone, online, in person (front counter and 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, including billing address and contact numbers.
- Promptly report any faults, issues or concerns you may have through our general enquiries number **1800 245 092**.
- 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 (city, suburbs and surrounding rural areas)
- Daly Waters
- Borroloola
- Timber Creek
- Elliott
- Newcastle Waters
- Kings Canyon
- Ti Tree
- Yulara.

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

- Jabiru
- Nhulunbuy
- Alyangula.

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

NORTHERN REGION

- Acacia Larrakeyia
- Angurugu
- Belyuen
- Galiwinku
- Gapuwiyak
- Gunbalanya
- Gonyangara
- Maningrida
- Milikapiti
- Milingimbi
- Milyakburra
- Minjilang
- Nauiyu
- Nganmaryanga (Palumpa)
- Numbulwar
- Peppimenarti
- Pirlangimpi
- Ramingining
- Umbakumba
- Wadeye
- Warruwi
- Wurrumiyanga (Nguuiu)
- 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 Facebook and Twitter



Power and Water app

If you have a smartphone, download the 'free' Power and Water Corporation app from iTunes or Googleplay



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 interruptions
- new connections.

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

1800 245 092

Emergencies (life threatening situations)
24 hours

1800 245 090

Telephone Interpreter Service (TIS)

13 14 50

International

+61 8 8923 4681



PowerWater

POWER AND WATER CORPORATION

Mitchell Centre
55 Mitchell Street, Darwin

Phone 1800 245 092

powerwater.com.au



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