

Customer Charter

Our commitment to you

Effective February 2026



PowerWater

Welcome to Power and Water

We work around the clock to help you enjoy life in the Northern Territory. We deliver safe, reliable electricity, water, and sewerage services across 1.3 million square kilometres. We also provide retail electricity in Jabiru, Nhulunbuy and Alyangula, and utility services to 72 remote communities through our not-for-profit subsidiary, Indigenous Essential Services.

This Charter outlines what you can expect from us, and what we ask of you to help us deliver essential services safely and effectively.

The Charter is a summary of our Customer Contract and applies to our water & sewerage customers and electricity retail customers in the service areas noted at the Service Areas section of this Charter. For full details, see our Customer Contract on the [Power and Water website](#).

Our commitment

Safety first

We prioritise the safety of our people and community. We are committed to zero harm.

Protecting the environment

We aim to minimise our environmental impact and care for the Territory as our own backyard.

Our customer service

We aim to meet your needs promptly and efficiently. We will:

- aim to reconnect electricity within 1 business day of receiving notice from your retailer in major urban centres*
- aim to provide at least 15 meters head water pressure at your mains tap under normal supply conditions in major urban centres and aim for 20 litres per minute to homes with a standard residential connection*
- attend sewer spills inside your home within 1 hour (if caused by our network)*

- attend sewer spills from our network within 1 hour of notice*
- aim to restore 95% of unplanned water outages within 5 hours in major urban centres
- give 5 business days' written notice before restricting or disconnecting your water supply or electricity supply for non-payment (if we are your retailer)
- disconnect your electricity supply or restrict your water supply without notice if there is a safety risk, obstruction or illegal use
- inspect and, if needed, replace faulty electricity meters within the timeframes specified in the NER (NT), and no later than 90 days from when we first become aware of a possible fault (subject to access).
- inspect and, if needed, replace faulty water meters within 28 days of inspection, and no later than 90 days from when we first become aware of a possible fault (subject to access).
- inspect and, if found to be non-compliant on our side, make a water meter assembly compliant within 90 days.

Power and Water employees and contractors carry official identification, which they will present to you when entering your property.

** Standards apply for Darwin, Palmerston, Katherine, Tennant Creek and Alice Springs where supply is available. Some services may have special terms.*

Interruptions

Unplanned

We will do our best to restore services as quickly as possible during unplanned outages.

Where practical, we will provide updates on estimated restoration times through our website, social media, and our phone service.

Planned

When scheduled maintenance may interrupt your supply, we will give:

- at least **2 business days'** notice for planned outages
- at least **5 business days'** notice if you are a registered life support customer.

Feedback

We welcome feedback, which may include:

- **Compliments**

Positive experiences with or recognition of our team or contractors.

- **Suggestions**

Give us ideas for improving our services.

- **Concerns**

Please tell us – we manage issues and complaints through our Complaints and disputes resolution procedure.

If you're unsatisfied with our response to your complaint, you can contact us and request a review.

If your complaint is still unresolved, you can contact the Office of the Ombudsman NT to ask for your complaint to be reviewed.

Billing and payments

If we are your retailer, we will:

- Send water and sewerage bills quarterly for homes, and monthly for other customers.
- Send electricity bills monthly, except for homes without a smart meter, which will be billed quarterly.

Ways to pay:

- **Online** by credit card (Visa/Mastercard) via our website or app.
- **Phone** by calling 1800 644 849 (24/7) to pay by credit card (Visa/Mastercard).
- **BPAY or Direct Debit** through your financial institution.
- **Centrepay or NT Government payroll deduction.**
- **In person** at Australia Post outlets (cash, credit card, Basics Card).

Find out more on the [Power and Water customer online services page](#).

Financial support

If you're having trouble paying your bill, please contact us early. Support options and our Bill Relief Program are available for customers experiencing financial hardship.

Find out more on the [Power and Water Bill Relief Program page](#).

Domestic and Family Violence support

We are committed to supporting customers affected by domestic and family violence. We work with customers, government, community and corporate partners to provide help.

Our policy aligns with the Northern Territory Government Risk Assessment and Management Framework. Our policy outlines your rights and how we manage affected accounts.

Call us on 1800 245 092 for more information or to access support. Our [Domestic and Family Violence Policy](#) is available on our website.

Water Leak Allowance

If you have a hidden water leak in your main supply pipes, you may be eligible for a one-time payment (per property ownership every 5 years) to help with the cost of a high water bill.

For the full eligibility criteria, visit our website or call **1800 245 092**.

Concessions

NT concession card holders may be eligible for water and sewerage or electricity concessions.

Contact us on **1800 245 092** with your concession details or call **1800 777 704** for information on the NT Concession or Seniors Recognition Scheme.

Privacy

We are committed to protecting your personal information. We handle all personal information in accordance with relevant Northern Territory and Commonwealth privacy laws, including the *Information Act 2002* (NT) and, where applicable, the *Privacy Act 1988* (Cth). Find out more on the [Power and Water Privacy Policy page](#).

Meter standards

Our meters meet the requirements of the National Measurement Act 1960 and are approved by the National Measurement Institute.

If your meter seems faulty, you can request a test. A fee may apply, which will be refunded if the meter is confirmed to be faulty.

If we identify, or are advised that a water or electricity meter may be faulty, we will inspect and, if necessary, replace the meter within 90 days of becoming aware, as long as there is access to the meter.

What we ask in return

To help us deliver safe, reliable services, please:

- keep meters clear and accessible (no locked gates, barriers, overgrown plants, and no unrestrained dogs or dangerous animals on the premises). If your meter can't be accessed, you may need to clear any obstruction or relocate the meter at your cost. Your bill may be estimated if your meter can't be read
- allow us meter access at least once every 12 months to avoid issues with possible high bills from undetected leaks or estimated readings
- notify us if you or someone in your home relies on life support equipment
- pay your bill on time or contact us to discuss payment options
- let us know when you move and provide a forwarding address
- keep contact details up-to-date, including address, phone, email or authorised contacts
- report faults or issues on 1800 245 092 or on the [Power and Water report a fault page](#)
- report hazards (e.g. fallen powerlines), immediately on 1800 245 090 (24/7)
- dispose of waste responsibly. Don't put hazardous substances down drains or toilets and make sure you seek approval before discharging trade waste into our sewers
- don't tamper with our water, sewerage or electricity equipment on your property.

Service areas

Power and Water provides electricity transmission and distribution services and water and sewerage services in the following urban centres and the surrounding serviced rural areas:

Major urban centres

- Darwin (including Palmerston)
- Katherine
- Tennant Creek
- Alice Springs
- Yulara

Minor urban centres

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

Electricity retail services are performed by Power and Water in:

- Jabiru
- Nhulunbuy
- Alyangula

Get in touch



Power and Water App

Download free on your smartphone



Social Media

Follow PowerWaterCorp on
Facebook, Instagram and LinkedIn



Website

powerwater.com.au



Customer Service Centre

Monday to Friday 8am – 5pm
(excluding Public Holidays)

[1800 245 092](tel:1800245092)

[+61 8 8923 4681](tel:+61889234681) (International)

customerservice@powerwater.com.au



Live chat

via our website



Emergencies and after-hours faults

Available 24 hours, 7 days a week

[1800 245 090](tel:1800245090) (24/7)



Remote customers

Monday to Friday 8 am – 5 pm
(excluding public holidays)

[1800 245 091](tel:1800245091)



Credit Management

Monday to Friday 8 am – 5 pm
(excluding public holidays)

[1800 245 093](tel:1800245093)

creditmanagement@powerwater.com.au



Interpreter Services

Interpreting Service NT [8999 8506](tel:89998506)

Aboriginal Interpreter Service [1800 334 944](tel:1800334944)