



Customer Contract 2026

Anticipate. Engage. Empower.

Our Vision at Power and Water

Our vision is to be a proud, trusted modern utility delivering value now and into the future. We work to anticipate and understand your needs, engage meaningfully and ensure you are empowered to make informed decisions.

Our purpose is making a difference to the lives of Territorians. This contract is part of our commitment to you, providing information about both your, and our, rights and obligations.

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Our Customer Contract

About this contract

A customer contract is a legal requirement under the *Water Supply and Sewerage Services Act 2000* (the *Water and Sewerage Act*) and the *Electricity Reform Act 2000* (the *Electricity Act*).

This contract is legally binding on both Power and Water Corporation (ABN 15 947 352 360) (referred to as “Power and Water”, “we”, “our” or “us” in this contract), as the licensee, and you, as a customer of our water, sewerage, and/or electricity retail services (referred to as “you” or “your” in this contract).

You do not need to sign this contract for it to take effect – it begins automatically when you become a Power and Water Customer.

Coverage

Under the *Water and Sewerage Act*, this contract applies in the Northern Territory urban centres listed in Schedule 1: Coverage of the contract (Covered Areas). It covers all water and sewerage services customers within the Covered Areas unless an alternative written and signed agreement is in place.

Under the *Electricity Act*, this contract applies to electricity customers where Power and Water is the electricity retailer, unless:

- a separate written and signed agreement exists, or
- the contract has been otherwise terminated.

In most cases, you have the right to choose your electricity retailer. Some areas or circumstances may limit this choice. Please visit the [Utilities Commission of the Northern Territory’s website](#) for more information.

Summary of contract

A summary of key points of this contract is available in our Customer Charter.

Licences and service standards

Power and Water holds operating licences to supply electricity under the *Electricity Act* and water and sewerage services under the *Water and Sewerage Act*. Our service standards are outlined in Schedule 2: Our service standards.

The Utilities Commission monitors our compliance with these licences and relevant legislation.

Performance monitoring and reporting

Power and Water continuously monitors the quality of our customer service. Each year, we report on the performance of our electricity services and water and sewerage services within our annual report which is available on our website. We also report annually on water quality to the Chief Health Officer.

Feedback

We value your feedback. You can contact our Customer Service Representatives using the contact methods listed at the end of this contract.

Wherever we refer to contacting Power and Water in this document, please use the contact details provided at the end.

Our commitment to you



Power and Water is committed to providing reliable, ethical and responsive service. We will:

- act honestly, ethically and transparently at all times
- be helpful, empathetic and respectful in all customer interactions
- be available during business hours and easy to contact via phone, email or online
- acknowledge customer requests for information within 10 business days, and respond within 30 days.
- provide access to translation or interpreter services when requested
- meet all legal obligations under relevant Laws.



How we will respond to you

If you write, email or use an online form:

- We will respond within 5 business days.
- If the matter is complex, we will acknowledge your enquiry within 5 business days and provide a timeframe for a full response.
- We will include the name and contact details of the person or team handling your enquiry.

If you call us:

- Your call will be answered promptly during our business hours.
- We will aim to respond to your enquiry during the call.
- If the matter is complex, we will provide a timeframe for a response and advise who will be handling your enquiry.

Contacting us

General enquiries 1800 245 092

Emergencies 24/7: 1800 245 090

If you see a situation that is dangerous, such as a downed powerline or damaged infrastructure, stay away and call our emergency line immediately. Please do not call this number for general enquiries.

Faults and outages: 1800 245 092

Report non-life-threatening service faults or outages. You may hear a recorded message with details about the outage, or you can speak directly with an operator.

In times of severe weather or multiple faults, delays may occur. Where practical, updates will be available through our website, social media and phone recordings.

Remote customers: 1800 245 091

Customers in remote communities can call this dedicated number to report problems, emergencies or top up a meter. Calls are answered by trained Customer Service Officers

Complaints and feedback: 1800 245 092

We aim to resolve all complaints promptly, professionally and with empathy. Your complaint will be handled in line with our Complaints and disputes resolution procedure.

You can submit complaints via the contact details at the end of this contract.

If you're not satisfied with the outcome, you can request a review. If you remain dissatisfied, you may contact the Office of the Ombudsman NT:

Mail: PO Box 1344, Darwin NT 0801
Phone: (08) 8999 1818 or 1800 806 380
(free from landlines)
Email: ombudsman@nt.gov.au

We use customer complaints to identify areas for improvement across our services.

Privacy and your personal information

Power and Water respects and protects your privacy and handles all personal information in accordance with relevant Northern Territory and Commonwealth laws, including the *Information Act 2002 (NT)* and, to the extent applicable, the *Privacy Act 1988 (Cth)*.

We collect personal information to:

- provide the services or products you've requested
- inform you about outages, planned works, and service updates
- process payments and refunds
- develop, or inform you of, new services, products or initiatives
- share relevant community or safety information
- otherwise carry out our functions and activities.

When you become a Power and Water Customer, you consent to us collecting, holding, using and disclosing your personal information (including any sensitive information) for these purposes.

We may contact you to obtain your consent to use or disclose your personal information for other purposes.

If you have any concerns about us using your personal information for these or other purposes please contact us on 1800 245 092 or email customerservice@powerwater.com.au.

Your information may also be disclosed when required or permitted by law.

We take reasonable steps to protect your personal information from misuse and loss, and from unauthorised access, modification or disclosure.

You can request to access or update your personal information at any time by contacting us on 1800 245 092 or email customerservice@powerwater.com.au.



Privacy concerns or complaints

If you believe we have breached your privacy, contact our Privacy Officer:

Email: informationofficer@powerwater.com.au
Mail: Privacy Officer, Power and Water Corporation,
GPO Box 3596, Darwin NT 0801

If you're not satisfied with our response, you may contact the Northern Territory Information Commissioner.

Mail: PO Box 1344, Darwin NT 0801,
Phone: (08) 8999 1500 or 1800 005 610
(free from landlines)
Email: infocomm@nt.gov.au

We have set out further details about the way that we handle personal information in our Privacy Policy which is available on our website.

Useful information and support

We offer a wide range of helpful information, including:

- water-saving tips and access to our community engagement programs
- a water and electricity education program for schools
- home energy calculator to help reduce electricity use and costs
- guidance on reading your bill, understanding tariffs, applying for concessions and accessing NT Government electricity rebates
- online usage calculators to help track your water and energy use.

For more information, visit the [Power and Water website](#) or contact us.

Becoming a Power and Water customer

Water and sewerage connections

New connections

To connect a new property or request an upgrade in supply, please contact us. We will respond promptly, in line with our Connection Code for Water Supply and Sewerage Services.

Once your plumber confirms completion of on-site plumbing, we will install a water meter and connect supply within 2 business days.

Existing connections

Water and sewerage services typically remain connected when a property changes ownership. Power and Water receives the new owner's details from the Land Titles Office. New owners must still provide us with full contact information once settlement is complete.

Vendors should contact us before settlement to:

- finalise the account up to the ownership transfer date
- ensure meter access for a final reading.

The legal owner of the property registered with the Land Titles Office is responsible for the water and sewerage charges at the property.

Note: Conveyancers or legal representatives are not responsible for finalising water accounts as part of property settlement.

Electricity connections

To apply for residential electricity supply, you can:

- call 1800 245 092 during business hours
- apply online on the [Power and Water website](#)

You'll need to provide:

- Full name and date of birth (or for both people for a joint account)
- Residential and postal addresses
- Contact phone number and email
- Landlord/agent details (if applicable)
- Business information (for commercial customers)
- NT Pension Concession number (if applicable)

- Photo ID (e.g. driver's licence or passport)
- A security password for account protection.

Important: If you have an outstanding debt from a previous account, you must pay or arrange payment before reconnection.

An establishment fee applies – check our website or speak to a Customer Service Representative for the current amount.

Electricity connections and disconnections occur during business hours.

For Jabiru customers, services are provided on Wednesdays only. Applications must be submitted by 12 noon Tuesday.

Life support customers

If you or someone in your home relies on life support equipment, please notify us immediately. We will send you important information about the registration process.

To register, you'll need to submit a completed Life Support Application and Renewal Form, including a medical practitioner certification.

If you fail to return the completed medical practitioner certification to us, your premises may be deregistered. If deregistration occurs, you will no longer be entitled to the protections associated with registering as a life support.

Send completed forms via:

Email: life.support@powerwater.com.au

Post: Power and Water Corporation, GPO Box 3596, Darwin NT 0801

Important notes

Your registration as life support customer must be updated annually.

To register as a life support customer, please contact us on 1800 245 092.

- We will give you at least 5 business days' notice of planned outages.
- While we aim to notify of planned outages, please have a backup emergency plan in place.



- We can provide you with information to assist you to prepare a plan of action in the case of an unplanned interruption. You should talk to your medical practitioner about your plan.
- Registration does not guarantee uninterrupted electricity supply.

Visit our website for more information or contact us on 1800 245 092.

Understanding service charges

Charges for water and sewerage services, and electricity services, are standardised across the Northern Territory. The charges are published in the Northern Territory Government Gazette.

Water charges

Our water charges:

- are based on water meter recorded use or estimated use
- include a fixed daily service fee
- apply even if no water is used.

Sewerage charges

Our sewerage charges:

- are a standard annual fee, billed quarterly
- are charged if a sewer is available – even if your premises is not connected
- vary by property type (e.g., single dwelling, multiple dwellings, body corporate, non-residential).

Electricity charges

Credit meters

If you have a credit meter, our electricity charges:

- are based on use or estimated use recorded by your electricity meter
- include a fixed daily service fee
- apply even if no electricity is used.

Pre-paid meters

If you use a pre-paid meter:

- you pay up front for your electricity use
- there are no ongoing fixed daily charges.

Visit our website for current charge rates.

Managing your account

To ensure we can contact you and issue accurate bills, please update us when:

- you purchase a property
- your contact details or account contacts change
- there is a change to business operations, sanitary fixtures, or dwelling count
- meter access changes

If you require details regarding your historical electricity consumption, you may ask for this information by submitting a Historical Electricity Consumption Data Request form to us. We will aim to provide the requested information within three business days of receiving your request and a fee applies for this service.

Paying your bill

Billing cycles

We will send you a bill:

- for water/sewerage services: quarterly for residential customers, monthly for all other customers
- for electricity: monthly for most, quarterly for residential customers without smart meters

GST information

- Water/sewerage: GST-free
- Electricity: GST applies (itemised on your bill)

Due date

Bills are due 21 days from the issue date.

We recommend providing your email address to us for faster delivery.

Payment options

- BPay® / Direct Debit through your financial institution
- Credit card (Visa/Mastercard):
 - > Website
 - > Power and Water app
 - > Phone (1800 644 849, 24/7)
- Centrepay or NT Government payroll deduction
- In person at Australia Post (cash, credit card, Basics Card)

Note: Payments can take up to 3 business days to process. Pay early to ensure receipt by the due date.

Overdue accounts

Non-payment may lead to:

- water restriction or electricity disconnection
- referral to debt collection agencies
- additional fees or legal costs.

NT Concessions Scheme

If you hold a Pension Concession Card and are the property owner, you may be eligible for:

- Water and sewerage concessions from the time Power and Water record your concession details
- Electricity concessions for your primary residence, if claimed within 6 months of incurring the cost or within the same financial year, whichever is later.

To apply:

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

Payment support

Need help paying your bill?

Contact our team on 1800 245 092. We can offer:

- payment plans
- temporary extensions.

Bill relief program

If you're experiencing financial hardship, you may qualify for:

- long-term payment plans
- bill relief vouchers via our partner welfare agencies
- support from financial counsellors (appointment required).

Visit our website for full details of our bill relief program, financial hardship policy and concession schemes.

Water leak allowance

If you experience a concealed leak in your main supply pipes, you may be eligible for a one-time allowance (per property ownership every 5 years).

This applies to:

- the billing period of the leak repair, and
- the billing period before the repair.

Note: Plumbing costs are not covered.

Visit our website for full eligibility criteria.

Support for domestic and family violence

We are committed to supporting customers affected by domestic and family violence.

Our policy aligns with the NT Government Risk Assessment and Management Framework.

Call us on 1800 245 092 for more information or to access support.

Our domestic and family violence policy is available on our website.

Credit refunds

If your account is in credit, you may request a refund.

Please note that:

- Refunds are issued by electronic funds transfer only.
- Only one refund is permitted per quarter per customer.
- You must complete a Credit Refund Form and provide photo ID.

Please allow up to 10 business days for your request to be processed.

Restriction of water supply

Power and Water may restrict your water supply in certain circumstances, but we will always act in a fair, transparent and respectful manner.

Your water supply may be restricted if you breach this contract, including by:

- failing to pay your account by the due date
- defaulting on an agreed payment arrangement
- preventing access to our meters or equipment
- obstructing a Services officer

- having water or sewerage infrastructure on your property that creates a hazard to our systems, the health of others, or security of supply
- illegally altering your connection
- failing to contact us to formally request supply.

We may also restrict or disconnect supply when permitted under relevant Laws, including to remove a hazard or manage an emergency.

Before we restrict your water supply due to non-payment, we will issue you a Final Demand Notice at least 5 business days before we impose the restriction.

If we propose to restrict or disconnect your water or sewerage service, you can appeal our decision. If you raise a dispute or complaint with us, we will not restrict or disconnect your service while the matter is under review, unless there is an immediate health or safety risk. You can appeal by calling us on 1800 245 092.

We will not restrict your water supply if:

- a valid payment arrangement is in place, and you are meeting the terms
- your account is on hold while we investigate a dispute.

We may restore your supply once the unpaid account is settled, a payment arrangement is agreed, or the breach is otherwise resolved. Restoration will usually occur within one business day in major urban centres.

Please note, a service fee will apply if we attend your property to carry out the restriction, regardless of whether the supply is physically restricted or not.

If you have concerns or questions about water supply restrictions, please contact us.

Power and Water will not be liable for any damages or penalties arising out of a partial or total failure to supply water or sewerage services to you, unless the failure is due to an act or omission done or made by Power and Water in bad faith or through negligence.

Disconnection of electricity supply

Disconnecting electricity is a last resort. If disconnection becomes necessary, Power and Water will always act in a fair, respectful and transparent manner.

Your electricity supply and/or your solar installation may be disconnected if your installation is unsafe, poses a risk to public safety, or if you breach this contract, including by:

- failing to pay your account by the due date
- defaulting on an agreed payment arrangement
- preventing access to meters or equipment
- obstructing an Electricity Officer
- having an unsafe electrical installation
- causing interference to our network or other customers' installations
- illegally altering your connection
- failing to contact us to formally request supply.

We may also disconnect your supply when permitted under relevant Laws.

Before we disconnect your electricity supply for non-payment, we will give you a Final Demand Notice at least 5 business days before we disconnect your supply.

We will not disconnect your electricity supply if:

- a payment arrangement is in place and being followed, or
- your account is on hold pending investigation of a dispute, or
- you are participating in our Bill Relief Program.

Once the account is paid or the breach is remedied, we will reconnect your supply in accordance with the relevant Laws. Reconnection usually occurs within one business day, except in Jabiru where it is only available on Wednesdays.

A fee applies when our contractor attends your property to carry out a disconnection, regardless of whether the supply is physically disconnected. A reconnection fee also applies when reconnection is carried out. Please note fees may apply if our contractor attends your property and is unable to complete the work for reasons outside our control.

Please contact us if you have any concerns or questions about disconnection of supply.

Back-billing Policy

From time to time, accounts may be undercharged – for example, due to a substituted reading, if a meter is attached to the wrong account, or if there are delays in billing. If your account was undercharged for more than 9 months, Power and Water will limit recovery to that 9-month period from the date written notice is issued, unless the cause was outside our control (e.g. we did not have safe access to the meter).

This limit does not apply if the undercharge is due to meter tampering.

Substituted readings – water

Power and Water will usually bill you based on a reading taken from your water meter. If the meter cannot be read (e.g. due to inaccessibility or malfunction), we will calculate a substitute reading using one of the following methods:

- Previous year – actual usage from the same billing period last year
- Previous period – actual usage from the previous billing period
- Customer class/average daily load – average use for customers with similar properties and meter sizes in your area
- Agreed method – used when other data is unavailable.

If you believe your meter is faulty, you may request a test in accordance with the NT Water Metering Code. Charges may apply.

Substituted readings – electricity

Electricity billing is also normally based on a meter reading. If we are unable to access or read your meter – or it has malfunctioned – Power and Water will issue a substitute read in accordance with Chapter 7A of the National Electricity Rules (NT).

General information about substituted reads

If your bill is based on a substitute reading due to access issues, we will update your account once an actual read is obtained. Your bill will indicate whether the reading is actual or substituted.

If we are unable to access your meter over multiple billing periods, you may receive a higher-than-usual bill once we can take an actual reading.

If substitution is due to a meter failure, we will not retrospectively adjust your account when a new meter is installed. If you suspect the substituted reading is incorrect, you may request a review for up to two billing periods.

To avoid substituted readings:

- Please ensure we have access to your meter.
- You may also provide a customer read within 2 business days of our visit. These will be noted as customer reads but not considered actual reads for billing purposes.

Under the *Water and Sewerage Act*, Power and Water have the right to access the meter to get an actual read. Under the terms of this Contract, we must be given access to the meter to get an actual read at least every 12 months.

Under the *Electricity Act* and National Electricity Rules (NT), Power and Water must obtain an actual electricity meter reading at least once every 12 months.

Special agreements for water and sewerage

You can apply to enter into a special agreement with Power and Water for the supply of water or sewerage services under terms different to those in this contract. If you enter into a special agreement and a dispute arises, the Utilities Commission must arbitrate the dispute.

Access to your property

Power and Water infrastructure – including water supply, sewerage and electricity assets – may run through your property to service you and other customers.

Access requirements

Power and Water may need to enter your property for reasons such as:

- reading, inspecting, maintaining or replacing a meter
- inspecting and testing water supply or sewerage installations
- restricting or restoring supply or services
- managing emergencies
- investigating theft of water or effluent
- where urgent works are required.

We have a legal right to safe access to our infrastructure on your property. You must ensure:

- clear access to all meters and equipment
- no locked gates, overgrown vegetation or barriers
- no dangerous animals on the premises.

Important

Our employees and contractors will not enter properties where dogs are present or believed to be present.

We will provide reasonable written notice of the need to access your property and ask you for your consent unless:

- it is for meter reading, maintenance or replacement
- we are restricting supply
- there is an emergency.

If access is refused after reasonable notice has been given, we may restrict or disconnect your service in accordance with the relevant Laws.

Power and Water employees and contractors carry official identification, which they will present to you when entering your property. Please advise them of any known hazards while they are on site.

Power and Water will generally not enter your property before 7:30am or after 6:00pm, unless:

- by prior arrangement
- in an emergency
- there is reason to believe the contract or relevant Laws have been breached.

Easements

Where infrastructure is located on private land, Power and Water may have an easement under the *Land Titles Act 2000 (NT)*. An easement gives grants us a legal right to access land to inspect, maintain, and repair infrastructure under the *Water and Sewerage Act* and *Electricity Act*.

We will provide you with details of any easements that exist on your land. You must not build or plant anything that could obstruct access to these areas.

For further information, including about your responsibilities, please refer to the easement guidelines on our website.

Water meters

Water supplied to your property is measured via a Power and Water-owned meter. The meter:

- measures only the water passing through to your side of the property
- is not affected by leaks on Power and Water's side
- remains the property of Power and Water.

We ensure all meters comply with the *National Measurement Act 1960* and are approved by the National Measurement Institute.

If we identify, or are advised, that a meter appears faulty or may have stopped recording, we will inspect it and, if needed, replace it within 28 days of inspection, and no later than 90 days from when we first become aware of a possible fault (subject to access, although we will usually replace the meter on the day we visit). If access is not available, we will leave a notice and follow up to arrange entry.

If a water meter assembly on our side is found to be non-compliant, we will make the assembly compliant within 90 days.

If a water meter assembly on your side is found to be non-compliant, you will be notified in writing and required to address the non-compliance within 90 days from the date the notice is issued. Failure to comply may result in a restriction of supply. The meter assembly includes an isolation valve on our side of the meter. This is for Power and Water's use only and customers should not rely on it to stop the flow of water into the property. You may wish to install your own valve on your side of the meter – a licensed plumber can assist with this.

Power and Water's Water Metering Code outlines requirements for meter installation, testing and replacement. This is available on our website or by request.

Water meter testing

If you believe your water meter is inaccurate, you may request a test under the *Water Metering Code*.

Two types of testing are available:

1. On-site volumetric comparison test

- Compares your meter to a calibrated flow meter.
- Free of charge for DN20 and DN25 meters.

- Scheduled within 10 business days of your request.
- We encourage you to be present for the test.
- If the meter is $\pm 4\%$ inaccurate, we will replace it and adjust your bill for any overcharges in the previous billing period.

2. NATA accredited laboratory test

- We replace your meter and send the original to an independent NATA-accredited lab.
- A fee applies (listed on our website) and must be paid upfront.
- Testing occurs within 10 business days of receiving payment.
- If the meter is $\pm 4\%$ inaccurate, we'll refund the fee and adjust your account for any overcharges.

To arrange a water meter test, please contact us. You may have to submit your request in writing.

Electricity meters

Your electricity use is measured through a Power and Water-owned meter. You are charged based on your actual use and the fixed daily service charge.

All electricity meters comply with the *National Measurement Act 1960* and are approved by the National Measurement Institute.

If a meter is suspected of malfunctioning, Power and Water will:

- inspect and, if necessary, replace it 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.
- leave a notice and follow up if access isn't available.

Electricity meter testing

If you believe your electricity meter is inaccurate, you may request a test through your electricity retailer.

We will:

- conduct the test within 5 business days of your request
- require upfront payment of the test fee (listed on our website)
- replace or repair the meter if it is outside the accuracy range set by Australian Standards
- refund the fee and adjust your bill for any overcharges if the meter is found to be inaccurate.



Please contact your electricity retailer to arrange a test. (In some areas, we might be your retailer.)

Meter access and readings

Under the *Water and Sewerage Act* and the *Electricity Act*, we have a continuing right of access to read, inspect, repair, or replace meters. You must:

- keep access clear of locked gates, overgrown plants, barriers and animals
- provide safe access for our employees and contractors.

If access is restricted, you may:

- be asked to remove the obstruction
- need to relocate the meter at your cost
- be provided a Power and Water padlock (with deposit) to maintain security while allowing meter access.

If we cannot access your meter:

1. We'll leave a meter reading card and/or send an SMS requesting you to provide a read.
2. If you submit a read within 2 business days, we will issue your bill based on it.
3. If no read is received, we will issue a bill based on a substitute reading.

Why meter access matters:

- Ensures accurate billing.
- Helps you detect water leaks or high energy use.
- Keeps your account up to date.

We are required to physically read your meters at least once every 12 months. If access is not possible for more than 12 months, we will contact you to arrange entry.

If access is still not provided, your water or electricity may be restricted or disconnected.

Our Services

Water supply

Power and Water is committed to delivering a safe, reliable and good quality drinking water supply across the Northern Territory.

We will:

- supply drinking water that is managed through our Drinking Water Quality Management System, aligned with the Australian Drinking Water Guidelines
- monitor and report water quality, as regulated by the Chief Health Officer
- publish an annual Drinking Water Quality Report outlining compliance with health and aesthetic guidelines – available on our website
- develop contingency plans to manage incidents that could impact water quality or supply
- follow any emergency directions issued by the Chief Health Officer to maintain public health and safety
- respond promptly to water quality concerns or issues.

If you have any concerns about the quality of your water supply, please contact us immediately so we can investigate the issue as quickly as possible.

Water pressure and flow

Power and Water aims to ensure water is supplied at a pressure and flow rate suitable for normal household use.

We will:

- aim to provide a minimum pressure of 15 metres head at the mains tap under normal supply conditions in major urban centres.
- aim to deliver a minimum flow rate of 20 litres per minute at the meter for standard residential connections (DN20) in major urban centres.

The above standards are not guaranteed under fire fighting flows.

Water pressure and flow may vary throughout the day depending on local demand and infrastructure.

If you are experiencing unusually high or low pressure, please log a fault via our website or App so we can investigate.

Interruptions to water supply

We design and manage our systems to minimise interruptions. However, planned interruptions may occur when we perform essential maintenance. Where this occurs, your water supply will be restored as soon as practicable.

Unplanned interruptions can also happen, including due to pipe breaks or emergencies.

Power and Water will:

- Provide at least 2 business days' notice for planned interruptions through:
 - > our website and digital channels
 - > letterbox drops (where practical).
- Communicate unplanned interruptions through our website and available digital channels as quickly as possible.

While we do our best to minimise supply interruptions, we will not be liable for any damages or penalties arising out of a partial or total failure to supply water and sewerage services to you, unless the failure is due to an act or omission done or made by us in bad faith or through negligence.

Water conservation

Water is a precious resource in the Northern Territory – especially in regions with low rainfall or limited water sources.

The NT has one of the highest per-property water usage rates in Australia. We all play a part in conserving water. You can help by:

- avoiding water waste
- minimising garden and lawn watering
- using water efficient appliances.

Power and Water also supports conservation through the provision of non-potable water in some locations.

This may be untreated groundwater or recycled treated wastewater used for:

- watering public parks
- sports fields and gardens.

The quality and pressure of non-potable water varies by location and is subject to agreement with the customer.

Sewerage services

Power and Water provide reliable sewerage services to safely collect, treat and dispose of:

- domestic sewage
- approved trade waste.

Sewer spills and failures

If you experience a sewage spill inside your home, you should first contact a licensed plumber. The plumber will determine whether the issue is with:

- your private plumbing system, or
- Power and Water's sewerage network.

If the issue is caused by Power and Water's infrastructure:

- The plumber should notify us, and we will attend within one hour in major urban centres.
- We will contain the spill and clean up the affected area.
- We will pay the plumber's costs related to the issue – you should not be charged, provided the plumber remains on site until our team arrives.

If you notify us directly of a sewer spill from our infrastructure, we will also attend within one hour in major urban centres.

For unplanned interruptions to sewerage services, we will restore service within the timeframes set out in Schedule 2: Our Service Standards.

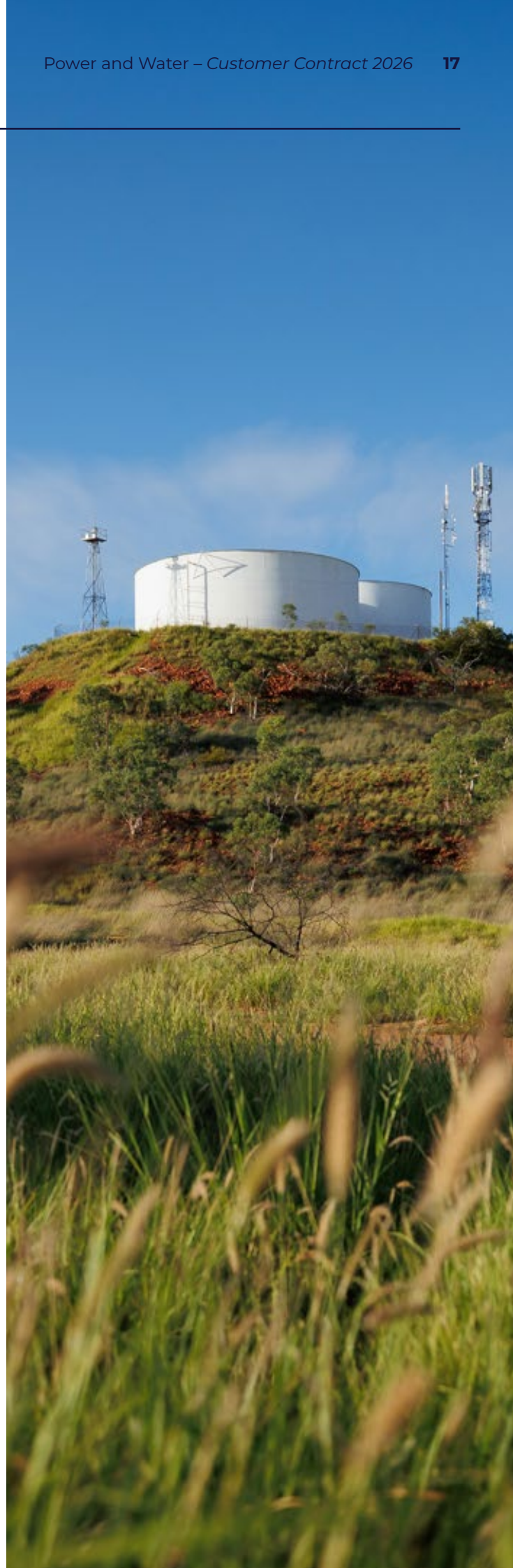
Trade waste

Power and Water's sewerage systems are designed to accept domestic sewage only. Discharging any non-domestic waste (known as trade waste) into the sewer system requires prior approval from Power and Water.

We publish a Trade Waste Code, which outlines the conditions for trade waste discharge. The Code includes requirements such as:

- pre-treatment obligations
- ongoing monitoring
- reporting
- approvals
- safety and environmental standards.

You can view or download a copy of the Trade Waste Code from our website or contact us to request a copy.





Your responsibilities

Water and sewerage

As a customer, you are responsible for:

- ensuring internal pipework meets the relevant standards and guidelines including Australian Standard 3500
- maintaining pipes and connections on your side of the meter
- ensuring internal pump water systems comply with Power and Water pump water system guidelines
- paying for all water recorded by your meter.

We ask that you:

- keep the water meter accessible and clear of obstructions
- use water responsibly
- do not use Power and Water's isolation valve to shut off water – install your own valve if needed
- report any suspected meter faults or inaccuracies.

You must also help us to protect the water supply by:

- installing and maintaining backflow prevention devices or non-return valves where required.
- ensuring no cross-connections exist between the public water supply and other sources.

Your responsibilities for sewerage also include:

- maintaining all plumbing and fixtures up to the connection point with our sewer (usually inside your boundary)
- preventing stormwater or groundwater from entering the sewer
- keeping overflow relief gullies and floor drains clear and maintained
- maintaining clear access to sewer access chambers, ensuring they're not covered or overgrown
- connecting to the public sewer system as soon as it becomes available
- knowing the location of water and sewer infrastructure on your property.

You must not:

- flush unauthorised substances such as oils, chemicals, or grease
- flush anything other than the 3 Ps – pee, poo and (toilet) paper

- allow rainwater, stormwater or pool backwash to enter the sewer
- build over sewer easements.

Flushing items such as wet wipes, nappies or sanitary products causes blockages, damage and spills – resulting in costly repairs for both you and Power and Water.

Electricity

Property owners are responsible for maintaining all low voltage cables and equipment on the customer side of the meter, including the meter box, or as otherwise detailed in our MP018 Service and installation rules.

We ask that you:

- ensure the electricity meter on your property is easily accessible for reading and maintenance
- maintain your electrical installations in a safe condition
- use only qualified and licensed tradespeople for any electrical work on your property
- be aware of the location of electricity services on your land
- keep trees and vegetation clear of overhead electricity lines
- ensure structures and vehicles are kept clear of electricity lines that cross or terminate on your property
- use qualified contractors for tree trimming or removal near powerlines
- ensure that your electrical installation complies with Australian Standard 3000 and the Service and Installation Rules, and does not cause interference to other customers
- notify us if you reasonably suspect that the electricity meter is under-recording or not recording your usage accurately
- take care of any electrical equipment on your property.



Interruptions to electricity supply

Electricity supply may be interrupted:

- in an emergency
- for safety reasons
- due to unplanned incidents such as storms and severe weather, lightning, vegetation, or animals interfering with infrastructure
- to perform essential maintenance and network upgrades.

We aim to restore supply as quickly and safely as possible.

For planned maintenance, Power and Water will:

- Provide at least 2 business days' notice via:
 - > our website and digital channels
 - > letterbox drops (where practical).
- Give registered life support customers at least 5 business days' notice.

Illegal use

Unauthorised or illegal use of water or electricity is theft.

If you, or someone at your property, obtain or use supply illegally, Power and Water may:

- prosecute and fine you under relevant Laws
- estimate and bill you for the unpaid use
- take legal action to recover outstanding charges
- disconnect or restrict your supply
- seek recovery of costs for any damage to our equipment.

Theft, tampering or diversion of electricity or water increases costs for all customers and presents significant safety risks.

If you suspect someone is engaging in illegal use, we strongly encourage you to report it to Power and Water. Reports can be made confidentially or anonymously using the contact details listed at the end of this contract.

Schedule 1: Coverage of the contract

This Customer Contract applies in the following urban centres and the surrounding serviced rural areas:

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

Electricity retail services are performed by Power and Water in:

- Jabiru
- Nhulunbuy
- Alyangula

Schedule 2:

Our service standards

Water and sewerage

Power and Water is committed to providing high-quality water and sewerage services in line with minimum standards. These service standards apply to customers in major urban centres, including:

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

Where services are available, our minimum service standards include (but are not limited to):

Water services

- Timely response to reported faults or interruptions.
- Minimum water pressure and flow as outlined below.
- Resolution of water quality complaints within reasonable timeframes.

Sewerage services

- Prompt response to sewer spills and blockages.
- Attendance within one hour when notified by a plumber or customer of a sewage spill from Power and Water infrastructure in major urban centres.
- Restoration of sewerage services within a timeframe appropriate to the scale of the fault.

Further details, including timeframes for specific response types, are available on our website or by contacting our Customer Service Centre.

Performance indicator	Minimum standard
Supply restriction	Provide 5 business days written warning when restricting due to failure to pay accounts.
Queries	Respond within 5 business days of receipt of the query.
Meter inspection and replacement of faulty meter	Inspect and, if needed, replace the meter within 28 days of inspection and no later than 90 days from when we first become aware of a possible fault (subject to access).
Non-compliant water assembly (on our side)	Inspect and, if needed, make water assembly compliant within 90 days.

Meter tests	
Performance indicator	Minimum standard
On-site volumetric comparison test	Test the meter within 10 business days of receiving the request.
NATA accredited test	Remove and replace the disputed meter within 10 business days of receiving payment of the fee.

Water	
Performance indicator	Minimum standard
Water Quality	Monitor the quality of drinking water as agreed with NT Health and report the results to the Chief Health Officer
Water flow and pressure*	Minimum flow rate of 20 litres per minute (DN20 services) and minimum water pressure at the mains tap of 15 meters head
Planned interruption	Provide 2 business days' notice of any planned interruptions.
Restore water service after unplanned interruption*	95% within 5 hours

Water service reliability	
Performance indicator	Minimum standard
Unplanned interruptions (average duration): Darwin	2 hours
Unplanned interruptions (average duration): Alice Springs	2 hours
Planned interruptions (average duration): Darwin	3.1 hours
Planned interruptions (average duration): Alice Springs	3.1 hours

Sewerage	
Performance indicator	Minimum standard
Sewer spill in residence: Notice from a plumber that the fault is due to Power and Water's sewer*	Attend within one hour
Sewer spill in residence: Notice from a plumber that the fault is due to Power and Water's sewer*	Attend within one hour
Restore sewerage after unplanned interruptions*	97.5% within 5 hours
Sewerage service system reliability (average direction of unplanned interruption): Darwin	3 hours
Sewerage service system reliability (average direction of unplanned interruption): Alice Springs	3 hours

Schedule 2: Our service standards

Electricity

Your electricity supply is provided in accordance with the technical and safety requirements of the System Control Technical Code and the Network Technical Code, as required under the *Electricity Act*. These codes ensure that Power and Water delivers electricity safely, securely and reliably to customers across the Northern Territory.

Power and Water commits to delivering electricity services to a minimum standard of customer service, as required under relevant Laws.

We will notify you of any changes to charges, rights, or obligations applicable to the sale of electricity before the change takes effect.

These service standards apply in major urban centres where supply is available and include the following commitments:

Performance indicator	Minimum standard
Life support customers	Provide 5 business days advance notice of any planned interruptions.
Supply disconnection	Provide 5 business day written warning when disconnecting due to failure to pay accounts.
Queries	Respond within 5 business days or receipt of the query.
Meter inspection and replacement	Inspect and, if needed, replace the meter 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).
Meter tests	Arrange test within 5 business days of receiving request.

Electricity	
Performance indicator	Minimum standard
Reconnection of electricity to existing supply properties	Within 1 business day in major urban centres
Connection to new properties	
For new subdivisions in major urban* centres (on receipt of the certificate of compliance from your electrical contractor)	Within 5 business days
For new subdivisions in the rural area (on receipt of the certificate of compliance from your electrical contractor)	Within 10 business days
Where minor extension or augmentation is required	Within 10 weeks
In other cases	As advised in our quotation
Restoring unplanned interruptions (time to restore supply)	
Major urban centres*	Within 80 minutes in 90% of cases
Minor urban centres#	Within 5 hours in 90% of cases
Planned interruptions	
Advance notice of planned interruptions	At least 2 business days (unless work is urgent) 5 business days for registered life support customers
Target duration of planned outages (time to restore supply)	Less than 4 hours (when practicable)

* Major urban centres include Darwin, Palmerston, Katherine, Tennant Creek, Alice Springs and Yulara.

Minor urban centres include Batchelor, Adelaide River, Pine Creek, Mataranka, Larrimah, Timber Creek, Borroloola, Daly Waters, Newcastle Waters, Elliott, Ti Tree, Kings Canyon, Jabiru (Note: Nhulunbuy and Alyangula power is supplied by the local mining operator in that area).



Definitions

Metres head

The measurement used to determine water pressure, which refers to the height in metres that water will rise vertically in a pipe. Water pressure may also be discussed in kilopascals (kPa).

Australian Standard AS3000

Specifies the requirements for the design, construction and verification of electrical installations.

Australian Standard AS3500

Specifies the requirements for the materials, design and installation of water services, sanitary services, stormwater drainage, and heated water services.

Billing period

The length of time between the start and end dates of an invoice issued to a customer.

Business day

Any day other than a Saturday, Sunday, or public holiday in the Northern Territory.

Business hours

The standard operating hours of Power and Water – Monday to Friday, 8am to 5pm on a Business day.

Calibrated

A process where a water meter's measurements are compared against a standard to ensure accuracy in line with Australian Standards.

Chief Health Officer

Provides public health advice to the Minister for Health, CEO of NT Health, and other Territory Government agencies, and issues health orders during emergencies.

Disconnect / disconnection / disconnecting

To stop the power supply to a property, either at the meter or from the network.

DN20 / DN25 Water Meter

Standard residential water meters, with 'DN' representing the nominal diameter of the meter connection in millimetres (20mm or 25mm).

Electricity officer

An officer appointed under the *Electricity Act* to exercise powers under the Act.

The Electricity Act

The *Electricity Reform Act 2000 (NT)*.

Final Demand Notice

A written notice issued at least 5 business days before we restrict your water supply or disconnect your electricity supply due to non-payment.

Flow rate

The volume of water that passes through a meter over a given time.

GST

Goods and Services Tax – a 10% tax on most goods and services in Australia.

Infrastructure

The physical facilities and networks used to deliver services such as water supply, treatment, storage, sewerage and electricity distribution.

Isolation valve (refer to Appendix for diagram)

A device used to stop the flow of water, typically located on the water meter assembly.

Life support equipment

Equipment defined under the Northern Territory Electricity Retail Supply Code and/or equipment certified by a registered medical practitioner as necessary to sustain the life of a person residing at the property.

Life support customer

A customer who has provided the required medical confirmation that a person residing at their premises depends on life support equipment.

National Electricity Rules / NER (NT)

Rules that govern the operation of regulated electricity networks in Darwin–Katherine, Tennant Creek and Alice Springs.

Non-return valve

A valve that permits flow in only one direction to prevent water from flowing backward.

Northern Territory Government Gazette

The official publication for Territory Government notifications, decisions and statutory information.

Overflow relief gully

A ground-level plumbing fitting located outside a home that prevents sewage from flooding into the house during a blockage.

Personal information

Information about an identified individual or an individual who is reasonably identifiable, including name, date of birth, address, identification information (such as that set out in your passport or driver's licence), contact information, billing history and service use.

Power and Water

Power and Water Corporation (ABN 15 947 352 360).

Power and Water Customer

A customer under this Customer Contract.

Residential dwelling

A self-contained building or part of a building intended for residence, which includes:

- a kitchen sink
- cooking facilities
- a bath or shower, and
- a toilet and wash basin.

Restrict / restricted / restriction

To limit the amount of water entering a property, either at the meter or via the main water supply.

Sanitary fixtures

Plumbing fixtures such as toilets and urinals that connect to the sewer.

Sensitive information

A subset of personal information which includes, but is not limited to, health information and information about an individual's racial or ethnic origin, religious beliefs or affiliation and sexual orientation or practices.

Services officer

An officer appointed under Section 55 of the *Water and Sewerage Act* with responsibilities to enforce the Act.

Sewage

Liquid waste discharged from domestic, industrial or commercial premises.

Sewerage

The system of pipes, pumps and treatment facilities used to collect, transport and treat sewage.

Substituted reading

An estimated meter reading used when Power and Water cannot access the water or electricity meter. The estimation is based on historical use and approved estimation methods under this contract.

The Water and Sewerage Act

The *Water Supply and Sewerage Services Act 2000 (NT)*.

Trade waste

Liquid waste generated from commercial or industrial activity (excluding domestic waste) that is authorised for disposal to the sewer system under an approval.

Utilities Commission (Utilities Commission of the Northern Territory)

The independent economic regulator for electricity, water and sewerage services in the Northern Territory, established under the *Utilities Commission Act 2000*.

Vendor

The current property owner who is in the process of selling the property.

Water pressure

The force that pushes water through pipes and determines how quickly and strongly water flows from a tap or outlet.

Websites

The following websites provide more information, resources and support related to the services provided by Power and Water and relevant regulatory bodies:

Power and Water

For information, fact sheets, and forms relating to all Power and Water services including water, sewerage, and electricity supply.

NT Government Legislation

Access the latest versions of legislation relevant to Power and Water, including:

- *Electricity Reform Act 2000*
- *Information Act 2002*
- *Land Title Act 2000*
- *Utilities Commission Act 2000*
- *Water Supply and Sewerage Services Act 2000*

Utilities Commission of the Northern Territory

For regulatory codes, guidelines, and pricing orders related to Power and Water services, including:

- Ancillary services charges
- *Electricity Industry Performance Code* and associated guidelines
- *Electricity Retail Pricing Order*
- *Electricity Retail Supply Code*
- *Electricity Ring-Fencing Code*
- System control charges
- *Water and Sewerage Retail Pricing Order*

Northern Territory Government

For information and services including:

- *Northern Territory Government Gazette*
- NT Concession Schemes
- Domestic and Family Violence Risk Assessment and Management Framework

Ombudsman of the Northern Territory

Independent complaints resolution service for concerns related to Northern Territory Government agencies, including Power and Water.

Information Commissioner of the Northern Territory

For guidance on access to information, privacy rights and how your personal information is handled under the *Information Act 2002*.

Living Water Smart

A Power and Water initiative to help customers reduce water consumption through rebates, tips, and education.

Australian Drinking Water Guidelines

National guidelines for managing drinking water quality, issued by the National Health and Medical Research Council (NHMRC) and endorsed by the Australian Government.

National Measurement Institute

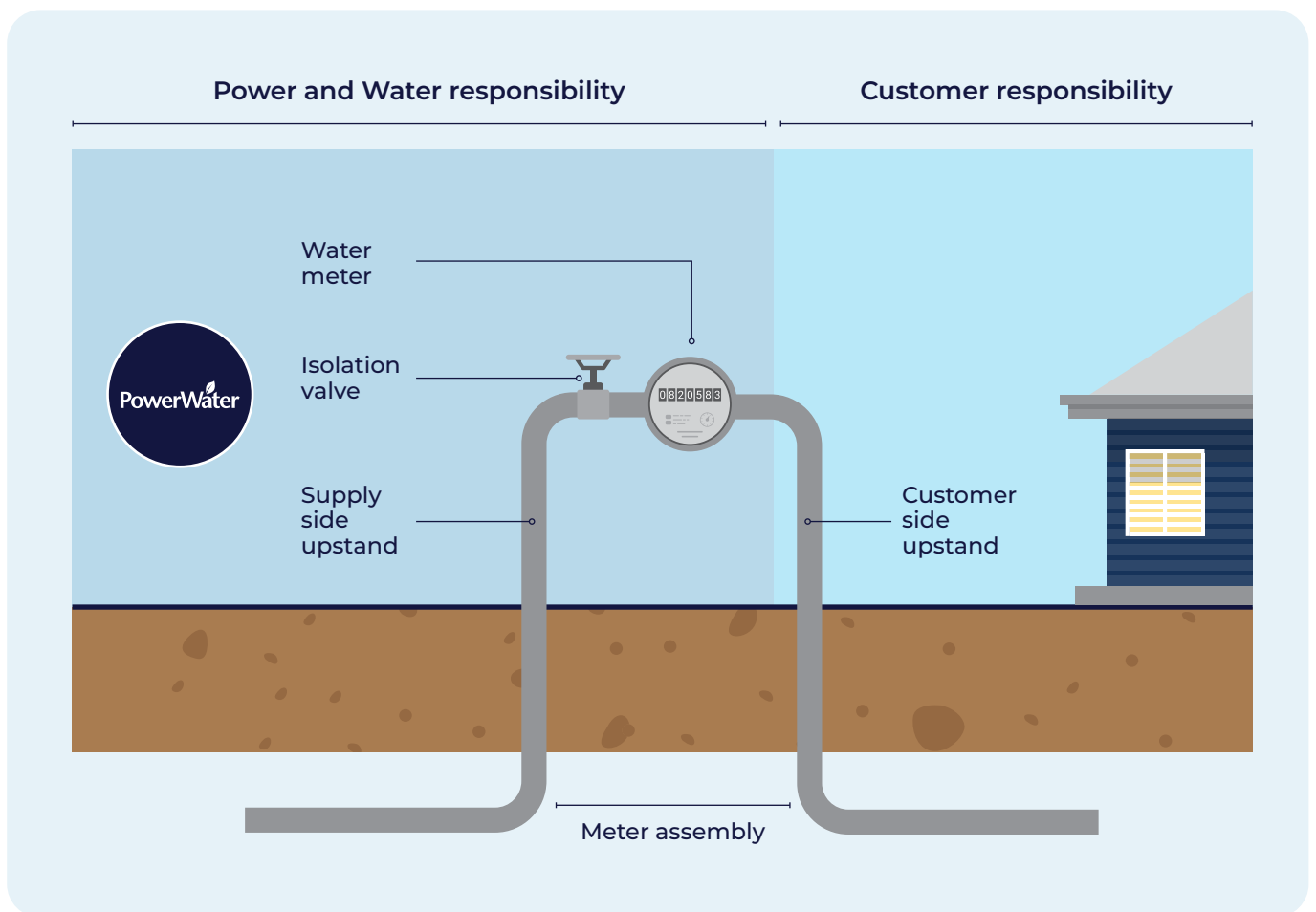
Responsible for measurement standards in Australia, including water and electricity meter accuracy.

National Association of Testing Authorities (NATA)

Australia's national accreditation body for laboratories that conduct testing of water meters and other measurement equipment.

Appendix: Water meter and assembly

Below is a simplified diagram of a standard residential water meter assembly to help you understand the components and your responsibilities.



Get in touch

You can contact us using any of the following methods.

-  **Power and Water App**
If you have a smartphone, you can download the free Power and Water app.
-  **Social Media**
Follow PowerWaterCorp on Facebook, Instagram and LinkedIn.
-  **Website**
powerwater.com.au
-  **Customer Service Centre**
Available between 8am and 5pm, Monday to Friday (excluding Public Holidays)
[1800 245 092](tel:1800245092)
[+61 8 8923 4681 \(international\)](tel:+61889234681)
customerservice@powerwater.com.au
-  **Live chat**
Via our website
-  **Emergencies and after-hours faults**
Available 24 hours
[1800 245 090](tel:1800245090)
-  **Credit Management**
Available between 8am and 5pm, Monday to Friday (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)