

ESTIMATES COMMITTEE

Question Taken on Notice

Date: 19 June 2019

Subject: Authorisation from Jacana Energy to reconnect power

From: Mrs Lia Finocchiaro

To: Mr John Langoulant

Agency: Power and Water Corporation

Number: 11.3

Question:

Does Power and Water Corporation have authorisation from Jacana Energy to reconnect in certain circumstances?

Answer:

Power and Water must always seek authorisation from a retailer (including Jacana Energy) before reconnecting a customer, except in the following circumstances:

- when the customer directly requests from Power and Water a temporary service disconnection to undertake work on their property and requires isolation of the electricity supply to the property; or
- when Power and Water needs to temporarily disconnect a customer for safety reasons.

Note: Power and Water are also a retailer for electricity in areas outside of Jacana Energy and other retailers' licenced areas. For customers in areas where Power and Water are the retailer, they do not require authorisation from other retailers to reconnect customers.