

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mrs Finocchiaro to the Minister for Housing and Homelands, Minister for Renewables and Energy, Minister for Essential Services, Minister for Aboriginal Affairs and Minister for Treaty and Local Decision Making – for all agencies falling under the Ministers' portfolios.

AGENCY ADMINISTRATION

Notes:

- The following questions can be answered from existing Agency data as at 31 March 2023.
- You have previously referred questions requiring a Whole of Government response to the Minister responsible at a time that enables a response within the same timeframe as the remainder of the questions.
- Further, you have previously inserted the question at the beginning of each answer.
- My Office would appreciate these practices being continued.

STAFFING

1. (a) Please advise the number of staff employed in the following categories as at 31 March 2023:

Category	FTE	Head Count (Actual)	NT-based	Located outside NT
1. Ongoing Full Time	671.04	684	680	4
2. Ongoing Part Time	14.84	21	21	0
3. Fixed Term Full Time	76.6	80	80	0
4. Fixed Term Part Time	4.19	5	5	0
5. Casual Contract	0	0	0	0
6. Executive Contract	58.38	59	57	2

**(b) Please provide, for each of the six categories above:
the relevant position classifications and the number of staff
employed against each classification.**

Ongoing Full Time	FTE
Administration and Corporate Services	216.79
Operator	21
Science and Engineering Professional	94.45
Technical Coordinator	147.85
Technical Specialist	46.85
Trade Technical	144.1
Total	671.04

Ongoing Part Time	FTE
Administration and Corporate Services	9.68
Operator	0
Science and Engineering Professional	3.56
Technical Coordinator	0
Technical Specialist	1.6
Trade Technical	0
Total	14.84

Fixed Term Full Time	FTE
Administration and Corporate Services	42.8
Operator	5
Executive Contract Officer	58.38
Power and Water Board	6
Science and Engineering Professional	12.8
Technical Coordinator	3
Technical Specialist	2
Trade Technical	5
Total	134.98

Fixed Term Part Time	FTE
Administration and Corporate Services	3.39
Executive Contract Officer	0
Power and Water Board	0
Science and Engineering Professional	0
Technical Coordinator	0.8
Technical Specialist	0
Trade Technical	0
Total	4.19

Casual Contract	FTE
Administration and Corporate Services	0
Science and Engineering Professional	0
Technical Coordinator	0
Technical Specialist	0
Trade Technical	0
Total	0

Executive Contract	FTE
ECM	9.5
EO1C	26.88
EO2C	13
EO3C	6
EO4C	2
EO6C	1
Total	58.38

(c) Where there is a difference between FTE and Headcount (Actual), please provide an explanation for the difference, including any reasons for use of part-time and casual positions within the overall workforce profile.

Full Time Equivalent (FTE) = the proportion of an employee's salary payment to that of an equivalent full-time employee in any given fortnight.

Paid Headcount = Headcount is the count of physical people, so a part-time person would count as one.

The Northern Territory Government provides opportunities for employees to balance the demands of work with the needs of family and general health and wellbeing. Flexible work practices are used in the Northern Territory Public Service to attract and retain employees. Flexible work arrangements can include flexibility in relation to an employee's hours of work, or mode of employment such as part-time, and leave.

- 2. Please advise the number of staff held against the following categories as at 31 March 2023:**

Category	Number
Resigned	50
Made Redundant	3
Terminated	12
Unattached	0
Classified Redeployee	0
Supernumerary	70

- 3. Please advise the number of staff who identify as Aboriginal and Torres Strait Islander as at 31 March 2023.**

A whole-of-government response to Question 3 will be provided by the Office of the Commissioner for Public Employment.

- 4. (a) Please advise the number of Frontline staff as FTE as at 31 March 2023 and as a percentage of the Agency total employment.**

Category	Number	Percentage of Total Staff
Frontline	251.46	30

- (b) Please advise how the Agency determines which staff fall under the category of Frontline.**

Power and Water has adopted the Northern Territory Government definition of frontline staff as those staff members who have at least some direct involvement with its customers as part of their day-to-day responsibilities.

5. Please advise how many staff have been engaged through labour hire, employment agency arrangements and/or consultancy contracts, for what purpose, for what duration and at what cost as at 31 March 2023. Please use the table format presented below for your response.

Number Engaged	Source	Purpose	Duration	Cost
159	Labour Hire / Employment Agency	To assist with business and project needs.	Range from one to 12 months	\$4,971,972 (estimated)
33	Consultancy	To assist with business and project needs.	Range from one to 12 months	\$12,909,994 (estimated)

6. Please advise how many locums have been employed, for what purpose, for what duration and at what cost as at 31 March 2023. Please use the table format presented below for your response.

Not applicable.

7. (a) How many positions were advertised during the period 1 July 2022 to 31 March 2023?

During the period 1 July 2022 to 31 March 2023, Power and Water advertised 186 positions.

- (b) Of the total number advertised in 7(a), how many positions had Special Measures applied?

All 186 positions advertised by Power and Water during the period 1 July 2022 to 31 March 2023 had Special Measures applied.

(c) Please break down the levels of positions that had Special Measures applied.

The 186 positions advertised by Power and Water during the period 1 July 2022 to 31 March 2023 were at the following levels:

Designation	Vacancies
PWC Band 1 Admin Corporate Services F/T	6
PWC Band 2 Admin Corporate Services F/T	18
PWC Band 3 Admin Corporate Services F/T	26
PWC Band 4 Admin Corporate Services F/T	20
PWC Band 2 Professional F/T	11
PWC Band 3 Professional F/T	18
PWC Band 4 Professional F/T	15
PWC Technical Coordinator	13
PWC Senior Technical Coordinator	11
PWC Technical Specialist	5
PWC Senior Technical Specialist	3
PWC Operator	3
PWC Senior Operator	3
PWC Trade Technical	11
Executive Contract Manager	2
Executive Officer 1 - Executive Contract	12
Executive Officer 2 - Executive Contract	5
Executive Officer 3 - Executive Contract	3
Executive Officer 4 - Executive Contract	1
Total	186

(d) How many positions that had Special Measures applied were not able to be filled against these requirements during this period and required contract or backfilling arrangements?

Most Northern Territory Government agencies have implemented special measures arrangements across the whole agency or for some roles. The process for positions that are advertised with special measures is to consider special measures applicants first. If no special measures applicants apply, or no special measures applicants are considered suitable, recruitment panels may assess all other applicants' suitability for the role.

OUTSOURCING

- 8. (a) For the period 1 July 2022 to 31 March 2023, detail any decision(s) to outsource, contract out or privatise functions that have traditionally been carried out by the Agency.**

During the period 1 July 2022 to 31 March 2023, Power and Water has not outsourced, contracted-out or privatised functions that have traditionally been carried out by the Power and Water.

- (b) Is consideration being given to outsource, contract-out or privatise in financial year 2023/24? If so, provide details.**

Power and Water is not giving consideration to outsourcing, contracting-out or privatising functions that have traditionally been carried out by the Power and Water for financial year 2023/24.

LEGAL EXPENSES

- 9. What has been the expenditure on legal advice or related expenses for the period 1 July 2022 to 31 March 2023? Provide details on:**
- a) The matter(s) (designate which are finalised and which ongoing)**
 - b) The amount paid by matter**
 - c) The amount paid to each outside legal firm or barrister engaged**

The total amount paid to external legal firms and barristers engaged by Power and Water for the period 1 July 2022 to 31 March 2023 was \$804,860.34 (GST exclusive). Given the commercial sensitivities and privileged nature of legal matters, only the total overall expenditure has been provided.

PROCUREMENT / CONSULTANCIES

Power and Water context

Power and Water, as a Government Owned Corporation, operates under its own procurement framework, which is aligned to the Northern Territory Government Procurement Code. Consequently, Power and Water uses different value thresholds known as Grades instead of the Tiers used by Northern Territory Government agencies:

- Grade 1: <\$50K (similar to Tier 1)
- Grade 2: \$50K to <\$200K (requiring a minimum of three quotations)
- Grade 3: >\$200K requiring an open approach to market.

From 1 July 2022 to 31 March 2023, Power and Water raised 23,619 purchase orders totaling \$656.5 million in goods, works and services, incorporating:

- \$37.3 million in new market approaches
- \$619.2 million from existing contracts.

Power and Water applies the Northern Territory Government's Value for Territory policy by mandating a minimum 30 per cent local content criteria for all open approaches to market and the requirement to engage with the Northern Territory Industry Capability Network for Grades 1 and 2.

Power and Water places a heavy emphasis on local benefits in order to build sustainable local capacity when awarding packages of work. Market approaches have allowed respondents to showcase their strengths in relation to their greater understanding of our business and the Territory, including the logistical advantages they offer. The success of this approach is evidenced by the high volume of local contractors on our panel contracts and other contracts awarded locally.

Northern Territory enterprises received 47.9 per cent (\$314.3 million) of the total value or 94.4 percent (23,619) of the purchase orders raised. Gas supply and transportation agreements (which are not processed under the procurement framework) account for 73.9 per cent (\$252.9 million) of the purchase orders to interstate suppliers. Accordingly, just 13.6 per cent of all purchase orders processed under the procurement framework were issued to interstate suppliers.

All activities conducted in the period are classified as essential. No non-essential activities were conducted.

10. For the period 1 July 2022 to 31 March 2023, please detail expenditure on each report and consultancy (excluding annual reports) that have been obtained from outside the NTPS. For each report/consultancy detail:

- a) Purpose**
- b) Cost**
- c) Person or entity engaged**
- d) Whether the person or entity has their principal place of business in the Northern Territory or elsewhere (if elsewhere, please provide the address of the principal place of business of the person or entity)**
- e) Whether a report has been tabled in the Legislative Assembly as a result of the report or consultancy**
- f) Outcomes or key performance indicators for the report or consultancy**
- g) Whether tenders or expressions of interest were invited prior to work on the report or consultancy being undertaken**

For the period 1 July 2022 to 31 March 2023, Power and Water paid 1,203 invoices (totaling \$18,201,761) for professional and regulatory fees outside of the Northern Territory Public Sector. The expenditure related to numerous existing standing offer arrangements as well as one off engagements and is typical of Power and Water's requirements.

Four invoices totaling \$64,000 were for regulatory licensing fees (such as the Annual Control License, Retail License, Water License and Sewerage Services License) and were paid to the Northern Territory Government (Department of Treasury and Finance and Department of Industry, Tourism and Trade).

Attachment A provides expenditure details, noting that sub points e) to g) are not addressed in this response due to the excessive amount of administrative effort required.

Attachment B provides details of new Grade 3 procurements awarded between 1 July 2022 and 31 March 2023, addressing sub points e) to g).

- 11. Please advise the number of contracts awarded to business entities with a principal place of business in the NT and outside the NT for the period 1 July 2022 to 31 March 2023.**

Number in the NT	Number outside of the NT
32	29

This response is reflective of contracts awarded at a Grade 3 value (estimate of \$200,000 or more) which requires tenders to be publicly advertised (unless otherwise approved). Between 1 July 2022 and 31 March 2023, 61 Grade 3 contracts were awarded. Of the contracts awarded, 32 were to a person or entity whose principal place of business is in the Northern Territory, while the remaining 29 were outside of the Northern Territory.

Attachment C details contract awards where the award was to a business entity whose principal place of business was in the Northern Territory at the time of award.

Attachment D details contract awards where the award was to a business entity whose principal place of business was outside of the Northern Territory at the time of award.

- 12. For each of the contracts awarded to business entities with a principal place of business outside of the Northern Territory, please advise the selection criteria on the applicable contract or tender.**

Refer to **Attachment D** for details.

- 13. For Tier 3, Tier 4 and Tier 5 procurement activities, how many public tenders were advertised during the period 1 July 2022 to 31 March 2023?**

This response is reflective of contracts awarded at a Grade 3 value (estimate of \$200,000 or more) which requires tenders to be publicly advertised (unless otherwise approved). Power and Water publically advertised 28 procurements between 1 July 2022 and 31 March 2023. Refer to **Attachment E** for details.

- 14. For Tier 3, Tier 4 and Tier 5 procurement activities, how many contracts or tenders were awarded without undertaking a public tender process during the period 1 July 2022 to 31 March 2023?**

This response is reflective of contracts awarded at a Grade 3 value (estimate of \$200,000 or more) which requires tenders to be publicly advertised (unless otherwise approved). Power and Water awarded a total of 39 Grade 3 contracts without undertaking an open approach to market between 1 July 2022 and 31 March 2023. Refer to **Attachment F** for details.

- 15. For each instance identified in the question above, where a public quotation process was not undertaken, including for those with a Certificate of Exemption:**

- a) What is the description of the goods and services contracted?**
- b) What is the value of the goods and services contracted?**
- c) What was the reason for not using the public tender process or for requiring a Certificate of Exemption?**
- d) Who recommended the course of action in c) above?**
- e) Who approved the course of action in c) above?**

Refer to **Attachment F** for details.

16. Please advise the total number of NTG Corporate Credit Cards within the Agency, including the position titles and levels of the staff holding the corporate credit cards for the purchase of goods and/or services as at 31 March 2023.

The below table includes all credit cards and limits held by Power and Water as at 31 March 2022.

Position	Level
Board Member	BM
Board Member	BM
Board Member	BM
Board Member	BM
Board Member	BM
Chief Executive Officer	EO6C
Deputy Chief Executive Officer	EO3C
Chief Financial Officer	EO3C
Chief Procurement Officer	EO1C
Executive General Manager Gas	EO2C
Executive General Manager Core Operations	EO4C
Executive General Manager Power Services	EO3C
Executive General Manager Water Services	EO3C
General Manager People Culture and Safety	EO3C
Executive General Manager Customer, Strategy and Regulation	EO3C
Senior Manager ICT, Projects and Change	EO1C
Senior Manager Commercial - Gas	ECM

FOCUS GROUPS / POLLING / SURVEYS

For the period 1 July 2022 to 31 March 2023:

17. Please detail expenditure on opinion polls and focus groups, including costs and entities that conducted the work.

During the period 1 July 2022 to 31 March 2023, Power and Water conducted two opinion polls at a cost of \$71,850 (excluding GST) incorporating:

- 1) Customer Satisfaction Survey (wave 1): 17 November 2022 to 4 December 2022. This Territory-wide survey measured customer satisfaction and feedback on reliability and quality of service, and responsiveness to customer queries and complaints.
- 2) Customer Satisfaction Survey (wave 2): 14 March 2023 to Tuesday 28 March 2023. This Territory-wide survey measured customer satisfaction and feedback on reliability and quality of service, and responsiveness to customer queries and complaints.

The table below provides a breakdown of these activities.

Type	Entity	Total (\$)
Professional fees	Kantar Public Australia Pty Ltd	\$71,850
TOTAL		\$71,850

For the period 1 July 2022 to 31 March 2023, Power and Water conducted three community focus groups (People's Panels) at a cost of \$66,129.15 (excluding GST), including:

- 1) Chamber of Commerce Northern Territory industry breakfast (Darwin: 2 August 2022): Inform business community (approximately 100 small, medium and large business members) of Power and Water's proposed regulatory expenditure from financial year 2024 to 2029.
- 2) Alice Springs People's Panel (13 August 2022): Community engagement activities required under the Northern Territory National Electricity Rules for engagement in support of expenditure plans and forecasts.

- 3) Darwin People's Panel (20 August 2022): Community engagement activities required under the Northern Territory National Electricity Rules for engagement in support of expenditure plans and forecasts.

Type	Entity	Total (\$)
Professional fees	Deloitte Touche	\$38,000
Gift cards	Woolworths	\$5,000
Power and Water travel expenses	FCM Travel	\$7,400
Room hire – Alice Springs (includes catering)	DoubleTree by Hilton Alice Springs	\$2,227.27
Room hire – Darwin (includes catering)	Darwin Hilton	\$2,272.73
Consultant travel expenses	Deloitte / FCM Travel	\$3,989.14
Chamber of Commerce Northern Territory industry breakfast	Darwin Hilton	\$7,240.15
TOTAL		\$66,129.15

20 x \$250 Woolworths Gift Cards were purchased as an incentive for customers who participated in the People's Panel sessions.

18. Detail all surveys undertaken in relation to the focus groups and opinion polls above, including their form, the cost and the inducements that were provided to incentivise participation.

For the period 1 July 2022 to 31 March 2023, Power and Water conducted 2 surveys in relation to opinion poll and focus group activity at a cost of \$71,850.00 (GST exclusive) as outlined below.

Survey	Form	Cost (\$)	Inducements
Customer Satisfaction Survey wave 1, 2023	Phone and email	\$23,950	None – optional participation
Customer Satisfaction Survey wave 2, 2022	Phone and email	\$47,900	None – optional participation
TOTAL			\$71,850

19. Please provide copies of each survey and the results of each survey.

The following documentation is attached in response to Question 19.

- **Attachment G:** Customer Satisfaction Survey results (wave 1 – 2023)
- **Attachment H:** Customer Satisfaction Survey results (wave 2 – 2022)
- **Attachment I:** Alice Springs People's Panel master slide deck.

- **Attachment J:** Darwin People's Panel master slide deck.
- **Attachment K:** Chamber of Commerce NT draft plan at breakfast pack.
- **Attachment L:** Chamber of Commerce NT registration list of attendees.

COMMUNICATIONS AND MARKETING

20. Please detail expenditure on advertising and communications during the period 1 July 2022 to 31 March 2023.

For each advertisement for which an expense was incurred:

- a) What was the purpose / description of the advertisement?**
- b) Who was the advertisement placed with, i.e. media outlet, newspaper, television station, digital platform; or other?**
- c) What was the total production cost, including, but not limited to, design, commissions, and placement costs?**
- d) Were tenders or expressions of interest called? If not, why not?**
- e) Did the agency enter into any separate arrangements for advertising placements or advertorials? If so, please provide details of expenditure and media outlet.**

For the period 1 July 2022 to 31 March 2023, Power and Water's total expenditure on advertising and communications related activities was \$534,292.11 (GST exclusive).

The majority of contractors who worked on Power and Water's campaigns were procured through Power and Water's panel contract (PSO00783-20 Marketing and Communication Services). Expenditure under the panel contract totalled \$394,105.09.

The remainder of the work was awarded outside of the panel contract, where panel contract vendors were not available to undertake work or specialist services were required. Expenditure outside of the panel contract totalled \$140,187.02.

The tables below provide a breakdown of these activities.

Procured through Power and Water panel contract (PSO00783-20 Marketing and Communication Services)			
Campaign	Purpose / Description	Placed with	Cost (\$)
Education to improve customers' awareness of Power and Water's role in the Northern Territory.	Archival footage - Water Night	MeThinks Media	\$300.00
	Design - 2022 meter replacement program card	Bellette Media	\$790.36
	Collaboration - Up the Guts	The Trustee For Bolster Group Unit Trust	\$39,000.00
	Design and layout - Power and Water Strategic Plan	Captovate Pty Ltd	\$2,525.00
	Collateral - Life support customer	Captovate Pty Ltd	\$1,700.00
	Collateral - Employee survey (internal event)	Captovate Pty Ltd	\$1,700.00
	Power and Water fence wraps	Colemans	\$7,412.40
	Create / amend downloadable and saveable PDF file	Colemans	\$300.00
	Create / amend download-able and saveable PDF file - Basic connection form (editable fields, tick-boxes, radio buttons)	Colemans	\$350.00
	Sticker (print four process colours / face only on gloss white)	Colemans	\$6,545.45
	Collateral - Power and Water annual awards (internal event)	Colemans	\$230
	Print - Power and Water Statement of Corporate Intent	Colemans	\$1740
	Filming - life support customers (Alice Springs)	Global Headquarters	\$1,840.00
	Television commercial - community grants (15 second)	Global Headquarters	\$905.00
	Highlight reels - community grants and partnerships (x two)	Global Headquarters	\$1,785.00
	Campaign - Severe weather season	KWP Advertising	\$74,112.50

Procured through Power and Water panel contract (PSO00783-20 Marketing and Communication Services)

Campaign	Purpose / Description	Placed with	Cost (\$)
	Panelling - SEAAOC 2022 exhibition booth	Marketforce North Pty Ltd	\$415.55
	On-boarding guide - Power and Water employees	Michels Warren Pty Ltd	\$3,645.00
	Darwin region water story	Michels Warren Pty Ltd	\$3,000.00
	Living Water Smart - communications strategy / program plans; That's My Water! expression of interest; demand management video	Michels Warren Pty Ltd	\$32,900.00
	Collateral - Darwin River Dam open day	Michels Warren Pty Ltd	\$2,960.00
	Illustration - Water meter	Michels Warren Pty Ltd	\$540.00
	Template - emergency management bulletin	Michels Warren Pty Ltd	\$180.00
	Template - portrait business card	Michels Warren Pty Ltd	\$180.00
	Accessibility guidelines	Michels Warren Pty Ltd	\$1,280.00
	Design and layout - Power and Water's 2022-23 Statement of Corporate Intent (including web accessibility)	Michels Warren Pty Ltd	\$8,640.00
	Infographic - Solar web page	Michels Warren Pty Ltd	\$360.00
	Icons - Invoice	Michels Warren Pty Ltd	\$360.00
	Edits - service delivery area map	Michels Warren Pty Ltd	\$360.00
	Design and layout - eight page tariff brochure	Michels Warren Pty Ltd	\$1080.00

Procured through Power and Water panel contract (PSO00783-20 Marketing and Communication Services)			
Campaign	Purpose / Description	Placed with	Cost (\$)
	Design and layout - two A4 corporate presentation folder concepts	Michels Warren Pty Ltd	\$990.00
	Refreshed Power and Water brand imagery	PRLX Pty Ltd	\$20,137.95
	Graphic design - Power and Water performance achievement guide	True North Strategic Communication Pty Ltd	\$354.75
	Exhibitions, displays and events (refresh tent, water trailer, water stations)	The Exhibitionist	\$175,486.13
Total Cost			\$394,105.09

Procured outside of Power and Water panel contract (PSO00783-20 Marketing and Communication Services)			
Campaign Title	Purpose / Description	Placed with	Cost (\$)
Media monitoring	Power and Water is part of the whole-of-government media monitoring service provided by iSentia on a pro rata basis.	Department of Chief Minister and Cabinet	\$547.27
Severe weather season	Severe weather season - monthly digital campaign placements	News Pty Ltd T/A News Corp Australia	\$15,492.42

Procured outside of Power and Water panel contract (PSO00783-20 Marketing and Communication Services)			
Campaign Title	Purpose / Description	Placed with	Cost (\$)
Messages on Hold	Relay key messages to customers while on hold with Power and Water customer service centre	Messages on Hold	\$702.54
Community event participation	Darwin Show exhibition stand	Royal Agricultural Society of the Northern Territory	\$4,037.00
	Regional Show exhibition stand	Central Australian Show Society Inc	\$1,358.17
	Set up / retrieval of water stations - Southern Region	Heavy Duty Firewood Sales - Heavyduty B/As Trading Trust T/As	\$1,040.00
Professional event participation	SEAAOC exhibition stand	Fusion Exhibition and Hire Services	\$4,314.63
	Elevation event 2022	Engineers Australian Northern Division	\$300.00
Legal advice	Partnership agreement - Darwin Festival	Squire Patton Boggs (Au) LLP	\$3,271.54
Facebook ads	Ensure consistent and targeted communication with customers on important works, platforms and news about Power and Water	Facebook	\$980.20
Photography	Refreshed Power and Water brand imagery: people and infrastructure, headshots of Board / Leadership Team and events (annual awards and Darwin River Dam open day).	Charlie Bliss	\$13,731.33
	Headshots of Power and Water Board	Nicholas Parry	\$450.00
	Images for factsheets and documents	iStock	\$660.00

Procured outside of Power and Water panel contract (PSO00783-20 Marketing and Communication Services)			
Campaign Title	Purpose / Description	Placed with	Cost (\$)
Promotion of Aboriginal stories and artworks as part of our Reconciliation Action Plan and infrastructure artwork plan	Cultural consultation	Creative Accomplice	\$15,900.00
	Infrastructure mural (Wood Street Zone Substation) - Damibila (Barramundi) Dreaming by Tony Lee, Jason Lee and Trent Lee	Proper Creative	\$3,400.00
	Framing Aboriginal artworks	Art Décor Picture Framing	\$2,678.15
	Creative direction, licensing and application of Aboriginal artwork as vehicle wraps	The Trustee of The Olive Trust (House of Darwin)	\$70,862.00
	Easels to display artwork at key meetings and Reconciliation Action Plan launch event	Officeworks	\$461.77
Total Cost			\$140,187.02

TRAVEL

21. Please provide the total expenditure and itemised details of travel, including, but not limited to travel-related costs such as accommodation, travel allowance, entertainment, car rental, meals and incidentals, in each Agency and authority during the period 1 July 2022 to 31 March 2023 broken down to:

- a) International Travel
- b) Interstate Travel
- c) Intrastate Travel

For the period 1 July 2022 to 31 March 2023, total expenditure on travel for Power and Water and Indigenous Essential Services Pty Ltd was \$1,789,516 (GST exclusive) as summarised below.

Travel Type		PWC	IES	Total
Intrastate	Official duty fares	\$180,981	\$57,024	\$238,004
	Travelling allowance	\$110,231	\$38,351	\$148,582
	Accommodation	\$438,076	\$39,204	\$477,280
	Sub-total	\$729,288	\$134,579	\$863,867
Interstate	Official duty fares	\$443,501	\$12,561	\$456,062
	Travelling allowance	\$315,138	Nil	\$315,138
	Accommodation	\$52,554	\$5,198	\$57,752
	Sub-total	\$811,194	\$17,758	\$828,952
International	Official duty fares	Nil	\$5,425	\$5,425
	Travelling allowance	Nil	\$2,900	\$2,900
	Accommodation	Nil	\$1,734	\$1,734
	Sub-total	Nil	\$10,059	\$10,059
Not split	Travel Booking Transaction fee	\$80,049	\$6,588	\$86,638
Totals		\$1,620,531	\$168,984	\$1,789,516

22. In the case of international travel identified in response to the question above, please provide the purpose, itinerary, persons and costs involved in each trip.

Power and Water did not undertake any international travel during the period 1 July 2022 to 31 March 2023.

Indigenous Essential Services Pty Ltd undertook one international trip during the period 1 July 2022 to 31 March 2023:

Travel dates	Destination	Reason for Travel	Total Cost
23/7/2022 to 09/8/2022	Cordova, Alaska	Attend and present at the Isolated Power Systems (IPS) Connect conference	\$10,059

- 23. Please provide itemised details and costs of all travel undertaken by the Minister that was paid for by the Agency or authority, including travel on charters during the period 1 July 2022 to 31 March 2023.**

Nil.

HOSPITALITY / FUNCTIONS AND EVENTS

- 24. Please provide full details of all official hospitality provided for the period 1 July 2022 to 31 March 2023.**

In relation to each occasion where official hospitality was provided:

- a) **What was the purpose of the hospitality?**
- b) **How many guests attended?**
- c) **How many Ministers attended?**
- d) **How many Ministerial staff attended?**
- e) **How many MLAs attended?**
- f) **How many Public Sector employees attended?**
- g) **What was the total cost incurred?**

Nil.

GRANTS, SPONSORSHIPS, DONATIONS AND INCENTIVES

- 25. Please detail expenditure on grants, sponsorships, donations and incentives paid by your Agency (including the recipient of each payment) during the period 1 July 2022 to 31 March 2023, including agency budget totals to administer such programs.**

For the period 1 July 2022 to 31 March 2023, Power and Water's total expenditure on grants, sponsorships, donations and incentives was \$63,400.00 (GST exclusive). Details of the expenditure is provided below.

The budget used to distribute awards and sponsorships is sourced from internal revenue. Budget for the administration of these programs was met from within personnel salaries.

Expenditure Type	Title	Recipient	Cost (\$)
Sponsorship	Voices in the Bush conference	Australian Water Association	\$10,000
Sponsorship	NT Business Excellence Awards	Chamber of Commerce NT	\$5,000
Sponsorship	Dragon Boat Festival	City of Darwin	\$5,000
Sponsorship	Water in the Bush conference	Australian Water Association	\$5,400
Sponsorship	Water Night	The Water Conservancy	\$5,000
Sponsorship	AFL NT Women and Girls Action Plan	AFL NT	\$3,000
Major partnership	Darwin Salties NBL1 / WNBL1	Darwin Salties	\$30,000
Total			\$63,400

Power and Water's 2022 major partnerships and community grants program was processed prior to 30 June 2022 (excluding the Darwin Salties' partnership listed above).

26. Please detail the funds utilised to distribute awards and sponsorships in the period 1 July 2022 to 31 March 2023, and to what activities. Please list details of any contract periods as part of any arrangement.

Power and Water's budget total to administer awards and sponsorships programs for the period 1 July 2022 to 31 March 2023 was met within personnel salaries. The budget used to distribute awards and sponsorships is sourced from internal revenue. Details of these programs are provided below.

Award / Sponsorship	Recipient	Cost (\$)
Voices in the Bush conference	Australian Water Association	\$10,000
NT Business Excellence Awards	Chamber of Commerce NT	\$5,000
Dragon Boat Festival	City of Darwin	\$5,000
Darwin Salties NBL1 / WNBL1	Darwin Salties	\$30,000
Water in the Bush conference	Australian Water Association	\$5,400
Water Night	The Water Conservancy	\$5,000
AFL NT Women and Girls Action Plan	AFL NT	\$3,000.00
Total		\$63,400

27. Indicate which awards and sponsorships were managed by Regional Offices. What is anticipated for the 2023/24 financial year?

Nil. All grants, sponsorships, donations and incentives were managed from Darwin for the period 1 July 2022 to 31 March 2023, with no anticipation that regional management will be undertaken during the 2023/24 financial year.

28. Please detail the amounts paid on grants, donations and incentives to non-Government organisations for the period 1 July 2022 to 31 March 2023, including to which organisation and the services to be provided?

For the period 1 July 2022 to 31 March 2023, Power and Water awarded \$58,400.00 in grants, sponsorships, donations and incentives to 6 non-government organisations as detailed below.

Expenditure Type	Title	Recipient	Cost (\$)
Sponsorship	Voices in the Bush Conference	Australian Water Association	\$10,000
Sponsorship	NT Business Excellence Awards	Chamber of Commerce NT	\$5,000
Major partnership	Darwin Salties NBL1 / WNBL1	Darwin Salties	\$30,000
Sponsorship	Water in the Bush Conference	Australian Water Association	\$5,400
Sponsorship	Water Night	The Water Conservancy	\$5,000
Sponsorship	AFL NT Women and Girls Action Plan	AFL NT	\$3,000
Total			\$58,400.00

MEDIA MONITORING SERVICES

29. Provide expenditure details on media monitoring services for the period 1 July 2022 to 31 March 2023 (including entities engaged and who utilises the service).

A whole-of-government response to Question 29 will be provided by the Department of the Chief Minister and Cabinet.

INFRASTRUCTURE PROJECTS

30. How many projects have been submitted or are in the process of being submitted to Infrastructure Australia or Northern Australia Infrastructure Facility (NAIF) to be considered for the Infrastructure Priority List?
31. Please provide details of newly committed projects for the period 1 July 2022 to 31 March 2023.
32. Please provide details of contracts awarded to interstate firms, for what purpose, the cost and why a Territory firm was not chosen.

A whole-of-government response to Questions 30 to 32 will be provided by the Department of Infrastructure, Planning and Logistics.

GOVERNMENT LEASED BUILDINGS

33. What is the total annual power bill of each Government building owned/leased/used by each Department for the period 1 July 2022 to 31 March 2023?

The total annual power bill of each Government building owned/leased/used by Power and Water for the period 1 July 2022 to 31 March 2023 is provided below:

Premises	Power Bill
Ben Hammond Complex, Parap	\$396,833
19 Mile Depot, Coolalinga	\$1,586
Stanley Street Complex, Tennant Creek	\$16,622
Victoria Highway Complex, Katherine	\$39,469
Sadadeen Valley Complex, Alice Springs	\$88,693
Mitchell Centre, Darwin City	\$70,160
Jacana House, Darwin City	\$19,103

34. What is the total annual leased space of each Government building used by each Agency/authority and at what cost for the period 1 July 2022 to 31 March 2023?
35. How much Government owned or leased premises or office space is currently under-utilised (at less than 100 per cent occupied) or vacant?

A whole-of-government response to Questions 34 and 35 will be provided by the Department of Corporate and Digital Development.

FEES AND CHARGES

- 36. Please detail the statutory or legislative fees and charges levied by your Agency/authority, the revenue raised in the 2022/23 financial year and whether any of these fees and charges were increased following the passage of the 2022/23 financial year budget.**

The Pricing Orders for retail electricity, water and sewerage tariffs were increased by 2.7 per cent for 2022-23 (when compared to 2021-22 tariffs).

As at 31 March 2023, Power and Water had generated revenue of \$86.4 million from water tariffs, \$60.9 million from sewerage tariffs and \$146.6 million from regulated network tariffs.

INTERNAL AUDITS

- 37. How many internal audits and financial investigations were conducted in the period 1 July 2022 to 31 March 2023?**

For the period from 1 July 2022 to 31 March 2023, Power and Water has commenced seven internal audits.

No financial investigations have been conducted in the period 1 July 2022 to 31 March 2023.

- 38. What were the terms of reference or focus for each investigation?**

The terms of reference for each investigation are outlined in the table below.

Internal audit / investigation	Terms of reference or focus
Security of critical infrastructure (Bill 1)	Assess Power and Water's compliance with <i>Security of Critical Infrastructure Act 2021</i> (Amendment) and related controls with regards to compliance with key requirements of the Act.
Australian Energy Regulator and Northern Territory ring-fencing cost allocation	Assess design and implementation of key processes and controls over Power and Water's electricity ring-fencing accounting and cost allocation procedure to determine if fit for purpose and consistent with requirements under the Australian Energy Regulator Ring-Fencing Guideline Version 3 and Northern Territory Electricity Ring-fencing Code Version 4.

Inventory and critical spares management	Assess Power and Water's critical spares and inventory management processes and controls, including design and implementation of key controls over works management, forecasting and usage of inventory and critical spares and whether appropriate storage is in place.
Compliance management framework	Assess processes and controls in Power and Water's compliance management framework and alignment with key requirements under ISO 37301:2021.
Change and release management (ICT)	Assess design and implementation of key release and change management processes and controls over delivery of information technology related projects and deployments.
Fraud analytics	Identify high-risk transactions due to characteristics that may be indicative of fraud and corruption through data analytics across finance and procurement activities. Perform data analytics over key finance and procurement risk areas against selected criteria / indicators to detect potential improper transactions to provide analysis and insights on results. Period of review 1 July 2021 to 30 June 2022.
Northern Territory electricity ring-fencing information (System Control)	Assess design and implementation of key processes and controls within Power and Water's Northern Territory Electricity Ring-fencing Information Procedure to determine whether fit for purpose and consistent with requirements under the NT Electricity Ring-Fencing Code Version 4.

39. Please provide details of any fraud, anomalies, breaches of financial legislation or Northern Territory Government policy and procedures exposed by the audits and financial investigations.

For the period 1 July 2022 to 31 March 2023, there were no incidents of fraud, anomalies, breaches of financial legislation or Northern Territory Government policy and procedures arising from three (out of seven) internal audits based on draft reports released to management. Audit fieldwork is underway for the remaining four internal audits.

40. How many agencies have been referred to existing bodies eg Auditor-General/Independent Commission Against Corruption (ICAC) and how many have been resolved? Please detail the agency referred, the date of referral and the date resolved, including those with multiple referrals.

Agencies would not be privy to details of referrals made to Independent Statutory Officers.

BOARDS / ADVISORY BODIES

41. Please detail all boards and advisory bodies in your Agency in 2022/23, also providing the following information:

a) The Terms of Reference, if changed from last year

There has been no change in the Power and Water Corporation Constitution during the period 1 July 2022 to 31 March 2023 (relevant period). The Board Charter was reviewed and refreshed on 2 February 2023. A copy of this document is provided at **Attachment M**.

b) The current members and when they were appointed

Details of the current Power and Water Board members are provided in the table below.

Member Name	Appointment Date
Peter Wilson AM - Chair	02/03/2022
Paul Italiano	01/07/2022
Trevor Armstrong	01/07/2022
Greg Martin	01/07/2022
Jodie Ryan	27/08/2022
Megan Corfield	01/11/2022

c) The total remuneration paid to each Board member during the 2022/23 financial year

The Power and Water Corporation: Remuneration for Directors Determination (dated 22 February 2022), governs the setting of remuneration and other entitlements for directors of the Power and Water Corporation Board.

d) The itemised total cost incurred by the Board during the 2022/23 financial year

For the period 1 July 2022 to 31 March 2023, the total cost incurred in respect of the Power and Water Board was \$852,480.

42. The number of times the Board met during the period 1 July 2022 to 31 March 2023.

During the period 1 July 2022 to 31 March 2023, the Power and Water Board met a total of 17 times.

REVIEWS AND INQUIRIES

43. Details of all reviews and inquiries completed or commenced during the 2022/23 financial year, also providing the following information:

- a) The Terms of Reference
- b) The criteria for selection of all panel members
- c) The composition, qualifications and state or territory of residence of the persons undertaking the review/inquiry
- d) The cost of the review/inquiry
- e) How the information was/is accumulated to contribute to the review/inquiry
- f) If completed, when, the outcome and whether the report has been tabled in the Legislative Assembly
- g) If not completed when this is expected

Nil.

WORKPLACE HEALTH AND SAFETY

44. Please provide the number, nature and cost of reportable safety issues for the period 1 July 2022 to 31 March 2023.

For the period 1 July 2022 to 31 March 2023, Power and Water reported two safety issues to NT WorkSafe as follows:

- 1. Near miss incident: A member of the public climbed a power pole and was standing on top, risking injury to themselves or others.
- 2. Electric shock incident: A member of the public received an electric shock from their residential water tap.

Power and Water does not currently capture costs by event in its Health and Safety systems.

45. Please detail the number of stress related matters and claims for the period 1 July 2022 to 31 March 2023.

For the period 1 July 2022 to 31 March 2023, no stress related matters or claims were recorded in Power and Water's Health and Safety systems.

REGIONAL OFFICES

46. Please detail expenditure on staff located in regional offices across the Territory. Include the number of staff, their functions and outcomes achieved in the 2022/23 financial year. What are the locations for which they are responsible?

Details of expenditure for Power and Water staff (inclusive of Indigenous Essential Services staff) located in regional offices for the period 1 July 2022 to 31 March 2023 is provided below:

Location	Total Headcount	Costs (\$)
Alice Springs	63	\$8,275,201
Jabiru	2	\$251,790
Katherine	32	\$4,599,962
Tennant Creek	9	\$1,372,157
Yulara	3	\$426,087
Total	109	\$14,925,197

Details of the function and outcomes are included below:

Location	Function	Outcomes achieved
Alice Springs	Power Networks Water Services Sewerage Services Indigenous Essential Services Inventory SCADA Compliance and Communications	Provision of water, sewerage and electricity services through operation and maintenance of networks and key infrastructure. Provision of electricity, water and sewerage services to remote Aboriginal communities and outstations through operation and maintenance of key infrastructure associated with above service delivery. Functional customer and business support services to suit evolving customer expectations, enhance engagement and improve customer experiences. Proactive enablement of sustainable energy and water services. Asset improvement, energy transition and data monitoring capabilities to improve service delivery capabilities. Provision of services to remote and regional centres proximate to Alice Springs.
Jabiru	Power Purchase Field Services	Wholesale purchase of electricity. Maintenance of key infrastructure to ensure safety in operations and continued supply of electricity.

Katherine	Power Networks Water Services Sewerage Services Indigenous Essential Services Inventory SCADA Compliance and Communications	<p>Provision of water, sewerage and electricity services through operation and maintenance of networks and key infrastructure.</p> <p>Provision of electricity, water and sewerage services to remote Aboriginal communities and outstations through operation and maintenance of key infrastructure associated with above service delivery.</p> <p>Functional customer and business support services to suit evolving customer expectations, enhance engagement and improve customer experiences.</p> <p>Provision of services to remote and regional centres proximate to Katherine.</p>
Tennant Creek	Power Networks Water Services Sewerage Services	<p>Provision of water, sewerage and electricity services in Tennant Creek, through operation and maintenance of networks and key infrastructure.</p> <p>Provision of services to remote and regional centres proximate to Tennant Creek.</p>
Yulara	Water Services Sewerage Services	Provision of water and sewerage services to in Yulara, through operation and maintenance of key infrastructure.

Attachment A

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
SUPPLY AND DELIVER JOB EVALUATION SYSTEM, TRAINING AND SUPPORT FOR NORTHERN TERRITORY PUBLIC SECTOR	\$2,220.00	MERCER (AUSTRALIA) PTY LTD	QLD
CORE OPERATIONS - PREPARING AND DELIVERING STRUCTURED BRIEFING FOR DISASTER, EMERGENCY AND BUSINESS CONTINUITY EVENTS - 11 MAY 2022	\$4,600.00	TALKFORCE MEDIA AND COMMUNICATIONS STRATEGISTS	ACT
REVIEW - MAY 2022	\$1,250.00	FUELTRAC PTY LTD	QLD
PROJECT MANAGEMENT SERVICES FOR THE AER 2024-2029 PROJECT - 3 MAY TO 31 MAY 2022	\$37,570.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
REIMBURSEMENT FOR TRAVEL UNDERTAKEN BY AER 2024-2029 PROJECT MANAGER (MAY 2022 TRAVEL)	\$2,678.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
LABOUR, MATERIALS AND LAND ESCALATION 2022 FOR POWER AND WATER DISTRIBUTION NETWORK SERVICE PROVIDER SITES	\$16,480.00	BIS OXFORD ECONOMICS PTY LTD	NSW
PALMERSTON AND ENVIRONS STRATEGIC AREA - PROFESSIONAL SERVICES - TO 16 MAY 2022	\$220.00	TONKIN CONSULTING	SA
ELECTRICAL ENGINEERING SERVICES - REMOTE DEVELOPMENT - MAY 2022	\$6,013.00	ASHBURNER FRANCIS PTY LTD	NT
POWER AND WATER CORPORATION ENGAGEMENT SURVEY 2022	\$30,000.00	SPENCER STUART STAR AUSTRALIA PTY LTD T/AS KINCENTRIC	NSW
POWER SYSTEMS ENGINEER SERVICES - MAY 2022	\$22,080.00	ALLIANCE POWER AND DATA PTY LTD	WA
LEGAL ADVICE REGARDING ABILITY TO AGREE PAYMENT PLAN FOR YULARA WATER INFRASTRUCTURE	\$6,818.00	CLAYTON UTZ	NT
REGULATORY ADVICE ON RELATED ELECTRICITY SERVICE PROVIDER (RESP) DISCLOSURE REQUEST - 23 MARCH TO 6 APRIL 2022	\$6,000.00	POMONA LEGAL PTY LTD	NSW
ENGAGEMENT OF IT DATA ANALYST – POWER AND WATER - 1 MAY 2022 TO 31 MAY 2022	\$10,200.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
PROJECT MANAGER - 2 MAY 2022 TO 5 JUNE 2022	\$4,445.00	QUALITY PEOPLE PTY LTD	NT
LUDMILLA - BLACK PLUME TECHNICAL ADVICE	\$11,940.00	HUNTER H2O HOLDINGS PTY LTD	NSW
OWEN SPRINGS - SUNK HOURS	\$3,556.00	GPA ENGINEERING PTY LTD	SA
ORGANISATIONAL ALIGNMENT PROGRAM - 2 MAY 2022 - PROJECT MANAGEMENT	\$33,000.00	J. A. LONG PTY LTD	VIC
SERVICES AND OBLIGATION CHAPTER – AER 2024-2029 PROJECT - MAY 2022	\$10,000.00	POMONA LEGAL PTY LTD	NSW
LEGAL 20/235 - SOLAR NT GOVERNMENT PROPOSAL FOR MEMORANDUM OF UNDERSTANDING	\$2,580.00	JOHNSON WINTER AND SLATTERY	SA
COMMERCIAL SOLAR CUSTOMERS – LEGAL 22/059 - MAY 2022 FEES	\$4,980.00	JOHNSON WINTER AND SLATTERY	SA

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
LEGAL 22/011 ACCELERATED STRATEGIC SOURCING PROJECT CONTRACT DEPARTURE REVIEWS - PROFESSIONAL SERVICES - TO 31 MAY 2022	\$8,146.00	HWL EBSWORTH LAWYERS	NT
CONSULTING	\$12,320.00	SAFETY WISE SOLUTIONS PTY LTD	VIC
CASUARINA SQUARE EMBEDDED GENERATOR USER AGREEMENT – LEGAL 16/147 - LEGAL FEES - MAY 2022	\$1,440.00	JOHNSON WINTER & SLATTERY	SA
LUDMILLA PLANT TRIAL ASSESSMENT - SHIFTING FLOC DOSE POINT TO MITIGATE BLACK PLUMES	\$9,815.00	WATCON P/L	SA
ASSET MANAGEMENT ARTEFACTS	\$41,329.00	STANTEC AUSTRALIA PTY LTD	NT
REMOTE DEVELOPMENT - HYDRAULIC ENGINEERING SUPPORT - MAY 2022	\$12,000.00	WALLBRIDGE AND GILBERT RFP	NT
PROJECT: AER2429 ENGAGEMENT PROJECT MANAGEMENT SERVICES - 1 JUNE TO 10 JUNE 2022	\$10,875.00	ENGEVITY ADVISORY PTY LTD	NSW
PROJECT: FUTURE NETWORKS READINESS PLAN: WORKSTREAM 1A PROJECT COORDINATION - 1 JUNE 2022 TO 10 JUNE 2022	\$13,563.00	ENGEVITY ADVISORY PTY LTD	NSW
YUELAMU SUPPLY BORE MODELLING AND GROUNDWATER RESOURCE MEMO UPDATE	\$3,379.00	TROP WATER PTY LTD	NT
YUELAMU PUMPING TEST SUPERVISION AND ANALYSIS	\$18,291.00	TROP WATER PTY LTD	NT
CUSTOMER JOURNEY MAPPING AND SERVICE BLUEPRINTING - 30 MAY 2022 TO 5 JUNE 2022	\$1,147.00	MUDBATH AND CO PTY LTD MUDBATH DIGITAL	NSW
PROFESSIONAL FEES - LOW VOLTAGE UNDERGROUND CABLE OWNERSHIP ISSUES	\$6,340.00	JOHNSON WINTER AND SLATTERY	SA
ELECTRICAL ENGINEER SUPPORT - 6 MAY 2022 TO 3 JUNE 2022	\$2,400.00	CELL ENGINEERING PTY LTD	NT
ELECTRICAL PROJECT ENGINEERING SUPPORT - 11 APRIL 2022 TO 3 JUNE 2022	\$1,660.00	CELL ENGINEERING PTY LTD	NT
AMENDMENTS TO THE SECURITY OF CRITICAL INFRASTRUCTURE 603-0067538	\$10,971.00	KING AND WOOD MALLESONS	VIC
ASSISTANCE WITH ENGAGEMENT ACTIVITIES (INCLUDING DISBURSEMENTS)	\$78,160.00	DYNAMIC ANALYSIS PTY LTD	NSW
DEVELOPING REPLACEMENT EXPENDITURE (REPEX) BUSINESS CASES FOR POWER AND WATER CORPORATION REGULATORY SUBMISSION	\$32,702.00	GHD PTY LTD	NSW
YUELAMU DAM AND HIGHWAY BORE SAMPLING - 30 MARCH 2022; 6 APRIL 2022 - EMERGENCY WATER SUPPLY	\$4,865.00	LOW ECOLOGICAL SERVICES PTY LTD	NT
STRATEGIC WATER INFRASTRUCTURE STUDY	\$10,000.00	GHD PTY LTD	NSW
ASSISTANCE WITH THE AER 2024-2029 PROJECT - 1 MARCH 2022 TO 10 JUNE 2022	\$104,925.00	DYNAMIC ANALYSIS PTY LTD	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
ORGANISATION ALIGNMENT - WORKS MANAGEMENT - 9 MAY TO 31 MAY 2022	\$13,575.00	DEBBIE JACKSON CONSULTING	VIC
REGULATION & MARKET OPERATOR COMMITTEE (RMOC) BOARD CONSULTANT FEES - JUNE 2022	\$2,175.00	ROBERT JAMES COLE	WA
COMMUNITY BATTERY FEASIBILITY STUDY - 1 JUNE TO 10 JUNE 2022	\$7,315.00	CUTLER MERZ PTY LTD	QLD
PROJECT MANAGEMENT SERVICES FOR THE AER 2024-2029 PROJECT	\$14,985.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
LUDMILLA WASTE WATER TREATMENT PLANT MAIN INLET CHAMBER ASSESSMENT AND RECTIFICATION WORKS	\$4,400.00	STANTEC AUSTRALIA PTY LTD	NT
LUDMILLA WASTE WATER TREATMENT PLANT MAIN PUMP CHAMBER STAIR ASSESSMENT AND RECTIFICATION WORKS	\$2,160.00	STANTEC AUSTRALIA PTY LTD	NT
YARRALIN COMMUNITY DESKTOP HYDROGEOLOGICAL WATER RESOURCE ASSESSMENT	\$4,940.00	JACOBS GROUP (AUSTRALIA) PTY LTD	NT
NON-SYSTEM CAPITAL EXPENDITURE SUPPORT RELATED TO INFORMATION COMMUNICATION AND TECHNOLOGY (1 JANUARY 2022 to 10 JUNE 2022)	\$64,000.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
NON-SYSTEM CAPITAL EXPENDITURE SUPPORT RELATED TO PROPERTY FLEET, PLANT AND EQUIPMENT - 1 JANUARY 2022 TO 10 JUNE 2022	\$68,000.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
LEGAL22/021 - SPONSORSHIP AND PARTNERSHIP GUIDELINES 2022 TO 2024	\$4,982.00	SQUIRE PATTON BOGGS (AU) LLP	NT
PFD00769-20-002- WORK STREAM 1B - APRIL TO 10 JUNE 2022	\$38,760.00	SYNERGIES ECONOMIC CONSULTING PTY LTD	QLD
UNDERTAKE YUELAMU GROUNDWATER SOURCE ASSESSMENT	\$21,333.00	TROP WATER PTY LTD	NT
NORTHERN AND KATHERINE REMOTE COMMUNITY STANDING WATER LEVEL	\$27,507.00	JSJ CONSULTING PTY LTD T/A EKO ENGINEERING	NT
LUDMILLA - BLACK PLUME TECHNICAL ADVICE	\$260.00	HUNTER H2O HOLDINGS PTY LTD	NSW
CUSTOMER JOURNEY MAPPING AND SERVICE BLUEPRINTING - MUDBATH - JOURNEY 2 CHANGE OF OWNERSHIP - 10 JUNE TO 12 JUNE 2022	\$2,013.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
NORTHERN TERRITORY NATIONAL ELECTRICAL RULES COMPLIANCE - PERIOD ENDING 27 MAY 2022	\$7,350.00	FARRIER SWIER CONSULTING PTY LTD	VIC
ENGAGEMENT POW00384-01 - FINAL COST ALLOCATION METHODOLOGY REVIEW	\$44,000.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
WATER SERVICES CRITICAL SPARES AND INVENTORY REVIEW AND AUDIT SERVICES - 9 MARCH 2022	\$49,000.00	AT KEARNEY AUSTRALIA PTY LTD	NSW
NORTHERN AND KATHERINE REMOTE COMMUNITY STANDING WATER LEVEL	\$4,086.00	JSJ CONSULTING PTY LTD T/A EKO ENGINEERING	NT
DATABASE REVIEW	\$12,144.00	GTS GROUP AUSTRALIA PTY LTD	NT
BOARD ADVISORY SERVICES - MAY 2022	\$8,291.00	GIRNA ENGINEERING SERVICES PTY LTD (GEMS)	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
FEES - SECOND INTERIM FEE RELATES TO THE WORK HEALTH SAFETY MANAGEMENT SYSTEM ISO ALIGNMENT INTERNAL AUDIT	\$13,000.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
FEES - SECOND INTERIM FEE RELATES TO THE SAFETY MANAGEMENT AND MITIGATION PLAN COMPLIANCE AUDIT	\$40,000.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
FEES - BENCHMARKING AGAINST A REGULATED ENVIRONMENT INTERNAL AUDIT	\$10,000.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
ENGINEERING REVIEW OF SUPERVISORY CONTROL AND DATA ACQUISITION (SCADA) SPECIFICATION DOCUMENT	\$5,760.00	SAGE AUTOMATION PTY LTD	SA
PROJECT MANAGEMENT	\$3,780.00	SB ENERGY AUSTRALIA PTY LTD	NT
WATER BALANCE UPDATE - APRIL 2022	\$11,200.00	JOLLY CONSULTING PTY LTD	NT
GAS FINANCIAL MODELLING	\$6,500.00	FRONTIER ECONOMICS PTY LTD	VIC
MONITORING SOUTHERN REGION. SUPPLY AND USE OF TRIMBLE SURVEY EQUIPMENT	\$5,667.00	TERRITORY GROUNDWATER SERVICES P/L	NT
FINANCIAL SPECIALTIST - 6 JUNE TO 19 JUNE 2022	\$16,200.00	DQA PTY LTD	NT
DESIGN AND PRODUCTION OF ASSETS SUPPORTING THE AUSTRALIAN ENERGY REGULATOR PROJECT TEAM	\$6,080.00	DREAMEDIA PTY LTD	NT
SURVEY - LOT449 TOWNSITE OF WURRUMIYANGA	\$6,000.00	EARL JAMES & ASSOCIATES	NT
BUSINESS INTELLIGENCE ANALYST - 1 JUNE TO 24 JUNE 2022	\$12,750.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
AUDIT CHARGES FOR THE RECOVERY OF PROFESSIONAL FEES FOR INDIGENOUS ESSENTIAL SERVICES, SERVICES STATEMENT AUDIT 2021/22	\$21,358.00	AUDITOR GENERAL'S OFFICE	NT
ENGAGEMENT OF IT DATA ANALYST POWER AND WATER CORPORATION - 1 JUNE TO 24 JUNE 2022	\$8,160.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
PROJECT MANAGER - 8 JUNE TO 24 JUNE 2022	\$5,715.00	QUALITY PEOPLE PTY LTD	NT
AUDIT CHARGES FOR THE RECOVERY OF PROFESSIONAL FEES FOR POWER AND WATER - FINANCIAL STATEMENT AUDIT IT SUPPORT 2021/22	\$38,412.00	AUDITOR GENERAL'S OFFICE	NT
LEGAL ADVICE - REVIEW OF IOPEN TERMS AND CONDITIONS SOFTWARE LICENCE	\$660.00	HWL EBSWORTH LAWYERS	NT
YUELEMU INVESTIGATION SAMPLES - 25 JUNE 2022	\$250.00	INTERTEK TESTING SERVICES (AUSTRALIA) PTY LTD	NT
C-302588 CHIEF EXECUTIVE / EXECUTIVE GENERAL MANAGER PEOPLE CULTURE AND SAFETY DEBRIEF AND EXECUTIVE LEADERSHIP TEAM DEBRIEF	\$35,000.00	SPENCER STUART STAR AUSTRALIA PTY LTD T/AS KINCENTRIC	NSW
FEES FOR PROFESSIONAL SERVICES - FIRMING SERVICE	\$938.00	MARKET REFORM PTY LTD	VIC

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
FEES FOR PROFESSIONAL SERVICES - ALICE SPRINGS MARKET	\$17,413.00	MARKET REFORM PTY LTD	VIC
FEES FOR PROFESSIONAL SERVICES - ESSENTIAL SYSTEM SERVICES RULES	\$9,711.00	MARKET REFORM PTY LTD	VIC
FEES FOR PROFESSIONAL SERVICES - ENGINEERING PANEL (OPERATIONS)	\$3,506.00	MARKET REFORM PTY LTD	VIC
PROVIDE NON PROJECT SPECIFIC DRAFTING SERVICES	\$228.00	TIMS DESIGN and DRAFTING NT	NT
ENGINEERING SECONDMENT - WATER SAFETY	\$5,906.00	GHD PTY LTD	NSW
DEBT RECOVERY - DEBTOR MANAGEMENT	\$1,024.00	WARD KELLER	NT
DEBT RECOVERY - WAVELENGTH ASSETS	\$30.00	WARD KELLER	NT
REVIEW OF POWER AND WATER CORPORATION GENERATOR PERFORMANCE STANDARDS (GPS) COMPLIANCE AND MODEL VALIDATION TEMPLATE	\$12,495.00	DIGSILENT PACIFIC PTY LTD	WA
REVIEW OF PWC GENERATOR PERFORMANCE STANDARDS (GPS) COMPLIANCE AND MODEL VALIDATION TEMPLATE THERMAL	\$11,515.00	DIGSILENT PACIFIC PTY LTD	WA
REVIEW OF PWC GENERATOR PERFORMANCE STANDARDS (GPS) COMPLIANCE AND MODEL VALIDATION TEMPLATE	\$4,400.00	DIGSILENT PACIFIC PTY LTD	WA
GENERAL SUPPORT TO MAY 2022	\$64,881.00	DIGSILENT PACIFIC PTY LTD	WA
DEBT RECOVERY - DEBTOR MANAGEMENT	\$150.00	WARD KELLER	NT
POWER AND WATER CORPORATION ADHOC ENGINEERING SERVICES (1 JUNE TO 26 JUNE 2022)	\$13,090.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
ESSENTIAL SYSTEM SERVICES GAP ANALYSIS CONSULTANCY SERVICES - 1 JUNE TO 26 JUNE 2022	\$1,181.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
BEN HAMMOND - PERFORM SPARE AUDIT - 14 JUNE 2022	\$3,900.00	ISAS	NT
OWEN SPRINGS LATERAL EXTENSION	\$357.00	GPA ENGINEERING PTY LTD	SA
BULLA ULTRA VIOLET (UV) TECHNICAL SUPPORT	\$13,630.00	HUNTER H2O HOLDINGS PTY LTD	NSW
CONSULTING PER HOUR 12/10/21 X 3 28/1/22 X 1	\$560.00	NEC AUSTRALIA PTY LTD	VIC
BEN HAMMOND - REQUIRED ADDITIONAL WORKS	\$3,120.00	ISAS	NT
DRAWING SERVICES - PROGRESS PAYMENT NO. 3	\$1,000.00	PW PLUMBING DESIGNS	QLD
SYSTEM CONTROL BATTERY ENERGY STORAGE SYSTEM (BESS) STATEMENT OF OPPORTUNITY	\$5,869.00	GHD PTY LTD	NSW
POWER AND WATER CORPORATION ENGINEERING SUPPORT	\$9,372.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
3916.03 CHANNEL ISLAND C7 R2 GENERATOR TESTING	\$30,625.00	DIGSILENT PACIFIC PTY LTD	WA
PHOTOVOLTAIC (PV) EXPORT CURTAILMENT INITIAL ENGINEERING	\$3,864.00	COMAP PTY LTD	SA

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
REMAINING 30 PERCENT FOR COMPLETION OF PHASE 2 OF THE ENGAGEMENT FEE	\$14,145.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
PROJECT MANAGER/ANALYST - WEEK ENDING 26 JUNE 2022	\$7,357.00	CHANDLER MACLEOD GROUP LIMITED	WA
DARWIN - ENGAGEMENT OF MARKET SYSTEMS SPECIALIST - APRIL 2022	\$50,338.00	UNIVITY PTY LTD	QLD
SYSTEM CONTROL TECHNICAL CODE PROJECT	\$2,986.00	MINTER ELLISON (MINTERELLISON)	NSW
ENTERPRISE PORTFOLIO MANAGEMENT OFFICE CAPABILITY UPLIFT - 30 JUNE 2022	\$47,960.00	RPS AAP CONSULTING PTY LTD T/AS POINT PROJECT MANAGEMENT	QLD
TRAVEL & INCIDENTALS	\$13,841.00	RPS AAP CONSULTING PTY LTD T/AS POINT PROJECT MANAGEMENT	QLD
ENTERPRISE PORTFOLIO MANAGEMENT OFFICE CAPABILITY UPLIFT	\$108,840.00	RPS AAP CONSULTING PTY LTD T/AS POINT PROJECT MANAGEMENT	QLD
VOLTAGE REGULATOR STRUCTURAL DESIGN - PROFESSIONAL SERVICES RENDERED - JUNE 2022	\$4,300.00	PRITCHARD FRANCIS CONSULTING PTY LTD	WA
ENGAGEMENT OF IT DATA ANALYST POWER AND WATER CORPORATION - 27 JUNE TO 30 JUNE 2022	\$2,040.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
BUSINESS INTELLIGENCE ANALYST FOR PERIOD 27 JUNE TO 30 JUNE 2022	\$3,000.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
STRATEGIC ASSET MANAGEMENT PLAN AND CLASS ASSET MANAGEMENT PLAN UPDATES	\$20,828.00	STANTEC AUSTRALIA PTY LTD	NT
RISK - ACCEPTANCE OF THE SOLUTIONS - POST HYPERCARE	\$22,420.00	C A TECHNOLOGY PTY LTD T/A CAM MANAGEMENT SOLUTIONS	SA
WS SUPERVISORY CONTROL AND DATA ACQUISITION (SCADA) NORTH AD-HOC TECHNICAL SPECIFIC ADVICE - APRIL 2022	\$100.00	VTAN CONSULTING PTY LTD	NT
CREATION OF INFOGRAPHICS AND MULTIMEDIA FILE FOR MAY AND JUNE 2022 (PEOPLE'S PANEL AND DRAFT PLAN REPORTS)	\$30,000.00	DREAMEDIA PTY LTD	NT
WORK STREAM 2A - COMMUNITY BATTERY FEASIBILITY STUDY - 11 JUNE 2022 TO 30 JUNE 2022	\$2,905.00	CUTLER MERZ PTY LTD	QLD
PROJECT MANAGER - 27 JUNE TO 30 JUNE 2022	\$1,588.00	QUALITY PEOPLE PTY LTD	NT
GEOGRAPHIC INFORMATION SYSTEM RESOURCE - WATER SERVICES URBAN AND REMOTE - UPDATING WATER AND SEWER MAPS	\$12,860.00	WATCON P/L	SA
CUSTOMER JOURNEY MAPPING AND SERVICE BLUEPRINTING - MUDBATH - CUSTOMER EXPERIENCE AND OPERATIONS (20 JUNE TO 26 JUNE 2022)	\$1,275.00	MUDBATH AND CO PTY LTD MUDBATH DIGITAL	NSW
JOURNEY 2 CHANGE OF OWNERSHIP - 13 JUNE TO 19 JUNE 2022	\$1,520.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
INDIGENOUS ESSENTIAL SERVICES SPECIALIST ADVICE TO 27 JUNE 2022	\$2,840.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
ORGANISATIONAL ALIGNMENT PROGRAM – 1 JUNE 2022 - PROJECT MANAGEMENT	\$28,125.00	J. A. LONG PTY LTD	VIC
REGULATORY PROPOSAL - SERVICES AND OBLIGATIONS FOR AER2429 " - JUNE 2022	\$6,000.00	POMONA LEGAL PTY LTD	NSW
WEBINAR	\$4,400.00	EVOLVE COMMUNITIES PTY LTD	NSW
ELECTRICAL ENGINEERING ENGAGEMENT JUNE 2022	\$5,365.00	ASHBURNER FRANCIS PTY LTD	NT
LUDMILLA WASTE WATER TREATMENT PLANT, DARWIN RIVER DAM AND BEN HAMMOND - AUDIT SPARE PARTS FOR POWER AND WATER	\$1,939.00	ISAS	NT
LONG TERM TERRITORY GENERATION GAS SUPPLY AGREEMENT	\$369.00	GRONDAL BRUINING PTY LTD	WA
BUSINESS AS USUAL MATTER - PROCUREMENT ADVICE	\$646.00	GRONDAL BRUINING PTY LTD	WA
BUSINESS AS USUAL MATTER - GAS SERVICING STRATEGY MEETING	\$2,903.00	GRONDAL BRUINING PTY LTD	WA
BUSINESS AS USUAL MATTER - AUSTRALIAN ENERGY REGULATOR DEROGATION AND EMERGENCY GAS NOTICE	\$1,320.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$106.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$34,505.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$3,114.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$4,093.00	GRONDAL BRUINING PTY LTD	WA
DISPUTE	\$3,314.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$4,696.00	GRONDAL BRUINING PTY LTD	WA
AMENDMENTS TO DARWIN LIQUID NATURALGAS SUPPLY AGREEMENT	\$3,167.00	GRONDAL BRUINING PTY LTD	WA
AUSTRALIAN CONSUMER AND COMPETITION COMMISSION GAS INQUIRY	\$1,900.00	GRONDAL BRUINING PTY LTD	WA
WORKSTREAM 1A PROJECT CO-ORDINATION (11 JUNE TO 30 JUNE 2022)	\$29,713.00	ENGEVITY ADVISORY PTY LTD	NSW
AER2429 ENGAGEMENT PROJECT MANAGEMENT SERVICES - 11 JUNE TO 30 JUNE 2022	\$19,594.00	ENGEVITY ADVISORY PTY LTD	NSW
PROJECT MANAGEMENT SERVICES AER2429 PROJECT - 14 JUNE TO 30 JUNE 2022	\$26,460.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
ANNUAL FEE PL31 2022-23	\$593.00	DEPARTMENT OF INDUSTRY, TOURISM AND TRADE (ITT) (FORMERLY DEPT. OF PRIMARY INDUSTRY & RESOURCES)	NT
REGULATORY AND TECHNICAL ADVICE, GAS SUPPLY AND GAS PIPELINE CONTRACTS - MARCH TO JUNE 2022	\$675.00	SLEEMAN CONSULTING - THE SLEEMAN TRUST	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
COMMERCIAL ADVICE, GAS AND GAS PIPELINE CONTRACTS - GAS SUPPLY JUNE 2022	\$22,400.00	POWER ECONOMICS PTY LTD	WA
REPORTS JUNE 2022	\$1,250.00	FUELTRAC PTY LTD	QLD
POWER SYSTEMS ENGINEER SERVICES - JUNE 2022 – 15 HOURS	\$3,450.00	ALLIANCE POWER AND DATA PTY LTD	WA
REVIEW OF NETWORK MAINTENANCE EXPENDITURE TRENDS AND DEVELOP FORECAST JUSTIFICATION	\$63,475.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
DEED OF SETTLEMENT	\$1,535.00	CLAYTON UTZ	NT
ELECTRICITY SUPPLY AGREEMENT	\$7,900.00	CLAYTON UTZ	QLD
PROJECT MANAGEMENT - JUNE 2022	\$4,590.00	SB ENERGY AUSTRALIA PTY LTD	NT
CUSTOMER EXPERIENCE AND OPERATIONS CREDIT AND COLLECTIONS - CHARGES - JUNE 2022	\$223.00	EQUIFAX AUSTRALIA INFORMATION SERVICES AND SOLUTIONS PTY LTD	QLD
WORKSTREAM 3A - ELECTRIC VEHICLE IMPACT ASSESSMENT – 2 JUNE TO 10 JUNE 2022	\$40,516.00	ERNST & YOUNG	NT
RETICULATED INFRASTRUCTURE LICENCE (23 MAY TO 17 JUNE 2022)	\$4,384.00	SQUIRE PATTON BOGGS (AU) LLP	NT
BUSINESS CASE SME	\$29,716.00	HAYS SPECIALIST RECRUITMENT	NSW
REGULATORY SPECIALIST - WEEK ENDING 26 JUNE 2022 TO 3 JULY 2022	\$4,119.00	HAYS SPECIALIST RECRUITMENT	NSW
PROJECT MANAGER ANALYST - WEEK ENDING 3 JULY 2022	\$7,357.00	CHANDLER MACLEOD GROUP LIMITED	WA
CHANGE ANALYST - WEEK ENDING 12 JUNE 2022 TO 3 JULY 2022	\$17,708.00	HAYS SPECIALIST RECRUITMENT	NSW
CONSULTANCY SERVICES - CORE CAPABILITIES PROGRAM FINANCE LEAD – 20 JUNE 2022 TO 3 JULY 2022	\$18,000.00	DQA PTY LTD	NT
REGULATORY MODELLING SUPPORT - 1 JUNE TO 30 JUNE 2022	\$22,260.00	FARRIER SWIER CONSULTING PTY LTD	VIC
AD HOC REGULATORY ADVICE - 1 JUNE TO 30 JUNE 2022	\$12,005.00	FARRIER SWIER CONSULTING PTY LTD	VIC
WATER ROLLING ASSET BASE METHODOLOGY - JUNE 2022	\$9,310.00	FARRIER SWIER CONSULTING PTY LTD	VIC
CHANGE ANALYST - WEEK ENDING 5 JUNE 2022	\$4,654.00	HAYS SPECIALIST RECRUITMENT	NSW
BUSINESS CASE SME - WEEK ENDING 5 JUNE 2022	\$7,420.00	HAYS SPECIALIST RECRUITMENT	NSW
JOURNEY 2 CHANGE OF OWNERSHIP – 7 JUNE 2022 TO 3 JULY 2022	\$4,549.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
ORGANISATIONAL ALIGNMENT - JUNE 2022	\$15,750.00	DEBBIE JACKSON CONSULTING	VIC
PROGRESS CLAIM 1 - JUNE 2022 - AUSTRALIAN ENERGY REGULATOR PLANNING REPORTS	\$7,599.00	ALLIANCE POWER AND DATA PTY LTD	WA
PROFESSIONAL SERVICES - TO 30 JUNE 2022	\$22,515.00	HWL EBSWORTH LAWYERS	NT
ELECTRICAL PROJECT ENGINEERING SUPPORT – 3 JUNE 2022 TO 1 JULY 2022	\$840.00	CELL ENGINEERING PTY LTD	NT
RECOVERY OF PROFESSIONAL FEES FOR THE POWER AND WATER CORPORATION FINANCIAL STATEMENTS AUDIT	\$57,776.00	AUDITOR GENERAL'S OFFICE	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
LEGAL21/123 - REVIEW OF ELECTRICITY SUPPLY AGREEMENT	\$2,180.00	HWL EBSWORTH LAWYERS	NT
ACCELERATED STRATEGIC SOURCING PROJECT CONTRACT DEPARTURE REVIEW	\$3,282.00	HWL EBSWORTH LAWYERS	NT
LEGAL22/069 - REVIEW SIO00038-22 AMENDMENTS	\$1,660.00	HWL EBSWORTH LAWYERS	NT
MCARTHUR RIVER MINE PIPELINE - LEGAL16-184 - ACCESS AGREEMENTS	\$829.00	HWL EBSWORTH LAWYERS	NT
ADVICE REGARDING OPTIC FIBRE LICENCE AND OPERATING AND MAINTENANCE AGREEMENT	\$1,935.00	HWL EBSWORTH LAWYERS	NT
MEMORANDUM OF PROFESSIONAL FEES - REVIEW OF WEIGHTED AVERAGE COST OF CAPITAL (WACCS) FOR NETWORKS, WATER AND SEWERAGE, REMOTE GENERATION AND GAS	\$20,000.00	PRICE WATERHOUSE COOPERS	ACT
REVIEW WASTE DISCHARGE LICENCE (WDL) REPORT - MAY 2022	\$1,389.00	SLR CONSULTING AUSTRALIA PTY LTD	NT
PROFESSIONAL FEES	\$6,521.00	POLLUTION SOLUTIONS & DESIGNS PTY LTD	NT
HYDRAULIC ENGINEERING ENGAGEMENT SERVICES	\$6,708.00	WALLBRIDGE AND GILBERT RFP	NT
ADVISER TO BOARDS – 1 MAY 2022 TO 30 JUNE 2022	\$12,000.00	LOUISE JAMES PTY LTD	NSW
PROJECT MANAGER/ANALYST - WEEK ENDING 10 JULY 2022	\$7,390.00	CHANDLER MACLEOD GROUP LIMITED	WA
REGULATION & MARKET OPERATOR COMMITTEE (RMOC) BOARD CONSULTANT FEES - JULY 2022	\$1,688.00	ROBERT JAMES COLE	WA
CUSTOMER JOURNEY MAPPING AND SERVICE BLUEPRINTING - JOURNEY 2 CHANGE OF OWNERSHIP – 4 JULY TO 10 JULY 2022	\$2,026.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
EXECUTIVE COACHING PROCESS	\$4,500.00	VAUGHAN FELTON PTY LTD - VAUGHAN FELTON & ASSOCIATES T/A	NSW
KINGS CANYON SEWER PONDS SITE	\$228.00	TIMS DESIGN & DRAFTING NT	NT
CAPITAL DELIVERY REVIEW - FIXED FEE 3RD MILESTONE - 20% OF TOTAL PROJECT PHASE 1	\$16,762.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
WATER AND SEWERAGE - INTERSTATE TARIFF STRUCTURE ANALYSIS AND NT TARIFF STRUCTURE OPTIONS	\$9,900.00	UTILITIES REGULATION ADVISORY PTY LTD	VIC
REMOTE COMMUNITY 2022 GROUNDWATER MONITORING - SOUTHERN REGION – APRIL TO MAY 2022	\$30,652.00	TERRITORY GROUNDWATER SERVICES P/L	NT
COMMISSION ON DIRECT PAYMENT - 11 FEBRUARY 2022	\$75.00	DUN & BRADSTREET MARKETING P/L	VIC
PROJECT MANAGEMENT - 4 JULY TO 15 JULY 2022	\$5,040.00	SB ENERGY AUSTRALIA PTY LTD	NT
COMMISSION ON TRUST COLLECTION	\$538.00	DUN AND BRADSTREET MARKETING P/L	VIC
CONSULTANCY SERVICES - FINANCIAL SPECIALIST - 4 JULY TO 17 JULY 2022	\$18,000.00	DQA PTY LTD	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
WORK VALUE ASSESSMENT AND CLASSIFICATION ADVICE - WORKFORCE REPORTING SPECIALIST	\$2,220.00	MERCER (AUSTRALIA) PTY LTD	QLD
DATA MIGRATION 2022 AND CONFIGURATION COSTS 2022	\$69,968.00	GENTRACK PTY LTD	VIC
BOARD ADVISORY SERVICES 1 JUNE TO 30 JUNE 2022	\$8,024.00	GIRNA ENGINEERING SERVICES PTY LTD (GEMS)	NSW
ELECTRICAL SUPPORT FOR REVIEWING/UPDATING POWER AND WATER INSTALL DOCUMENTS 3 JUNE 2022 TO 15 JULY 2022	\$1,280.00	CELL ENGINEERING PTY LTD	NT
LEGAL SERVICES	\$1,680.00	GRONDAL BRUINING PTY LTD	WA
CUSTOMER JOURNEY MAPPING AND SERVICE BLUEPRINTING - JOURNEY 2 CHANGE OF OWNERSHIP	\$2,054.00	MUDBATH AND CO PTY LTD MUDBATH DIGITAL	NSW
NORTHERN TERRITORY NATIONAL ELECTRICITY RULES COMPLIANCE PHASES 1 AND 3 - 27 MAY TO 1 JULY 2022	\$32,095.00	FARRIER SWIER CONSULTING PTY LTD	VIC
LEGAL SERVICES	\$1,380.00	JOHNSON WINTER & SLATTERY	SA
WATER SAFETY ENGINEERING ASSISTANCE	\$12,255.00	GHD PTY LTD	NSW
SYSTEM CONTROL BATTERY ENERGY STORAGE SYSTEM STATEMENT OF OPPORTUNITY 13/06/22 - 08/07/22	\$2,615.00	GHD PTY LTD	NSW
PROFESSIONAL INDEPENDENT WORKPLACE INVESTIGATION 2	\$6,596.00	WARTON STRATEGIC	NT
POWER WATER CORPORATION 2022 ENGAGEMENT SURVEY	\$30,000.00	SPENCER STUART STAR AUSTRALIA PTY LTD T/AS KINCENTRIC	NSW
OWEN SPRINGS LATERAL EXTENSION (OSLE) HANDOVER SCOPE	\$4,953.00	OSD PTY LTD	QLD
RESET ADVISORY COMMITTEE 03/06, 17/06, 01/07, 15/07	\$1,600.00	GAVIN DUFTY	VIC
RESET ADVISORY COMMITTEE	\$600.00	NORTHERN TERRITORY COUNCIL OF SOCIAL SERVICE INC	NT
CUSTOMER JOURNEY MAPPING AND SERVICE BLUEPRINTING - JOURNEY 2 CHANGE OF OWNERSHIP 18- 24/07/22	\$2,443.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
DEVELOPING REPLACEMENT EXPENDITURE (REPEX) BUSINESS CASES FOR POWER AND WATER CORPORATION REGULATORY SUBMISSION	\$966.00	GHD PTY LTD	NSW
PROJECT MANAGER WEEK ENDING 24/07/22	\$6,378.00	CHANDLER MACLEOD GROUP LIMITED	WA
CONTRACT - DRAWING SERVICES	\$500.00	PW PLUMBING DESIGNS	QLD
JULY 2022 REVIEW REPORTS	\$1,250.00	FUELTRAC PTY LTD	QLD
DEBTOR MANAGEMENT	\$4,617.00	WARD KELLER	NT
BUSINESS INTELLIGENCE ANALYST 01/07/2022 - 31/07/2022	\$12,750.00	BIDDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
INDIGENOUS ESSENTIAL SERVICES SPECIALIST ADVICE TO 29/07/2022	\$1,700.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
JABIRU TOWNSHIP ELECTRICAL & MAINTENANCE WORKS	\$17,335.00	ABORIGINAL AREAS PROTECTION AUTHORITY	NT
PROJECT MANAGEMENT SERVICES 27 JUNE TO 31 JANUARY 2023	\$43,570.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
YUELAMU INVESTIGATIONS 11/07/22	\$250.00	INTERTEK TESTING SERVICES (AUSTRALIA) PTY LTD	NT
CONSULTANCY SERVICES 18-31/7/2022	\$18,000.00	DQA PTY LTD	NT
ADVICE ON GAS SUPPLY AGREEMENT CURTAILMENT	\$31,516.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$88.00	GRONDAL BRUINING PTY LTD	WA
BUSINESS AS USUAL MATTER- AUSTRALIAN ENERGY REGULATOR NOTICE	\$264.00	GRONDAL BRUINING PTY LTD	WA
BUSINESS AS USUAL MATTER- AUSTRALIAN ENERGY REGULATOR AUDIT	\$1,655.00	GRONDAL BRUINING PTY LTD	WA
ELECTRICAL ENGINEER - ENGAGEMENT	\$5,596.00	ASHBURNER FRANCIS PTY LTD	NT
LEGAL SERVICES	\$369.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$1,795.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$10,305.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$897.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$4,962.00	GRONDAL BRUINING PTY LTD	WA
DARWIN LIQUID NATURAL GAS - LEGAL16-233 - AMENDMENT TO GAS SUPPLY AGREEMENT	\$1,056.00	GRONDAL BRUINING PTY LTD	WA
ADVICE AND ASSISTANCE WITH RENEWABLE HUB GOVERNANCE PROJECT	\$44,550.00	KHAN ECONOMIC ADVISORY PTY LTD	QLD
ENGINEERING SERVICES 28/6-31/7/22	\$5,355.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
ESSENTIAL SYSTEM SERVICES GAP ANALYSIS - JUNE-JULY22	\$6,366.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
FUTURE NETWORK READINESS PLAN - JULY 2022	\$32,967.00	SYNERGIES ECONOMIC CONSULTING PTY LTD	QLD
POWER AND WATER CORPORATION STRATEGIC ASSET MANAGEMENT PLAN PROJECT JULY 2022	\$3,200.00	A.K INKSTER AND P.J INKSTER	NT
PROFESSIONAL SERVICES - ADVICE IN RELATION TO THE INCOME TAX TREATMENT OF CORPORATE AND NETWORK OVERHEAD COSTS	\$18,630.00	KPMG CHARTERED ACCOUNTANTS DARWIN	NT
FEES FOR PROFESSIONAL SERVICES	\$12,031.00	MARKET REFORM PTY LTD	VIC
FEES FOR PROFESSIONAL SERVICES	\$10,550.00	MARKET REFORM PTY LTD	VIC
FEES FOR PROFESSIONAL SERVICES - 10 - ESSENTIAL SYSTEM SERVICES RULES	\$3,506.00	MARKET REFORM PTY LTD	VIC
REVIEW AND RECOMMENDATION	\$5,180.00	UNGANCO PTY LTD	QLD

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
ORGANISATIONAL ALIGNMENT PROGRAM 01- 26 JUL 2022	\$25,500.00	J. A. LONG PTY LTD	VIC
COMMERCIAL ADVICE, GAS AND GAS PIPELINE ADVICE 1/07/2022	\$14,250.00	POWER ECONOMICS PTY LTD	WA
DARWIN - ENGAGEMENT OF MARKET SYSTEMS SPECIALIST FOR APRIL 2022	\$50,388.00	UNIVITY PTY LTD	QLD
ORGANISATIONAL ALIGNMENT	\$11,550.00	DEBBIE JACKSON CONSULTING	VIC
YUELAMU GROUNDWATER SOURCE ASSESSMENT	\$1,428.00	TROP WATER PTY LTD	NT
REGULATORY SPECIALIST WEEK ENDING 17 - 24/07/22	\$4,127.00	HAYS SPECIALIST RECRUITMENT	NSW
BUSINESS CASE SME - WEEK ENDING 10 - 31/07/22	\$22,370.00	HAYS SPECIALIST RECRUITMENT	NSW
PROFESSIONAL FEES FOR GRAPHIC DESIGN SERVICES FOR THE FOLLOWING, AS PER OUR QUOTE Q220612 - PEOPLES PANEL REPORT	\$33,500.00	MICHELS WARREN PTY LTD	SA
CUSTOMER JOURNEY MAPPING AND SERVICE BLUEPRINTING - MUDBATH - JOURNEY 2 CHANGE OF OWNERSHIP 25/07/22 - 31/07/22	\$978.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
WEATHER NORMALIZATION OF WATER SALES METHODOLOGY FOR USE IN WATER SALES FORECASTING - MAY 2022	\$12,255.00	HYDROLOGY AND RISK CONSULTING PTY LTD - TRUSTEE FOR THE HARC UNIT TRUST	NSW
LEGAL SERVICES	\$1,193.00	GRONDAL BRUINING PTY LTD	WA
PROVISIONS OF NETWORK VISIBILITY OPTIONS ASSESSMENT MONTHLY INSTALMENT JULY 2022	\$21,970.00	GRIDQUBE PTY LTD	QLD
PREPARATION OF 5 BUSINESS CASES	\$41,495.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
PROJECT MANAGER - WEEK ENDING 31/7/22	\$7,390.00	CHANDLER MACLEOD GROUP LIMITED	WA
STATEMENT OF CORPORATE INTENT REPORTING FRAMEWORK 10/5-10/6/22	\$60,560.00	ERNST & YOUNG	NT
REVIEW BOARD PAPERS/PREPARING LIST OF QUESTIONS AUGUST 2022	\$1,013.00	ROBERT JAMES COLE	WA
RESIT ADVISORY COMMITTEE SITTING FEES	\$1,000.00	DARWIN INTERNATIONAL AIRPORT PTY LTD	NT
REGULATORY DRAFTING - 1 MAY TO 31 JULY 2022	\$4,165.00	FARRIER SWIER CONSULTING PTY LTD	VIC
WATER ROLLING ASSET BASE METHODOLOGY - 1 JULY TO 31 JULY 2022	\$13,118.00	FARRIER SWIER CONSULTING PTY LTD	VIC
AD HOC REGULATORY ADVICE - 1 JULY TO 31 JULY 2022	\$12,863.00	FARRIER SWIER CONSULTING PTY LTD	VIC
REGULATORY MODELLING SUPPORT - 1 TO 31 JULY 2022	\$14,298.00	FARRIER SWIER CONSULTING PTY LTD	VIC
TWO DATA ANALYSTS 1/07/2022	\$9,180.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
SERVICE LEVEL AGREEMENTS 30 JUN 2022 - 27 JUL 2022	\$3,150.00	DEBBIE JACKSON CONSULTING	VIC
LEARNING INSTRUCTIONAL WRITERE & PROCESS ANALYST	\$26,000.00	CROWD OF WISDOM PTY LTD	VIC

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
COMMUNITY BATTERY FEASIBILITY STUDY - JULY 2022	\$1,270.00	CUTLER MERZ PTY LTD	QLD
PROJECT MANAGER - JULY 2022	\$4,763.00	QUALITY PEOPLE PTY LTD	NT
PROJECT MANAGEMENT SERVICES FOR THE AUSTRALIAN ENERGY REGULATOR 2024-2029 PROJECT 1 JULY - 28 JULY 2022	\$36,315.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
CONSULTING SERVICES 18-31/07/22	\$11,900.00	RTSN VENTURES PTY LTD	VIC
CONSULTING SERVICES 04-17/07/22	\$11,200.00	RTSN VENTURES PTY LTD	VIC
CONSULTING SERVICES 20/06/22 - 03/07/22	\$11,200.00	RTSN VENTURES PTY LTD	VIC
REVIEW OF NETWORK MAINTENANCE EXPENDITURE TRENDS AND DEVELOP FORECAST JUSTIFICATION - FINAL MILESTONE - 20% FIXED FEE (SUBMISSION OF FINAL REPORT)	\$15,869.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
INTEGRATED ALERTS CHARGES JULY 2022	\$285.00	EQUIFAX AUSTRALIA INFORMATION SERVICES & SOLUTIONS PTY LTD	QLD
ELECTRICAL PROJECT ENGINEERING SUPPORT 01-29/07/22	\$630.00	CELL ENGINEERING PTY LTD	NT
POWER SYSTEMS ENGINEER SERVICES JULY 2022	\$9,660.00	ALLIANCE POWER AND DATA PTY LTD	WA
SOLARWINDS SOFTWARE - LEGAL22-092 - JUL-22 FEES	\$2,871.00	HWL EBSWORTH LAWYERS	NT
LEGAL SERVICES	\$3,731.00	HWL EBSWORTH LAWYERS	NT
IMMUNIWEB - LEGAL22-040 - REVIEW OF TERMS AND CONDITIONS AND PRIVACY POLICY	\$492.00	HWL EBSWORTH LAWYERS	NT
LEGAL REVIEW OF SIO00038-22 AMENDMENT - 28/07/22	\$2,720.00	HWL EBSWORTH LAWYERS	NT
ACCELERATED STRATEGIC SOURCING PROJECT - CONTRACT REVIEWS 28/07/22	\$3,855.00	HWL EBSWORTH LAWYERS	NT
PIPELINE ACCESS AGREEMENTS - GENERAL 27/07/22	\$366.00	HWL EBSWORTH LAWYERS	NT
NATIONAL RECONCILIATION WEEK TALK 1 & 2	\$600.00	NICOLE BROWN T/A FOLLOWING IN THEIR FOOTSTEPS	NT
PROJECT: AER2429 ENGAGEMENT PROJECT MANAGEMENT SERVICES: 2022 - PERIOD 1 JULY TO 25 JULY 2022	\$23,484.00	ENGEVITY ADVISORY PTY LTD	NSW
PROVISIONAL EXPENSES FOR AER2429 PROJECT - ENGAGEMENT PROJECT MANAGER - JULY 2022	\$5,163.00	ENGEVITY ADVISORY PTY LTD	NSW
FUTURE NETWORKS READINESS PLAN: WORKSTREAM 1A PROJECT - JULY 2022	\$38,025.00	ENGEVITY ADVISORY PTY LTD	NSW
CUSTOMER EXPERIENCE AND OPERATIONS - JOURNEY 2 CHANGE OF OWNERSHIP -FOR PERIOD 01 AUG 2022 - 07 AUG 2022	\$1,190.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
HYDRAULIC ENGINEERING ENGAGEMENT SERVICES, 01/07/2022 - 31/07/2022	\$1,140.00	WALLBRIDGE & GILBERT RFP	NT
PROJECT MANAGER - WEEK ENDING 07/08/22	\$5,912.00	CHANDLER MACLEOD GROUP LIMITED	WA
PROVIDE NON PROJECT SPECIFIC DRAFTING SERVICES	\$358.00	TIMS DESIGN & DRAFTING NT	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
RESET ADVISORY COMMITTEE 29/7 & PEOPLES PANEL 13/8	\$400.00	NORTHERN TERRITORY COUNCIL OF SOCIAL SERVICE INC	NT
MCARTHUR RIVER MINE PL31 OWEN SPRINGS LATERAL EXTENSION (OSLE) HANDOVER SCOPE	\$15,207.00	OSD PTY LTD	QLD
ECOLOGICAL RISK ASSESSMENT PROJECT WORKS	\$6,768.00	SLR CONSULTING AUSTRALIA PTY LTD	NT
LUDMILLA WASTE DISCHARGE LICENCE (WDL) TECHNICAL REVIEW	\$1,610.00	SLR CONSULTING AUSTRALIA PTY LTD	NT
RESET ADVISORY COMMITTEE (RAC) 3/6, 15/7 & 29/7/22	\$600.00	ALEXANDER JAC STOREY	NT
RESET ADVISORY COMMITTEE 3&17/6 , 1 &29/7/22	\$800.00	NORTHERN TERRITORY CHAMBER OF COMMERCE & INDUSTRY INC	NT
RESET ADVISORY COMMITTEE 29/7/22	\$200.00	HEATHER TRAEGER	NT
RESET ADVISORY COMMITTEE 29/7/22	\$400.00	GAVIN DUFTY	VIC
RESET ADVISORY COMMITTEE 3/6/22	\$200.00	DONNA LEMON	NT
CONSULTING SERVICES - JULY 2022	\$14,050.00	LUMINITA BALOI	QLD
CAMPAIGN WEBSITE FOR AUSTRALIAN ENERGY REGULATOR, AS PER PROPOSAL DATED 12/5/22	\$11,559.00	BRAINIUM LABS PTY LTD	NT
CONSULTING SERVICES 1-14/8/22	\$11,200.00	RTSN VENTURES PTY LTD	VIC
336285 - REQUEST FOR QUOTE - LEGAL20/247 - AUSTRALIAN ENERGY MARKET OPERATOR - NT NATIONAL ELECTRICITY RULES	\$5,520.00	JOHNSON WINTER & SLATTERY	SA
DEBT COLLECTION JUNE 22	\$1,211.00	ILLION AUSTRALIA PTY LTD	VIC
DEBT COLLECTION JUL 22	\$534.00	ILLION AUSTRALIA PTY LTD	VIC
ELECTRIC VEHICLE STRATEGY PROGRESS - FINAL PAYMENT	\$27,487.00	ERNST & YOUNG	NT
BOARD ADVISORY SERVICES	\$8,384.00	GIRNA ENGINEERING SERVICES PTY LTD (GEMS)	NSW
PROJECT MANAGER 14/08/2022	\$7,390.00	CHANDLER MACLEOD GROUP LIMITED	WA
CONSULTING SERVICES 1-14/8/2022	\$18,000.00	DQA PTY LTD	NT
CUSTOMER EXPERIENCE AND OPERATIONS - JOURNEY 2 CHANGE OF OWNERSHIP 08/08/22 - 14/08/22	\$1,530.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
AUSTRALIAN ENERGY REGULATOR PLANNING REPORTS PROGRESS CLAIM NO 2	\$18,516.00	ALLIANCE POWER AND DATA PTY LTD	WA
COORDINATION AND ORGANISATION OF A SITE VISIT IN ALICE SPRINGS	\$1,780.00	AQUANEX PTY LTD	NT
METERING PROJECT - LEGAL 20/247 - GENERAL ADVICE	\$1,380.00	JOHNSON WINTER & SLATTERY	SA
WELCOME TO COUNTRY PRESENTATION 4/08/2022	\$409.00	LARRAKIA NATION ABORIGINAL CORPORATION	NT
DATA MITIGATION, CONFIGURATION COSTS 2022	\$87,054.00	GENTRACK PTY LTD	VIC
ENERGY MANAGEMENT SYSTEM (EMS) & ADVANCED DISTRIBUTION	\$25,000.00	ERNST & YOUNG	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
MANAGEMENT SYSTEM (ADMS) MARKET RESEARCH 06/05/22 - 01/07/22			
REVIEWING & UPDATING POWER AND WATER CORPORATION INSTALL DOCS 15/07/22 - 12/08/22	\$1,600.00	CELL ENGINEERING PTY LTD	NT
MARKET MANAGEMENT SYSTEM (MMS) STAKEHOLDER ENGAGEMENT PLANNING	\$54,483.00	ANDREWS GROUP PTY LTD	VIC
SERVICE LEVEL AGREEMENT DEVELOPMENT - AUG 2022	\$4,800.00	DEBBIE JACKSON CONSULTING	VIC
AUSTRALIAN ENERGY REGULATOR RING-FENCING REQUEST OF INFORMATION (ROI) INTERNAL AUDIT	\$21,700.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
WEATHER NORMALIZATION OF WATER SALES METHODOLOGY FOR USE IN WATER SALES FORECASTING - MAY 2022	\$6,461.00	HYDROLOGY AND RISK CONSULTING PTY LTD - TRUSTEE FOR THE HARC UNIT TRUST	NSW
ORGANISATION ALIGMENT 02/08/22 - 19/08/22	\$11,700.00	DEBBIE JACKSON CONSULTING	VIC
PEOPLE'S PANEL RECRUITMENT - AUGUST 2022	\$1,400.00	TOBUMO PTY LTD T/AS TAVERNER RESEARCH GROUP	NSW
PROFESSIONAL FEES FOR THE ASSISTANCE IN ELMO FOR RING FENCING DESIGN	\$1,250.00	ELMO SOFTWARE LIMITED	NSW
POWER AND WATER CORPORATION STRATEGIC ASSET MANAGEMENT PLAN PROJECT DAILY RATE - 9/8/22 - 16-17/8/22	\$2,400.00	A.K INKSTER AND P.J INKSTER	NT
2 COMMITTEES AND INSTALLATION 15.08.2022 TO 14.12.2022	\$173.00	DILIGENT BOARD SERVICES AUSTRALIA PTY LTD	NEW ZEALAND
POLE DESIGN AMENDMENT ASSESSMENT TO SUIT HOT DIP GALVANIZING	\$6,501.00	GHD PTY LTD	NSW
CONSULTING SERVICES JUL-22 - SPECIAL ADVISOR TO BOARD - JULY 2022	\$6,000.00	LOUISE JAMES PTY LTD	NSW
PROJECT MANAGER / ANALYST - WEEK ENDING 21/08/22	\$7,390.00	CHANDLER MACLEOD GROUP LIMITED	WA
ASSET MANAGEMENT CONSULTANT 16 HRS	\$3,536.00	GHD PTY LTD	NSW
SYSTEM CONTROL BATTERY ENERGY STORAGE SYSTEM STATEMENT OF OPPORTUNITY 11/07/22 - 19/08/22	\$9,689.00	GHD PTY LTD	NSW
ENFORCEMENT OF DEBT RECOVERY ORDER	\$835.00	WARD KELLER	NT
POWER AND WATER CORPORATION REMOTE DEVELOPMENT SECONDMENT ENGINEERING SUPPORT - 01/08/2022 - 26/08/2022	\$1,093.00	WALLBRIDGE & GILBERT RFP	NT
LESSONS LEARNED REPORT - 03/08/22	\$5,304.00	GHD PTY LTD	NSW
DALY WATERS STRATEGIC PLAN - 27/06/22	\$5,280.00	GHD PTY LTD	NSW
ENGAGEMENT OF BUSINESS PROCESS ANALYST & LEARNING INSTRUCTIONAL WRITER	\$5,279.00	CROWD OF WISDOM PTY LTD	VIC
INSTRUCTIONAL WRITER 26 DAYS & PROCESS ANALYST 26.5 DAYS	\$68,250.00	CROWD OF WISDOM PTY LTD	VIC

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
CONSULTING SERVICES 15-25/8/2022	\$12,600.00	RTSN VENTURES PTY LTD	VIC
PROFESSIONAL FEES 1/06-31/07	\$4,625.00	FRONTIER ECONOMICS PTY LTD	VIC
RESET REGULATORY INFORMATION NOTICES REVIEW - POWERWATER SHARE OF WORK FOR THE TASMANIAN, NSW, ACT AND NT NETWORK BUSINESSES	\$8,333.00	ROSETTA ANALYTICS PTY LTD	VIC
YUELAMU INVESTIGATION 09/08/22 METALS ANALYSIS	\$250.00	INTERTEK TESTING SERVICES (AUSTRALIA) PTY LTD	NT
CONSULTING SERVICES AS PER STATEMENT OF WORK 27/07/22	\$2,600.00	MERCER (AUSTRALIA) PTY LTD	QLD
CORE CAPABILITIES PROGRAM FINANCE LEAD 15-28/8/22	\$18,000.00	DQA PTY LTD	NT
GEOGRAPHIC INFORMATINO SYSTEM RESOURCE - UPDATING WATER AND SEWER MAPS AND AS CONSTRUCTED INFORMATION	\$6,430.00	WATCON P/L	SA
DRAWING SERVICES PROGRESS PAYMENT 5	\$500.00	PW PLUMBING DESIGNS	QLD
FINAL 25% FEE - DRAFT SYSTEM FORECAST RESULTS	\$23,750.00	ENERGEIA PTY LTD	NSW
PRODUCTUION OF THE PRICE HIKE INTERVIEW FOR THE PEOPLE'S PANEL	\$815.00	DREAMEDIA PTY LTD	NT
CRITICAL INFRASTRUCTURE (BILL 1) INTERNAL AUDIT	\$30,625.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
BENCHMARKING AGAINST A REGULATED ENVIRONMENT INTERNAL AUDIT	\$8,000.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
WORK HEALTH AND SAFETY MANAGEMENT SYSTEM ISO ALIGNMENT INTERNAL AUDIT	\$9,684.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
SAFETY MANAGEMENT AND MITIGATION PLAN (SMMP) COMPLIANCE AUDIT	\$13,500.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
CYBER SECURITY MANAGEMENT FRAMEWORK INTERNAL AUDIT	\$8,735.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
TRANSITION TO COMPLIANCE AND MANAGER REGULATION ECONOMICS AND PRICING TEAM SUPPORT - AUGUST 2022	\$11,850.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
PROJECT MANAGEMENT SERVICES - AUGUST 2022	\$50,831.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
INDIGENOUS ESSENTIAL SERVICES SPECIALIST ADVICE TO 26/08/2022	\$3,200.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
DEBT RECOVERY - DEBTOR MANAGEMENT	\$2,854.00	WARD KELLER	NT
PROJECT MANAGER/ANALYST - WEEK ENDING 17/07/22	\$7,390.00	CHANDLER MACLEOD GROUP LIMITED	WA
REGULATORY SPECIALIST WEEK ENDING 7/8 21/8	\$1,651.00	HAYS SPECIALIST RECRUITMENT	NSW
NATIONAL GREENHOUSE AND ENERGY REPORTING ASSISTANCE 21/07/22 - 19/08/22	\$20,600.00	ERNST & YOUNG	NT
ELECTRICITY RETAIL LICENCE FEE FOR 1 JULY 2022 TO 30 JUNE 2023	\$11,000.00	DEPARTMENT OF TREASURY AND FINANCE	NT
ELECTRICITY SYSTEM CONTROL LICENCE FEE FOR 1 JULY 2022 TO 30 JUNE 2023	\$3,000.00	DEPARTMENT OF TREASURY AND FINANCE	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
WATER LICENCE FEE FOR 1 JULY 2022 TO 30 JUNE 2023	\$25,000.00	DEPARTMENT OF TREASURY AND FINANCE	NT
SEWERAGE SERVICES LICENCE FEE FOR 1 JULY 2022 TO 30 JUNE 2023	\$25,000.00	DEPARTMENT OF TREASURY AND FINANCE	NT
CONSULTING SERVICES - AUG 2022	\$26,400.00	LUMINITA BALOI	QLD
PROVISIONS OF SERVICES & SUPPORT FOR PI SERVICES - AUGUST 2022	\$7,400.00	GTS GROUP AUSTRALIA PTY LTD	NT
OWEN SPRINGS LATERAL EXTENSION SAFTEY MANAGEMENT STUDY (SMS) WORKSHOP PREPARATION	\$1,365.00	GPA ENGINEERING PTY LTD	SA
PROJECT MANAGER/ANALYST - WEEK ENDING 28/08/22	\$7,390.00	CHANDLER MACLEOD GROUP LIMITED	WA
WORK CONDUCTED BUT NOT COMPLETED FOR KATHERINE ENVIRONMENTAL RISK ASSESSMENT	\$6,481.00	SLR CONSULTING AUSTRALIA PTY LTD	NT
SMART WATER ADVICE SUBSCRIPTION FEE 22/23	\$22,700.00	WATER SERVICES ASSOCIATION OF AUSTRALIA INC	VIC
POWER AND WATER CORPORATION SUPPORT FOR BLACKTIP & ASSET EVALUATION	\$14,250.00	EGNI ADVISORY PTY LTD	WA
COMMERCIAL ADVICE, GAS AND GAS PIPELINE SERVICES AUG 2022	\$6,000.00	POWER ECONOMICS PTY LTD	WA
ELECTRICITY SUPPLY AGREEMENT	\$2,530.00	CLAYTON UTZ	NT
NORTHERN TERRITORY ELECTRICITY MARKET SETTLEMENTS PROJECT CONTRACT	\$14,587.00	CLAYTON UTZ	QLD
PROJECT MANAGEMENT - AUSTRALIAN ENERGY REGULATOR SUBMISSION MEETINGS, SCHEDULED UPDATES COORDINATION AUGUST 2022	\$7,650.00	ARAFURA PROJECT SOLUTIONS PTY LTD	NT
AD-HOC TECNICAL SUPPORT	\$300.00	VTAN CONSULTING PTY LTD	NT
CREDIT COLLECTIONS OFFICER - WEEK ENDING 28/08/22	\$1,697.00	RED APPOINTMENTS NT	NT
ESSENTIAL SYSTEM SERVICES GAP ANALYSIS - PROGESSIONAL CONSULTANCY SERVICES - AUGUST 2022	\$11,351.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
POWER AND WATER CORPORATION ADHOC ENGINEERING SERVICES FOR AUGUST 2022	\$4,250.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
POWER AND WATER CORPORATION CONSULTANCY- REMOTE DEVELOPMENT AUG 2022	\$3,885.00	ASHBURNER FRANCIS PTY LTD	NT
YARRALIN COMMUNITY DESKTOP HYDROGEOLOGICAL WATER ASSESSMENT - AUG 2022	\$1,540.00	JACOBS GROUP (AUSTRALIA) PTY LTD	NT
CHANGE AND COMMUNICATIONS MANAGER WEEK ENDING 28/08/22	\$21,420.00	HAYS SPECIALIST RECRUITMENT	NSW
REVIEW REPORTS - AUGUST 2022	\$1,250.00	FUELTRAC PTY LTD	QLD
PROFESSIONAL FEES	\$20,309.00	MARKET REFORM PTY LTD	VIC
PROFESSIONAL FEES	\$10,914.00	MARKET REFORM PTY LTD	VIC
LEGAL SERVICES	\$264.00	GRONDAL BRUINING PTY LTD	WA

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
LEGAL SERVICES	\$822.00	GRONDAL BRUINING PTY LTD	WA
BUSINESS AS USUAL MATTER - CONFIDENTIALITY AGREEMENT	\$1,204.00	GRONDAL BRUINING PTY LTD	WA
OPERATING AND MAINTENANCE ARRANGEMENTS FOR GAS PIPELINES - DRAFT OPERATING AND MAINTENANCE AGREEMENT	\$2,466.00	GRONDAL BRUINING PTY LTD	WA
LEGAL ADVICE	\$9,642.00	GRONDAL BRUINING PTY LTD	WA
EMERGENCY GAS SUPPLY AGREEMENT	\$1,583.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$5,264.00	GRONDAL BRUINING PTY LTD	WA
GAS SUPPLY AGREEMENT - FORCE MAJEURE	\$757.00	GRONDAL BRUINING PTY LTD	WA
MASTER GAS SUPPLY AGREEMENT	\$4,393.00	GRONDAL BRUINING PTY LTD	WA
AUSTRALIAN ENERGY REGULATOR REQUEST FOR INFORMATION - GAS MATERIAL RENMONINATIONS	\$2,653.00	GRONDAL BRUINING PTY LTD	WA
JOURNEY 2 CHANGE OF OWNERSHIP AUG 2022	\$821.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
JOURNEY 2 CHANGE OF OWNERSHIP AUG 2022	\$1,282.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
PROFESSIONAL FEES FOR THE NT- NATIONAL ELECTRICITY RULES COMPLIANCE - 1 TO 31 AUGUST 2022	\$10,045.00	FARRIER SWIER CONSULTING PTY LTD	VIC
CREDIT AND COLLECTION CHARGES FOR AUGUST 2022	\$258.00	EQUIFAX AUSTRALIA INFORMATION SERVICES & SOLUTIONS PTY LTD	QLD
POST TAX REVENUE MODEL (PTRM) TOOL PROPOSAL - 50% COMPLETION FEE	\$7,953.00	ENERGEIA PTY LTD	NSW
TARIFF STATEMENT STRUCTURE (TSS) REVISION PROPOSAL: 50% COMPLETION FEE	\$17,838.00	ENERGEIA PTY LTD	NSW
PRICING - PROJECT MANAGEMENT SUPPORT: 50% COMPLETION FEE	\$16,959.00	ENERGEIA PTY LTD	NSW
BUSINESS INTELLIGENCE ANALYST - AUGUST 2022	\$10,600.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
JUNIOR TESTER - JULY 2022	\$5,670.00	CATHARA CONSULTING PTY LTD	WA
PROFESSIONAL FEES FOR THE AER2429 ENGAGEMENT CHAPTER - 3 TO 31 AUGUST 2022	\$40,800.00	DYNAMIC ANALYSIS PTY LTD	NSW
PROFESSIONAL FEES FOR DRAFT PLAN AND CAPEX WORK STREAM- 13 JUNE TO 31 AUGUST 2022	\$98,400.00	DYNAMIC ANALYSIS PTY LTD	NSW
WATER SERVICES- SUPERVISORY CONTROL AND DATA ACQUISITION (SCADA) - NORTH - AD-HOC TECHNICAL SUPPORT	\$450.00	VTAN CONSULTING PTY LTD	NT
FACILITATOR AND REPORT WRITER - MARCH AND APRIL PEOPLE'S PANEL	\$47,000.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
PROVISION OF NETWORK VISIBILITY OPTIONS ASSESSMENT AND BUSINESS CASE DEVELOPMENT	\$24,167.00	GRIDQUBE PTY LTD	QLD
PROJECT MANAGER - 8/08/22 - 3/09/22	\$6,668.00	QUALITY PEOPLE PTY LTD	NT
WATER - ROLLING ASSET BASE (RAB) METHODOLOGY - AUGUST 2022	\$11,903.00	FARRIER SWIER CONSULTING PTY LTD	VIC
RESET REGULATORY INFORMATION NOTICE (RIN) SUPPORT - 1 TO 31 AUGUST 2022	\$5,163.00	FARRIER SWIER CONSULTING PTY LTD	VIC
PROGRAM MANAGER AUG 2022	\$31,875.00	J. A. LONG PTY LTD	VIC
REGULATORY MODELLING SUPPORT - 1 TO 31 AUGUST 2022	\$21,965.00	FARRIER SWIER CONSULTING PTY LTD	VIC
REGULATORY DRAFTING - 1 TO 31 AUGUST 2022	\$4,165.00	FARRIER SWIER CONSULTING PTY LTD	VIC
ADHOC REGULATORY ADVICE - 1 TO 31 AUGUST 2022	\$28,543.00	FARRIER SWIER CONSULTING PTY LTD	VIC
PRICING DESIGN PROPOSAL: 50% PROJECT COMPLETION FEE	\$15,535.00	ENERGEIA PTY LTD	NSW
LARGE CONNECTION / BATTERY TARIFF TOOL AND DESIGN: 50% PROJECT	\$11,317.00	ENERGEIA PTY LTD	NSW
ELECTRICAL PROJECT ENGINEERING SUPPORT 29/07/22 - 26/08/22	\$2,310.00	CELL ENGINEERING PTY LTD	NT
INFORMATION COMMUNICATIONS TECHNOLOGY BUSINESS INTELLIGENCE ANALYST - AUGUST 2022	\$22,229.00	CATHARA CONSULTING PTY LTD	WA
POWER AND WATER CORPORATION STRATEGIC ASSET MANAGEMENT PLAN PROJECT DAILY RATE - 22/8/22 - 01/09/22, PWC STRATEGIC ASSET MANAGEMENT PLAN (SAMP) PROJECT DAILY RATE - AUG 29 - SEPT 1	\$7,200.00	A.K INKSTER AND P.J INKSTER	NT
DARWIN - ENGAGEMENT OF MARKET SYSTEMS SPECIALIST FOR AUGUST 2022	\$55,391.00	UNIVITY PTY LTD	QLD
PI SYSTEM - ADMINISTRATOR - AUGUST 2022	\$431.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
PROJECT MANAGEMENT SERVICES - 29 JULY TO 31 AUGUST 2022	\$42,120.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
ASSISTANCE WITH THE PREPARATION OF FIVE BUSINESS CASES - 01/08/22 TO 31/08/22	\$62,780.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
AER2024-29 READINESS REVIEW - 28 JULY TO 31 AUGUST 2022	\$71,415.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
PROFESSIONAL FEES RELATING TO REPLACEMENT EXPENDITURE (REPEX) MODEL DRAFT REPORT MILESTONE (80% OF TOTAL FIXED FEE COMPONENT).	\$68,083.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
FUTURE NETWORK READINESS PLAN- FIXED FEE UP TO 31/8/2022	\$31,374.00	SYNERGIES ECONOMIC CONSULTING PTY LTD	QLD
PROJECT MANAGER/ANALYST - WEEK ENDING 04/09/22	\$7,390.00	CHANDLER MACLEOD GROUP LIMITED	WA
ADVICE REGARDING OPTIC FIBRE LICENCE & OPERATING AND MAINTENANCE AGREEMENT - 29/08/22	\$3,132.00	HWL EBSWORTH LAWYERS	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
REVIEW OF TERMS & CONDITIONS SOFTWARE LICENCE	\$1,340.00	HWL EBSWORTH LAWYERS	NT
SOLAR WINDS SOFTWARE AUSTRALIA PTY END USER SOFTWARE LICENCE REVIEW	\$229.00	HWL EBSWORTH LAWYERS	NT
COMMUNITY BATTERY FEASIBILITY STUDY - AUGUST 2022	\$570.00	CUTLER MERZ PTY LTD	QLD
LEGAL 22/093 METER INSTALLATION CONTRACT	\$17,428.00	HWL EBSWORTH LAWYERS	NT
LEGAL 22/011 ACCELERATED STRATEGIC PROJECT	\$17,201.00	HWL EBSWORTH LAWYERS	NT
LEGAL 22-81 SOFTWARE TERMS AND CONDITIONS	\$552.00	HWL EBSWORTH LAWYERS	NT
LEGAL22-81 SOFTWARE TERMS AND CONDITIONS	\$420.00	HWL EBSWORTH LAWYERS	NT
CREDIT COLLECTIONS OFFICER - WEEK ENDING 04/09/22	\$2,121.00	RED APPOINTMENTS NT	NT
ABORIGINAL EMPLOYMENT AND CAREER DEVELOPMENT STRATEGY (AECDS) CONSULTING SERVICES	\$3,095.00	CROSS CULTURAL CONSULTANTS	NT
REIMBURSEMENTS FOR THE REPLACEMENT EXPENDITURE (REPEX) MODEL ASSISTANCE - AUGUST 2022	\$3,401.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
ASSET MANAGEMENT ARTEFACTS - STRATEGIC ASSET MANAGEMENT PLAN PREPERATION	\$9,535.00	STANTEC AUSTRALIA PTY LTD	NT
CONSULTING SERVICES 29/08/22 - 11/09/22	\$12,600.00	RTSN VENTURES PTY LTD	VIC
PROVISION OF TRAVEL FOR AER2429 ENGAGEMENT CHAPTER - AUGUST 2022	\$4,950.00	ENGEVITY ADVISORY PTY LTD	NSW
PROFESSIONAL FEES FOR FUTURE NETWORKS - AUGUST 2022	\$23,363.00	ENGEVITY ADVISORY PTY LTD	NSW
AER2429 ENGAGEMENT PROJECT MANAGEMENT - AUGUST 2022	\$42,465.00	ENGEVITY ADVISORY PTY LTD	NSW
AUSTRALIAN ENERGY REGULATOR REGULATORY BUSINESS CASE SUPPORT - AUGUST 2022	\$31,561.00	ENGEVITY ADVISORY PTY LTD	NSW
FUTURE NETWORKS READINESS PLAN: WORKSTREAM 1A PROJECT CO-ORDINATION - AUGUST 2022	\$39,100.00	ENGEVITY ADVISORY PTY LTD	NSW
AUDIT SERVICES	\$49,500.00	MERIT PARTNERS PTY LTD	NT
ENGINEERING SERVICES - AUGUST 2022	\$1,380.00	ALLIANCE POWER AND DATA PTY LTD	WA
ENGAGEMENT OF INFORMATION TECHNOLOGY ANALYST AUG 2022	\$4,146.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
VELOCITY UPGRADE - UPLIFT PROGRAM - STAGE C	\$93,603.00	GENTRACK PTY LTD	VIC
CONSULTING FEES - 1/8/22 - 9/9/22	\$8,200.00	LOUISE JAMES PTY LTD	NSW
CONSULTANCY SERVICES FINANCIAL SPECIALIST 29/8-22/9/22	\$18,000.00	DQA PTY LTD	NT
COX PENINSULAR ROAD & DARWIN RIVER ROAD INTERSECTION - SURVEY EXISTING OVERHEAD POWER LINE	\$2,000.00	DWS SURVEYS P/L	NT
GEOGRAPHIC INFORMATION SYSTEM RESOURCE - WATER SERVICES URBAN & REMOTE - UPDATING WATER AND	\$6,430.00	WATCON P/L	SA

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
SEWER MAPS AND AS CONSTRUCTED INFORMATION			
PROJECT MANAGER/ANALYST - WEEK ENDING 11/09/22	\$7,390.00	CHANDLER MACLEOD GROUP LIMITED	WA
CREDIT COLLECTIONS OFFICER - WEEK ENDING 11/09/22	\$2,121.00	RED APPOINTMENTS NT	NT
947-001 CONNECTION AGREEMENT REVIEW & UPDATE - 01/05/22 TO 31/08/22	\$4,729.00	QGE PTY LTD	QLD
MCARTHUR RIVER MINE PL31 OWEN SPRINGS LATERAL EXTENSION (OSLE) HANDOVER SCOPE	\$5,374.00	OSD PTY LTD	QLD
JOURNEY 2 CHANGE OF OWNERSHIP - PERIOD 05 SEP 2022 - 11 SEP 2022	\$1,168.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
AUSTRALIAN ENERGY REGULATOR PLANNING REPORTS - PROGRESS CLAIM 3	\$43,008.00	ALLIANCE POWER AND DATA PTY LTD	WA
CUSTOMER JOURNEY MAPPING AND SERVICE BLUEPRINTING 29/8-4/9/22	\$128.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
FRINGE BENEFITS TAX RETURN FOR THE YEAR ENDED 31 MARCH 2022	\$6,210.00	KPMG CHARTERED ACCOUNTANTS DARWIN	NT
WATER TREATMENT PLANT RESOURCE PLANNING - PROJECT MANAGEMENT AND ENGINEERING SERVICES	\$7,100.00	AQUANEX PTY LTD	NT
SOLICITORS REPRESENTATION LETTER	\$400.00	WARD KELLER	NT
CONSULTANCY SERVICES - FINANCE SPECIALIST 12-18/9/2022	\$9,000.00	DQA PTY LTD	NT
PROFESSIONAL FEES	\$3,000.00	FRONTIER ECONOMICS PTY LTD	VIC
PROJECT MANAGER / ANALYST - WEEK ENDING 18/09/22	\$7,710.00	CHANDLER MACLEOD GROUP LIMITED	WA
POWER AND WATER CORPORATION STRATEGIC ASSET MANAGEMENT PLAN PROJECT DAILY RATE SEPT 5 - 9 AND SEPT 12 - 13	\$4,800.00	A.K INKSTER AND P.J INKSTER	NT
CREDIT COLLECTIONS OFFICER - WEEK ENDING 18/09/22	\$1,979.00	RED APPOINTMENTS NT	NT
30 SECOND AUDIO PRODUCTION	\$1,685.00	TERRITORY FM 104.1 (PREVIOUSLY TOP FM	NT
CONSULTING SERVICES - 12-25/9/22	\$11,200.00	RTSN VENTURES PTY LTD	VIC
COMMISSION ON TRUST COLLECTION	\$489.00	ILLION AUSTRALIA PTY LTD	VIC
PROJECT MANAGEMENT - AUSTRALIAN ENERGY REGULATOR SUBMISSION MEETINGS, SCHEDULE UPDATES, COORDINATION - 29/8/22 TO 14/9/22	\$6,750.00	ARAFURA PROJECT SOLUTIONS PTY LTD	NT
JOURNEY 2 CHANGE OF OWNERSHIP 12/09/22 - 18/09/22	\$716.00	MUDBATH & CO PTY LTD MUDBATH DIGITAL	NSW
FILING FEES	\$570.00	WARD KELLER	NT
POLE DESIGN AMENDMENT ASSESSMENT TO SUIT HOT DIP GALVANIZING	\$1,500.00	GHD PTY LTD	NSW
PHOTOVOLTAIC (PV) EXPORT CURTAILMENT INITIAL ENGINEERING	\$5,796.00	COMAP PTY LTD	SA
AER2429 PROJECT MANAGER - REIMBURSABLE EXPENSES - SEPTEMBER 2022	\$3,655.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
ENTERPRISE PORTFOLIO MANAGEMENT OFFICE CAPABILITY UPLIFT	\$16,370.00	RPS AAP CONSULTING PTY LTD T/AS POINT PROJECT MANAGEMENT	QLD
REGULATORY ADVICE (INFORMATION COMMUNICATION TECHNOLOGY) FOR THE PERIOD OF 13 JUNE TO 9 SEPTEMBER 2022	\$17,902.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
INVOICE IS FOR CONSULTANCY FEES FOR PROPERTY, FLEET AND PLANT & EQUIPMENT FOR 12 WEEK PERIOD 13 JUNE TO 2 SEPTEMBER 2022	\$65,837.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
PROFESSIONAL 3 PACKAGE	\$2,850.00	RANDSTAD PTY LTD	NSW
CREDIT COLLECTIONS OFFICER - WEEK COMMENCING 25/09/22	\$1,697.00	RED APPOINTMENTS NT	NT
ELECTRICAL PROJECT ENGINEERING SUPPORT 26/08/22 - 23/09/22	\$770.00	CELL ENGINEERING PTY LTD	NT
PRICING VARIATION AND RESET REGULATORY INFORMATION NOTICES: 50% PROJECT INITIATION FEE	\$43,376.00	ENERGEIA PTY LTD	NSW
DRAWING SERVICES - PROGRESS PAYMENT 6	\$300.00	PW PLUMBING DESIGNS	QLD
PROFESSIONAL SERVICES - PSD00015- 21 - 50% INSTALLMENT - DARWIN - PROVISION OF CONSULTANCY SERVICES FOR THE AUDIT AND REVIEW OF REGULATORY INFORMATION NOTICES	\$83,629.00	KPMG AUDIT & ADVISORY SERVICES	NT
REMOTE DEVELOPMENT ELECTRICAL ENGINEERING ENGAGEMENT SERVICES - SEPT 2022	\$7,446.00	ASHBURNER FRANCIS PTY LTD	NT
SUPORT FOR BLACKTIP AND ASSET EVALUATION	\$28,500.00	EGNI ADVISORY PTY LTD	WA
CORPORATE GOVERNANCE ADVICE FY23 - LEGAL SERVICES PROVIDED DURING THE PERIOD TO 27 SEPTEMBER 2022	\$26,105.00	KING & WOOD MALLESONS	VIC
ORGANISATIONAL ALIGNMENT PROGRAM 1 - 30/09/22	\$27,375.00	J. A. LONG PTY LTD	VIC
GE SOFTWARE BUSINESS AS USUAL MAINTENANCE SUPPORT	\$4,200.00	SCADABEN - BEN P MCKENNA	NT
INDIGENOUS ESSENTIAL SERVICES SPECIALIST ADVICE TO 30/09/2022	\$1,000.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
TRANSITION TO COMPLIANCE AND MANAGER, ECONOMICS AND MODELLING SUPPORT - SEPTEMBER 2022	\$14,625.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
ASSIST WITH PREPARATION OF 5 BUSINESS CASES	\$29,205.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
AER2429 READINESS REVIEW - SEPTEMBER 2022	\$27,369.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
MEMORANDUM OF UNDERSTANDING DEPARTMENT OF HEALTH AND POWER AND WATER CORPORATION	\$2,200.00	CLAYTON UTZ	NT
AER2429 PROJECT AND REGULATORY INFORMATION NOTICES PROJECT	\$103,240.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
MANAGEMENT SERVICES - SEPTEMBER 2022			
PRINCIPAL MODELLING ENGINEER - LEVEL 4 - MODELLING - SPECIALIST ENGINEER	\$24,955.00	WSP AUSTRALIA LIMITED	NT
CREDIT AND COLLECTIONS CHARGES SEPTEMBER 2022	\$231.00	EQUIFAX AUSTRALIA INFORMATION SERVICES & SOLUTIONS PTY LTD	QLD
CONSULTING SERVICES - SEPTEMBER 2022	\$25,200.00	LUMINITA BALOI	QLD
STRATEGIC REGULATORY ADVICE PROJECT MANAGEMENT OFFICE (PMO) AND PEER REVIEW OF DOCUMENTS FOR DRAFT INITIAL REGULATORY PROPOSAL (IRP) - 19 TO 30 SEPTEMBER 2022	\$10,580.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
FINAL INCIDENTS REPORT	\$12,033.00	GHD PTY LTD	NSW
AER2429 PROJECT MANAGEMENT - SEPTEMBER 2022	\$49,815.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
FUELTRAC REVIEW REPORTS - SEPTEMBER 2022	\$1,250.00	FUELTRAC PTY LTD	QLD
POWER AND WATER CORPORATION DRAFT PLAN FEEDBACK RADIO AGREEMENT 25 AUGUST - 13 SEPTEMBER 2022	\$2,925.00	TERRITORY FM 104.1 (PREVIOUSLY TOP FM	NT
PROVISION OF NETWORK VISIBILITY OPTIONS ASSESSMENT & BUSINESS CASE DEVELOPMENT	\$24,167.00	GRIDQUBE PTY LTD	QLD
FEES FOR PROFESSIONAL SERVICES - 16 - FIRING SERVICE	\$18,951.00	MARKET REFORM PTY LTD	VIC
FEES FOR PROFESSIONAL SERVICES - 14 - ENGINEERING PANEL (RULES)	\$5,844.00	MARKET REFORM PTY LTD	VIC
FEES FOR PROFESSIONAL SERVICES - 15 - ENGINEERING PANEL (OPERATIONS)	\$797.00	MARKET REFORM PTY LTD	VIC
FEES FOR PROFESSIONAL SERVICES - 10 - ESSENTIAL SYSTEM SERVICES RULES	\$529.00	MARKET REFORM PTY LTD	VIC
WATER SERVICES- SUPERVISORY CONTROL AND DATA ACQUISITION (SCADA) - NORTH AD-HOC TECHNICAL SUPPORT	\$1,350.00	VTAN CONSULTING PTY LTD	NT
PROJECT MANAGER - 4/09/22 - 30/09/22	\$9,049.00	QUALITY PEOPLE PTY LTD	NT
PROFESSIONAL FEES 5 - 28 SEPTEMBER	\$13,832.00	POLLUTION SOLUTIONS & DESIGNS PTY LTD	NT
PROFESSIONAL CONSULTANCY SERVICES FOR SEPTEMBER 2022	\$2,975.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
PROFESSIONAL CONSULTANCY SERVICES SEPTEMBER 2022	\$37,746.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
PROFESSIONAL SERVICES 14/6 TO 21/9/2022	\$136,689.00	ERNST & YOUNG	NT
PROVISION OF SERVICES & SUPPORT FOR PI SERVICES - SEPT 2022	\$7,400.00	GTS GROUP AUSTRALIA PTY LTD	NT
LEGAL ADVICE	\$121,558.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$106.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$1,409.00	GRONDAL BRUINING PTY LTD	WA

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
OPERATING AND MAINTENANCE AGREEMENTS FOR GAS PIPELINE- DRAFT	\$1,331.00	GRONDAL BRUINING PTY LTD	WA
AUSTRALIAN CONSUMER AND COMPETITION COMMISSION GAS INQUIRY	\$3,952.00	GRONDAL BRUINING PTY LTD	WA
EMERGENCY GAS SUPPLY AGREEMENT	\$2,586.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$1,886.00	GRONDAL BRUINING PTY LTD	WA
GAS SUPPLY AGREEMENT - FORCE MAJEURE	\$459.00	GRONDAL BRUINING PTY LTD	WA
MASTER GAS SUPPLY AGREEMENT	\$1,096.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$264.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$4,401.00	GRONDAL BRUINING PTY LTD	WA
INFORMATION COMMUNICATION TECHNOLOGY BUSINESS INTELLIGENCE ANALYST - SEPTEMBER 2022	\$25,935.00	CATHARA CONSULTING PTY LTD	WA
PROJECT MANAGER ANALYST - WEEK ENDING 30/09/22	\$5,912.00	CHANDLER MACLEOD GROUP LIMITED	WA
CHANGE ANALYST 04/09/22, 11/09/22, 18/09/22, 25/09/22 & 02/10/22	\$18,708.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE MANAGER WEEK ENDING 04/09/22 - 02/10/22	\$23,265.00	HAYS SPECIALIST RECRUITMENT	NSW
PROFESSIONAL FEES FOR PUBLIC RELATIONS CONSULTANCY SERVICES - STAGE 2 - RECONCILIATION ACTION PLAN (RAP) PROJECT MANAGEMENT AND COPYWRITING	\$3,750.00	MICHELS WARREN PTY LTD	SA
PROFESSIONAL FEES FOR PUBLIC RELATIONS CONSULTANCY SERVICES - STAGE 1 - RECONCILIATION ACTION PLAN (RAP) PROJECT MANAGEMENT AND COPYWRITING	\$3,750.00	MICHELS WARREN PTY LTD	SA
CUSTOMER SERVICE OFFICER WEEK ENDING 02/10/22	\$2,121.00	RED APPOINTMENTS NT	NT
DEVELOPMENT OF DARWIN WATER SUPPLY EMERGENCY PLAN	\$18,227.00	GHD PTY LTD	NSW
MERIT SELECTION AND SPECIAL MEASURES TRAINING	\$150.00	DEPARTMENT OF CHIEF MINISTER AND CABINET	NT
LEGAL 22/069 LEGAL REVIEW OF SIO00038-22 AMENDMENT TO TERMS AND CONDITIONS ID 164891 - FOR PROFESSIONAL SERVICES TO 28 SEPTEMBER 2022	\$2,244.00	HWL EBSWORTH LAWYERS	NT
LEGAL 21/183 - REVIEW OF SUBSCRIPTION - FOR PROFESSIONAL SERVICES TO 28 SEPTEMBER 2022	\$3,167.00	HWL EBSWORTH LAWYERS	NT
357213 PROFESSIONAL SERVICES RENDERED IN CONNECTION WITH THE ABOVE PROJECT TO 30 SEPTEMBER 2022	\$2,340.00	HODGKISON PTY LTD	NT
WATER AND WASTEWATER MODELLING 12 AUGUST -30 SEPTEMBER 2022	\$20,848.00	FARRIER SWIER CONSULTING PTY LTD	VIC
BOARD PLANNING STRATEGY & SUPPORT - SEPTEMBER 2022	\$9,906.00	ENGEVITY ADVISORY PTY LTD	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
AER2429 ENGAGEMENT PROJECT MANAGEMENT SERVICES (+ FUTURE NETWORKS):SEPTEMBER 2022	\$33,468.00	ENGEVITY ADVISORY PTY LTD	NSW
FUTURE NETWORKS - SEPTEMBER 2022	\$36,888.00	ENGEVITY ADVISORY PTY LTD	NSW
AUSTRALIAN ENERGY REGULATOR BUSINESS CASE SUPPORT - SEPTEMBER 2022	\$47,193.00	ENGEVITY ADVISORY PTY LTD	NSW
REGULATORY MODELLING SUPPORT - 1 TO 30 SEPTEMBER 2022	\$33,123.00	FARRIER SWIER CONSULTING PTY LTD	VIC
REGULATORY DRAFTING - 1 TO 30 SEPTEMBER 2022	\$2,205.00	FARRIER SWIER CONSULTING PTY LTD	VIC
RESET REGULATORY INFORMATION NOTICE (RIN) SUPPORT 1 TO 30 SEPTEMBER 2022	\$6,640.00	FARRIER SWIER CONSULTING PTY LTD	VIC
AD HOC REGULATORY ADVICE - 1 TO 30 SEPTEMBER 2022	\$10,255.00	FARRIER SWIER CONSULTING PTY LTD	VIC
PROFESSIONAL FEES 16/5 TO 22/6/2022	\$52,191.00	ERNST & YOUNG	NT
ENTERPRISE PORTFOLIO MANAGEMENT OFFICE CAPABILITY UPLIFT - ASSURANCE	\$5,293.00	RPS AAP CONSULTING PTY LTD T/AS POINT PROJECT MANAGEMENT	QLD
CONSULTING SERVICES - 26/09/22 TO 09/10/22	\$12,600.00	RTSN VENTURES PTY LTD	VIC
INITIAL ENGAGEMENT TO UNDERTAKE DEVELOPMENT OF FOUNDATION WORKS FOR THE DELIVERY OF BOTH STRATEGIC ASSET MANAGEMENT PLAN AND ASSET MANAGEMENT PLAN	\$5,600.00	A.K INKSTER AND P.J INKSTER	NT
LEGAL 20/47 ADVICE REGARDING OPTIC FIBRE LICENCE AND OPERATING AND MAINTENANCE AGREEMENT - PROFESSIONAL SERVICES TO 30 SEPTEMBER 2022	\$212.00	HWL EBSWORTH LAWYERS	NT
LEGAL 22/011 ACCELERATED STRATEGIC SOURCING PROJECT (ASSP) CONTRACT DEPARTURE REVIEWS - PROFESSIONAL SERVICES TO 30 SEPTEMBER 2022	\$21,212.00	HWL EBSWORTH LAWYERS	NT
19/9/22 TO 30/9/22 PROJECT MANAGEMENT AUSTRALIAN ENERGY REGULATOR SUBMISSION MEETINGS, SCHEDULE UPDATES, COORDINATION	\$8,550.00	ARAFURA PROJECT SOLUTIONS PTY LTD	NT
LEGAL 21/123 REVIEW OF ELECTRICITY SUPPLY AGREEMENT - PROFESSIONAL SERVICES TO 28 SEPTEMBER 2022	\$4,432.00	HWL EBSWORTH LAWYERS	NT
VELOCITY UPLIFT PROGRAM STAGE C - DATA MIGRATION & COST 2022	\$78,381.00	GENTRACK PTY LTD	VIC
HUDSON CREEK CONTROL ROOM UPGRADE CONSULTANCY	\$13,354.00	CADWALK CRITICAL ROOMS PTY LTD	WA
KATHERINE WASTE WATER TREATMENT PLANT ENVIRONMENTAL RISK ASSESSMENT, LUDMILLA WASTE DISCHARGE LICENCE (WDL) MONITORING REPORT REVIEW	\$8,700.00	SLR CONSULTING AUSTRALIA PTY LTD	NT
ENVIRONMENT PROTECTION AND BIODIVERSITY CONSERVATION (EPBC) JUSTIFICATION DOCUMENT	\$2,000.00	SLR CONSULTING AUSTRALIA PTY LTD	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
REGULATORY SPECIALIST WEEK ENDING 18 - 25/09/22	\$2,476.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE AND COMMUNICATIONS MANAGER WEEK ENDING 4/09 - 02/10/22	\$23,800.00	HAYS SPECIALIST RECRUITMENT	NSW
BUSINESS CASE SME - WEEK ENDING 04/09 - 02/10/22	\$13,049.00	HAYS SPECIALIST RECRUITMENT	NSW
MEAL ALLOWANCES/TRAVEL REIMB - AUG 2022	\$753.00	LUMINITA BALOI	QLD
MEAL ALLOWANCES/TRAVEL REIMBURSEMENTS - SEPT 2022	\$884.00	LUMINITA BALOI	QLD
FLIGHTS AND ACCOMMODATION	\$33,239.00	NATIONAL INSTITUTE OF ORGANISATION DYNAMICS AUSTRALIA LTD T/A NIODA	VIC
ASSESSMENT & REPORT 28/08/22	\$2,750.00	MLCOA NORTHERN TERRITORY	VIC
REGULATION ECONOMICS AND PRICING CONSULTANCY SUPPORT 1 JUNE - 16 SEPTEMBER 2022	\$116,415.00	ERNST & YOUNG	NT
REVIEW PAPERS IN RESOURCE CENTRE & GAS COMMITTEE 02-05/10/22	\$2,063.00	ROBERT JAMES COLE	WA
PI ENGINEERING SERVICES - SEPTEMBER 2022	\$2,380.00	GTS GROUP AUSTRALIA PTY LTD	NT
AUSTRALIAN ENERGY REGULATOR PLANNING REPORTS - PROGRESS CLAIM NO 4 SEPTEMBER 2022	\$14,720.00	ALLIANCE POWER AND DATA PTY LTD	WA
POWER SERVICES - NEGOTIATED CONNECTION AND TRANSMISSION	\$1,800.00	POMONA LEGAL PTY LTD	NSW
RELATED ELECTRICITY SERVICE PROVIDER (RESP) INFORMATION DISCLOSURE REQUEST 9/6-29/8/2022	\$2,000.00	POMONA LEGAL PTY LTD	NSW
AUSTRALIAN ENERGY REGULATOR SERVICES AND OBLIGATIONS 1/7 - 30/9/2022	\$39,600.00	POMONA LEGAL PTY LTD	NSW
CREDIT COLLECTIONS OFFICER - WEEK ENDING 09/10/22	\$2,121.00	RED APPOINTMENTS NT	NT
FUTURE NETWORK READINESS PLAN - SEPTEMBER 2022	\$16,054.00	SYNERGIES ECONOMIC CONSULTING PTY LTD	QLD
COMMERCIAL ADVICE GAS AND GAS PIPELINE CONTRACTS SERVICES SEPT 2022	\$19,000.00	POWER ECONOMICS PTY LTD	WA
LABOUR OWEN SPRINGS LATERAL EXTENSION (OSLE) HANDOVER SCOPE	\$3,848.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
D19-0147-031 - DARWIN ENGAGEMENT OF PI SYSTEM ADMINISTRATOR - SEPTEMBER 2022	\$2,767.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
DARWIN - ENGAGEMENT OF MARKET SYSTEMS SPECIALIST FOR SEPT 2022	\$47,669.00	UNIVITY PTY LTD	QLD
DEBT RECOVERY	\$15,049.00	CLAYTON UTZ	NT
ENGAGEMENT OF BUSINESS PROCESS ANALYST & LEARNING INSTRUCTIONAL WRITER	\$39,000.00	CROWD OF WISDOM PTY LTD	VIC
INFORMATION COMMUNICATION TECHNOLOGY STREAM FROM 12 SEPT TO 7 OCT 2022	\$7,348.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
AD HOC REGULATORY ADVICE JULY - 17 OCTOBER 2022	\$26,266.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
YUELAMU PROJECT TIME 16/5/22 TO 14/10/22	\$6,528.00	POLLUTION SOLUTIONS & DESIGNS PTY LTD	NT
FINAL INVOICE FOR PROFESSIONAL SERVICES RENDERED FOR POWER AND WATER CORPORATION GAS REVIEW PER PROPOSAL DATED 28 JANUARY 2022.	\$22,472.00	KPMG CHARTERED ACCOUNTANTS DARWIN	NT
POWER AND WATER CORPORATION 3 RESOURCES FOR 3 MONTHS FOR NT ELECTRICITY MARKET REFORM PROGRAM	\$40,480.00	POWER SYSTEMS CONSULTANTS PTY LTD AUSTRALIA	QLD
MARKET SETTLEMENT ARCHITECTURE & DESIGN CONSULTANCY - SEPT 2022	\$30,512.00	GTS GROUP AUSTRALIA PTY LTD	NT
MARKET SETTLEMENT ARCHITECTURE & DESIGN CONSULTANCY	\$27,828.00	GTS GROUP AUSTRALIA PTY LTD	NT
MATERIAL DATA RECORD (MDR) SUPPORT LABOUR	\$3,163.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
ASSISTANCE WITH THE PREPARATION OF FIVE AUGEX BUSINESS CASES 04-06/10/22	\$1,539.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
PROFESSIONAL FEES - DISCRIMINATION ADVICE	\$3,724.00	MINTER ELLISON (MINTERELLISON)	NSW
PROFESSIONAL FEES - TERMINATION APPEAL	\$3,181.00	MINTER ELLISON (MINTERELLISON)	NSW
COMPLETION OF OWEN SPRINGS LATERAL EXTENSION (OSLE) SUSPENDED OPERATION SAFETY MANAGEMENT STUDY (SMS)	\$10,395.00	GPA ENGINEERING PTY LTD	SA
CREDIT COLLECTIONS OFFICER - WEEK ENDING 16/10/22	\$2,121.00	RED APPOINTMENTS NT	NT
GEOGRAPHIC INFORMATION SYSTEM RESOURCE COMMENCING SEPT 22 - WATER SERVICES URBAN & REMOTE - UPDATING WATER AND SEWER MAPS	\$6,430.00	WATCON P/L	SA
WORKSHOP SCOPING, PREPARATION ,ATTENDANCE & FOLLOW UP 01/06/22 - 30/09/22	\$9,307.00	GPA ENGINEERING PTY LTD	SA
TRAVEL & ACCOMMODATION	\$22,295.00	EGNI ADVISORY PTY LTD	WA
CONSULTING SERVICES - 10-23/10/22	\$12,600.00	RTSN VENTURES PTY LTD	VIC
CONSULTING SERVICES FOR THE PERIOD 10-23/10/2022	\$6,875.00	BRANDON ANTHONY FERREIRA	VIC
REPORT ON PREPARATION OF SERVICE LEVEL AGREEMENT BETWEEN POWER SERVICES AND SYSTEM CONTROL JUNE - SEPTEMBER 2022	\$900.00	POMONA LEGAL PTY LTD	NSW
3-12 OCT AND 12-20 OCT - CONTRACTORS - OF A SEDAN(CE42YN) TO BE PICKED UP FROM DARWIN AIRPORT ARR 0030 03/10/22 ON (JQ0678) TO BE RETURNED THERE AT 22:00 20/10/22	\$882.00	BUDGET RENT-A-CAR	NSW
CONSULTANCY FEES FOR PROPERTY, FLEET AND PLANT & EQUIPMENT - OCTOBER 2022	\$9,163.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
SEWER LITE LUDMILLA CHLORINE SITE EMERGENCY PLAN	\$16,620.00	ALTO VALVE & FITTINGS	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
WATER MCMINNS CHLORINE SITE EMERGENCY PLAN	\$16,620.00	ALTO VALVE & FITTINGS	NT
CONSULTANCY FEES FOR PROPERTY, FLEET AND PLANT & EQUIPMENT FOR PERIOD FROM 5 SEPTEMBER TO 7 OCTOBER	\$43,759.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
PROFESSIONAL FEES - GOLD ENTERPRISE PIT, PINE CREEK	\$1,476.00	MINTER ELLISON (MINTERELLISON)	NSW
IRON BACTERIA ANALYSIS	\$5,624.00	CHARLES DARWIN UNIVERSITY	NT
POWER AND WATER CORPORATION 3 RESOURCES FOR 3 MONTHS FOR NT ELECTRICITY MARKET REFORM PROGRAM	\$10,560.00	POWER SYSTEMS CONSULTANTS PTY LTD AUSTRALIA	QLD
3.10.22 - 21.10.22 PROJECT MANAGEMENT AUSTRALIAN ENERGY REGULATOR SUBMISSION MEETINGS, SCHEDULE PDATES, COORDINATION	\$8,010.00	ARAFURA PROJECT SOLUTIONS PTY LTD	NT
LABOUR HIRE WEEK ENDING 23/10/22	\$1,697.00	RED APPOINTMENTS NT	NT
DEBT RECOVERY - DEBTOR MANAGEMENT	\$30.00	WARD KELLER	NT
DEBT RECOVERY	\$175.00	WARD KELLER	NT
DEBT RECOVERY - DEBTOR MANAGEMENT - COMPANY SEARCH	\$30.00	WARD KELLER	NT
FINAL INSTALMENT FOR PROFESSIONAL SERVICES RENDER TO POWER AND WATER IN RELATION TO THE ANNUAL REGULATOR INFORMATION NOTICES AUDIT FY22.	\$83,629.00	KPMG AUDIT & ADVISORY SERVICES	NT
PROFESSIONAL FEES - 3-19/10/22	\$12,922.00	POLLUTION SOLUTIONS & DESIGNS PTY LTD	NT
SUPPORT FOR BLACKTIP AND ASSET EVALUATION	\$42,444.00	EGNI ADVISORY PTY LTD	WA
MEAL ALLOWANCES/TRAVEL REIMBURSEMENTS - OCT 2022	\$1,241.00	LUMINITA BALOI	QLD
GAS FINANCIAL MODELLING	\$6,000.00	FRONTIER ECONOMICS PTY LTD	VIC
CONSULTING SERVICES - OCT 2022	\$24,000.00	LUMINITA BALOI	QLD
ENGINEERING SUPPORT - PLANNING REPORTS	\$19,586.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
DISTRIBUTION DEFECT REVIEW DELIVERY PHASE	\$3,698.00	GHD PTY LTD	NSW
LEGAL SERVICES - 25/10/22	\$4,938.00	KING & WOOD MALLESONS	VIC
CONTRACT DRAWING SERVICES - PROGRESS PAYMENT NO. 7. - 4 HOURS @ \$100 P/HR	\$400.00	PW PLUMBING DESIGNS	QLD
ENGAGEMENT/PRICING ASSISTANCE - 15/8-15/10/22	\$25,314.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
REVIEW REPORTS - OCT 2022	\$1,250.00	FUELTRAC PTY LTD	QLD
ADHOC ENGINEERING SERVICES FOR OCTOBER 2022	\$2,210.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
OPERATIONAL TECHNOLOGY ARCHITECTURE ROADMAP	\$74,810.00	VTAN CONSULTING PTY LTD	NT
FINAL INCIDENT REPORTS	\$17,753.00	GHD PTY LTD	NSW
NETWORK VISIBILITY OPTIONS ASSESSMENT	\$24,167.00	GRIDQUBE PTY LTD	QLD

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
703426178 POWER AND WATER CORPORATION (PWC) ENGINEERING SUPPORT: BUSINESS CASES - INVOICE	\$19,907.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
SALE OF PROFESSIONAL SERVICES - 03426178 POWER AND WATER CORPORATION (PWC) ENGINEERING SUPPORT: BUSINESS CASES	\$10,704.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
SALE OF PROFESSIONAL SERVICES - 703426178 POWER AND WATER CORPORATION (PWC) ENGINEERING SUPPORT - POWER AND WATER CORPORATION BUSINESS CASE DEVELOPMENT	\$8,139.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
PROFESSIONAL SERVICES - TRANSITION TO COMPLIANCE	\$9,975.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
INDIGNEOUS ESSENTIAL SERVICES SPECIALIST ADVICE TO 30/10/2022	\$1,400.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
AER2429 PROJECT AND REGULATOR INFORMATION NOTICES PROJECT MANAGEMENT SERVICES - OCTOBER 2022	\$67,674.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
PROJECT MANAGER - 3/10/22 - 31/10/22	\$10,160.00	QUALITY PEOPLE PTY LTD	NT
TEST LEAD - WEEK ENDING 23-30/10/22	\$4,320.00	QUALITY PEOPLE PTY LTD	NT
ABORIGINAL EMPLOYMENT AND CAREER DEVELOPMENT STRATEGY (AECDS) CONSULTING SERVICES - 31/10/22	\$12,100.00	CROSS CULTURAL CONSULTANTS	NT
DARWIN TRIP - OCTOBER 2022 TRAVEL COSTS	\$2,402.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
PROVISION OF SERVICES & SUPPORT FOR PI SERVICES - OCT 2022	\$7,400.00	GTS GROUP AUSTRALIA PTY LTD	NT
REGULATORY SPECIALIST WEEK ENDING 09/10/22	\$825.00	HAYS SPECIALIST RECRUITMENT	NSW
NT ELECTRICITY MARKET SETTLEMENTS PROJECT CONTRACT	\$6,631.00	CLAYTON UTZ	NT
REIMBURSABLE EXPENSES FOR TRIPS TO DARWIN IN OCTOBER 2022	\$8,061.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
PROFESSIONAL FEES WEEK ENDING 30/10/2022	\$8,188.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE AND COMMUNICATIONS MANAGER WEEK ENDING 09/10/22 - 30/10/22	\$22,610.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE ANALYST WEEK ENDING 09/10/22 - 30/10/22	\$16,837.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE MANAGER WEEK ENDING 09/10/22 - 30/10/22	\$20,093.00	HAYS SPECIALIST RECRUITMENT	NSW
PRICING WORKSTREAM LEAD 4 TO 31 OCTOBER 2022	\$23,643.00	FARRIER SWIER CONSULTING PTY LTD	VIC
LEARNING INSTRUCTIONAL WRITER & BUSINESS PROCESS ANALYST - OCT 2022	\$54,600.00	CROWD OF WISDOM PTY LTD	VIC
CAPITAL GRANT FUNDING AGREEMENT - MANTON DAM RETURN TO SERVICE	\$8,541.00	CLAYTON UTZ	NT
PROJECT MANAGEMENT SERVICES FOR THE AER2429 PROJECT - 3 OCTOBER-30 OCTOBER 2022	\$45,495.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
STRATEGIC REGULATORY ADVICE/ PROJECT MANAGEMENT OFFICE (PMO) AND PEER REVIEW OF DOCUMENTS - OCTOBER 2022	\$231,030.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
ESSENTIAL SYSTEM SERVICES GAP ANALYSIS	\$41,098.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
10 - ESSENTIAL SYSTEM SERVICES RULES - PROFESSIONAL SERVICES	\$21,502.00	MARKET REFORM PTY LTD	VIC
DEVELOPMENT OF DARWIN WATER SUPPLY EMERGENCY MANAGEMENT PLAN	\$25,171.00	GHD PTY LTD	NSW
MARKET SETTLEMENT ARCHITECTURE DESIGN OCT 2022	\$29,768.00	GTS GROUP AUSTRALIA PTY LTD	NT
PI SYSTEM ADMINISTRATOR - OCT 2022	\$1,093.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
ORGANISATIONAL ALIGNMENT PROGRAM - 03/10/22 - 31/10/22	\$31,500.00	J. A. LONG PTY LTD	VIC
TABLEAU UPGRADE SERVICES FOR OCTOBER 2022	\$208.00	MIP - MIP (AUST) PTY LTD T/AS	NT
LEGAL ADVICE	\$70,610.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$2,998.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$4,280.00	GRONDAL BRUINING PTY LTD	WA
EMERGENCY GAS SUPPLY AGREEMENT	\$6,823.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$7,658.00	GRONDAL BRUINING PTY LTD	WA
GAS SUPPLY AGREEMENT - FORCE MAJEURE	\$1,890.00	GRONDAL BRUINING PTY LTD	WA
NATIONAL GAS AMENDMENT RULE ADVICE (MARKET TRANSPARENCY)	\$8,044.00	GRONDAL BRUINING PTY LTD	WA
CREDIT AND COLLECTION CHARGES - OCT 2022	\$533.00	EQUIFAX AUSTRALIA INFORMATION SERVICES & SOLUTIONS PTY LTD	QLD
AER2429 PROJECT - BUSINESS CASE SUPPORT - OCTOBER 2022	\$37,225.00	ENGEVITY ADVISORY PTY LTD	NSW
BOARD PLANNING STRATEGY & SUPPORT - SEPTMBER & OCTOBER 2022	\$20,094.00	ENGEVITY ADVISORY PTY LTD	NSW
FUTURE NETWORKS PROGRAM - OCTOBER 2022	\$44,384.00	ENGEVITY ADVISORY PTY LTD	NSW
PROFESSIONAL ADVISE 01/06/22 - 10/08/22	\$3,500.00	GLEESON MANAGEMENT SERVICES PTY LTD	VIC
WATER AND WASTEWATER MODELLING - 1 TO 31 OCTOBER 2022	\$30,030.00	FARRIER SWIER CONSULTING PTY LTD	VIC
ADHOC REGULATORY ADVICE - 2 SEPTEMBER TO 31 OCTOBER 2022	\$49,735.00	FARRIER SWIER CONSULTING PTY LTD	VIC
REGULATORY MODELLING SUPPORT - 1 TO 31 OCTOBER 2022	\$15,678.00	FARRIER SWIER CONSULTING PTY LTD	VIC
RESET REGULATORY INFORMATION NOTICE (RIN) SUPPORT - 1 TO 31 OCTOBER 2022	\$7,565.00	FARRIER SWIER CONSULTING PTY LTD	VIC
SOFTWARE MAINTENANCE SUPPORT	\$525.00	SCADABEN - BEN P MCKENNA	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
INFORMATION COMMUNICATION TECHNOLOGY BUSINESS INTELLIGENCE ANALYST - OCTOBER 2022	\$1,235.00	CATHARA CONSULTING PTY LTD	WA
CONSULTING - 24/10/22 - 06/11/22	\$11,900.00	RTSN VENTURES PTY LTD	VIC
CONSULTANCY SERVICES OCT 2022	\$22,700.00	POWER ECONOMICS PTY LTD	WA
PROFESSIONAL FEES - METERING PROJECT - LEGAL 20/247 - GENERAL ADVICE	\$2,280.00	JOHNSON WINTER & SLATTERY	SA
SUPERVISORY CONTROL AND DATA ACQUISITION (SCADA) - NORTH, AD-HOC TECHNICAL SUPPORT	\$2,825.00	VTAN CONSULTING PTY LTD	NT
PROVISION OF PRINCIPAL MODELLING ENGINEER	\$23,920.00	WSP AUSTRALIA LIMITED	NT
CONSULTING SERVICES FOR THE PERIOD 24/10/2022 - 06/11/2022	\$13,750.00	BRANDON ANTHONY FERREIRA	VIC
PROFESSIONAL SERVICES - LEGAL22/110 - REVIEWING LICENSE AGREEMENT, IDENTIFYING ANY RISKS AND PROPOSE ANY AMENDMENTS TO FINALISE AND PROVIDING LEGAL SIGN-OFF	\$1,899.00	HWL EBSWORTH LAWYERS	NT
PROFESSIONAL SERVICES TO 27/10/22 - LEGAL22/093 METER INSTALLATION CONTRACT	\$740.00	HWL EBSWORTH LAWYERS	NT
PROFESSIONAL SERVICES UNTIL 27/10/22 - LEGAL 21/183 - REVIEW OF SUBSCRIPTION	\$400.00	HWL EBSWORTH LAWYERS	NT
LEGAL 21/123 REVIEW OF ELECTRICITY SUPPLY AGREEMENT - PROFESSIONAL SERVICES TO 27 OCTOBER 2022	\$440.00	HWL EBSWORTH LAWYERS	NT
LABOUR HIRE WEEK ENDING 28/10/22	\$1,272.00	RED APPOINTMENTS NT	NT
BUSINESS CASE SME - 09/10/22 - 30/10/22	\$18,642.00	HAYS SPECIALIST RECRUITMENT	NSW
HYDRAULIC ENGINEERING ENGAGEMENT SERVICES	\$880.00	WALLBRIDGE & GILBERT RFP	NT
NT REMOTE COMMUNITY SOURCE STATUS REPORT	\$6,750.00	JSJ CONSULTING PTY LTD T/A EKO ENGINEERING	NT
HYDRAULIC ENGINEERING SERVICES FOR NETWORK PLANNING - PREPARE AUSTRALIAN ENERGY REGULATOR PLANNING REPORTS - OCTOBER 2022	\$28,635.00	ALLIANCE POWER AND DATA PTY LTD	WA
VELOCITY UPGRADE - UPLIFT PROGRAM STAGE C	\$78,015.00	GENTRACK PTY LTD	VIC
PROFESSIONAL FEES - EARLY WORKS AGREEMENT	\$6,840.00	JOHNSON WINTER & SLATTERY	SA
MINI MASTER OF BUSINESS ADMINISTRATION (MBA) TRAINING COURSE 31/10-4/11/22	\$1,700.00	DEPARTMENT OF CHIEF MINISTER AND CABINET	NT
NATIONAL GREENHOUSE AND ENERGY REPORTING ASSISTANCE	\$20,600.00	ERNST & YOUNG	NT
SEPT 2022 CONNECTION AGREEMENT REVIEW & UPDATE	\$1,743.00	QGE PTY LTD	QLD
DESKTOP ASSESSMENT (EXCLUDING JOB EVALUATION) - INFORMATION COMMUNICATION TECHNOLOGY OFFICER (ADMINISTRATOR)	\$1,409.00	MERCER (AUSTRALIA) PTY LTD	QLD

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
PHYSICALS TO FINANCIALS (P2F) DXC BUSINESS INSIGHTS PHASE	\$64,091.00	DXC TECHNOLOGY AUSTRALIA PTY LTD	NSW
PROJECT - METER TO CASH SUPPORT - TRANSFORMATION	\$136.00	LITECH SYSTEMS PTY LTD	WA
LABOUR HIRE WEEK ENDING 06/11/22	\$1,838.00	RED APPOINTMENTS NT	NT
PWC 3 RESOURCES FOR 3 MONTHS FOR NT ELECTRICITY MARKET REFORM PROGRAM	\$36,960.00	POWER SYSTEMS CONSULTANTS PTY LTD AUSTRALIA	QLD
PWC 3 RESOURCES FOR 3 MONTHS FOR NT ELECTRICITY MARKET REFORM PROGRAM	\$21,120.00	POWER SYSTEMS CONSULTANTS PTY LTD AUSTRALIA	QLD
TRAVEL AND FUEL	\$1,944.00	CROWD OF WISDOM PTY LTD	VIC
24/10/22 TO 11/11/22 PROJECT MANAGEMENT - AUSTRALIAN ENERGY REGULATOR SUBMISSION MEETINGS, SCHEDULE UPDATES, COORDINATION	\$3,420.00	ARAFURA PROJECT SOLUTIONS PTY LTD	NT
DARWIN - ENGAGEMENT OF MARKET SYSTEMS SPECIALIST FOR OCT 2022	\$47,585.00	UNIVITY PTY LTD	QLD
SCHEDULE OF RATES UTILISATION - STRATEGY AND PLANNING SUPPORT	\$16,100.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
LABOUR, MATERIALS, LAND ESCALATION 2022 FOR POWER AND WATER CORPORATION DISTRIBUTED NETWORK SERVICE PROVIDERS	\$16,480.00	BIS OXFORD ECONOMICS PTY LTD	NSW
CUSTOMER SATISFACTION RESEARCH (CSR) WAVE 2	\$23,950.00	KANTAR PUBLIC AUSTRALIA PTY LTD	NSW
20 OCT 2022 GAS COMMITTEE MEETING	\$1,763.00	ROBERT JAMES COLE	WA
SYSTEM CONTROL HUDSON CREEK CONTROL ROOM UPGRADE CONSULT	\$11,055.00	CADWALK CRITICAL ROOMS PTY LTD	WA
LABOUR HIRE WEEK ENDING 13/11	\$2,121.00	RED APPOINTMENTS NT	NT
WORK CONDUCTED FOR REMOTE WASTE DISCHARGE LICENCES (WDLS) REVIEW	\$3,650.00	SLR CONSULTING AUSTRALIA PTY LTD	NT
REVIEW & ENDORSEMENT OF WATER QUALITY MONITORING MANAGEMENT PLAN (WQBIMMP)	\$8,743.00	SLR CONSULTING AUSTRALIA PTY LTD	NT
DARWIN KATHERINE ELECTRICITY SYSTEM MINIMUM SYNCHRONOUS & REACTIVE SUPPORT	\$55,098.00	DIGSILENT PACIFIC PTY LTD	WA
KATHERINE SOLAR FARM SUPPORT FROM JUNE	\$18,145.00	DIGSILENT PACIFIC PTY LTD	WA
GENERAL SUPPORT FROM JUNE 2022	\$10,295.00	DIGSILENT PACIFIC PTY LTD	WA
CHANNEL ISLAND C7 R2 GENERATOR TESTING	\$48,816.00	DIGSILENT PACIFIC PTY LTD	WA
22055-BEN HAMMOND COMPLEX WAREHOUSE BUILDING TRAINING FACILITY - PROFESSIONAL SERVICES TO THE 18 NOVEMBER 2022	\$260.00	HODGKISON PTY LTD	NT
WATER SERVICES- SUPERVISORY CONTROL AND DATA ACQUISITION (SCADA) - NORTH - AD-HOC TECHNICAL SUPPORT	\$1,050.00	VTAN CONSULTING PTY LTD	NT
PROFESSIONAL SERVICES FOR THE PERIOD, 07-20/11/2022	\$13,750.00	BRANDON ANTHONY FERREIRA	VIC
DEBT RECOVERY	\$91.00	WARD KELLER	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
DEBT RECOVERY	\$30.00	WARD KELLER	NT
DEBT RECOVERY	\$150.00	WARD KELLER	NT
DEBT RECOVERY	\$75.00	WARD KELLER	NT
DEBT RECOVERY	\$414.00	WARD KELLER	NT
DEBT RECOVERY	\$250.00	WARD KELLER	NT
DEBT RECOVERY	\$250.00	WARD KELLER	NT
DEBT RECOVERY	\$226.00	WARD KELLER	NT
DEBT RECOVERY	\$15.00	WARD KELLER	NT
DEBT RECOVERY	\$84.00	WARD KELLER	NT
DEBT RECOVERY	\$376.00	WARD KELLER	NT
DEBT RECOVERY	\$150.00	WARD KELLER	NT
DEBT RECOVERY	\$420.00	WARD KELLER	NT
DEBT RECOVERY	\$30.00	WARD KELLER	NT
DEBT RECOVERY - DEBTOR MANAGEMENT	\$500.00	WARD KELLER	NT
DEBT RECOVERY - DEBTOR MANAGEMENT	\$2,794.00	WARD KELLER	NT
CONSULTING SERVICES 7/11-20/11	\$12,600.00	RTSN VENTURES PTY LTD	VIC
ENGINEERING SUPPORT INVOICE 703401527	\$15,883.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
POWER AND WATER CORPORATION ENGINEERING SUPPORT - INV 703401526	\$15,880.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
YUELAMU INVESTIGATION SAMPLES 11/10/2022	\$250.00	INTERTEK TESTING SERVICES (AUSTRALIA) PTY LTD	NT
COMMISSION ON TRUST COLLECTION	\$624.00	ILLION AUSTRALIA PTY LTD	VIC
DEVELOPMENT OF POWER SERVICES STRATEGIC ASSET MANAGEMENT PLAN	\$12,300.00	STANTEC AUSTRALIA PTY LTD	NT
RESEARCH SERVICE AGREEMENT TO RUN A TRIAL FOR AN ADVANCED WATER TREATMENT SYSTEM AT ALI CURUNG - PHASE 2 OF PROJECT	\$25,270.00	THE UNIVERSITY OF NEW SOUTH WALES	NSW
LABOUR HIRE WEEK ENDING 18/11/22	\$2,121.00	RED APPOINTMENTS NT	NT
LABOUR HIRE WEEK ENDING 18/11/22	\$1,412.00	RED APPOINTMENTS NT	NT
CHANGE ANALYST - SERVICES FOR OCTOBER 2022	\$20,290.00	AUREC PTY LTD	SA
CHANGE ANALYST - SEPTEMBER 2022	\$12,174.00	AUREC PTY LTD	SA
CHANGE ANALYST 30.10.22 - 20.11.22	\$19,275.00	AUREC PTY LTD	SA
ENTERPRISE PORTFOLIO MANAGEMENT OFFICE CAPABILITY UPLIFT ASSURANCE	\$3,560.00	RPS AAP CONSULTING PTY LTD T/AS POINT PROJECT MANAGEMENT	QLD
DISTRIBUTION DEFECT REVIEW	\$14,025.00	GHD PTY LTD	NSW
SYSTEM CONTROL BATTERY ENERGY STORAGE SYSTEM STATEMENT OF OPPORTUNITY	\$2,686.00	GHD PTY LTD	NSW
LUDMILLA WASTE WATER TREATMENT PLANT CONTINGENCY PLANNING	\$9,600.00	HUNTER H2O HOLDINGS PTY LTD	NSW
(CONTRACTOR) - HIRE OF A SMALL SEDAN (S036CPJ & S042CPJ) TO BE PICKED UP FROM DARWIN AIRPORT AT	\$461.00	BUDGET RENT-A-CAR	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
1530 13/11/22 TO BE RETURNED BY 1630 24/11/22			
DRAWING SERVICES - PROGRESS PAYMENT NO. 8	\$500.00	PW PLUMBING DESIGNS	QLD
PROFESSIONAL FEES - METERING PROJECT - LEGAL 20/247 - GENERAL ADVICE	\$1,260.00	JOHNSON WINTER & SLATTERY	SA
ASSET MANAGEMENT ARTEFACTS	\$19,662.00	STANTEC AUSTRALIA PTY LTD	NT
PROFESSIONAL FEES - LEGAL20/235 - SOLAR_NTG PROPOSAL FOR MEMORANDUM OF UNDERSTANDING	\$600.00	JOHNSON WINTER & SLATTERY	SA
GAS FINANCIAL MODELLING 01-31/10/22	\$6,625.00	FRONTIER ECONOMICS PTY LTD	VIC
FLIGHTS TO DARWIN - SUNDAY 17 JULY 2022, RETURNING 23 JULY 2022	\$1,873.00	ANDREWS GROUP PTY LTD	VIC
PROJECT MANAGER - 2/11/22 - 25/11/22	\$9,049.00	QUALITY PEOPLE PTY LTD	NT
TEST MANAGER - 2/11/22 - 25/11/22	\$11,070.00	QUALITY PEOPLE PTY LTD	NT
AUDIT INFORMATION TECHNOLOGY SUPPORT CHARGES 2021/22	\$16,680.00	AUDITOR GENERAL'S OFFICE	NT
FINANCIAL STATEMENT AUDIT CHARGES 2021/22	\$178,094.00	AUDITOR GENERAL'S OFFICE	NT
POWER AND WATER CORPORATE MCARTHUR RIVER MINE PL31 OWEN SPRINGS LATERAL EXTENSION (OSLE) HANDOVER SCOPE	\$10,148.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
POWER AND WATER CORPORATION MATERIAL DATA RECORD (MDR) SUPPORT	\$14,950.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
LONG RUN MARGINAL COST (LRMC) ANALYSIS FOR PRICING MODEL - 50% COMPLETION FEE	\$16,518.00	ENERGEIA PTY LTD	NSW
LOAD AND EXPORT CONGESTION PERIODS ANALYSIS: 50% COMPLETION FEE	\$15,988.00	ENERGEIA PTY LTD	NSW
REGULATORY INFORMATION NOTICES CONNECTIONS AND ENERGY FORECASTING PROPOSAL: 50% PROJECT COMPLETION FEE	\$20,938.00	ENERGEIA PTY LTD	NSW
RESIDUAL COST ALLOCATION AND OPTIMISATION TOOL: 50% PROJECT COMPLETION FEE	\$20,907.00	ENERGEIA PTY LTD	NSW
PRICING VARIATION AND RESET REGULATORY INFORMATION NOTICES: PROJECT COMPLETION FEE	\$47,376.00	ENERGEIA PTY LTD	NSW
AUDIT CHARGES FOR RECOVERY OF PROFESSIONAL FEES FOR INDIGENOUS ESSENTIAL SERVICES	\$54,688.00	AUDITOR GENERAL'S OFFICE	NT
LABOUR HIRE WEEK ENDING 06/11/22 - 27/11/22	\$12,011.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE AND COMMUNICATIONS MANAGER WEEK ENDING 06/11/22 - 27/11/22	\$20,825.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE MANAGER WEEK ENDING 06/11/22 - 27/11/22	\$20,093.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE ANALYST WEEK ENDING 06/11/22 - 27/11/22	\$18,708.00	HAYS SPECIALIST RECRUITMENT	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
PROVISION OF SERVICES AND SUPPORT FOR PI SERVICES NOV 22	\$7,400.00	GTS GROUP AUSTRALIA PTY LTD	NT
BUSINESS CASE SME WEEK ENDING 06/11/22 - 27/11/22	\$5,593.00	HAYS SPECIALIST RECRUITMENT	NSW
AER2429 PROJECT MANAGER - 31 OCTOBER TO 30 NOVEMBER 2022	\$56,025.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
EXPENSE PAYMENTS FOR AER2429 PROJECT MANAGER - NOVEMBER 2022	\$3,325.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
REGULATORY SPECIALIST WEEK ENDING 30/10/22 - 27/11/22	\$4,952.00	HAYS SPECIALIST RECRUITMENT	NSW
STRATEGY AND PLANNING SUPPORT - NOVEMBER 2022	\$28,149.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
INDIGENOUS ESSENTIAL SERVICES SPECIALIST ADVICE TO 30.10.2022	\$800.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
PROFESSIONAL FEES FOR TRANSITION TO COMPLIANCE PROJECT AND THE MANAGER ECONOMICS AND MODELLING - NOVEMBER 2022	\$6,600.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
AER2429 PROJECT AND REGULATORY INFORMATION NOTICES PROJECT MANAGEMENT SERVICES - NOVEMBER 2022	\$41,484.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
PROVISION OF NETWORK VISIBILITY OPTIONS ASSESSEMENT	\$24,167.00	GRIDQUBE PTY LTD	QLD
ADVICE AND ASSISTANCE WITH RENEWABLE ENERGY HUB GOVERNANCE PROJECT - 2/11-7/11/2022	\$11,440.00	KHAN ECONOMIC ADVISORY PTY LTD	QLD
PROVIDE NON PROJECT SPECIFIC DRAFTING SERVICES	\$98.00	TIMS DESIGN & DRAFTING NT	NT
ORGANISATIONAL ALIGNMENT PROGRAM 01- 30 NOV-2022	\$19,969.00	J. A. LONG PTY LTD	VIC
LEGAL CLAIM	\$76,884.00	CLAYTON UTZ	QLD
BLACKTIP FIELD SUPPORT	\$50,250.00	EGNI ADVISORY PTY LTD	WA
DRAWING SERVICES FOR ASSET STANDARDS ENGINEER - ASSET MANAGEMENT	\$550.00	MLEI MELBOURNE PTY LTD	NT
AUSTRALIAN ENERGY REGULATOR SUBMISSION MEETINGS, SCHEDULE UPDATES, COORDINATION	\$1,800.00	ARAFURA PROJECT SOLUTIONS PTY LTD	NT
14 - ENGINNERING PANEL (RULES)	\$4,383.00	MARKET REFORM PTY LTD	VIC
10 - ESSENTIAL SYSTEM SERVICES RULES	\$6,445.00	MARKET REFORM PTY LTD	VIC
NON-SYSTEM FOR THE PERIOD 10 OCTOBER - 25 NOVEMBER 2022	\$27,646.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
TARIFF STATEMENT STRUCTURE (TSS) PREPARATION FOR PERIOD 17 OCTOBER - 2 DECEMBER 2022	\$14,070.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
CONTRACT PFO00096-21 - ENGAGEMENT OF PRINCIPAL MODELLING ENGINEER	\$20,930.00	WSP AUSTRALIA LIMITED	NT
CONSULTING SERVICES - NOVEMBER 2022	\$26,400.00	LUMINITA BALOI	QLD
WATER SERVICES ADHOC PROFESSIONAL SUPPORT SERVICE	\$525.00	VTAN CONSULTING PTY LTD	NT
LEGAL SERVICES PROVIDED DURING THE PERIOD TO 29 NOVEMBER 2022 -	\$6,000.00	KING & WOOD MALLESONS	VIC

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
REVIEW OF SECURITY OF CRITICAL INFRASTRUCTURE RISK MANAGEMENT RULES			
PROFESSIONAL SERVICES - FINAL BILL IN RELATION TO REGULATORY INFORMATION NOTICES RESET DATA TEMPLATES FROM 2018-2022	\$17,964.00	KPMG CHARTERED ACCOUNTANTS DARWIN	NT
PRICING WORKSTREAM LEAD - 1 NOVEMBER TO 30 NOVEMBER 2022	\$24,378.00	FARRIER SWIER CONSULTING PTY LTD	VIC
DATA ENTRY OFFICER WEEK ENDING 25/11	\$2,464.00	RED APPOINTMENTS NT	NT
LABOUR HIRE WEEK ENDING 25/11	\$2,036.00	RED APPOINTMENTS NT	NT
ENGINEERING CONSULTANCY SERVICES FOR NOVEMBER 2022	\$2,210.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
NT ELECTRICITY MARKET SETTLEMENTS PROJECT CONTRACT	\$16,712.00	CLAYTON UTZ	NT
MEMORANDUM OF UNDERSTANDING DEPT OF HEALTH AND POWER AND WATER CORPORATION	\$2,175.00	CLAYTON UTZ	NT
ESSENTIAL SYSTEM SERVICES GAP ANALYSIS - SERVICES NOVEMBER 2022	\$35,981.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
DARWIN - SUPPLY AND DELIVERY OF FINANCIAL SPECIALIST FOR A PERIOD 21.11.2022 TO 04.12.2022	\$15,125.00	BRANDON ANTHONY FERREIRA	VIC
703426178 POWER AND WATER CORPORATION (PWC) ENGINEERING SUPPORT: BUSINESS CASES	\$28,774.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
EXTRACT TRANSFORM AND LOAD (ETL) ANALYST/DEVELOPER - NOVEMBER 2022	\$13,050.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
MARKET SETTLEMENT ARCHITECTURE AND DESIGN CONSULT NOV 2022	\$29,080.00	GTS GROUP AUSTRALIA PTY LTD	NT
TABLEAU TRAINING/TEAM LEAD SERVICES - NOVEMBER 2022	\$17,850.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
703426178 PWC ENGINEERING SUPPORT: PLANNING REPORTS	\$7,918.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
AUSTRALIAN ENERGY REGULATOR PLANNING REPORTS - RESIDUAL BALANCE OF CONTRACT WORKS IN NOVEMBER 2022 - ADDITIONAL NETWORK MODELLING ASSESSMENT AND PREPARE PLANNING REPORTS	\$14,457.00	ALLIANCE POWER AND DATA PTY LTD	WA
AER2429 PROJECT - BUSINESS CASE SUPPORT FOR POWER SERVICES - NOVEMBER 2022	\$8,938.00	ENGEVITY ADVISORY PTY LTD	NSW
EMBEDDED GENERATION INDUSTRY ENGAGEMENT SESSION - OCTOBER AND NOVEMBER 2022	\$18,805.00	ENGEVITY ADVISORY PTY LTD	NSW
FUTURE NETWORKS STRATEGY - OCTOBER - NOVEMBER 2022	\$38,250.00	ENGEVITY ADVISORY PTY LTD	NSW
FUTURE NETWORKS STRATEGY - SCHEDULE OF RATES UTILISATION - NOVEMBER 2022	\$30,594.00	ENGEVITY ADVISORY PTY LTD	NSW
ELECTRICAL PROJECT SUPPORT	\$1,190.00	CELL ENGINEERING PTY LTD	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
STRATEGIC REGULATORY ADVICE/ PROJECT MANAGEMENT OFFICE (PMO) AND QUALITY ASSURANCE FOR INITIAL REGULATORY PROPOSAL (IRP) - NOVEMBER 2022	\$292,986.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
INDEPENDENT ENGAGEMENT REPORT AND TO CO-CHAIR THE RESET ADVISORY COMMITTEE - 2022	\$40,000.00	THE ENERGY PROJECT PTY LTD	SA
AD HOC REGULATORY ADVICE - 1 TO 30 NOVEMBER 2022	\$15,435.00	FARRIER SWIER CONSULTING PTY LTD	VIC
POWER AND WATER CORPORATION REGULATORY DRAFTING - 01/10-30/11/22	\$6,370.00	FARRIER SWIER CONSULTING PTY LTD	VIC
RESET REGULATORY INFORMATION NOTICE (RIN) SUPPORT - NOVEMBER 2022	\$8,728.00	FARRIER SWIER CONSULTING PTY LTD	VIC
REGULATORY MODELLING SUPPORT - NOVEMBER 2022	\$38,300.00	FARRIER SWIER CONSULTING PTY LTD	VIC
WATER AND WASTEWATER MODELLING - NOVEMBER 2022	\$26,640.00	FARRIER SWIER CONSULTING PTY LTD	VIC
REVIEW REPORTS - NOVEMBER 2022	\$1,250.00	FUELTRAC PTY LTD	QLD
GEOGRAPHIC INFORMATION SYSTEM RESOURCE COMMENCING SEPT 22 - WATER SERVICES URBAN & REMOTE - UPDATING WATER AND SEWER MAPS AND AS CONSTRUCTED INFORMATION, GENERAL DATA CLEANSING	\$6,430.00	WATCON P/L	SA
CONSULTANCY SERVICES - NOV 2022	\$3,000.00	POWER ECONOMICS PTY LTD	WA
PHYSICALS TO FINANCIALS (P2F) DXC BUSINESS INSIGHTS PHASE	\$8,651.00	DXC TECHNOLOGY AUSTRALIA PTY LTD	NSW
NT ELECTRICITY MARKET - METERING SETTLEMENTS AND TRANSFER SOLUTION (MSATS) IMPLEMENTATION PROJECT - RESOURCE COSTS: JULY 2021 - FEBRUARY 2022 / MARCH 2022 - JUNE 2022 - TRAVEL COSTS: APRIL 2022 INDUSTRY FORUM	\$113,237.00	AUSTRALIAN ENERGY MARKET OPERATOR (AEMO)	VIC
CONSULTING SERVICES 21/11-4/12/22	\$12,600.00	RTSN VENTURES PTY LTD	VIC
CREDIT AND COLLECTION CHARGES NOV 2022	\$231.00	EQUIFAX AUSTRALIA INFORMATION SERVICES & SOLUTIONS PTY LTD	QLD
ANNUAL FEE PL35 4/11/22- 3/11/23	\$593.00	DEPARTMENT OF INDUSTRY, TOURISM AND TRADE (ITT) (FORMERLY DEPT. OF PRIMARY INDUSTRY & RESOURCES)	NT
MARKET SETTLEMENT ARCHITECTURE AND DESIGN CONSULT	\$1,925.00	GTS GROUP AUSTRALIA PTY LTD	NT
SYSTEM CONTROL HUDSON CREEK CONTROL ROOM UPGRADE CONSULT	\$5,828.00	CADWALK CRITICAL ROOMS PTY LTD	WA
PROFESSIONAL SERVICES TO 25 NOVEMBER 2022 - LEGAL22/110 - REVIEWING LICENSE AGREEMENT, IDENTIFYING ANY RISKS AND PROPOSE ANY AMENDMENTS TO FINALISE AND PROVIDING LEGAL SIGN-OFF (QUOTE 21/09/2022)	\$621.00	HWL EBSWORTH LAWYERS	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
PROFESSIONAL SERVICES TO 25 NOVEMBER 2022 - LEGAL 22/011 ACCELERATED STRATEGIC SOURCING PROJECT (ASSP) CONTRACT DEPARTURE REVIEWS	\$5,849.00	HWL EBSWORTH LAWYERS	NT
PROFESSIONAL SERVICES TO 25 NOVEMBER 2022 - LEGAL 20/47 ADVICE REGARDING OPTIC FIBRE LICENCE AND OPERATING AND MAINTENANCE AGREEMENT	\$442.00	HWL EBSWORTH LAWYERS	NT
PROFESSIONAL SERVICES TO 25 NOVEMBER 2022 - LEGAL 20/347 - MASTER STANDARD LICENCE AGREEMENT - TELECOMMUNICATIONS	\$792.00	HWL EBSWORTH LAWYERS	NT
BULLA - ULTRA VIOLET (UV) & DOSING UPGRADE	\$2,366.00	ALTO VALVE & FITTINGS	NT
PWC 3 RESOURCES FOR 3 MONTHS FOR NT ELECTRICITY MARKET REFORM PROGRAM	\$111,051.00	POWER SYSTEMS CONSULTANTS PTY LTD AUSTRALIA	QLD
DARWIN ENGAGEMENT OF PI SYSTEM ADMINISTRATOR - NOVEMBER 2022	\$1,438.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
ENGAGEMENT OF SPECIALIST PROCUREMENT PROJECT RESOURCE	\$13,075.00	LUDDIES & CO PTY LTD T/A TOP-G PROJECTS	NT
GAS FINANCIAL MODELLING 01-30/11/22	\$1,876.00	FRONTIER ECONOMICS PTY LTD	VIC
PROFESSIONAL FEES	\$9,600.00	SMEC AUSTRALIA PTY LTD	NT
REVIEW OF THE INCOME TAX RETURN OF POWER AND WATER CORPORATION FOR THE YEAR ENDED 30 JUNE 2022	\$27,170.00	KPMG CHARTERED ACCOUNTANTS DARWIN	NT
STRATEGIC REGULATORY ADVICE - PROVISIONAL TRAVEL EXPENSES - NOVEMBER 2022	\$10,323.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
DATA ENTRY OFFICER WEEK ENDING 02/12	\$2,157.00	RED APPOINTMENTS NT	NT
LABOUR HIRE WEEK ENDING 01/12	\$1,329.00	RED APPOINTMENTS NT	NT
PEOPLE MATTER SURVEY BUDGET 2022/23	\$8,000.00	DEPARTMENT OF CHIEF MINISTER AND CABINET	NT
HYDROGEN OPTIONS WORKSHOP	\$1,677.00	GPA ENGINEERING PTY LTD	SA
SUPPLY, INSTALL AND COMMISSION FRONIUS DATA MANAGER CARDS	\$2,430.00	ECO TECH ELECTRICAL PTY LTD	NT
DEBT RESOLUTION	\$600.00	ILLION AUSTRALIA PTY LTD	VIC
LEGAL ADVICE	\$25,808.00	GRONDAL BRUINING PTY LTD	WA
AUSTRALIAN CONSUMER AND COMPETITION COMMISSION GAS INQUIRY	\$565.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$6,875.00	GRONDAL BRUINING PTY LTD	WA
EMERGENCY GAS SUPPLY AGREEMENT	\$264.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$3,029.00	GRONDAL BRUINING PTY LTD	WA
GAS SUPPLY AGREEMENT FORCE MAJEURE	\$5,657.00	GRONDAL BRUINING PTY LTD	WA

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
ENERGY MASTER GAS SUPPLY AGREEMENT	\$2,011.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$528.00	GRONDAL BRUINING PTY LTD	WA
AUSTRALIAN ENERGY REGULATOR REQUEST FOR INFORMATION GAS MATERIAL RENOMINATIONS	\$575.00	GRONDAL BRUINING PTY LTD	WA
EARLY WORKS AGREEMENT - DARWIN CITY GATE CAPITAL WORKS	\$2,798.00	GRONDAL BRUINING PTY LTD	WA
BUSINESS AS USUAL MATTER - LEGAL SERVICES	\$350.00	GRONDAL BRUINING PTY LTD	WA
BUSINESS AS USUAL MATTER - LEGAL SERVICES	\$1,010.00	GRONDAL BRUINING PTY LTD	WA
BUSINESS AS USUAL MATTER - LEGAL SERVICES	\$430.00	GRONDAL BRUINING PTY LTD	WA
BUSINESS AS USUAL MATTER - LEGAL SERVICES	\$382.00	GRONDAL BRUINING PTY LTD	WA
COPYWRITING FOR ONBOARDING WELCOME MESSAGE	\$340.00	CAPTOVATE PTY LTD	NT
LABOUR HIRE WEEK ENDING 09/12/22	\$975.00	RED APPOINTMENTS NT	NT
DATA ENTRY OFFICER WEEK ENDING 09/12/22	\$2,216.00	RED APPOINTMENTS NT	NT
POWER AND WATER CORPORATION - STATEMENT OF CORPORATE INTENT AND CONSOL MODEL SCOPING PROPOSAL - DATA MODELLING APPROACH	\$45,000.00	PRICE WATERHOUSE COOPERS	ACT
WATER SERVICES ENGAGEMENT OF CIVIL HYDRAULIC/NETWORK/MODELLING ENGINEER - NOV 2022	\$9,840.00	SMEC AUSTRALIA PTY LTD	NT
INTERNAL AUDIT - NOV 2022	\$13,125.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
AUSTRALIAN ENERGY REGULATOR RING-FENCING REQUEST OF INFORMATION (ROI) INTERNAL AUDIT	\$9,300.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
LEGAL20/320 - LEGAL FEES TO 26 OCTOBER 2022 - INDUSTRIAL MANSLAUGHTER PRESENTATION	\$2,475.00	HWL EBSWORTH LAWYERS	NT
WATER SERVICES ASSOCIATION OF AUSTRALIA INCLUDING MEMBERSHIP FEE - 2022-2023 SECOND INSTALMENT	\$22,700.00	WATER SERVICES ASSOCIATION OF AUSTRALIA INC	VIC
CONSULTANCY SERVICES INVOICE 2	\$19,507.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
703426178 POWER AND WATER CORPORATION ENGINEERING SUPPORT: BUSINESS CASES - INVOICE 2	\$11,092.00	MOTT MACDONALD AUSTRALIA PTY LTD	QLD
POWER AND WATER CORPORATION MATERIAL DATA RECORD (MDR) SUPPORT	\$13,168.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
POWER AND WATER CORPORATION MATERIAL DATA RECORD (MDR) SUPPORT	\$4,600.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
POWER AND WATER CORPORATION MCARTHUR RIVER MINEBI-DIRECTIONAL FEED	\$6,895.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
WASTE DISCHARGE LICENCE RENEWALS	\$6,000.00	CLAYTON UTZ	NT
CONSULTING SERVICES 5/12-18/12	\$12,600.00	RTSN VENTURES PTY LTD	VIC

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
FEES RENDERED FOR ADVISORY SERVICES PROVIDED TO POWER AND WATER CORPORATION CONDUCT CAPABILITY REVIEW AND RESEARCH FOR CORE AND CRITICAL ROLES	\$31,084.00	KPMG CHARTERED ACCOUNTANTS DARWIN	NT
POWER SERVICES ASSET MAINTENANCE REVIEW	\$45,245.00	KPMG CHARTERED ACCOUNTANTS DARWIN	NT
PROGRESS CLAIM 3 - PREPARE AUSTRALIAN ENERGY REGULATOR PLANNING REPORTS	\$4,200.00	ALLIANCE POWER AND DATA PTY LTD	WA
CALGON BOIL TEST 2X SOURCE WATER	\$2,044.00	SA WATER CORPORATION AKA AUSTRALIAN WATER QUALITY CENTRE	SA
VARIATION 1 - CTD00028-21 - DARWIN - ENGAGEMENT OF MARKET SYSTEMS SPECIALIST FOR A PERIOD OF 6 MONTHS	\$46,954.00	UNIVITY PTY LTD	QLD
CONSULTING SERVICES FOR PERIOD 05.12.2022 TO 18.12.2022	\$13,750.00	BRANDON ANTHONY FERREIRA	VIC
LOAD CONNECTION STUDIES - CORE LITHIUM DEVELOPMENT	\$10,125.00	ALLIANCE POWER AND DATA PTY LTD	WA
REGULATORY PROPOSAL- SERVICES AND OBLIGATIONS FOR AER2429 - OCTOBER AND NOVEMBER 2022	\$30,600.00	POMONA LEGAL PTY LTD	NSW
CONSULTING SERVICES TO ASSIST WITH FY22 REGULATORY INFORMATION NOTICES REPORTING	\$21,368.00	MCQUARRIE CONSULTING PTY LTD	NSW
LEGAL 22/011 ACCELERATED STRATEGIC SOURCING PROJECT (ASSP) CONTRACT DEPARTURE - PROFESSIONAL SERVICES TO 16 DECEMBER 2022	\$2,276.00	HWL EBSWORTH LAWYERS	NT
LEGAL 21/123 REVIEW OF ELECTRICITY SUPPLY AGREEMENT - PROFESSIONAL SERVICES TO 16 DECEMBER 2022	\$528.00	HWL EBSWORTH LAWYERS	NT
LEGAL 20/347 - MASTER STANDARD LICENCE AGREEMENT - TELECOMMUNICATIONS - PROFESSIONAL SERVICES TO 19 DECEMBER 2022	\$1,052.00	HWL EBSWORTH LAWYERS	NT
PROVISION OF SECONDMENT BETWEEN 19 SEPTEMBER 2022 AND 18 NOVEMBER 2022	\$72,757.00	ERNST & YOUNG	NT
REVIEW PAPERS	\$1,275.00	ROBERT JAMES COLE	WA
LEGAL ADVICE	\$3,343.00	GRONDAL BRUINING PTY LTD	WA
DRAFTING EXTENSION LETTER AGREEMENT	\$646.00	GRONDAL BRUINING PTY LTD	WA
LEGAL SERVICES	\$147.00	GRONDAL BRUINING PTY LTD	WA
AUSTRALIAN ENERGY REGULATOR REQUEST FOR INFORMATION GAS MATERIAL RENOMINATIONS	\$1,732.00	GRONDAL BRUINING PTY LTD	WA
EARLY AGREEMENTS DARWIN CITY GATE CAPITAL WORKS	\$350.00	GRONDAL BRUINING PTY LTD	WA
GAS SUPPLY AGREEMENT FORCE MAJEURE	\$686.00	GRONDAL BRUINING PTY LTD	WA

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
CURTAILMENTS	\$2,240.00	GRONDAL BRUINING PTY LTD	WA
DATA ENTRY OFFICER WEEK ENDING 16/12	\$2,157.00	RED APPOINTMENTS NT	NT
UPDATE DARWIN RIVER RESERVOIR DAM AND INTAKE TOWER DRAWINGS AND RECORDS	\$4,200.00	SMEC AUSTRALIA PTY LTD	NT
UPDATE DARWIN RIVER DAM INTAKE TOWER STEM ARRANGEMENT DRAWINGS AND RECORDS	\$1,000.00	SMEC AUSTRALIA PTY LTD	NT
RENEWAL OF HUMAN RESOURCE MEMBERSHIP SUBSCRIPTION	\$29,000.00	INFO-TECH RESEARCH GROUP	NSW
PROFESSIONAL FEES FOR PUBLIC RELATIONS CONSULTANCY SERVICES	\$3,750.00	MICHELS WARREN PTY LTD	SA
ACCOUNT SUBSCRIPTION FEE 15/12/22 - 14/12/23	\$4,000.00	SYSTEMS APPLIED PTY LTD	NSW
263407566 2022 CUSTOMER SATISFACTION RESEARCH (CSR) WAVE 2 - FEE AS AGREED 50% INVOICED UPON COMPLETION OF RESEARCH	\$23,950.00	KANTAR PUBLIC AUSTRALIA PTY LTD	NSW
PROFESSIONAL SERVICES - INTERNAL AUDIT MANAGEMENT AND ADMINISTRATION CHARGES	\$7,500.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
PROFESSIONAL SERVICES - FEE RELATES TO THE AUSTRALIAN ENERGY REGULATOR & NT RING-FENCING COST ALLOCATION INTERNAL AUDIT	\$18,750.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
PROFESSIONAL SERVICES - COMPLIANCE MANAGEMENT FRAMEWORK INTERNAL AUDIT	\$15,625.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
PROFESSIONAL SERVICES - INVENTORY AND CRITICAL SPARES INTERNAL AUDIT	\$15,625.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
UPDATE DOCUMENTS PROGRESS CLAIM DEC 2022	\$10,901.00	HYDRO ELECTRIC CORPORATION T/A ENTURA	VIC
PROJECT MANAGER - 28/11/22 - 23/12/22	\$6,191.00	QUALITY PEOPLE PTY LTD	NT
ELECTRICAL SAFETY ACT	\$2,850.00	CLAYTON UTZ	NT
PRICING WORKSTREAM LEAD - DECEMBER 2022	\$8,575.00	FARRIER SWIER CONSULTING PTY LTD	VIC
ESSENTIAL SYSTEM SERVICES GAP ANALYSIS - PROFESSIONAL CONSULTANCY SERVICES FOR 1 -21 DECEMBER 2022	\$18,889.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
ADHOC ENGINEERING SERVICES - PROFESSIONAL SERVICES FOR 1-21 DECEMBER 2022	\$1,785.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
CONTRACT - DRAWING SERVICES - PROGRESS PAYMENT NO. 9	\$400.00	PW PLUMBING DESIGNS	QLD
DARWIN - SUPPLY AND DELIVERY OF FINANCIAL SPECIALIST, PERIOD 19.12.2022 - 1.01.2023	\$6,875.00	BRANDON ANTHONY FERREIRA	VIC
DARWIN - ENGAGEMENT OF MARKET SYSTEMS SPECIALIST, 01.12.2023 - 31/12./2023	\$36,355.00	UNIVITY PTY LTD	QLD
ENGAGEMENT OF SPECIALIST PROCUREMENT PROJECT RESOURCE	\$7,191.00	LUDDIES & CO PTY LTD T/A TOP-G PROJECTS	NT
WORKS FOR 3 SUPPORT STAFF AS PER LONG DESCRIPTION	\$375.00	VTAN CONSULTING PTY LTD	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
CHANGE ANALYST PERIOD 27.11.22 TO 25.12.22	\$24,348.00	AUREC PTY LTD	SA
PROFESSIONAL FEES 29 NOV - 23 DEC	\$10,374.00	POLLUTION SOLUTIONS & DESIGNS PTY LTD	NT
TEST MANAGER - 28/11/22 - 23/12/22	\$8,100.00	QUALITY PEOPLE PTY LTD	NT
EXTRACT TRANSFORM AND LOAD (ETL) ANALYST/DEVELOPER - DECEMBER 2022	\$750.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
TABLEAU TRAINING - TEAM LEAD SERVICES - DECEMBER 2022	\$17,250.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
RESERVOIR MANAGEMENT SUPPORT FOR BLACKTIP FIELD	\$37,500.00	EGNI ADVISORY PTY LTD	WA
MEMORANDUM OF PROFESSIONAL FEES - STRATEGIC RISK REFRESH	\$18,900.00	PRICE WATERHOUSE COOPERS	ACT
PROVISION OF NETWORK VISIBILITY OPTIONS ASSESSMENT AND BUSINESS CASE DEVELOPMENT	\$24,167.00	GRIDQUBE PTY LTD	QLD
CHARGES DEC 2022	\$258.00	EQUIFAX AUSTRALIA INFORMATION SERVICES & SOLUTIONS PTY LTD	QLD
FEES FOR PROFESSIONAL SERVICES - 10 - ESSENTIAL SYSTEM SERVICES RULES	\$2,063.00	MARKET REFORM PTY LTD	VIC
FEES FOR PROFESSIONAL SERVICES - 14 - ENGINEERING PANEL (RULES)	\$859.00	MARKET REFORM PTY LTD	VIC
CONSULTING SERVICES 19/12/22-01/01/23	\$7,000.00	RTSN VENTURES PTY LTD	VIC
PEOPLE'S PANEL AND ENGAGEMENT SUPPORT 6/6-29/11/22	\$81,482.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
EMBEDDED GENERATION INDUSTRY ENGAGEMENT SESSION PRESENTATION: DECEMBER 2022	\$6,672.00	ENGEVITY ADVISORY PTY LTD	NSW
FUTURE NETWORKS DIRECTOR: DECEMBER 2022	\$12,563.00	ENGEVITY ADVISORY PTY LTD	NSW
FUTURE NETWORKS SCHEDULE OF RATES UTILISATION - DECEMBER 2022	\$938.00	ENGEVITY ADVISORY PTY LTD	NSW
DATA ENTRY OFFICER WEEK ENDING 23/12/22	\$2,216.00	RED APPOINTMENTS NT	NT
LABOUR HIRE WEEK ENDING 23/12/22	\$2,121.00	RED APPOINTMENTS NT	NT
REVIEW REPORTS - DEC 2022	\$1,250.00	FUELTRAC PTY LTD	QLD
LABOUR HIRE WEEK ENDING 30/12/22	\$1,244.00	RED APPOINTMENTS NT	NT
DATA ENTRY OFFICER WEEK ENDING 30/12/22	\$1,330.00	RED APPOINTMENTS NT	NT
CONSULTANT - 01-31/12/22	\$10,750.00	POWER ECONOMICS PTY LTD	WA
BUSINESS CONSULTING - AUG TO NOV 2022	\$175,000.00	POWERRUNNER PTY LTD	VIC
ORGANISATIONAL ALIGNMENT PROGRAM - 01- 22 DEC-2022	\$24,000.00	J. A. LONG PTY LTD	VIC
ABORIGINAL EMPLOYEE FORUM 22-23 NOV 2022	\$300.00	DEPARTMENT OF CHIEF MINISTER AND CABINET	NT
BUSINESS AS USUAL SOFTWARE MAINTENANCE SUPPORT	\$2,100.00	SCADABEN - BEN P MCKENNA	NT
ASSISTANCE WITH THE AER2429 PROJECT - OPEX CHAPTER - 11/6/2022 - 15/12/2022	\$187,949.00	MCQUARRIE CONSULTING PTY LTD	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
DISCOVERY PROJECT - NOV 2022	\$1,538.00	DXC TECHNOLOGY AUSTRALIA PTY LTD	NSW
D19-0147-031 - DARWIN ENGAGEMENT OF PI SYSTEM ADMINISTRATOR - DECEMBER 2022	\$3,738.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
REGULATORY SPECIALIST WEEK ENDING 04/12/22 - 25/12/22	\$4,127.00	HAYS SPECIALIST RECRUITMENT	NSW
SOFTWARE UPGRADE COSTS 2022	\$91,618.00	GENTRACK PTY LTD	VIC
DEPOSIT CLAUSE 6 - UPGRADE DARWIN CITY GATE FACILITIES	\$44,000.00	APT PIPELINES NT PTY LIMITED	SA
STRATEGY AND PLANNING SUPPORT - DECEMBER 2022	\$15,575.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
TRANSITION TO COMPLIANCE - PROJECT MANAGEMENT - DECEMBER 2022	\$1,350.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
RESET REGULATORY INFORMATION NOTICES - PROJECT MANAGEMENT - DECEMBER 2022	\$12,600.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
FINAL INVOICE FOR CONSULTANCY SERVICES AND TRAVEL EXPENSES ASSOCIATED WITH THE BUSINESS UNIT PLANNING AND DELIVERY OF THE CAPABILITY UPLIFT PROGRAM	\$30,916.00	VAUGHAN FELTON PTY LTD - VAUGHAN FELTON & ASSOCIATES T/A	NSW
STRATEGIC REGULATORY ADVICE DEC 2022	\$160,857.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
AER2429 PROJECT MANAGEMENT - DECEMBER 2022	\$38,543.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
LEGAL SERVICES - DEED OF SETTLEMENT	\$2,990.00	HWL EBSWORTH LAWYERS	NT
BUSINESS ANALYST WEEK ENDING 11/12/22 - 18/12/22	\$12,980.00	HAYS SPECIALIST RECRUITMENT	NSW
BUSINESS CASE WEEK ENDING 04/12/22 - 25/12/22	\$22,370.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE MANAGER WEEK ENDING 04/12/22 - 25/12/22	\$19,564.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE ANALYST WEEK ENDING 04/12/22 - 25/12/22	\$15,902.00	HAYS SPECIALIST RECRUITMENT	NSW
MONTH OF DECEMBER 2023 - PROJECT MANAGEMENT - AUSTRALIAN ENERGY REGULATOR SUBMISSION MEETINGS, SCHEDULE UPDATES, COORDINATION	\$450.00	ARAFURA PROJECT SOLUTIONS PTY LTD	NT
CHANGE AND COMMUNICATIONS MANAGER WEEK ENDING 04/12/22 - 25/12/22	\$18,445.00	HAYS SPECIALIST RECRUITMENT	NSW
LABOUR HIRE WEEK ENDING 28/11 - 25/12/2022	\$15,807.00	HAYS SPECIALIST RECRUITMENT	NSW
NT ELECTRICITY MARKET - METERING SETTLEMENTS AND TRANSFER SOLUTION (MSATS) IMPLEMENTATION PROJECT RESOURCE COSTS - 1/7/22 TO 31/12/22	\$80,540.00	AUSTRALIAN ENERGY MARKET OPERATOR (AEMO)	VIC
SUPPORT FOR PI SERVICES DEC 2022	\$7,400.00	GTS GROUP AUSTRALIA PTY LTD	NT
DEBT RESOLUTION	\$1,595.00	ILLION AUSTRALIA PTY LTD	VIC
LABOUR HIRE WEEK ENDING 06/01/23	\$1,697.00	RED APPOINTMENTS NT	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
GEOGRAPHIC INFORMATION SYSTEM RESOURCE COMMENCING DEC 22 - WATER SERVICES URBAN & REMOTE - UPDATING WATER AND SEWER MAPS AND AS CONSTRUCTED INFORMATION, GENERAL DATA CLEANSING - AS PER OFFER OF 6 DECEMBER 2022	\$6,430.00	WATCON P/L	SA
POWER AND WATER CORPORATION 3 RESOURCES FOR 3 MONTHS FOR NT ELECTRICITY MARKET REFORM PROGRAM	\$12,540.00	POWER SYSTEMS CONSULTANTS PTY LTD AUSTRALIA	QLD
CONSULTING SERVICES FOR PERIOD 02.01.2023 - 15.01.2023	\$6,875.00	BRANDON ANTHONY FERREIRA	VIC
ENGAGEMENT OF PRINCIPAL MODELLING ENGINEER	\$21,390.00	WSP AUSTRALIA LIMITED	NT
ENGAGEMENT OF PRINCIPAL MODELLING ENGINEER	\$873.00	WSP AUSTRALIA LIMITED	NT
SUPPLY BULLA ULTRA VIOLET (UV) REPLACEMENT PIPING AND INSTRUMENTATION DRAWINGS (P&ID)	\$5,408.00	ALTO VALVE & FITTINGS	NT
CONSULTING SERVICES 2-15/1/23	\$7,000.00	RTSN VENTURES PTY LTD	VIC
WORK VALUE ASSESSMENTS AND CLASSIFICATION ADVICE: 16 ROLES IN CUSTOMER EXPERIENCE	\$32,855.00	MERCER (AUSTRALIA) PTY LTD	QLD
STRATEGY & PLANNING	\$2,818.00	MERCER (AUSTRALIA) PTY LTD	QLD
LABOUR HIRE WEEK ENDING 13/01/23	\$2,036.00	RED APPOINTMENTS NT	NT
ENTERPRISE PORTFOLIO MANAGEMENT OFFICE CAPABILITY UNIT PROFESSIONAL SERVICES	\$95,107.00	RPS AAP CONSULTING PTY LTD T/AS POINT PROJECT MANAGEMENT	QLD
DEVELOPMENT OF DARWIN WATER SUPPLY EMERGENCY MANAGEMENT PLAN	\$6,138.00	GHD PTY LTD	NSW
VELOCITY UPGRADE UPLIFT PROGRAM STAGE C	\$78,726.00	GENTRACK PTY LTD	VIC
PROVIDE NON PROJECT SPECIFIC DRAFTING SERVICES AS PER QUOTE 594	\$423.00	TIMS DESIGN & DRAFTING NT	NT
CONSULTING SERVICES 1-9/12/2022	\$8,424.00	LUMINITA BALOI	QLD
MEMORANDUM OF PROFESSIONAL FEES - SCOPING AND SPECIFICATION OF THE STATEMENT OF CORPORATE INTENT ANALYSIS MODEL 31/08/22	\$35,000.00	PRICE WATERHOUSE COOPERS	ACT
PROFESSIONAL FEES 3 - 19 OCTOBER 2022	\$17,973.00	POLLUTION SOLUTIONS & DESIGNS PTY LTD	NT
REPLACEMENT EXPENDITURE (REPEX) MODEL - DRAFT REPORT MILESTONE (FINAL 20% OF TOTAL FIXED FEE COMPONENT).	\$17,021.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
TRAVEL EXPENSES FOR JANUARY 2023	\$2,289.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
TRAVEL EXPENSES FOR JANUARY 2023 TRAVEL	\$2,365.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
DEVELOPMENT OF DARWIN WATER SUPPLY EMERGENCY MANAGEMENT PLAN	\$464.00	GHD PTY LTD	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
LABOUR HIRE WEEK ENDING 20/01/23	\$1,979.00	RED APPOINTMENTS NT	NT
PROFESSIONAL FEES - FOR MEMORANDUM OF UNDERSTANDING	\$600.00	JOHNSON WINTER & SLATTERY	SA
PROFESSIONAL FEES - EARLY WORKS AGREEMENT	\$5,040.00	JOHNSON WINTER & SLATTERY	SA
AER2429 REGULATORY PROPOSAL - GENERAL LEGAL ADVICE LEGAL22/126	\$3,120.00	JOHNSON WINTER & SLATTERY	SA
TEST MANAGER - 3/1/23 - 27/1/23	\$3,510.00	QUALITY PEOPLE PTY LTD	NT
CHANGE ANALYST WEEKS ENDING 15.2.23 AND 22.1.23	\$10,145.00	AUREC PTY LTD	SA
FEE OFFER FOR REMOTE COMMUNITY WATER OPERATIONS MANUALS	\$14,915.00	WATCON P/L	SA
CONSULTING SERVICES 16/01/23- 29/01/23	\$11,200.00	RTSN VENTURES PTY LTD	VIC
GAS SUPPLY AGREEMENT - FORCE MAJEURE	\$2,431.00	GRONDAL BRUINING PTY LTD	WA
DARWIN - SUPPLY AND DELIVERY OF FINANCIAL SPECIALIST - 16.01.2023 - 29.01.2023	\$12,375.00	BRANDON ANTHONY FERREIRA	VIC
SERVICES AND SUPPORT JAN 2023	\$7,400.00	GTS GROUP AUSTRALIA PTY LTD	NT
PARTICIPATION IN UTILITIES SALARY SURVEY TO 31/12/2022	\$5,458.00	INSIGHTPAY - NATIONAL REMUNERATION P/L T/AS	VIC
ENGAGEMENT OF SPECIALIST PROCUREMENT PROJECT RESOURCE	\$20,266.00	LUDDIES & CO PTY LTD T/A TOP-G PROJECTS	NT
PROJECT MANAGER - 3/1/23 - 27/1/23	\$6,033.00	QUALITY PEOPLE PTY LTD	NT
SCHEDULE OF RATES UTILISATION - STRATEGY AND PLANNING SUPPORT	\$11,513.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
MANAGER ECONOMICS AND PRICING - JANUARY 2023	\$788.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
AER2429 PROJECT AND RIN PROJECT MANAGEMENT SERVICES - DECEMBER 2022	\$42,288.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
POWER AND WATER CORPORATION MCARTHUR RIVER MINE BI-DIRECTIONAL FEED	\$9,688.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
POWER AND WATER CORPORATION PALM VALLEY INTERCONNECT (PVIC) HANDOVER SCOPE	\$17,683.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
POWER AND WATER CORPORATION MATERIAL DATA RECORD (MDR) SUPPORT	\$8,338.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
NETWORK VISIBILITY OPTIONS ASSESSMENT	\$24,167.00	GRIDQUBE PTY LTD	QLD
HUDSON CREEK CONTROL ROOM UPGRADE CONSULTANCY	\$1,510.00	CADWALK CRITICAL ROOMS PTY LTD	WA
PROFESSIONAL FEES 20 JANUARY TO 30 JANUARY 2023	\$4,960.00	POLLUTION SOLUTIONS & DESIGNS PTY LTD	NT
PROFESSIONAL FEES 24 DEC TO 17 JANUARY - FINAL INVOICE ON PO	\$3,276.00	POLLUTION SOLUTIONS & DESIGNS PTY LTD	NT
BLACKTIP ADVISORY SERVICES	\$20,250.00	EGNI ADVISORY PTY LTD	WA
SCHEDULE OF RATES UTILISATION - STRATEGY AND PLANNING SUPPORT VARIATION	\$27,650.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
TECHNOLOGY PEOPLE GROUP - OPERATING MODEL LEAD	\$18,114.00	TECHNOLOGY PEOPLE MELBOURNE PTY LTD	VIC

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
LABOUR HIRE 1/01/2023	\$10,845.00	HAYS SPECIALIST RECRUITMENT	NSW
LABOUR HIRE WEEK ENDING 08/01/23 - 29/01/23	\$7,923.00	HAYS SPECIALIST RECRUITMENT	NSW
BUSINESS CASE SME WEEK ENDING 15/01/23 - 29/01/23	\$11,185.00	HAYS SPECIALIST RECRUITMENT	NSW
REGULATORY SPECIALIST WEEK ENDING 22/01/23	\$825.00	HAYS SPECIALIST RECRUITMENT	NSW
POWER AND WATER CORPORATION ADHOC ENGINEERING SERVICES - FOR PERIOD 22.12.22 TO 31.1.23	\$3,570.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
PROFESSIONAL FEES FOR GRAPHIC DESIGN SERVICES DURING JANUARY - PROCUREMENT GRAPHIC	\$180.00	MICHELS WARREN PTY LTD	SA
18 - SCHEDULING AND DISPATCH - FEES FOR PROFESSIONAL SERVICES	\$7,838.00	MARKET REFORM PTY LTD	VIC
14 - ENGINEERING PANEL (RULES) - FEES FOR PROFESSIONAL SERVICES	\$7,563.00	MARKET REFORM PTY LTD	VIC
15 - ENGINEERING PANEL (OPERATIONS) - FEES FOR PROFESSIONAL SERVICES	\$2,072.00	MARKET REFORM PTY LTD	VIC
CHANGE AND COMMUNICATIONS MANAGER WEEK ENDING 15/01/23 - 29/01/23	\$15,470.00	HAYS SPECIALIST RECRUITMENT	NSW
CONSULTANT SERVICES 15-31/01/23	\$13,440.00	KENDAL, JAMES ANTHONY	WA
CONSULTANT SERVICES 01-31/01/23	\$12,000.00	POWER ECONOMICS PTY LTD	WA
BUREAU CHARGES	\$2,976.00	EQUIFAX AUSTRALIA INFORMATION SERVICES & SOLUTIONS PTY LTD	QLD
ORGANISATIONAL ALIGNMENT PROGRAM] 09- 20 JAN-2023	\$14,250.00	J. A. LONG PTY LTD	VIC
JANUARY 2023 REVIEW REPORTS	\$1,250.00	FUELTRAC PTY LTD	QLD
LABOUR HIRE WEEK ENDING 27/01/23	\$1,697.00	RED APPOINTMENTS NT	NT
ESSENTIAL SYSTEM SERVICES GAP ANALYSIS - CONSULTANCY SERVICES FOR 22.12.22 TO 31.12.22	\$3,940.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
DARWIN BUSINESS ESSENTIALS 60 PLUS EMPLOYEES - RENEWAL FROM 1.10.22 TO 30.9.23	\$1,685.00	NORTHERN TERRITORY CHAMBER OF COMMERCE & INDUSTRY INC	NT
BUSINESS PLUS ESSENTIALS RATE RENEWAL FROM 1.10.22 TO 22.9.23	\$605.00	NORTHERN TERRITORY CHAMBER OF COMMERCE & INDUSTRY INC	NT
PROJECT MANAGEMENT SUPPORT ENGAGEMENT	\$26,968.00	KHAN ECONOMIC ADVISORY PTY LTD	QLD
WORKS FOR 3 SUPPORT STAFF AS PER LONG DISCRIPTION	\$2,525.00	VTAN CONSULTING PTY LTD	NT
DELIVERY OF MAIL AND COURIER SERVICE REVIEW	\$12,500.00	HATCH SOLUTIONS PTY LTD	NT
CONTRACT PFO00096-21 - ENGINEERING SERVICES - JAN 2023	\$17,365.00	WSP AUSTRALIA LIMITED	NT
D19-0147-035 - EXTRACT TRANSFORM AND LOAD (ETL) ANALYST/DEVELOPER - JANUARY 2023	\$10,050.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
TABLEAU TRAINING/TEAM LEAD SERVICES - JANUARY 2023	\$18,450.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
MELBOURNE ACCOMMODATION FOR PREPI PLANNING	\$1,197.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
PRICING WORKSTREAM LEAD - JANUARY 2023	\$1,715.00	FARRIER SWIER CONSULTING PTY LTD	VIC
ALICE SPRINGS FUTURE GRID DEC 2022- JAN 2023	\$1,493.00	GTS GROUP AUSTRALIA PTY LTD	NT
CONSULTING SERVICES FOR THE AER 2024-2029 CAPEX STORY - 1/9/2022 - 31/1/2023	\$169,260.00	DYNAMIC ANALYSIS PTY LTD	NSW
SECONDMENT 21/11/22-27/01/23	\$72,594.00	ERNST & YOUNG SERVICES PTY LTD	NSW
ASSISTANCE WITH ENGAGEMENT AND DRAFT INITIAL REGULATORY PROPOSAL - 1/9/22 - 31/1/2023	\$57,600.00	DYNAMIC ANALYSIS PTY LTD	NSW
POWER AND WATER CORPORATION (PWC) EXECUTIVE FLEET REVIEW	\$48,644.00	KPMG CHARTERED ACCOUNTANTS DARWIN	NT
D19-0147-031 - DARWIN ENGAGEMENT OF PI SYSTEM - ADMINISTRATOR - JANUARY 2023	\$2,300.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
D19-0147 - PROVISION OF INFORMATION COMMUNICATION TECHNOLOGY SPECIALIST SERVICES - JANUARY 2023	\$8,298.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
PROJECT MANAGEMENT SUPPORT 1/8/22-31/1/23	\$10,350.00	EKISTICA PTY LTD T/A CAT PROJECTS	NT
PROFESSIONAL FEES - UPDATE DARWIN RIVER RESERVOIR DAM DRAWINGS WITH VERIFIED SURVEY LEVELS	\$1,050.00	SMEC AUSTRALIA PTY LTD	NT
COMMISSION ON TRUST COLLECTION	\$242.00	ILLION AUSTRALIA PTY LTD	VIC
COMMISSION ON TRUST COLLECTION 03/01/2023 - 31/01/2023	\$281.00	ILLION AUSTRALIA PTY LTD	VIC
CHANGE MANAGER WEEK ENDING 15/01/23 - 29/01/23	\$15,863.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANAGE ANALYST WEEK ENDING 15/01/23 - 29/01/23	\$12,160.00	HAYS SPECIALIST RECRUITMENT	NSW
REGULATORY MODELLING SUPPORT - 1/12/22 - 31/1/2023	\$58,183.00	FARRIER SWIER CONSULTING PTY LTD	VIC
RESET REGULATORY INFORMATION NOTICE (RIN) SUPPORT - 1/12/22 - 31/1/2023	\$45,488.00	FARRIER SWIER CONSULTING PTY LTD	VIC
AD HOC REGULATORY ADVICE - 1/12/22 - 31/1/2023	\$40,670.00	FARRIER SWIER CONSULTING PTY LTD	VIC
REGULATORY DRAFTING - 1/12/22 - 31/1/2023	\$19,600.00	FARRIER SWIER CONSULTING PTY LTD	VIC
WATER AND WASTEWATER MODELLING - 1/12/22 - 31/1/2023	\$15,300.00	FARRIER SWIER CONSULTING PTY LTD	VIC
NT ELECTRICITY SYSTEM AND MARKET OPERATOR REGULATORY MODEL DEVELOPMENT - 14/11 - 31/1/2023	\$5,145.00	FARRIER SWIER CONSULTING PTY LTD	VIC
PHYSICALS TO FINANCIALS (P2F) - CHART OF ACCOUNT DESIGN	\$7,928.00	DXC TECHNOLOGY AUSTRALIA PTY LTD	NSW
BUSINESS ANALYST WEEK ENDING 22/01/23 - 29/01/23	\$11,682.00	HAYS SPECIALIST RECRUITMENT	NSW
DEBT RECOVERY	\$840.00	WARD KELLER	NT
SENIOR MANAGER REGULATION, ECONOMICS AND PRICING (INVOICE 1 OF 3)	\$17,091.00	ENGAGE PEOPLE PTY LTD	NT

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
FINAL INCIDENT REPORTS VARIATION	\$26,071.00	GHD PTY LTD	NSW
ENTERPRISE PORTFOLIO MANAGEMENT OFFICER CAPABILITY UPLIFT	\$65,100.00	RPS AAP CONSULTING PTY LTD T/AS POINT PROJECT MANAGEMENT	QLD
REVIEW FUNCTION SPECIFICATIONS FOR HUMPTY DOO COSMO SUBSTATION COX PENINSULA ATTEND WORKSHOPS - JANUARY 2023	\$5,940.00	ARAFURA PROJECT SOLUTIONS PTY LTD	NT
GEOGRAPHIC INFORMATION SYSTEM (GIS)RESOURCE COMMENCING DEC 22 - WATER SERVICES URBAN & REMOTE - UPDATING WATER AND SEWER MAPS AND AS CONSTRUCTED INFORMATION, GENERAL DATA CLEANSING	\$6,430.00	WATCON P/L	SA
EMBEDDED GENERATION INDUSTRY ENGAGEMENT SESSION JAN 2023	\$1,539.00	ENGEVITY ADVISORY PTY LTD	NSW
FUTURE NETWORKS DIRECTOR JAN 2023	\$7,500.00	ENGEVITY ADVISORY PTY LTD	NSW
PROFESSIONAL SERVICE FEE FOR SOFTWARE INSTRUCTIONAL DESIGN HOURS	\$1,770.00	ELMO SOFTWARE LIMITED	NSW
STRATEGIC REGULATORY ADVICE/ PROJECT MANAGEMENT OFFICE (PMO) AND ASSISTANCE TO POWER AND WATER FOR THE AER2429 INITIAL REGULATORY PROPOSAL (IRP) SUBMISSION - JANUARY 2023	\$180,185.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
CONSULTANCY SERVICES - 1 JANUARY TO 31 JANUARY 2023	\$51,030.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW
REMOTE COMMUNITY 2022 GROUNDWATER MONITORING - SOUTHERN REGION MINOR RUN	\$23,848.00	TERRITORY GROUNDWATER SERVICES P/L	NT
REMOTE COMMUNITY 2022 GROUNDWATER MONITORING - NORTHERN KATHERINE REGION	\$27,936.00	TERRITORY GROUNDWATER SERVICES P/L	NT
DATA ENTRY OFFICER WEEK ENDING 03/02/23	\$2,216.00	RED APPOINTMENTS NT	NT
DARWIN - SUPPLY AND DELIVERY OF FINANCIAL SPECIALIST FOR A PERIOD OF 12 MONTHS WITH A 12 MONTHS EXTENSION OPTION	\$13,750.00	BRANDON ANTHONY FERREIRA	VIC
LABOUR HIRE WEEK ENDING 03/02/23	\$2,036.00	RED APPOINTMENTS NT	NT
REIMBURSEMENT - DARWIN - ENGAGEMENT OF MARKET SYSTEMS SPECIALIST	\$5,403.00	UNIVITY PTY LTD	QLD
CONFIGURATION COSTS 2023	\$80,693.00	GENTRACK PTY LTD	VIC
WORKSHOP ATTENDANCE MARKET SYSTEMS AND PROGRAM DELIVERY SPECIALIST	\$8,500.00	THE TRUSTEE FOR ENERCLOUD CONSULTING TRUST T/A INCLOUD CONSULTING	WA
CONSULTING SERVICES 30/01/23-12/02/23	\$11,200.00	RTSN VENTURES PTY LTD	VIC
REIMBURSEMENT FOR JANUARY 2023 TRAVEL	\$1,997.00	ENERGY MARKET CONSULTING ASSOCIATES PTY LTD	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
SYSTEM CONTROL - OPERATIONAL EXPENDITURE REPORTING - 14/6 - 12/12/2022	\$19,991.00	MCQUARRIE CONSULTING PTY LTD	NSW
WATER AND SEWERAGE - OPERATIONAL EXPENDITURE REPORTING 14/6 - 15/12/2022	\$42,349.00	MCQUARRIE CONSULTING PTY LTD	NSW
SOFTWARE BUSINESS AS USUAL MAINTENANCE SUPPORT	\$4,600.00	SCADABEN - BEN P MCKENNA	NT
MARKET SETTLEMENT ARCHITECTURE AND DESIGN CONSULTANCY DEC 2022 AND JAN 2023	\$35,583.00	GTS GROUP AUSTRALIA PTY LTD	NT
GAS FINANCIAL MODELLING 01-31/01/23	\$1,250.00	FRONTIER ECONOMICS PTY LTD	VIC
DATA ENTRY OFFICER WEEK ENDING 10/02/23	\$2,265.00	RED APPOINTMENTS NT	NT
HYDROGEN PRODUCTION WORKSHOP	\$7,000.00	FICHTNER AUSTRALIA PTY LTD	NSW
FUTURE NETWORK STRATEGY REPORT ELEMENTS	\$13,350.00	DREAMEDIA PTY LTD	NT
AUSTRALIAN ENERGY REGULATOR 2024-2029 OPEX STORY PERIOD: 21/12/22 - 31/1/2023	\$18,375.00	MCQUARRIE CONSULTING PTY LTD	NSW
POWER AND WATER CORPORATION 3 RESOURCES FOR 3 MONTHS FOR NT ELECTRICITY MARKET REFORM PROGRAM	\$3,879.00	POWER SYSTEMS CONSULTANTS PTY LTD AUSTRALIA	QLD
POWER AND WATER CORPORATION 3 RESOURCES FOR 3 MONTHS FOR NT ELECTRICITY MARKET REFORM PROGRAM	\$8,158.00	POWER SYSTEMS CONSULTANTS PTY LTD AUSTRALIA	QLD
GENERAL ENGINEERING RESOURCES	\$6,040.00	CELL ENGINEERING PTY LTD	NT
PROVISION OF PROJECT MANAGEMENT - WATER TREATMENT PLANT RESOURCE PLANNING PROJECT 2108	\$2,900.00	AQUANEX PTY LTD	NT
2022 POWER AND WATER CORPORATION REMOTE DEVELOPMENT - HYDRAULIC ENGINEERING SUPPORT	\$893.00	WALLBRIDGE & GILBERT RFP	NT
PROVIDE NON PROJECT SPECIFIC DRAFTING SERVICES	\$488.00	TIMS DESIGN & DRAFTING NT	NT
WORK TO ENSURE ACCESSIBILITY REQUIREMENTS FOR 2022 DRINKING WATER QUALITY REPORT ARE MET	\$818.00	BRAINIUM LABS PTY LTD	NT
MCARTHUR RIVER MINE BI-DIRECTIONAL FEED	\$251.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
POWER AND WATER CORPORATION PALM VALLEY INTERCONNECT (PVIC) HANDOVER SCOPE	\$2,768.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
WATER AND SEWERAGE - OPERATIONAL EXPENDITURE REPORTING 19/12/22 - 06/02/23	\$4,868.00	MCQUARRIE CONSULTING PTY LTD	NSW
WORK STREAM 2B COMMUNITY BATTERY FEASIBILITY ROADMAP AND IMPLEMENTATION OF PILOT PROGRAM - MAR TO JUN22	\$4,208.00	EKISTICA PTY LTD T/A CAT PROJECTS	NT
FEE OFFER FOR REMOTE COMMUNITY WATER OPERATIONS MANUALS	\$7,155.00	WATCON P/L	SA

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
DATA ENTRY OFFICER WEEK ENDING 17/02/23	\$2,295.00	RED APPOINTMENTS NT	NT
CHANGE ANALYST PERIOD 29.1.23 TO 19.2.23	\$15,217.00	AUREC PTY LTD	SA
FIXED MONTHLY FEE FEBRUARY 2023 - SPECIALIST SERVICES	\$28,330.00	LUDDIES & CO PTY LTD T/A TOP-G PROJECTS	NT
AUSTRALIAN ENERGY REGULATOR & NT RING-FENCING COST ALLOCATION INTERNAL AUDIT	\$11,250.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
SYSTEM CONTROL BATTERY ENERGY STORAGE SYSTEM STATEMENT OF OPPORTUNITY	\$2,160.00	GHD PTY LTD	NSW
INVENTORY AND CRITICAL SPARES INTERNAL AUDIT	\$9,375.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
CORE OPERATIONS - SCHEDULE OF RATES UTILISATION - STRATEGY AND PLANNING SUPPORT VARIATION NO 1	\$50,750.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
DARWIN - PANEL CONTRACT FOR FINANCIAL ADVISORY AND ACCOUNTING SERVICES FOR A PERIOD OF 36 MONTHS - INDIGENOUS ESSENTIAL SERVICES RECTIFICATION PROGRAM	\$800.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
ENGAGEMENT OF CONSULTANT TO ASSIST WITH THE RESET REGULATORY INFORMATION NOTICES PROJECT MANAGEMENT AND DELIVERABLES AND MANAGER ECONOMICS AND PRICING - JANUARY 2023	\$25,813.00	Z-CUBED PROFESSIONAL SERVICES PTY LTD	NT
PROFESSIONAL FEES 31 JANUARY TO 14 JANUARY 2023	\$8,463.00	POLLUTION SOLUTIONS & DESIGNS PTY LTD	NT
CONSULTING SERVICES 13-26/2/2023	\$11,200.00	RTSN VENTURES PTY LTD	VIC
WORKPLACE INVESTIGATION	\$6,638.00	THE TRUSTEE FOR CATIE KIRKE FAMILY TRUST T/A ART YOUR LIFE	NT
REVIEW DRAFT GAS UPDATE AND GAS COMMITTEE PAPERS	\$3,638.00	ROBERT JAMES COLE	WA
PROJECT MANAGER - 3/1/23 - 27/1/23 RATE CHANGE	\$1,620.00	QUALITY PEOPLE PTY LTD	NT
COMMERCIAL MARKET RENTAL ASSESSMENT FOR LOT 1114 TOWN OF PALMERSTON	\$1,000.00	VALUATIONS NT	NT
PSD00087-22 - DARWIN - SUPPLY AND DELIVERY OF FINANCIAL SPECIALIST FOR A PERIOD OF 12 MONTH	\$13,750.00	BRANDON ANTHONY FERREIRA	VIC
CONTRACT - DRAWING SERVICES - PROGRESS PAYMENT 10	\$1,200.00	PW PLUMBING DESIGNS	QLD
ASSET MANAGEMENT ARTEFACTS	\$6,560.00	STANTEC AUSTRALIA PTY LTD	NT
ASSESSMENT OF CUSTOMER CONNECTION NEUTRAL BONDING AND LOW VOLTAGE OPEN WIRE PROTECTION	\$28,000.00	THE PEAK GROUP PTY LTD T/A SAFEARTH CONSULTING	NSW
REGULATORY PROPOSAL- SERVICES AND OBLIGATIONS FOR AER2429 - DECEMBER 2022 AND JANUARY 2023	\$48,600.00	POMONA LEGAL PTY LTD	NSW
VARIATION 1 ADDITIONAL RESOURCE AND TRAVEL EXPENSES	\$46,800.00	STRADA ASSOCIATES	VIC
REVIEW REPORT - FEBRUARY 2023	\$1,250.00	FUELTRAC PTY LTD	QLD

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
PROFESSIONAL SERVICES RENDERED IN CONNECTION TO 22055V-BEN HAMMOND COMPLEX WAREHOUSE BUILDING -(BHC01) TRAINING FACILITY 28 FEBRUARY 2023	\$2,480.00	HODGKISON PTY LTD	NT
WATER SERVICES ENGAGEMENT - DECEMBER 2022	\$5,340.00	SMEC AUSTRALIA PTY LTD	NT
WATER SERVICES ENGAGEMENT - JANUARY 2023	\$2,880.00	SMEC AUSTRALIA PTY LTD	NT
LEGAL20/256 PROTECTED INFORMATION ADVICE 603-0081898	\$7,000.00	KING & WOOD MALLESONS	VIC
FINAL BILL IN RELATION TO PROFESSIONAL SERVICES RENDERED FOR THE AMENDED RESET REGULATORY INFORMATION NOTICE - JANUARY 2023	\$66,331.00	KPMG CHARTERED ACCOUNTANTS DARWIN	NT
19 - SCOPING INTEM ARRANGEMENTS - FEES FOR PROFESSIONAL SERVICES	\$88.00	MARKET REFORM PTY LTD	VIC
14 - ENGINEERING PANEL (RULES) - FEES FOR PROFESSIONAL SERVICES	\$2,320.00	MARKET REFORM PTY LTD	VIC
15 - ENGINEERING PANEL (OPERATIONS) - FEES FOR PROFESSIONAL SERVICES	\$6,630.00	MARKET REFORM PTY LTD	VIC
TABLEAU TRAINING - TEAM LEAD SERVICES - FEBRUARY 2023	\$17,775.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
EXTRACT TRANSFORM AND LOAD (ETL) ANALYST - DEVELOPER - FEBRUARY 2023	\$18,225.00	BIDEV PTY LTD (FORMERLY TMDEV - AGRIBASE)	NT
PROFESSIONAL FEES FOR ACCESSIBILITY SERVICES FOR THE REGULATORY PROPOSAL AND 11 KEY DOCUMENTS	\$36,000.00	MICHELS WARREN PTY LTD	SA
TECHNOLOGY PEOPLE GROUP - OPERATING MODEL LEAD	\$30,822.00	TECHNOLOGY PEOPLE MELBOURNE PTY LTD	VIC
DEBT RECOVERY - DEBTOR MANAGEMENT	\$30.00	WARD KELLER	NT
DESCRIPTION DEVELOPMENT OF TECHNICAL CAPABILITY FRAMEWORK	\$7,000.00	T VAN HEYTHUYSEN	NT
RENEWABLE HUB BUSINESS CASE - STAKEHOLDER ENGAGEMENT - DECEMBER 2022	\$33,132.00	KHAN ECONOMIC ADVISORY PTY LTD	QLD
AD HOC ENGINEERING SERVICES FOR FEBRUARY 2023	\$3,340.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
PROVISION OF SERVICES AND SUPPORT FOR PI SERVICES	\$7,400.00	GTS GROUP AUSTRALIA PTY LTD	NT
ALICE SPRINGS - DELIVERY OF ESSENTIAL SYSTEM SERVICES GAP - FEBRUARY 2023	\$2,183.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
ESSENTIAL SYSTEMS SERVICES GAP ANALYSIS - CONSULTING SERVICE FOR FEBRUARY 2023	\$36,173.00	AMPLITUDE CONSULTANTS PTY LTD	QLD
ADVICE AND ASSISTANCE WITH NT ELECTRICITY SYSTEM AND MARKET OPERATOR REVENUE PROPOSAL PROJECT	\$29,810.00	KHAN ECONOMIC ADVISORY PTY LTD	QLD
PROFESSIONAL FEES - FEBRUARY 2023	\$15,012.00	HAYS SPECIALIST RECRUITMENT	NSW
BUSINESS CASE WEEK ENDING 05/02/23 - 26/02/23	\$23,303.00	HAYS SPECIALIST RECRUITMENT	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
CHANGE AND COMMUNICATIONS MANAGER WEEK ENDING 05/02/23 - 26/02/23	\$22,015.00	HAYS SPECIALIST RECRUITMENT	NSW
CHANGE ANALYST WEEK ENDING 05/02/23 - 26/02/23	\$13,096.00	HAYS SPECIALIST RECRUITMENT	NSW
PROJECT MANAGER - 30/1/23 - 24/2/23	\$3,400.00	QUALITY PEOPLE PTY LTD	NT
TEST MANAGER - 30/1/23 - 24/2/23	\$6,075.00	QUALITY PEOPLE PTY LTD	NT
DATA ENTRY OFFICER WEEK ENDING 24/02/23	\$1,803.00	RED APPOINTMENTS NT	NT
GEOGRAPHIC INFORMATION SYSTEM RESOURCE COMMENCING MID FEBRUARY 23 - WATER SERVICES URBAN & REMOTE - UPDATING WATER AND SEWER MAPS	\$6,430.00	WATCON P/L	SA
CONSULTANT SERVICES 01-28/02/23	\$26,880.00	KENDAL, JAMES ANTHONY	WA
CONSULTANT SERVICES 01-28/02/23	\$6,000.00	POWER ECONOMICS PTY LTD	WA
CREDIT AND COLLECTIONS CHARGES FEB 2023	\$340.00	EQUIFAX AUSTRALIA INFORMATION SERVICES & SOLUTIONS PTY LTD	QLD
PHYSICALS TO FINANCIALS (P2F) - CHART OF ACCOUNT DESIGN	\$26,468.00	DXC TECHNOLOGY AUSTRALIA PTY LTD	NSW
ADHOC REGULATORY ADVICE - FEBRUARY 2023	\$13,470.00	FARRIER SWIER CONSULTING PTY LTD	VIC
WATER AND WASTE MODELLING - FEBRUARY 2023	\$9,068.00	FARRIER SWIER CONSULTING PTY LTD	VIC
NT ELECTRICITY SYSTEM AND MARKET OPERATOR REGULATORY MODELLING DEVELOPMENT - FEB 2023	\$3,848.00	FARRIER SWIER CONSULTING PTY LTD	VIC
ALICE SPRINGS FUTURE GRID FEB 2023	\$875.00	GTS GROUP AUSTRALIA PTY LTD	NT
EMBEDDED GENERATION INDUSTRY ENGAGEMENT SESSION - FEBRUARY 2023	\$3,844.00	ENGEVITY ADVISORY PTY LTD	NSW
FUTURE NETWORKS DIRECTOR - FEBRUARY 2023	\$5,250.00	ENGEVITY ADVISORY PTY LTD	NSW
ENTERPRISE PORTFOLIO MANAGEMENT OFFICE CAPABILITY UPLIFT	\$66,990.00	RPS AAP CONSULTING PTY LTD T/AS POINT PROJECT MANAGEMENT	QLD
PROVISION OF PROJECT MANAGEMENT RESOURCES	\$6,975.00	EKISTICA PTY LTD T/A CAT PROJECTS	NT
BLACKTIP FIELD RESERVOIR MANAGEMENT SUPPORT	\$13,125.00	EGNI ADVISORY PTY LTD	WA
FEES FOR PROFESSIONAL SERVICES	\$54,436.00	MARKET REFORM PTY LTD	VIC
D19-0147 - PROVISION OF ICT SPECIALIST SERVICES - FEBRUARY 2023	\$28,154.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
MARKET SETTLEMENT ARCHITECTURE AND DESIGN CONSULTANT FEB 2023	\$50,493.00	GTS GROUP AUSTRALIA PTY LTD	NT
RESEARCH WORKFORCE PLAN	\$35,000.00	ENGAGE PEOPLE PTY LTD	NT
EAST POINT RECIRCULATION ASSESSMENT & JAR TESTING ADHOC ADVICE	\$10,000.00	HUNTER H2O HOLDINGS PTY LTD	NSW

PURPOSE	VALUE (EXCL GST)	VENDOR NAME	STATE
LUDMILLA WASTE WATER TREATMENT PLANT CONTINGENCY PLANNING - PROGRESS CLAIM	\$6,400.00	HUNTER H2O HOLDINGS PTY LTD	NSW
CONFIGURATION COSTS 2023	\$76,900.00	GENTRACK PTY LTD	VIC
D19-0147-031 - DARWIN ENGAGEMENT OF PI SYSTEM - ADMINISTRATOR - FEBRUARY 2023	\$985.00	MORAITIS CONSULTING PTY LTD T/AS MORAITIS ENGINEERING AU	NT
DARWIN - SUPPLY AND DELIVERY OF FINANCIAL SPECIALIST, 27.02.2023 - 12/03/2023	\$13,750.00	BRANDON ANTHONY FERREIRA	VIC
DATA ENTRY OFFICER WEEK ENDING 03/03/23	\$2,216.00	RED APPOINTMENTS NT	NT
ALL CENTRES - PANEL CONTRACT FOR THE PROVISION OF CULTURE AND LEADERSHIP TRAINING AND SUPPORT	\$110,993.00	VAUGHAN FELTON PTY LTD - VAUGHAN FELTON & ASSOCIATES T/A	NSW
CONSULTING SERVICES 27/02-12/03/23	\$11,900.00	RTSN VENTURES PTY LTD	VIC
RELEASE AND CHANGE MANAGEMENT INTERNAL AUDIT	\$26,250.00	DELOITTE TOUCHE TOHMATSU PTY LTD	NT
DATA ENTRY OFFICER WEEK ENDING 10/03/23	\$2,216.00	RED APPOINTMENTS NT	NT
DATA ENTRY OFFICER WEEK ENDING 17/03/23	\$2,216.00	RED APPOINTMENTS NT	NT
P-MRM-1545 POWER AND WATER CORPORATION MCARTHUR RIVER MINE BI-DIRECTIONAL FEED	\$9,316.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
P-PWC-1390 POWER AND WATER CORPORATIN PALM VALLEY INTERCONNECT (PVIC) HANDOVER SCOPE	\$270.00	VERBREC INFRASTRUCTURE SERVICES PTY LTD	QLD
CONSULTING SERVICES 13/03-26/03	\$11,200.00	RTSN VENTURES PTY LTD	VIC
GTD00116-21 - BUSINESS ANALYST WEEK ENDING 05/02/23 - 26/02/23	\$25,960.00	HAYS SPECIALIST RECRUITMENT	NSW

Attachment B

Contract Number	Title	Consultant Awarded	Amount Awarded	Invitation Type	State	Status	Key Performance Indicator
CPD00027-22	Darwin - Provision of Network Visibility Options Assessment and Business Case Development	Gridcube Pty Ltd	\$638,000.00	Sole Source - Direct Negotiation	QLD	Ongoing - Not tabled in LA	No Key Performance Indicators
CCD00066-22	Darwin - Engagement of Data Systems Analyst and Business Process Analyst	GTS Group Australia Pty Ltd	\$284,097.00	Sole Source - Direct Negotiation	NT	Ongoing - Not tabled in LA	No Key Performance Indicators
GSD00040-22	Darwin - Capability Uplift Meter to Cash Project - Test Resources for a period of 24 Months	Wipro Revolution IT Pty Ltd	\$4,842,927.10	Select	VIC	Ongoing - Not tabled in LA	<p>Test Coverage – Percentage of Acceptance criteria covered by user stories - 95% - Monitored periodically with feedback provided by PWC in contract governance meetings.</p> <p>Test Execution Rate (per resources) – Number of test cases executed per day - Monitored periodically with feedback provided by PWC in contract governance meetings</p> <p>Defect Leakage - Number of defects missed in particular testing phase – As agreed in the project - Monitored periodically with feedback provided by PWC in contract governance meetings</p>
PSD00087-22	Darwin - Supply and Delivery of Financial Specialist for a	Ferreira, Brandon Anthony	\$378,125.00	Sole Source - Direct Negotiation	VIC	Ongoing - Not tabled in LA	No Key Performance Indicators

Contract Number	Title	Consultant Awarded	Amount Awarded	Invitation Type	State	Status	Key Performance Indicator
	period of 12 months with a 12 months extension option						
CWD00076-22	Darwin - Additional Investigations and Studies to Inform AROWS Concept Design	SMEC Australia Pty Limited	\$1,015,553.00	Sole Source - Direct Negotiation	NT	Ongoing - Not tabled in LA	No Key Performance Indicators
GSD00065-22	Darwin - Supply of Labour Hire and Recruitment Services for Specialist Resources for the Capability Uplift M2C Project for a Period of 24 Months	Technology People Melbourne Pty Ltd	\$2,487,034.00	Sole Source - Direct Negotiation	VIC	Ongoing - Not tabled in LA	No Key Performance Indicators
PWC22-092	Darwin - Engagement of Consultant for Energy Capability Model, Energy Program Capability-based Implementation Plan, and ADMS Preliminary Business Case	The Trustee for PROMAX TRUST	\$239,855.00	Sole Source - Direct Negotiation	VIC	Ongoing - Not tabled in LA	No Key Performance Indicators

Contract Number	Title	Consultant Awarded	Amount Awarded	Invitation Type	State	Status	Key Performance Indicator
CFD00103-22	Darwin - Engagement of a Finance and Business Services Program Manager for a Period of 24 Months	Vital And Active Pty Ltd	\$726,000.00	Sole Source - Direct Negotiation	NT	Ongoing - Not tabled in LA	No Key Performance Indicators
PWC22-089	All Centres - Supply and Demand Forecasting Services for a period of 12 Months - Tesla Asia Pacific Ltd	Tesla Asia Pacific Ltd	\$104,830.00	Sole Source - Direct Negotiation	NZ	Ongoing - Not tabled in LA	No Key Performance Indicators
CGD00097-22	Darwin - Provision of Specialist Skills for Assistance with Business Development in the Energy Sector and Identifying New Opportunities for a Period of 12 Months	Kendal, James Anthony	\$405,504.00	Sole Source	WA	Ongoing - Not tabled in LA	No Key Performance Indicators
COD00013-23	Consultancy Services for Provision of the AER-related Compliance Program - Dovetail Legal Solutions	Dovetail Legal Solutions Pty Ltd	\$452,500.00	Sole Source - Direct Negotiation	WA	Ongoing - Not tabled in LA	No Key Performance Indicators
PWC22-103	Building Compliance Rectification Works – Phase 2 – Corporate Sites for a Period of 12 Months	PWC XLNT Consulting Pty Ltd	\$406,842.15	Sole Source - Direct Negotiation	NT	Ongoing - Not tabled in LA	No Key Performance Indicators

Contract Number	Title	Consultant Awarded	Amount Awarded	Invitation Type	State	Status	Key Performance Indicator
CTD00074-21	NTEM Market Interaction Enablement Project Support for a Period of 18 Months with 1 x 12 Month extension	Australian Energy Market Operator Limited	\$1,334,437.50	Sole Source - Direct Negotiation	VIC	Ongoing - Not tabled in LA	No Key Performance Indicators

Attachment C

Contract Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name
AGT21-003	Open Approach	Supply Of Electricity	19/07/2022	\$4,449,467.00	Power Retail Corporation T/as Jacana Energy
CCD00066-22	Sole Source - Direct Negotiation	Darwin - Engagement Of Data Systems Analyst And Business Process Analyst	10/08/2022	\$284,097.00	GTS Group Australia Pty Ltd
NWO00001-22	Open Approach	Umbakumba – Bore Rising Main And Associated Infrastructure Diversion And Sewer Pump Station Upgrade And New Sewer Rising Main	17/08/2022	\$6,124,578.00	Sth Holdings QLD Pty Ltd as Trustee for The Heaton Family Trust
NWO00055-21	Open Approach	Gapuwiyak - Sewerage Pump Station Upgrade	24/08/2022	\$2,962,855.00	Delta Pty Ltd
PWO00104-21	Open Approach	All Centres – Panel Contract For The Provision Of Mechanical And Electrical Works And Services For Water And Sewerage Infrastructure For A Period Of 36 Months	29/08/2022	\$58,740,000.00	Benash Family Trust Consort Civil Pty Ltd DEC Installations NT Pty Ltd Alto Valves & Fittings Pty Ltd E-P-G Solutions Pty Ltd The Trustee for ESPEC Australia Trust Sth Holdings QLD Pty Ltd as Trustee for The Heaton Family Trust ISAS - Integrated Switchgear and Systems Pty Ltd Electricon Contracting Pty Ltd Johannes Schuit Xylem Water Solutions Australia Limited SAGE Automation Pty Ltd C.C.D. Electrical Pty Ltd N V Barrett Earthmoving Pty Ltd Northtrack Machinery Pty Ltd Ross Engineering Pty Ltd Pump Works Pty Ltd

Contract Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name
					Regional Asset Maintenance Services Pty Ltd TRILITY Solutions Australia Pty Ltd Centre Electrical Services NT Pty Ltd Switchboard & Power Controls Pty Ltd B & K Investments (NT) Pty Ltd Swel Pty Ltd Top End Controls and Automation Pty Ltd
GWD00115-21	Open Approach	Provision Of Laboratory Testing Services Of Water Samples For A Period Of 36 Months	17/08/2022	\$9,024,885.41	ALS Water and Hydrographics Pty Ltd HRL Technology Group Pty Ltd Menzies School of Health Research Department Of Industry Tourism & Trade (DITT)
NWD00038-21	Open Approach	Darwin River Dam - Design And Construct New Pump Station	29/08/2022	\$27,761,811.29	McMahon Services Australia (NT) Pty Ltd
OCD00042-22	Standing Exemption 8	Darwin - Supply And Delivery Of 4x Graduate Electrical Engineering Resources For A Period Of 24 Months	21/07/2022	\$1,091,182.98	Charles Darwin University
CWD00076-22	Sole Source - Direct Negotiation	Darwin - Additional Investigations And Studies To Inform Arrows Concept Design	19/09/2022	\$1,015,553.00	SMEC Australia Pty Limited
PCO00029-22	Open Approach	All Centres - Panel Contract For The Installation Of Electricity Meters For A Period Of 36 Months	9/09/2022	\$9,405,000.00	MEC NT Pty Ltd Skilltech Consulting Services Pty Ltd Metering Dynamics Pty Ltd
PWC22-010	Open Approach	Alice Springs - Refurbishment In The 1st Floor Administration Building	23/09/2022	\$233,633.40	Complete Constructions NT Pty Ltd
PWO00089-21	Open Approach	Supply Of Chemicals For A Period Of 36 Months	23/09/2022	\$16,085,468.05	Alto Valves & Fittings Pty Ltd DKSH Performance Materials Australia Pty Limited IXOM Operations Pty Ltd Chemprod Nominees Pty Ltd SNF (Australia) Pty Ltd

Contract Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name
GPO00584-19	Open Approach	Supply And Delivery Of Cable, Conductors And Wire For Power Services For A Period Of 36 Months	6/10/2022	\$11,220,000.00	Power Line Supplies NT Pty Ltd Metal Manufactures Pty Ltd Hengtong Cable Australia Pty Ltd CNW Pty Ltd Olex Australia Pty Ltd Ojas Infrastructure Pty Ltd Prysmian Australia Pty Ltd
MWY00002-22	Select	Yulara Water Services – Giles Street Complex Facilities Upgrade	31/10/2022	\$562,870.00	Blueprint NT
PPD00763-20	Open Approach	Darwin Region - Generator Hire For A Period Of 36 Months	7/10/2022	\$1,655,689.93	Aggreko Generator Rentals Pty Ltd
CFD00103-22	Sole Source - Direct Negotiation	Darwin - Engagement Of A Finance And Business Services Program Manager For A Period Of 24 Months	31/10/2022	\$726,000.00	Vital And Active Pty Ltd
MWD00109-21	Open Approach	Darwin - Supply And Installation Of Leanyer Sanderson Treatment Plant Security Fence	16/11/2022	\$631,793.36	Southern Wire Industrial Pty Ltd
PWC22-063	Open Approach	Darwin – Relocation Of Hidden Valley Trunk Sewer Hv Powerline, Berrimah	8/11/2022	\$308,804.10	MG Electrical Services Pty Ltd
SL004-065	Supplier List	Adelaide River - Ac Water Main Replacement - Becker Street - Hatt Street And Hardy Street	9/11/2022	\$229,901.00	JN Mousellis Civil Contractors
GPA00113-22	Standing Exemption 12	Papunya - Supply And Delivery Of One Sage C4000 Station Management System Incl. Battery Charging Cubicle (Standing Exemption 12)	19/12/2022	\$312,699.20	SAGE Automation Pty Ltd
GPA00114-22	Standing Exemption 12	Harts Range - Supply And Delivery Of One Sage C2000 Station Management System Incl. Battery Charing Cubicle (Standing Exemption 12)	19/12/2022	\$304,043.30	SAGE Automation Pty Ltd
GSD00110-22	Sole Source - Direct Negotiation	Darwin - Operating Model - Hotel Accommodation 2032	20/12/2022	\$333,256.00	Mantra Pandanas

Contract Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name
GWO00100-22	Sole Source - Direct Negotiation	All Centres - Provision Of Water Sample Transportation By Light Aircraft Charter Services For Remote Communities For A Period Of 24 Months	23/12/2022	\$1,915,372.36	Katherine Aviation Pty Ltd
OCD00093-22	Standing Exemption 8	Darwin - Engagement Of Up To 10 Undergraduates For A Period Of 24 Months	2/02/2023	\$1,948,773.75	Charles Darwin University
GPO00582-19	Open Approach	Supply And Delivery Of Distribution Transformers And Switchgear For Power Services For A Period Of 36 Months	9/11/2022	\$11,880,000.00	Siemens Ltd Power Line Supplies NT Pty Ltd S&C Electric Australia Pty Ltd NOJA Power Switchgear Pty Ltd NGK Stanger Pty Ltd Tyree Industries Pty Ltd Schneider Electric (Australia) Pty Limited
PFO00034-22	Open Approach	Barkly Region - Period Contract For The Operation And Maintenance Of Power, Water And Sewerage Systems For Remote Communities	18/01/2023	\$1,788,554.57	AUS Projects NT Pty Ltd Yapa-Kurlangu Ngurrara Aboriginal Corporation Australian Green Properties Pty Ltd
MWD00001-23	Open Approach	Darwin - Replacement Of Mcminns Pump Station Air Conditioning Units In Vfd Rooms	17/03/2023	\$337,484.95	FRM Refrigeration & Airconditioning Pty Ltd
GOD00041-22	Open Approach	Darwin – Insurance Brokerage Services For The Management Of Power And Water's Insurance Programs For A Period Of 36 Months	27/03/2023	\$148,833.30	Marsh Pty Ltd
PWC22-103	Sole Source - Direct Negotiation	Building Compliance Rectification Works – Phase 2 – Corporate Sites For A Period Of 12 Months	24/03/2023	\$406,842.15	PWC XLNT Consulting Pty Ltd
NWO00016-22	Open Approach	Beswick – Construction Of New Ground Level Tank	21/03/2023	\$2,199,280.05	Delta Pty Ltd
NWD00069-21	Open Approach	Adelaide River Township Water Source Upgrade	29/03/2023	\$1,572,700.32	Mousellis and Sons Pty Ltd

Contract Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name
PFO00005-23	Sole Source - Direct Negotiation	Barkly Region - Wutunugurra (Epenarra) - Period Contract for the Operation and Maintenance of Power, Water and Sewerage Systems for Remote Communities for a Period of 17 Months	24/03/23	\$584,460.83	Bass Cattle Company Pty Ltd

Attachment D

Tender Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name	State	Assessment
CPD00027-22	Sole Source - Direct Negotiation	Darwin - Provision Of Network Visibility Options Assessment And Business Case Development	14/07/2022	\$638,000.00	Gridcube Pty Ltd	QLD	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
OID00067-22	Sole Source - Direct Negotiation	Darwin - Supply Of Smartiq Application Software Licences For A Period Of 36 Months	4/08/2022	\$273,622.80	Smartcomms Pty Ltd	NSW	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
GPD00028-22	Standing Exemption 12	Darwin - Supply And Delivery Of High Voltage And Protection Test Gear	29/08/2022	\$458,319.40	Omicron Electronics Australia	VIC	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
OID00088-22	Standing Exemption 10	Darwin - Renewal Of Oracle Support Agreements For A Period Of 12 Months	28/09/2022	\$778,948.38	Oracle Corporation Australia Pty Ltd	NSW	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe

Tender Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name	State	Assessment
SIO00038-22	Open Approach	All Centres - Supply And Install A Meter Data Management And Mobile Data Collection Solution And Support For A Period Of 36 Months	16/09/2022	\$377,300.00	Itron Australasia Pty Ltd	VIC	Public tender with 4 responses received; one of which was from a Local Supplier. The assessment criteria used: - Local Content 30% - Price 20% - Capacity 10% - Past Performance 10% - Scope Specific 30%
GSD00040-22	Select	Darwin - Capability Uplift Meter To Cash Project - Test Resources For A Period Of 24 Months	6/09/2022	\$4,842,927.10	Wipro Revolution IT Pty Ltd	VIC	Limited approach with three Suppliers approached; two of which were local suppliers. All suppliers approached are specialists in test resources. The assessment criteria used: - Price 10% - Local 30% - Capacity 40% - Past Performance 10% - On-Time Delivery 10%
PSD00087-22	Sole Source - Direct Negotiation	Darwin - Supply And Delivery Of Financial Specialist For A Period Of 12 Months With A 12 Months Extension Option	15/09/2022	\$378,125.00	Ferreira, Brandon Anthony	VIC	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
PCD00017-22	Sole Source	Darwin - Supply And Delivery Of EDM Electric Meters And Associated Equipment	7/10/2022	\$4,399,239.90	EDMI Pty Ltd	QLD	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the

Tender Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name	State	Assessment
		For A Period Of 24 Months					scope - supplier can deliver the scope within the specified timeframe
SID00070-22	Standing Exemption 10	Supply Of Solarwinds Software Licensing And Support For A Period Of 36 Months	24/10/2022	\$266,932.41	Solarwinds Software Europe Dac	IRELAND	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
GSD00065-22	Sole Source - Direct Negotiation	Darwin - Supply of Labour Hire and Recruitment Services for Specialist Resources for the Capability Uplift M2C Project for a Period of 24 Months	19/10/2022	\$2,487,034.00	Technology People Melbourne Pty Ltd	VIC	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
PCO00026-22	Standing Exemption 10	All Centres - Supply And Support Of Radio Telemetry Units For A Period Of 24 Months	20/10/2022	\$989,916.40	Miri Engineering Pty Ltd	WA	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
PWC22-092	Sole Source - Direct Negotiation	Darwin - Engagement Of Consultant For Energy Capability Model, Energy Program Capability-	21/10/2022	\$239,855.00	The Trustee for Promax Trust	VIC	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the

Tender Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name	State	Assessment
		Based Implementation Plan, And ADMS Preliminary Business Case					scope - supplier can deliver the scope within the specified timeframe
GPD00079-22	Standing Exemption 12	Darwin - Supply And Delivery Of Goods - Regulator, Voltage, Single Phase, 22kv, 300a, Package, Stainless Steel Enclosure, Cooper Power	17/11/2022	\$543,879.60	Eaton Electrical (Australia) Pty Ltd	QLD	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
PWC22-082	Standing Exemption 12	Darwin - Supply And Delivery Of Goods - Ransec CI3ap1 Units	16/11/2022	268,522.10	Wilson Transformer Company Proprietary Limited	VIC	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
SCD00046-21	Standing Exemption 10	All Centres - Provision Of Citect Software And Technical Support For A Period Of 24 Months	30/11/2022	\$875,261.38	Schneider Electric (Australia) Pty Limited	SA	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
STD00121-21	Select	Darwin - Supply And Implement The Northern Territory Electricity Market (NTEM) Settlements	28/11/2022	\$2,102,731.50	EnDimensions LLC	USA	Limited approach with four Suppliers who are all specialists in this requirement. The assessment criteria used: - Price 20%

Tender Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name	State	Assessment
		System And Support For 36 Months					<ul style="list-style-type: none"> - Local 30% - Innovation 10% - Project Specific 30% - On-Time Delivery 10%
PWC22-089	Sole Source - Direct Negotiation	All Centres - Supply And Demand Forecasting Services For A Period Of 12 Months - Tesla Asia Pacific Ltd	30/11/2022	\$104,830.00	Tesla Asia Pacific Ltd	NZ	Direct Contract - Sole Sourced and assessed that it is: <ul style="list-style-type: none"> - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
OID00098-22	Standing Exemption 10	Darwin - Renewal Of Retail Management Systems (RMS) Licensing For A Period Of 12	28/11/2022	\$333,216.68	Gentrack Pty Ltd	VIC	Direct Contract - Sole Sourced and assessed that it is: <ul style="list-style-type: none"> - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
PWC22-102	Standing Exemption 10	Darwin - Mv90xi Network Increases From 32k Endpoints To 50k Endpoints	21/12/2022	\$268,916.45	Itron Australasia Pty Limited	SA	Direct Contract - Sole Sourced and assessed that it is: <ul style="list-style-type: none"> - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
CGD00097-22	Sole Source	Darwin - Provision Of Specialist Skills For Assistance With Business Development In The	23/12/2022	\$405,504.00	Kendal, James Anthony	WA	Direct Contract - Sole Sourced and assessed that it is: <ul style="list-style-type: none"> - fit for purpose / meets specified requirements - supplier has capacity to deliver the

Tender Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name	State	Assessment
		Energy Sector And Identifying New Opportunities For A Period Of 12 Months					scope - supplier can deliver the scope within the specified timeframe
GPD00003-23	Standing Exemption 12	Darwin - Supply Of Parts To Complete Stage 1 Of 132kv Hitachi GIS Operating Mechanism Maintenance	13/01/2023	\$719,884.00	Hitachi Australia Pty Ltd	NSW	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
NPD00087-21	Open Approach	Darwin - Supply, Delivery And Installation Of Solar PV And Battery Energy Storage System For Wurrumiyanga	23/01/2023	\$4,838,378.44	Mothership Industries Pty Ltd	NSW	Public tender with 8 responses received; four of which were from a Local Supplier. The assessment criteria used: - Local Content 30% - Price 20% - Capacity 10% - Past Performance 10% - On time Delivery 10% - Health & Safety 10% - Project Specific 10%
MWA00010-23	Standing Exemption 11	Alice Springs – Reline 600mm Sewer In The Gap And Across The Todd River	27/02/2023	\$1,092,658.56	Interflow Pty Limited	NSW	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe

Tender Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name	State	Assessment
NWO00053-22	Open Approach	Wadeye And Manthathpe Water Storage And Transmission Upgrade	8/03/2023	\$10,154,244.10	Sth Holdings QLD Pty Ltd as Trustee for the Heaton Family Trust	QLD	Public tender with 4 responses received; two of which were from a Local Supplier. The assessment criteria used: - Local Content and Aboriginal Participation 30% - Price 30% - Past Performance and Quality 20% - Health Safety and Environment 20%
COD00013-23	Sole Source - Direct Negotiation	Consultancy Services For Provision Of The Aer-Related Compliance Program - Dovetail Legal Solutions	14/03/2023	\$452,500.00	Dovetail Legal Solutions Pty Ltd	WA	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
GWK00020-23	Standing Exemption 12	Katherine - Supply And Delivery Of Sorbix Lc4 Resin	17/03/2023	\$325,790.00	Emerging Compounds Treatment Technologies, Inc.	NSW	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
PCD00018-22	Sole Source	Darwin - Supply and Delivery of Secure Electricity Meters and Associated Equipment for a Period of 24 Months	10/10/2022	\$3,350,088.50	Secure Meters (Australia) Pty Ltd	NT	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope

Tender Number	Invitation Type	Title of Requisition	Award Date	Contract Value	Contractor Name	State	Assessment
							- supplier can deliver the scope within the specified timeframe
CTD00074-21	Sole Source - Direct Negotiation	NTEM Market Interaction Enablement Project Support for a Period of 18 Months with 1 x 12 Month extension	12/12/2022	\$1,334,437.50	Australian Energy Market Operator Limited	VIC	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe
SPD00029-23	Standing Exemption 10	Darwin - Provision of AEMS Upgrade Services and AEMS Maintenance and Support for a Period of 60 Months	30/03/2023	\$3,699,850.00	GE Grid Solutions (Australia) Pty Ltd	VIC	Direct Contract - Sole Sourced and assessed that it is: - fit for purpose / meets specified requirements - supplier has capacity to deliver the scope - supplier can deliver the scope within the specified timeframe

Attachment E

Tender Number	Title	Business Unit	Estimate	Tender Start Date	Closing Date	Status as of 31 March 2023	Category Type
MPD00004-22	Darwin - Supply and Delivery of Transmission Tower Earthing - Adelaide River to Pine Creek	Power Services	\$385,000.00	8/07/2022	3/08/2022	Tender - Awarded	Minor Works and Services
PWD00030-22	Darwin, Adelaide River and Batchelor - Replacement of Customer Water Meters for a Period of 12 Months	Water Services	\$880,000.00	19/07/2022	22/08/2022	Cancelled	Services
PWC22-025	Wurrumiyanga (Nguju) - Supply, Delivery and Construction of New Gantry For Gas Chlorine Drum Lifting	Water Services	\$192,500.00	7/09/2022	5/10/2022	Tender - Awarded	Minor Works and Services
NWD00069-21	Adelaide River Township Water Source Upgrade	Water Services	\$2,200,000.00	7/09/2022	12/10/2022	Tender - Awarded	National Public Works Council
NWO00053-22	Wadeye and Manthathpe - Water Storage and Transmission Upgrade	Water Services	\$7,800,000.00	23/09/2022	28/11/2022	Tender - Awarded	National Public Works Council
PFO00034-22	Barkly Region - Period Contract for the Operation and Maintenance of Power, Water and Sewerage Systems for Remote Communities for a Period of 18 Months	Finance and Business Services	\$1,800,000.00	11/10/2022	1/11/2022	Tender - Awarded	Services - Period Contract
SSD00080-22	Darwin - Support Services for MS Azure Integration Services	Transformation	\$2,750,000.00	4/11/2022	15/12/2022	Recommendation Requested	Services
NWD00708-20	Darwin - Tiwi Sewerage Pump Station (SPS) Renewal	Water Services	\$3,350,000.00	9/11/2022	9/01/2023	Recommendation Requested	National Public Works Council
POO00058-22	All Centres - Panel Contract for the Provision of Legal	Finance and Business Services	\$14,000,000.00	14/11/2022	5/12/2022	Recommendation Requested	Consultancy - Period Contract

Tender Number	Title	Business Unit	Estimate	Tender Start Date	Closing Date	Status as of 31 March 2023	Category Type
	Services for a Period of 60 Months						
PCD00060-21	All Regions - Panel Contract for Supply and Delivery of Operational Technology Goods and Services for a Period of 36 Months	Core Operations	\$4,500,000.00	15/11/2022	14/12/2022	Recommendation Requested	Services - Period Contract
PFO00096-22	Northern Region - Utilities Support Contract (USC) - Period Contract for the Operation and Maintenance of Power, Water and Sewerage Systems for Remote Communities for a Period of 36 Months	Finance and Business Services	\$73,500,000.00	15/11/2022	9/01/2023	Recommendation Requested	Services - Period Contract
GOD00041-22	Darwin - Insurance Brokerage Services for the Management of Power and Water's Insurance Programs for a Period of 36 Months	Finance and Business Services	\$220,000.00	20/01/2023	13/02/2023	Tender - Awarded	Services - Period Contract
MWD00001-23	Darwin - Replacement of McMinns Pump Station Air Conditioning Units in VFD Rooms	Water Services	\$478,500.00	1/02/2023	16/02/2023	Tender - Awarded	Minor Works and Services
MWO00052-22	Gapuwiyak - IES Capital Drilling Project to Support Housing Program	Water Services	\$700,000.00	9/02/2023	13/03/2023	Recommendation Requested	Minor Works and Services
PPO00095-22	All Centres - Design and Construct of Substation Upgrades and Major Customer Connections for a Period of 36 Months	Finance and Business Services	\$70,000,000.00	15/02/2023	10/05/2023	Tender - Current	Works PC

Tender Number	Title	Business Unit	Estimate	Tender Start Date	Closing Date	Status as of 31 March 2023	Category Type
PCO00025-22	Darwin - Supply of Telecommunications Hardware, Software and Engineering Services for a Period of 36 Months	Core Operations	\$4,700,000.00	15/02/2023	4/04/2023	Tender - Current	Supply - Period Contract
MWA00108-22	Yuelamu - Borefield Investigaton and Drilling Project	Water Services	\$330,000.00	16/02/2023	3/04/2023	Tender - Current	Minor Works and Services
MWO00119-22	Amanbidji - Water Source Assessment and Upgrade Project	Water Services	\$790,000.00	16/02/2023	21/03/2023	Recommendation Requested	Minor Works and Services
GPO00585-22	Supply and Delivery of Hardware, Tools and Consumables for Power Services for a Period of 36 Months	Power Services	\$3,000,000.00	17/02/2023	29/05/2023	Tender - Current	Supply - Period Contract
NWO00050-22	Maningrida Construction of Ground Level Water Tank and Water Supply Infrastructure	Water Services	\$4,000,000.00	27/02/2023	19/04/2023	Tender - Current	National Public Works Council
MWK00008-23	Katherine - Various Sites - Supply and Installation of Sewer Pump Control Panels and Associated Works	Water Services	\$500,000.00	6/03/2023	6/04/2023	Tender - Current	Minor Works and Services
MWA00109-22	Alice Springs - Carmichael Tank - Rewrap Roof Support Columns and Floor Joint Resealing	Water Services	\$980,000.00	14/03/2023	4/04/2023	Tender - Current	Minor Works and Services
MWO00122-22	Waruwi - Water Source Augmentation (Investigation and Production Bore Drilling)	Water Services	\$673,000.00	15/03/2023	17/04/2023	Tender - Current	Minor Works and Services
MPD00101-22	Darwin Region - Adelaide River to Katherine	Water Services	\$350,000.00	14/03/2023	19/04/2023	Tender - Current	Minor Works and Services

Tender Number	Title	Business Unit	Estimate	Tender Start Date	Closing Date	Status as of 31 March 2023	Category Type
	Transmission Towers - Installation of New Earthing						
NWY00008-22	Yulara - Supply and Install of Waste Water Treatment Plant Control Building and Electrical	Water Services	\$880,000.00	15/03/2023	24/04/2023	Tender - Current	Minor Works and Services
CPO00061-22	Final Impact Assessment (FIA) Studies for Batchelor 1 Solar Farm, Batchelor 2 Solar Farm and Manton Solar Farm	Power Services	\$990,000.00	20/03/2023	19/04/2023	Tender - Current	Consultancy (Engineering)
MWO00011-23	Waruwi - Delivery and Installation of Smart Metering	Water Services	\$374,000.00	31/03/2023	28/04/2023	Tender - Current	Minor Works and Services
PWC22-123	Darwin Katherine, Alice Springs and Tennant Creek - System Strength Studies	Power Services	\$275,000.00	4/04/2023	28/04/2023	Tender - Current	Consultancy (Generic)

Attachment F

Contract #	Method	Title	Award Value	Reason for Select Process	Business Unit	Endorsed / Requested	Delegate
CPD00027-22	Sole Source - Direct Negotiation	Darwin - Provision of Network Visibility Options Assessment and Business Case Development	\$638,000.00	Absence of competition for technical reasons	Power Services	A/Executive General Manager Power Services	Chief Procurement Officer
OID00067-22	Sole Source - Direct Negotiation	Darwin - Supply of SmartIQ Application Software Licences for a Period of 36 Months	\$273,622.80	Absence of competition for technical reasons	Core Operations	Executive General Manager ICT	Chief Procurement Officer
GPD00028-22	Standing Exemption	Darwin - Supply and Delivery of High Voltage and Protection Test Gear	\$458,319.40	Standing Exemption 12 (Maintenance of plant and equipment agreements)	Power Services	Senior High Voltage Test Engineer	Senior Manager Specialised Services
CCD00066-22	Sole Source - Direct Negotiation	Darwin - Engagement of Data Systems Analyst and Business Process Analyst	\$284,097.00	Absence of competition for technical reasons	Core Operations	Executive General Manager Core Operations	Chief Procurement Officer
OCD00042-22	Standing Exemption	Darwin - Supply and Delivery of 4x Graduate Electrical Engineering Resources for a Period of 24 Months	\$1,091,182.98	Standing Exemption 8 (Partnership agreement with Charles Darwin University)	Core Operations	Senior Manager System Control	Executive General Manager Core Operations
OID00088-22	Standing Exemption	Darwin - Renewal of Oracle Support Agreements for a period of 12 Months	\$778,948.38	Standing Exemption 10 (Renewal and purchase of software maintenance and licensing agreements)	Core Operations	ICT Project Administrator	Executive General Manager ICT
GSD00040-22	Select	Darwin - Capability Uplift Meter to Cash Project - Test Resources for a period of 24 Months	\$4,842,927.10	Absence of competition for technical reasons	Customer, Strategy and Regulation	Executive General Manager Customer, Strategy and Regulation	Chief Procurement Officer

Contract #	Method	Title	Award Value	Reason for Select Process	Business Unit	Endorsed / Requested	Delegate
PSD00087-22	Sole Source - Direct Negotiation	Darwin - Supply and Delivery of Financial Specialist for a period of 12 months with a 12 months extension option	\$378,125.00	Procurement is related to a continuing body of work	Customer, Strategy and Regulation	Executive General Manager Customer, Strategy and Regulation	Chief Procurement Officer
CWD00076-22	Sole Source - Direct Negotiation	Darwin - Additional Investigations and Studies to Inform AROWS Concept Design	\$1,015,553.00	Procurement is related to a continuing body of work	Water Services	Executive General Manager Water Services	Chief Procurement Officer
PCD00017-22	Sole Source	Darwin - Supply and Delivery of EDMl Electricity Meters and Associated Equipment for a Period of 24 months	\$4,399,239.90	Proprietary supplier	Core Operations	Executive General Manager Core Operations	Chief Procurement Officer
PCD00018-22	Sole Source	Darwin - Supply and Delivery of Secure Electricity Meters and Associated Equipment for a Period of 24 Months	\$3,350,088.50	Absence of competition for technical reasons	Core Operations	Executive General Manager Core Operations	Chief Procurement Officer
SID00070-22	Standing Exemption	Supply of Solarwinds Software Licensing and Support for a Period of 36 Months	\$266,932.41	Standing Exemption 10 (Renewal and purchase of software maintenance and licensing agreements)	Core Operations	ICT Contract & Service Delivery Manager	A/ General Manager Information, Communication & Technology
GSD00065-22	Sole Source - Direct Negotiation	Darwin - Supply of Labour Hire and Recruitment Services for Specialist Resources for the Capability Uplift M2C Project for a Period of 24 Months	\$2,487,034.00	Absence of competition for technical reasons	Customer, Strategy and Regulation	Executive General Manager Customer, Strategy and Regulation	Chief Procurement Officer

Contract #	Method	Title	Award Value	Reason for Select Process	Business Unit	Endorsed / Requested	Delegate
PCO00026-22	Standing Exemption	All Centres - Supply and Support of Radio Telemetry Units for a Period of 24 Months	\$989,916.40	Standing Exemption 10 (Renewal and purchase of software maintenance and licensing agreements)	Core Operations	Manager Water SCADA and Controls	A/ Executive General Manager Core Operations
MWY00002-22	Select	Yulara Water Services – Giles Street Complex Facilities Upgrade	\$562,870.00	In response to an open approach to market that did not receive any suitable offers	Water Services	Executive General Manager Water Services	Chief Procurement Officer
PWC22-092	Sole Source - Direct Negotiation	Darwin - Engagement of Consultant for Energy Capability Model, Energy Program Capability-based Implementation Plan, and ADMS Preliminary Business Case	\$239,855.00	Absence of competition for technical reasons	Core Operations	Executive General Manager ICT	Chief Procurement Officer
CFD00103-22	Sole Source - Direct Negotiation	Darwin - Engagement of a Finance and Business Services Program Manager for a Period of 24 Months	\$726,000.00	Procurement is related to a continuing body of work	Finance and Business Services	Chief Financial Officer	Chief Procurement Officer
GPD00079-22	Standing Exemption	Darwin - Supply and Delivery of Goods - Regulator, Voltage, Single Phase, 22kV, 300A, Package, Stainless Steel Enclosure, Cooper Power	\$543,879.60	Standing Exemption 12 (Maintenance of plant and equipment agreements)	Power Services	A/ Contracts Manager	Senior Manager Network Planning & Design
PWC22-082	Standing Exemption	Darwin - Supply and Delivery of Goods - RANSEC CL3AP1 UNITS	\$268,522.10	Standing Exemption 12	Power Services	A/ Contracts Manager	Senior Manager Network

Contract #	Method	Title	Award Value	Reason for Select Process	Business Unit	Endorsed / Requested	Delegate
				(Maintenance of plant and equipment agreements)			Planning & Design
SL004-065	Supplier List	Adelaide River - AC Water Main Replacement - Becker Street - Hatt Street and Hardy Street	\$229,901.00	Supplier List - SL004	Water Services	Project Manager	Senior Manager – Asset Management
SCD00046-21	Standing Exemption	All Centres - Provision of Citect Software and Technical Support for a Period of 24 Months	\$875,261.38	Standing Exemption 10 (Renewal and purchase of software maintenance and licensing agreements)	Core Operations	Manager Water SCADA and Controls	Executive General Manager Core Operations
STD00121-21	Select	Darwin - Supply and Implement the Northern Territory Electricity Market (NTEM) Settlements System and Support for 36 Months	\$2,102,731.50	In response to an open approach to market that did not receive any suitable offers	Customer, Strategy and Regulation	Executive General Manager Customer, Strategy and Regulation	Chief Procurement Officer
PWC22-089	Sole Source - Direct Negotiation	All Centres - Supply and Demand Forecasting Services for a period of 12 Months - Tesla Asia Pacific Ltd	\$104,830.00	Procurement is related to a continuing body of work	Core Operations	Executive General Manager ICT	Chief Procurement Officer
OID00098-22	Standing Exemption	Darwin - Renewal of Retail Management Systems (RMS) Licensing For A Period of 12 Months	\$333,216.68	Standing Exemption 10 (Renewal and purchase of software maintenance and licensing agreements)	Core Operations	ICT Project Administrator	A/ General Manager ICT
GPA00113-22	Standing Exemption	Papunya - Supply and Delivery of One SAGE C4000 Station	\$312,699.20	Standing Exemption 12	Power Services	Manager Program Delivery	Senior Manager

Contract #	Method	Title	Award Value	Reason for Select Process	Business Unit	Endorsed / Requested	Delegate
		Management System incl. Battery Charging Cubicle (Standing Exemption 12)		(Maintenance of plant and equipment agreements)			Specialised Services
GPA00114-22	Standing Exemption	Harts Range - Supply and Delivery of One Sage C2000 Station Management System incl. Battery Charing Cubicle (Standing Exemption 12)	\$304,043.30	Standing Exemption 12 (Maintenance of plant and equipment agreements)	Power Services	Manager Program Delivery	Senior Manager Specialised Services
PWC22-102	Standing Exemption	Darwin - MV90XI Network increases from 32k endpoints to 50k endpoints	\$268,916.45	Standing Exemption 10 (Renewal and purchase of software maintenance and licensing agreements)	Core Operations	ICT Project Administrator	A/ General Manager ICT
GSD00110-22	Sole Source - Direct Negotiation	Darwin - Operating Model - Hotel Accommodation 2032	\$333,256.00	Procurement is related to a continuing body of work	Customer, Strategy and Regulation	Executive General Manager Customer, Strategy and Regulation	Chief Procurement Officer
GWO00100-22	Sole Source - Direct Negotiation	All Centres - Provision of Water Sample Transportation by Light Aircraft Charter Services for Remote Communities for a Period of 24 Months	\$1,915,372.36	At the direction of the Minister, PWC Board or the CE	Water Services	Executive General Manager Water Services	Chief Procurement Officer
CGD00097-22	Sole Source	Darwin - Provision of Specialist Skills for Assistance with Business Development in the Energy Sector and Identifying New Opportunities for a Period of 12 Months	\$405,504.00	Procurement is related to a continuing body of work	Gas Supply	Executive General Manager Gas Services	Chief Procurement Officer

Contract #	Method	Title	Award Value	Reason for Select Process	Business Unit	Endorsed / Requested	Delegate
GPD00003-23	Standing Exemption	Darwin - Supply of parts to complete stage 1 of 132KV Hitachi GIS Operating Mechanism Maintenance	\$719,884.00	Standing Exemption 12 (Maintenance of plant and equipment agreements)	Power Services	Essential Spares Coordinator	Executive General Manager Power Services
OCD00093-22	Standing Exemption	Darwin - Engagement of up to 10 Undergraduates for a Period of 24 Months	\$1,948,773.75	Standing Exemption 8 (Partnership agreement with Charles Darwin University)	Core Operations	A/ Senior Manager System Control	Chief Executive Officer
MWA00010-23	Standing Exemption	Alice Springs – Reline 600mm Sewer in the Gap and Across the Todd River	\$1,092,658.56	Standing Exemption 11 (Operational emergencies)	Water Services	Water Systems Engineer	Executive General Manager Water Services
COD00013-23	Sole Source - Direct Negotiation	Consultancy Services for Provision of the AER-related Compliance Program - Dovetail Legal Solutions	\$452,500.00	Absence of competition for technical reasons	Safety, People and Governance	A/ Deputy Chief Executive Officer	Chief Procurement Officer
GWK00020-23	Standing Exemption	Katherine - Supply and Delivery of Sorbix LC4 resin	\$325,790.00	Standing Exemption 12 (Maintenance of plant and equipment agreements)	Water Services	Project Manager	Senior Manager – Asset Management
PWC22-103	Sole Source - Direct Negotiation	Building Compliance Rectification Works – Phase 2 – Corporate Sites for a Period of 12 Months	\$406,842.15	Procurement is related to a continuing body of work.	Finance and Business Services	A/ Chief Financial Officer	Chief Procurement Officer

Contract #	Method	Title	Award Value	Reason for Select Process	Business Unit	Endorsed / Requested	Delegate
PFO00005-23	Sole Source - Direct Negotiation	Barkly Region - Wutunugurra (Epenarra) - Period Contract for the Operation and Maintenance of Power, Water and Sewerage Systems for Remote Communities for a Period of 17 Months	\$584,460.83	In response to an open approach to market that did not receive any suitable offers	Finance and Business Services	A/ Chief Financial Officer	Chief Procurement Officer
CTD00074-21	Sole Source - Direct Negotiation	NTEM Market Interaction Enablement Project Support for a Period of 18 Months with 1 x 12 Month extension	\$1,334,437.50	Procurement is related to a continuing body of work.	Customer, Strategy and Regulation	Executive General Manager Customer, Strategy and Regulation	Chief Procurement Officer
SPD00029-23	Standing Exemption 10	Darwin - Provision of AEMS Upgrade Services and AEMS Maintenance and Support for a Period of 60 Months	\$3,699,850.00	Standing Exemption 10 (Renewal and purchase of software maintenance and licensing agreements)	Power Services	Executive General Manager Power Services	A/ Chief Executive Officer

Attachment G

March 2023
Customer
Satisfaction
Research

Report

Naomi Downer and Katelyn Kemp
263407741
March 2023



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1 Key findings

Key findings

The majority of customers continue to be satisfied with Power and Water. Resident and business customers alike want to be kept up to date with more frequent and timely notifications particularly when it comes to works or changes that affect customers.

The findings presented in this report are based on the March 2023 wave of the biannual Customer Satisfaction Research (CSR), which collected insights from a sample of n=602 Power and Water customers, including residents, business and commercial representatives, builders and developers. A consolidated version of the instrument was used this wave, which was conducted between 14th and 28th March 2023.

Customer satisfaction

Overall, customer satisfaction continued to be high, consistent with seasonal variance, with resident (72%) and business (68%) respondents very satisfied or satisfied with Power and Water at an overall level. Despite the very small decrease in satisfaction from business customers, there continues to be only a small proportion of customers dissatisfied (7%). There is still an opportunity to shift the perceptions of around a quarter of customers with neutral satisfaction (20% to 25%) to a more positive view.

Net Promoter Score

Customers were asked how likely they would be to speak well of Power and Water. Consistent with an uncompetitive market position, the largest proportion of customers are defined as 'passive' (42%), while a quarter (25%) are within the 'promoter' range. While the proportion of detractors has remained constant, the shift of 2% of passives to promoters has seen the NPS increase from -10 in November to -8 in the current wave.

Drivers of satisfaction

Driver analysis was undertaken to understand the most important areas for Power and Water to focus on in order to improve satisfaction amongst residents and businesses. In line with previous waves of the research, the most important drivers of overall satisfaction among residents and businesses are – **communicating with customers in an open, honest**

and transparent way, always doing what's best for the community and, particularly for businesses, **resolving problems quickly when things go wrong**.

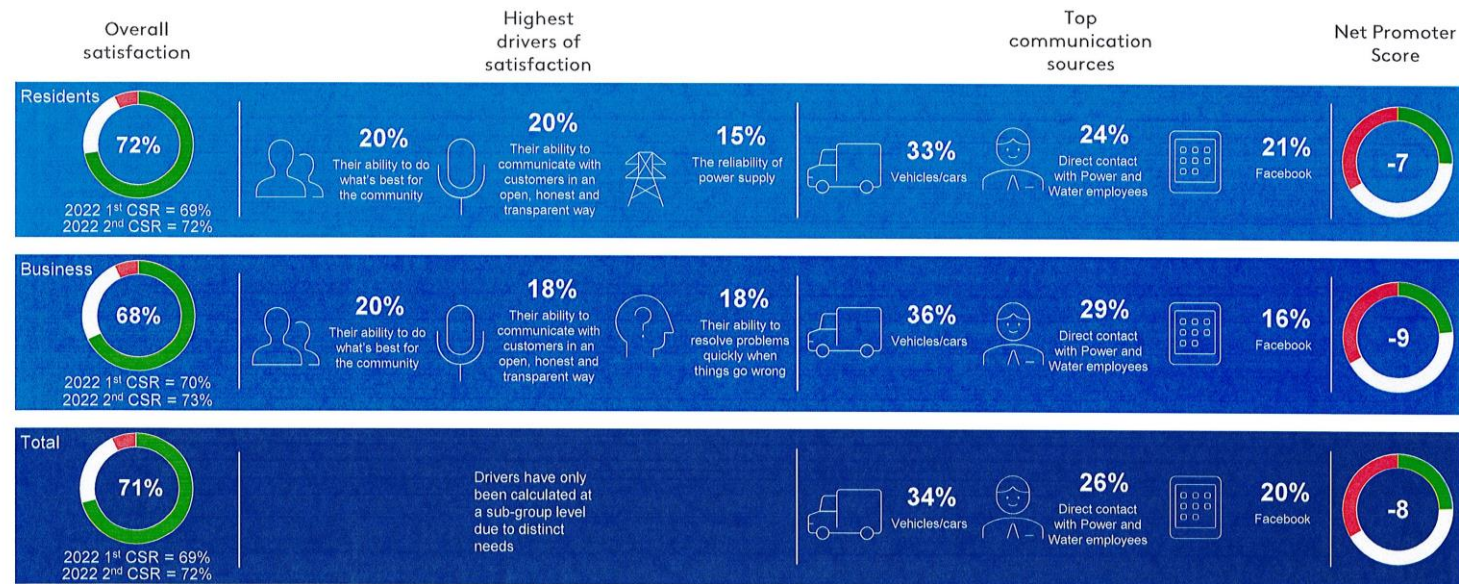
Unpacking the key drivers of satisfaction

Similar to the previous wave, the most common suggestions from residents on how Power and Water can show it is communicating in an open, honest and transparent way included communicating more frequently and earlier on planned work, power updates and changes (17%) and being more open about future plans and changes (15%). When it comes to demonstrating that Power and Water is doing what's best for the community, the top responses included greater community involvement and increased environmental focus. Customers would like to receive information on what Power and Water is doing in these areas via Facebook (R=39%, B=42%) and email (R=17%, B=31%) and residents would like to receive information through the Power and Water website (20%). There was also appetite from residents to receive information via more traditional channels such as newspaper, TV, or radio, and inserts with their bills. This demonstrates the need for Power and Water to continue using these more traditional channels to reach their customers as well as newer digital ones.

How to improve satisfaction moving forward

Customers have communicated a range of issues that they would like to see Power and Water address, however as with last wave, the priorities are spread. In terms of improving satisfaction, other than price, customers would like to see Power and Water improve their solar power tariffs, address environmental issues and improve water quality. Those who were dissatisfied with Power and Water mentioned significantly more than others that Power and Water should improve customer service and ensure meter readings are accurate.

2022 Wave 2 CSR Scorecard



2 Background, objectives and approach

Background and research objectives

Background

In 2020 Power and Water engaged Kantar Public to redesign their annual research program in order to provide community led insights and a strong evidence base to inform their strategic planning, regulatory submissions and ongoing monitoring of key performance indicators.

The aim of the research program is to provide a more detailed understanding of how the community perceive the organisation and what they need and want from them in order to inform and influence future decision making in relation to their service delivery, offering, projects and programs.

Across the research program, the high level business questions that Power and Water seek to address include:

- What do we stand for? What should we stand for?
- How does the community perceive us?
- How do our employees perceive us? Are we seen as a desirable employer?
- What is our role in the Northern Territory and how active does the community want us to be?
- What do they trust us to do/not do?
- How is our reputation perceived?

Research program

In order to address these business questions, Kantar Public designed a research program in partnership with Power and Water which comprises three key elements:

- A **formative qualitative stage**, conducted in September and October of 2020, to provide an in-depth understanding of community perceptions, needs and wants to inform the next stages of the research program and key strategic planning activity within the organisation;
- An annual measure of **brand, trust and reputation** performance, which is a new research component first conducted at the end of 2020; and
- A biannual measure of **customer satisfaction**, which follows on from the ongoing satisfaction tracking used to inform key KPIs, with the potential to measure more regular point of contact satisfaction.

Customer satisfaction Objectives

This report presents the findings from the first 2021 wave of the Customer Satisfaction Research. The objective of this research is to track customers' satisfaction with Power and Water to inform key KPIs moving forward. This wave continues with the more concise version of the survey, with an additional question designed to understand which events customers have noticed Power and Water at.

Research program - framework

Components:	Formative qualitative stage	Brand, Trust, Reputation	Customer Satisfaction Research	Strategic planning	AER funding submission
Aim:	Gain an in-depth understanding of current perception and future needs	Baseline measure and ongoing tracking	Ongoing tracking of performance	Community led focus areas	Inform the 2021 AER submission
Method:	Qualitative online forums and in-depth interviews	Annual quantitative survey	Bi-annual quantitative survey	Ongoing process	2021 process
Questions to be addressed	Trust <ul style="list-style-type: none"> Identifying trust inhibitors/drivers Reputation <ul style="list-style-type: none"> Identifying trust inhibitors/drivers Brand <ul style="list-style-type: none"> Personality (current and future) Position (NeedScope) Social licence <ul style="list-style-type: none"> What is Power and Water trusted to do now? What do customers want them to be doing in the future? Community needs and priorities <ul style="list-style-type: none"> Focus areas for the future Prioritisation of focus areas AER <ul style="list-style-type: none"> Awareness and understanding Preferences for community engagement 	<ul style="list-style-type: none"> ✓ Drivers of trust ✓ TRI*M scorecard (global norms) ✓ Drivers of reputation ✓ Brand position (current and ideal) ✓ Monitor what Power and Water are trusted to do 	<ul style="list-style-type: none"> ✓ Measure performance against KPIs ✓ Gauge performance around interactions 	<ul style="list-style-type: none"> ✓ Where to focus in the future ✓ Where to focus in the future ✓ How to prioritise focus areas 	<ul style="list-style-type: none"> ✓ What's important to consider for the AER process. ✓ Potential focus areas for the AER process. ✓ Current levels ✓ How to engage

Research approach

Fieldwork for the first wave of the 2023 Customer Satisfaction Research was conducted between 14th and 28th March 2023 in accordance with the standards set by AS ISO 20252:2019. A mixed method approach which predominantly used computer assisted telephone interviewing (CATI) and a small amount of online survey completion was employed to maximise the effectiveness and efficiency of the research. A prize draw of 5 x \$100 EFTPOS cards was also included to encourage participation.

This wave used the same reduced version of the original survey instrument, which focused on measuring overall and attribute level customer satisfaction, willingness to recommend, improvements, where Power and Water has been seen or heard and demographic and firmographic questions. One new question was added to understand which events customers have noticed Power and Water at. The average survey length for residents was 13:46 minutes via CATI and 11:59 minutes via online. The business length was 15:12 minutes via CATI.

When designing the sample frame for the Customer Satisfaction Research, consideration was given to delivering insights from Power and Water's key customer segments, outlined in the table below. These segments were split into residential and business groups. Sample was primarily sourced from Power and Water customer lists, and supplemented with panel sample and RDD.

In order to provide a representative sample of residents, participants were sampled in proportion to the estimated resident population (ERP) proportions for location (based on SA3), age and gender.

Participants in the business group were spread across the two subgroups of interest to provide a range of perspectives based on different interaction types and needs from Power and Water.

Audience (Total n=602, ±3.99%)		Sample size	Sample source
Residential (n=402, ±4.89%)	Urban	n=264	Panel, RDD, PW lists
	Regional	n=138	Panel, RDD, PW lists
Business (n=200, ±6.93%)	Business and commercial	n=164	PW lists
	Builders and developers	n=36	PW lists

Interpreting this report

Please note the following points when considering the results presented within this report:

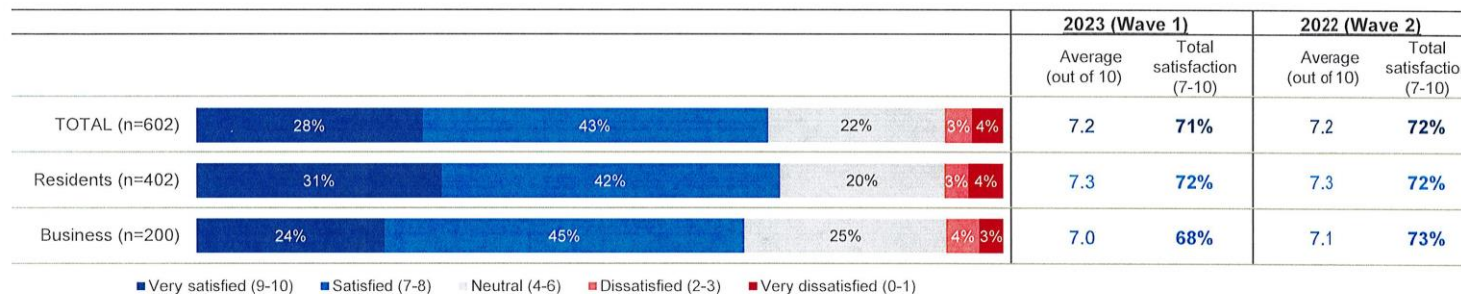
- The resident data has been weighted to correct a slight imbalance in the younger and older age groups to reflect ABS ERP proportions.
- When adding proportions within the charts the total base may not equal 100% due to rounding.
- The most commonly adopted scale throughout the research uses 11 points, where 0 is the most negative/lowest score and 10 is the most positive/highest score. Aggregate scores have been reported based on 0-3 = low, 4-6 = neutral and 7-10 = high.
- Statistically significant differences have been calculated at 95% confidence level and have been noted using green highlighting and/or within the commentary.
- Comparisons have been made to historical CSR and BTR waves conducted in early 2022 and before. Efforts to ensure consistency in question design, sample frame and methodology have been made, however there could be slight differences in the data collection approach across suppliers.
- To add further context to the research findings, comparison has been made to the Water Services of Australia Association (WSAA) National Customer Perception Study in 2021 where the scale (0-10) is the same and the question wording is comparable. This study included n=8,616 responses across 34 Australian water utilities. Differences in the sample frame are not fully known and the WSAA study only focuses on water utilities, therefore the comparisons should be used with caution.
- To understand and determine what elements have a greater impact on community satisfaction, a statistical technique called driver analysis has been used.
 - This technique ranks the importance of different measures in explaining or influencing these scores.
 - Kantar's preferred method Kruskal for this analysis due to its general robustness.

3 Research findings - overall

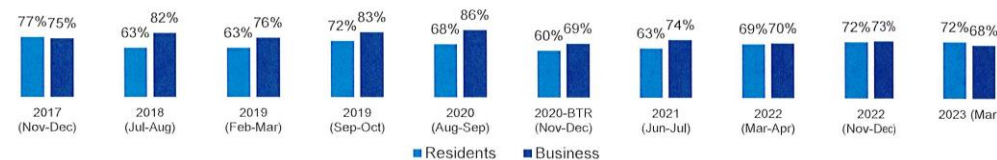
Customer satisfaction with Power and Water

Overall, satisfaction with Power and Water services remains high, with only a 1% decrease in overall satisfaction (to 71%) and average scores remaining stable. This is a positive result given the Northern Territory is currently at the end of it's wet season, when satisfaction can be lower.

With resident satisfaction scores remaining stable, the slight decrease in satisfaction came from business respondents whose satisfaction decreased slightly from 73% to 68%. This is not a significant shift, however it is the lowest business score across the waves, and therefore should be a point of reflection.



Historical comparison of overall customer satisfaction:



KANTAR PUBLIC

OS1.
Sample

Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
2022 Wave 2 Residents (n=413) Business (n=200)
2023 Wave 1 Residents (n=402) Business (n=200)

PowerWater 12

How to increase satisfaction over the next 6 months

When asked what Power and Water should do in the next 6 months to increase customer satisfaction, as with the previous wave, the responses were quite varied. This is positive as it demonstrates that there isn't one obvious issue that Power and Water customers are unhappy with. Nearly a quarter (22%) of respondents reported that they were either happy with Power and Water's services, that they didn't have any feedback, or they were unsure of what Power and Water could do to improve their satisfaction.

Residents were more likely than others to mention pricing (15%) and environmental issues (10%) as areas they would like to see improvement in. For those who were dissatisfied with Power and Water overall (answered 0-3 in OS1), the factors that they believe should be worked on more so than others are customer service (24%) and meter readings (17%).

If Power and Water could do one thing in the next 6 months to increase your level of satisfaction, what would it be?	Resident	Business	TOTAL	Dissatisfied (n=42)
Happy with current service, no feedback, unsure of any improvements	21%	23%	22%	2%
Happy with current service / have no problems	10%	9%	10%	0%
Nothing / no feedback	6%	8%	7%	2%
Don't Know / not Sure	5%	6%	5%	0%
Price - lower the price / competitive pricing	15%	8%	13%	7%
Better solar power tariffs / larger discounts / better rebates / incentives	11%	7%	9%	12%
Environmental issues - water conservation / decreasing impact on environment / recycle water / educate people on water and electricity conservation / sustainability / green energy	10%	5%	8%	2%
Better water quality / brown water when fixing leak	6%	9%	7%	7%
Customer Service - better / quicker / more knowledgeable / in person	6%	8%	7%	24%
Communication - better communication of information / email / text / clearer earlier notifications of changes / updates of outages / updates on leak repairs	6%	8%	7%	17%
Billing and account issues - online access / easier methods to pay / sent on time / more time to pay / change billing period / payment plans and discounts for those struggling / paperless	8%	4%	6%	12%
Outages - less power outages / restore power quickly / back up plan	5%	7%	6%	7%
Services - reliability of services / quicker service delivery / improving service / maintain	6%	6%	6%	12%
Relocate power supply underground	4%	7%	5%	7%
Reliable power services / better power supply	3%	7%	5%	12%
Infrastructure - upgrade / more investment / well maintained	3%	7%	4%	12%
Meter readings - accurate / don't estimate / faulty	5%	1%	4%	17%
Other	5%	7%	5%	5%

KANTAR PUBLIC

OS5.

Sample:

Note:

If Power and Water could do one thing in the next 6 months, other than changes to pricing, to increase your level of satisfaction with the organisation, excluding changes to pricing, what would that be?

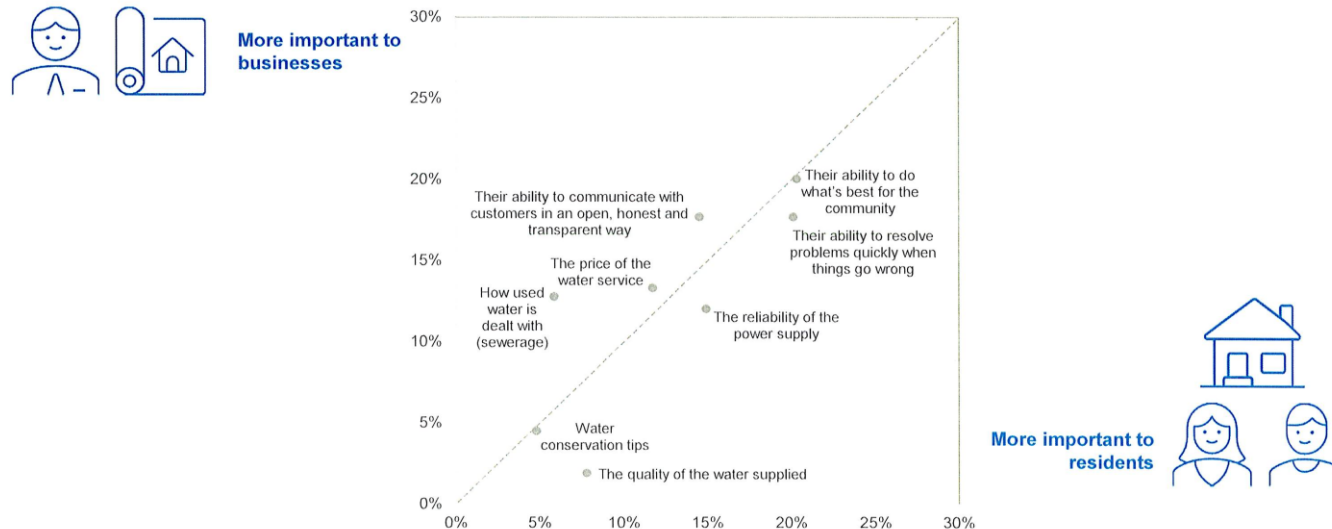
Residential (n=402), Business (n=200)

Responses <4% total are not shown

PowerWater 13

Drivers of satisfaction

Driver analysis was calculated across the measure of overall satisfaction to help understand what elements are most important for Power and Water to focus on in order to improve their performance in this area. When comparing this analysis between business and resident respondents, we can see that both business and resident customers place a similar level of importance on most attributes. Power and Water's ability to **do what's best for the community**, ability to **communicate with customers in an open, honest and transparent way**, and ability to **resolve problems quickly when things go wrong** are the most significant contributors to overall satisfaction for both cohorts. This is consistent with previous waves of the research.



KANTAR PUBLIC

Drivers analysis:

OS1.

OS2.

Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?

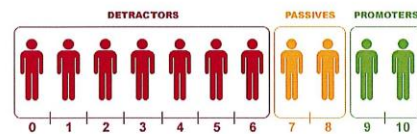
PowerWater 14

Net promoter score

In 2021, a question was added to the CSR to measure how likely customers are to **speak well of Power and Water**. This is used to calculate a 'Net Promoter Score' (NPS), which can be used as another benchmarking tool to track performance over time. Given Power and Water are the primary supplier of power and water within the Northern Territory, we would expect more neutral scores. In a competitive environment, where there is greater customer choice, customer loyalty and the likelihood of customers to help or hinder a brand's reputation is greater.

The overall NPS has remained quite consistent across the waves with a slight improvement in the score overall (-10 to -8). At a subgroup level, the resident score remained consistent at -7 and there was an improvement in the business score (from -13 to -9). As with previous waves, the largest portion of both business (44%) and resident (41%) respondents fell into the 'passives' category, which is consistent with the sector, but slightly lower than the previous wave of the research. This shows a small proportion of customers shifting from passives to promoters.

***WSAA comparison:** the national WSAA 2021 water sector result for NPS is -24, which is considerably lower than the Power and Water results.



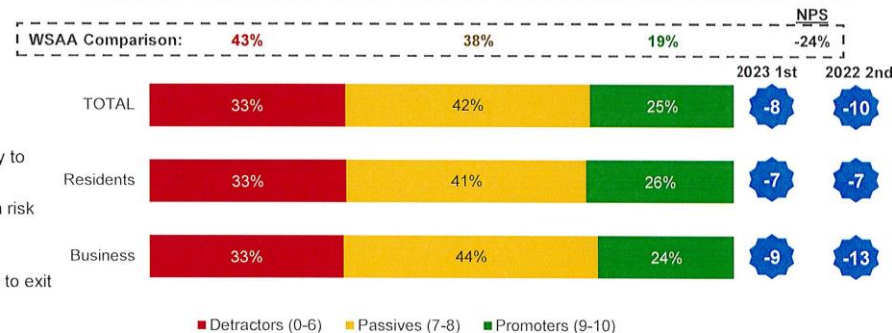
$$\text{Net Promoter Score} = \% \text{ Promoters} - \% \text{ Detractors}$$

Promoters = Loyal customers, enthusiastic about the business and likely to share their positive experiences and act as brand ambassadors.

Passives = Satisfied customers but are likely to have weak loyalty with a risk of switching to another brand, if given the chance. They're not actively recommending, but also not damaging the business' reputation.

Detractors = Unhappy customers who remain customers due to barriers to exit or other factors.

Net Promoter Score (NPS) is a standardised measure which can range from -100 (100% detractors) to +100 (100% promoters). A NPS is calculated by taking the number of promoters and subtracting the number of detractors. A score of 0 to 20 is considered 'good', a score of 20 to 50 is favourable, 50 to 80 is 'excellent' and 80 to 100 is 'world class'.



KANTAR PUBLIC

OS3. Thinking about Power and Water overall, Using a scale of 0 to 10 where 0 is not at all likely and 10 is extremely likely, if asked how likely would you be to speak well of Power and Water to others?
 Sample 2023 Wave 1: Residents (n=402), Business (n=200)
 2022 Wave 2: Residents (n=413), Business (n=200)
 *WSAA equivalent question: If asked, how likely are you to speak highly of your water utility to others?

PowerWater 15

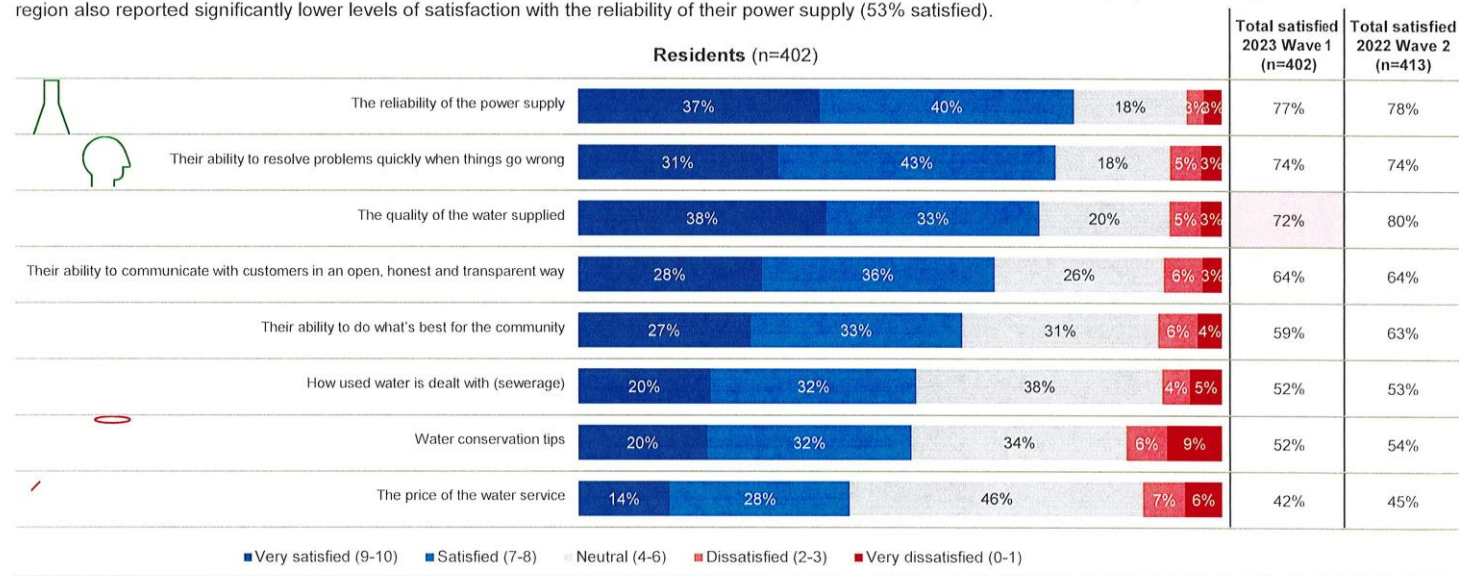
3.1 Resident findings



Satisfaction with Power and Water



Residents are most satisfied with the reliability of the power supply (77% satisfied), and Power and Water's ability to resolve problems quickly when things go wrong (74%). The only significant change is a decrease in the proportion of residents satisfied with the quality of the water supplied (80% to 72%). This is most evident in Litchfield where the proportion of customers satisfied with the quality of water supplied was significantly lower than the total sample (46% satisfied). Residents in this region also reported significantly lower levels of satisfaction with the reliability of their power supply (53% satisfied).



KANTAR PUBLIC

OS2.

Sample:

Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?
Residents 2023 Wave 1 (n=402), 2022 Wave 2 (n=413)

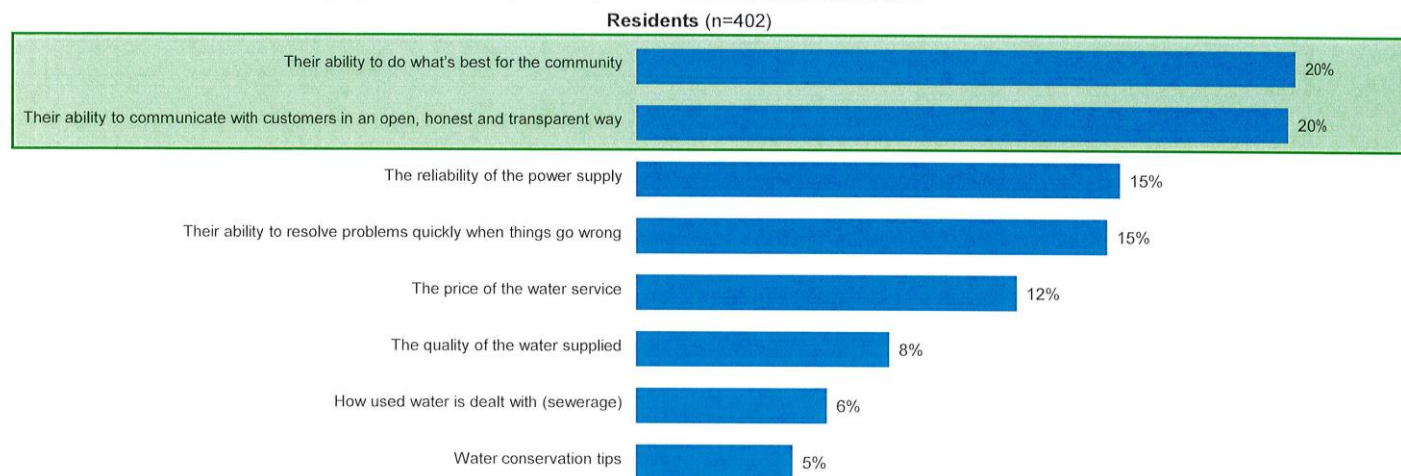
PowerWater 17

Drivers satisfaction



Driver analysis was calculated across the measure of overall satisfaction to help understand what elements are most important for Power and Water to focus on in order to improve their performance in this area. This analysis tool is particularly useful as it provides findings which go beyond simply reporting the level of performance, to understanding the strongest influencers on performance in these areas.

In the case of overall satisfaction, the driver analysis was modelled on the satisfaction statements to test which of these elements have the greatest impact on improving performance. Factoring in all the elements, the driver analysis highlights that residential satisfaction is most affected by Power and Water's ability to **'do what's best for the community'** and **'communicate with customers in an open, honest and transparent way'**. This is consistent with previous waves.



KANTAR PUBLIC

Drivers analysis:
OS1.
OS2.

Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?

PowerWater 18

Drivers of satisfaction matrix

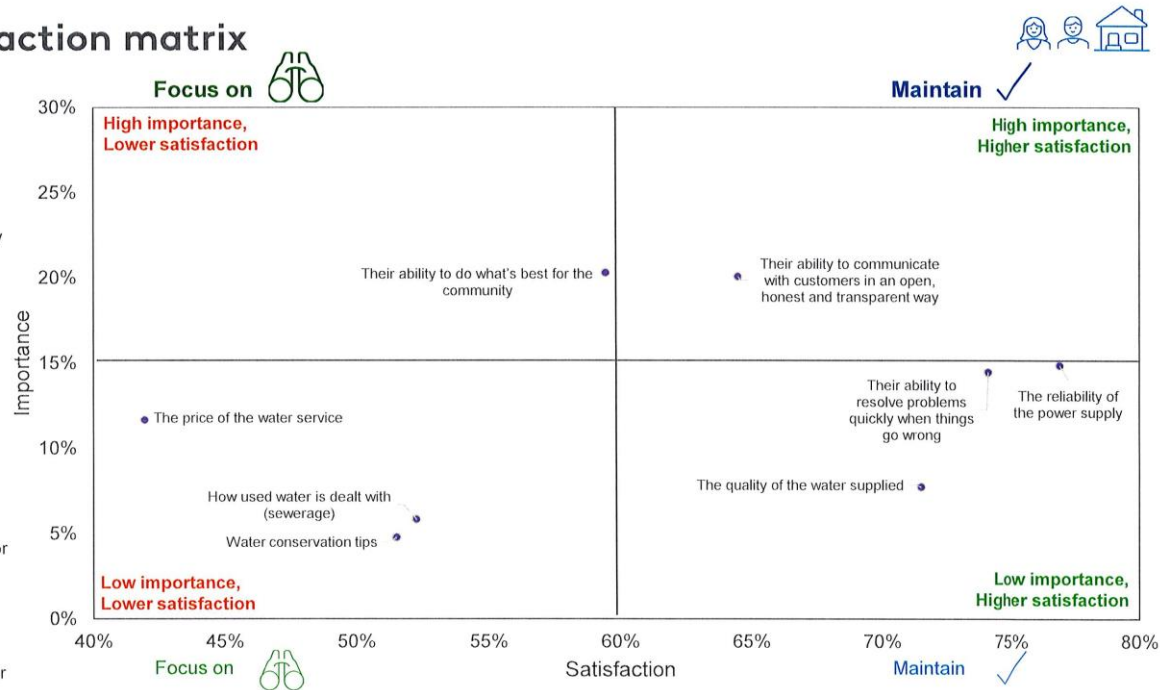
Following on from the previous slide, this matrix maps the level of importance of the driver analysis against the level of satisfaction.

The top left hand quadrant (high importance/low satisfaction) is the most important area for Power and Water to focus on as these are the key drivers of satisfaction, however have the lowest levels of satisfaction at present.

The attributes that appear in the top right quadrant (high importance/high satisfaction) are attributes for which it will be important to maintain Power and Water's current strong performance.

The measures in the bottom section have a lower level of importance in terms of driving satisfaction but may still be important aspects to focus on or maintain given business priorities.

Due to increases in satisfaction over time, the satisfaction scale has been shifted from 30%-80% to 40%-80%. This is to better represent areas Power and Water can focus on to further increase satisfaction.



KANTAR PUBLIC

Drivers analysis:
SS1.
OS.

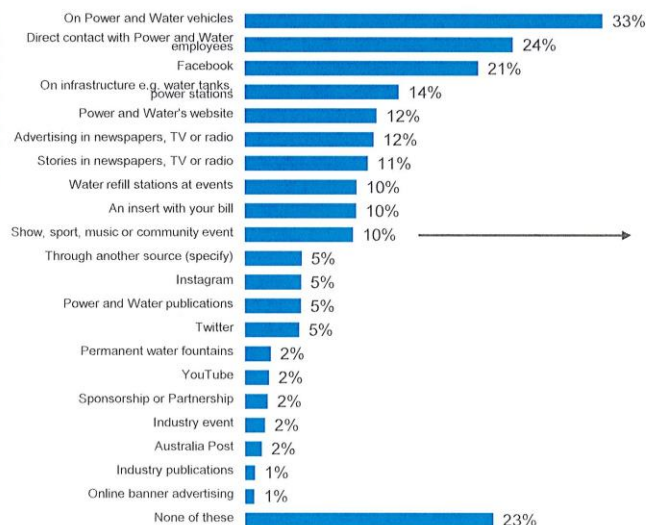
Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?

PowerWater 19

Where Power and Water has been noticed



The most common places that residents have noticed Power and Water were **on Power and Water vehicles** (33%), **direct contact with Power and Water Employees** (24%), and via **Facebook** (16%). Encouragingly, less than a quarter of residents (23%) had not noticed Power and Water at any of the options provided which is a reduction from 30% in the previous wave.



The events that Power and Water have been seen at include:

Event	Number of responses
Darwin Show	13
BASSINTHEGRASS	6
Supercars (betr Darwin Triple Crown Supercars)	6
AFL finals (Darwin)	6
Other shows/festivals	6
NRL - Parramatta vs Cowboys	2
AFL – Gold Coast Suns	1
Nepalese Festival	1
Alice Springs Show	3
Other	8

KANTAR PUBLIC

C1.
C1A.
Sample:

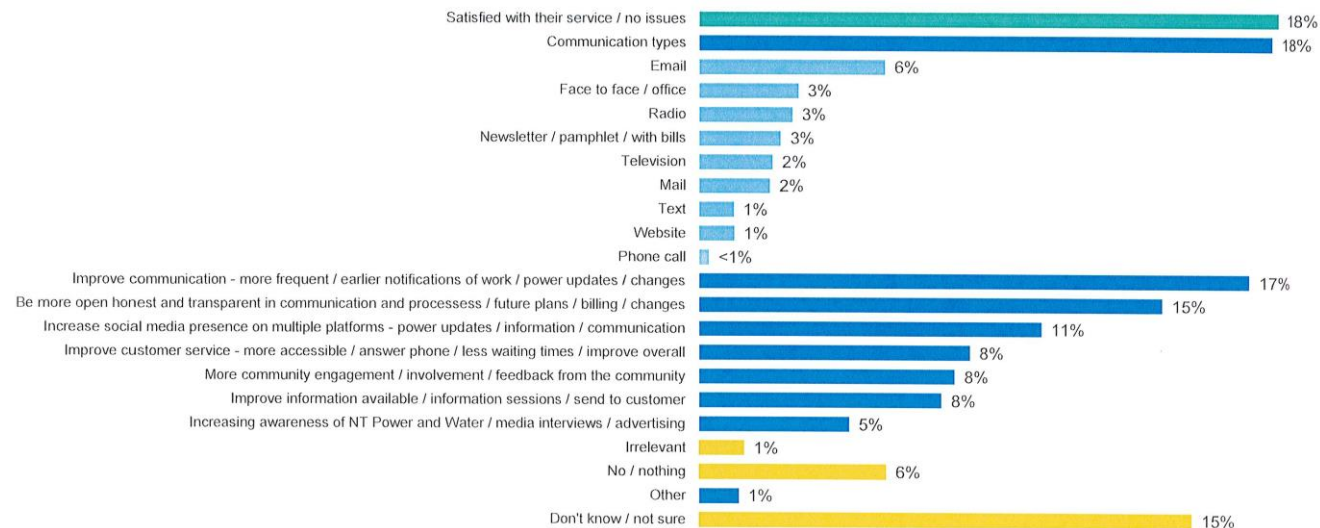
Other than your bill, where have you noticed Power and Water? This could include at events, on water fountains, social media etc.
Which show, sport, music or community event did you come into contact with Power and Water at?
Residents (n=402)

PowerWater 20

DRIVERS UNPACKED: How to communicate in an open and transparent way



Residents were fairly happy with the way Power and Water communicate with them with 18% mentioning that they're satisfied and a further 23% not providing any further suggestions for how they could improve. Of those who did provide suggestions, 18% mentioned specific communication channels that Power and Water should consider, 17% would prefer more frequent or earlier notifications of works, and 15% mentioned being more open and transparent particularly when it comes to future plans and billing changes.



KANTAR PUBLIC

OS6.
Sample.

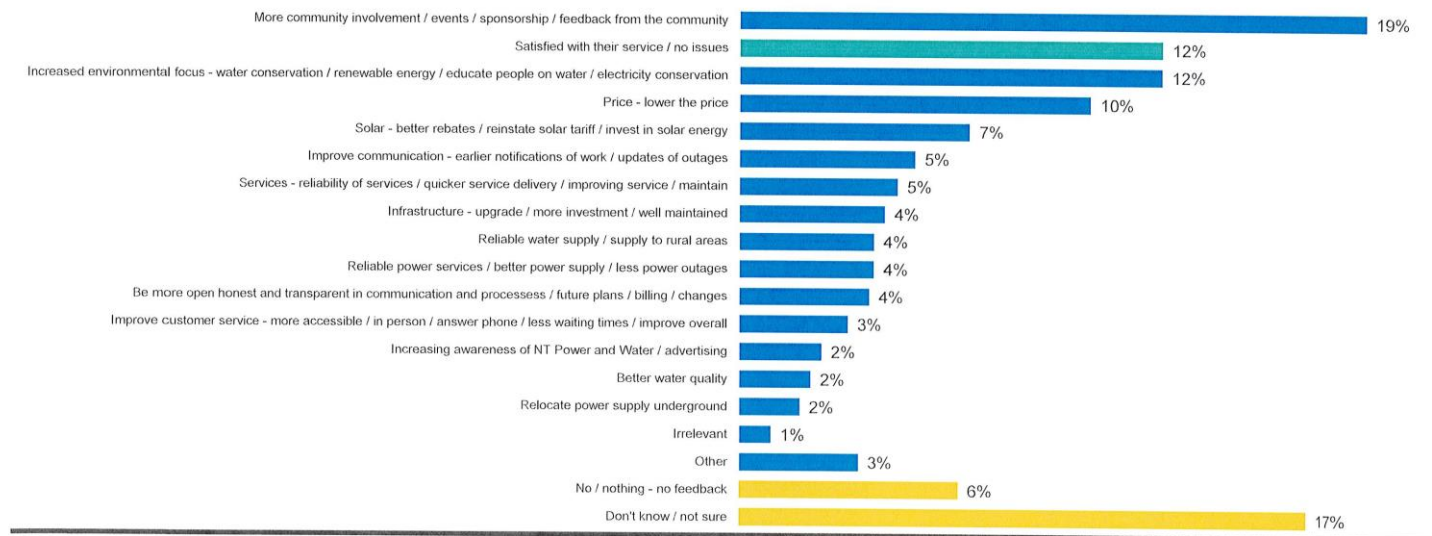
Earlier this year, we heard that NT customers felt it was important for Power and Water to communicate in an open, honest and transparent way.
How could Power and Water do this better?
Residents (n=402)

PowerWater 21

DRIVERS UNPACKED: How to show you are doing what's best for the community

When it came to providing suggestions on how Power and water can demonstrate its doing what's best for the community, the most common suggestions were more community involvement (19%) and increased environmental focus (12%). This is in line with what was observed in the previous wave.

Once again, a high proportion of residents didn't have any feedback to provide (36%). They were either satisfied (12%), didn't know (17%), or generally didn't have any feedback (6%).



KANTAR PUBLIC OS7.
Sample.

We also heard it's important for Power and Water to do what's best for the community. What could Power and Water do to demonstrate this?
Residents (n=402)

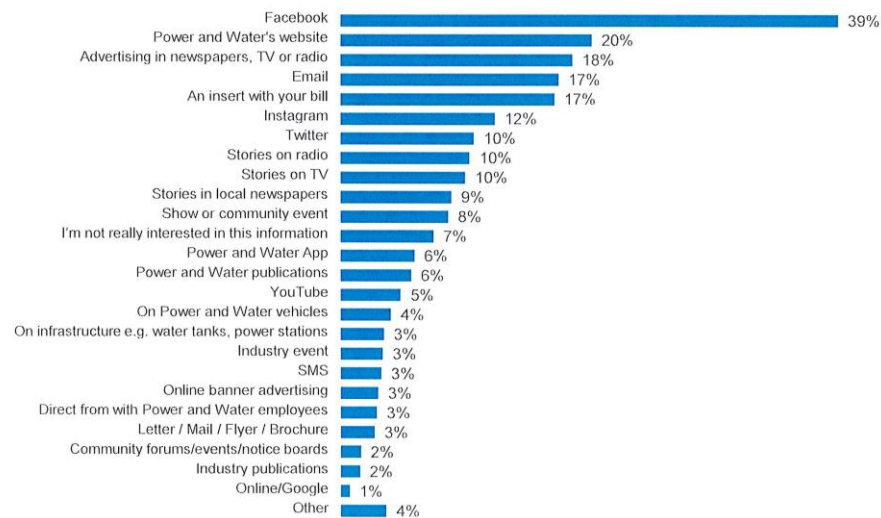
PowerWater 22

Communication preferences



Facebook (39%) was by far the most preferred channel residents would like Power and Water to share information on. Beyond this, Power and Water's website (20%), advertising in newspapers, TV or radio (18%), Email (17%), and an insert in the bill (17%) were other popular forms of communication.

Interestingly, these top five forms of communication cover both digital and more traditional channels. While there is certainly the need for investment in digital channels, these results suggest Power and Water should not neglect their traditional channels when communicating with customers.



KANTAR PUBLIC

OSB.
Sample.

How would you like to find out about what Power and Water is doing when it comes to sharing information and doing what's best for the community?
Residents (n=402)

PowerWater 23

Demographics



Services received & billpayer status



As the survey was focused on customers, all the resident sample receive at least one service from Power and Water. Overall, power (92%), water (79%) and sewerage (58%) were the most common services provided by Power and Water. Almost two thirds (67%) of surveyed residents receive a water bill directly from Power and Water.

Services received Residents (n=402)	2022 Wave 2 (n=413)
Power (billed through Jacana or another supplier)	92%
Water	83%
Sewerage	66%
Power (billed direct through Power and Water – Rural/Remote)	9%
Gas	3%

Billpayer status Residents (n=402)	2022 Wave 2 (n=413)
I receive a water bill directly from Power and Water	69%
I do not receive a water bill from Power and Water (as it is included as a rental or strata agreement)	15%
I receive a water bill from my landlord or property manager	5%
I do not receive a water bill from Power and Water (off-grid or self-sufficient)	10%
Other, please specify	1%
Unsure	<1%

KANTAR PUBLIC

D2.
D4.
Sample

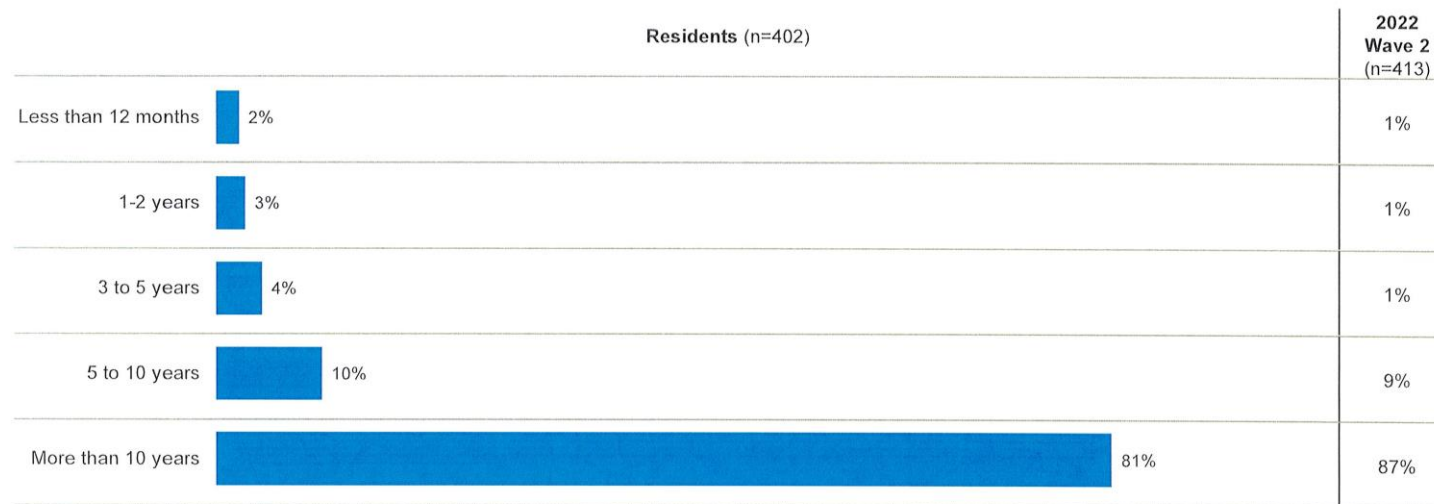
Which of the following services do you receive from Power and Water?
Which of the following best describe you?
Residents 2023 Wave 1 (n=402), 2022 Wave 2 (n=413)

PowerWater 25

Time spent living in the NT



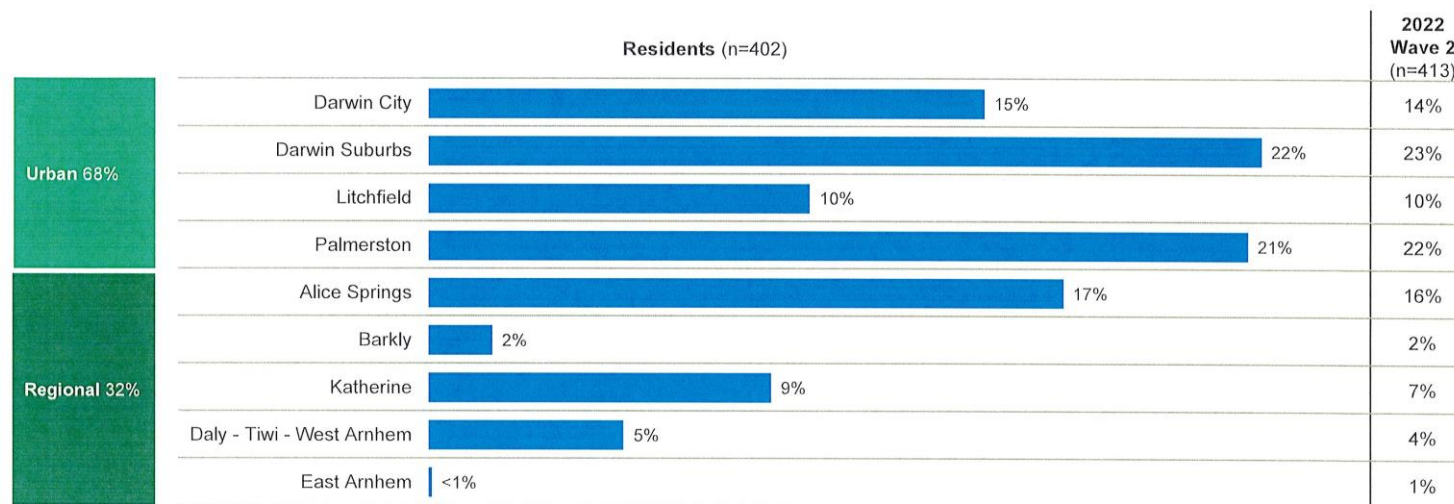
Similarly to the previous wave of research, the majority of residential respondents (81%) have lived in the Northern Territory for more than 10 years, with only 3% having lived in the Northern Territory for less than 5 years.



Location

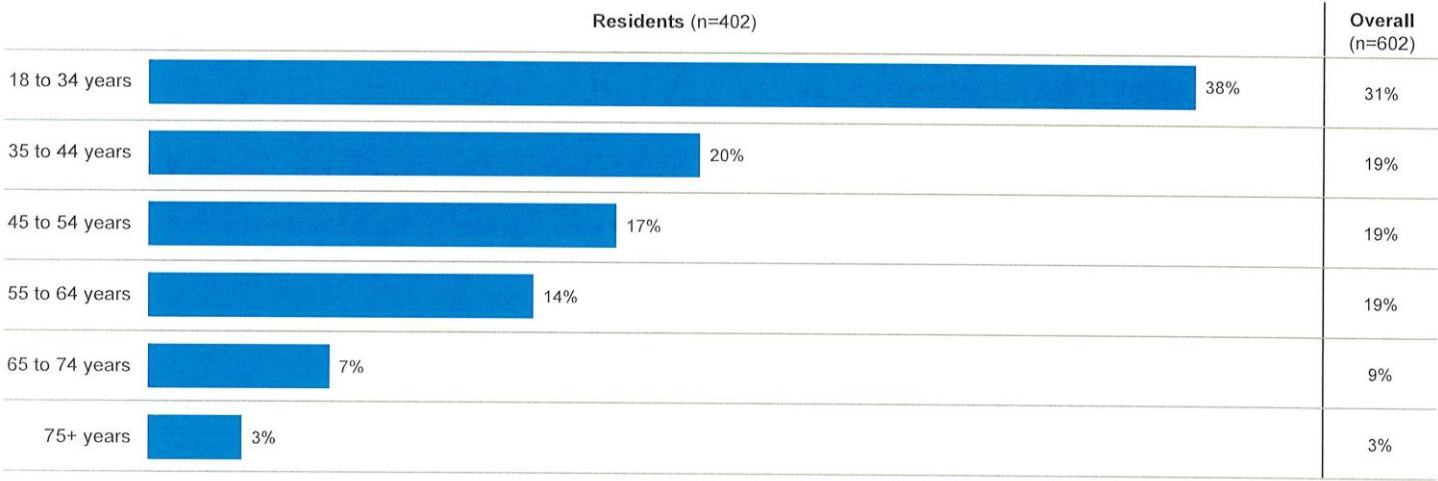
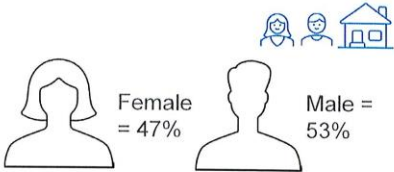


The resident sample frame was designed to be representative of the estimated resident population for location at SA3 level based on data from the Australian Bureau of Statistics. The resident data in the table below reflects these proportions.



Age and gender

The resident sample was designed to be representative of the Northern Territory population in terms of age and gender based on ABS data. Weighting was used to correct slight skews in the younger and older age ranges.



KANTAR PUBLIC

S3.
S4.
Sample

How old are you?
What is your gender?
Residents (n=402), All respondents (n=602)

PowerWater 28

Cultural background



The majority of resident respondents (87%) identified as neither of Aboriginal nor Torres Strait Islander origin.

Given approximately a quarter of the Northern Territory's population are Aboriginal and/or Torres Strait Islander Peoples, it will be important to ensure their views are captured via another research approach to ensure they represented in Power and Water's decision making.

Residents (n=402)		2022 Wave 2 (n=413)
No	87%	92%
Yes, Aboriginal	9%	6%
Yes, Torres Strait Islander	-	-
Yes, both Aboriginal and Torres Strait Islander	<1%	1%
I prefer not to answer	4%	1%

Household size



Households typically had between two to four people within them (70%). There were no significant differences in terms of satisfaction between household size.

	Residents (n=402)	2022 Wave 2 (n=413)
One person	11%	9%
Two people	27%	28%
Three people	18%	22%
Four people	25%	23%
Five people	13%	11%
Six or more people	6%	7%

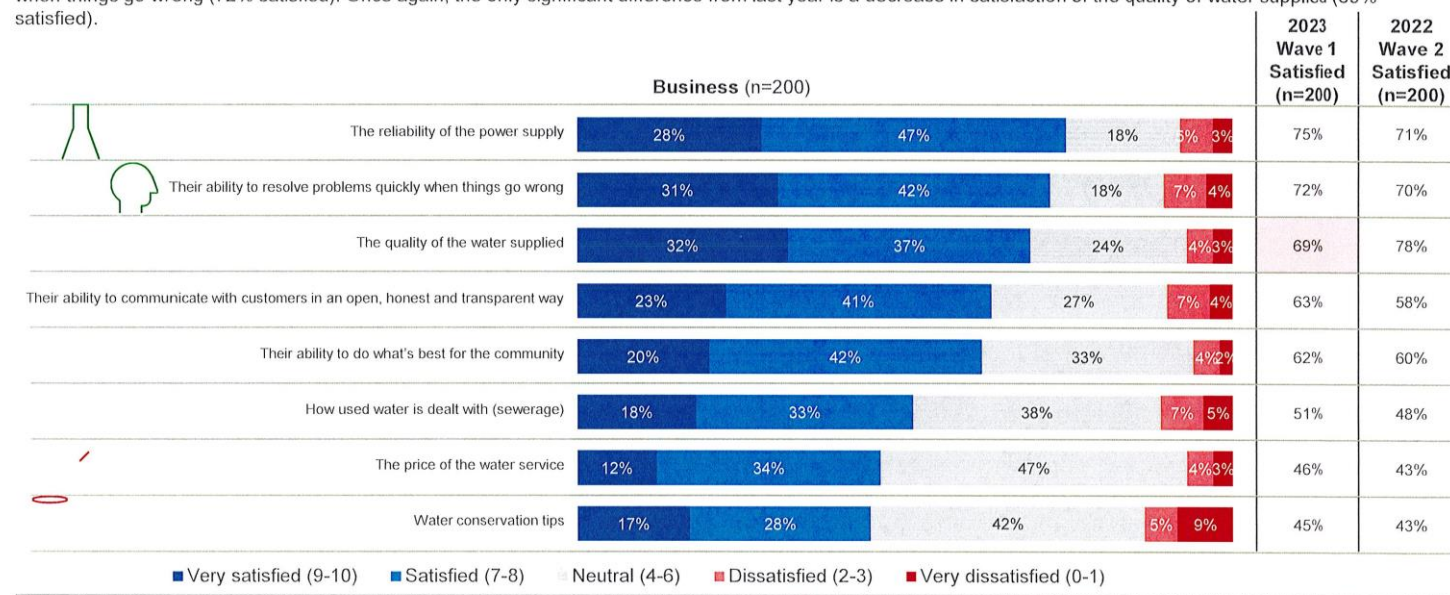
3.2 Business findings



Satisfaction with Power and Water



Business customers have the highest levels of satisfaction with the reliability of the power supply (75% satisfied) and Power and Water's ability to resolve problems quickly when things go wrong (72% satisfied). Once again, the only significant difference from last year is a decrease in satisfaction of the quality of water supplied (69% satisfied).



KANTAR PUBLIC

OS2.

Sample:

Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?
Business 2023 Wave 1 (n=200), 2022 Wave 2 (n=200)

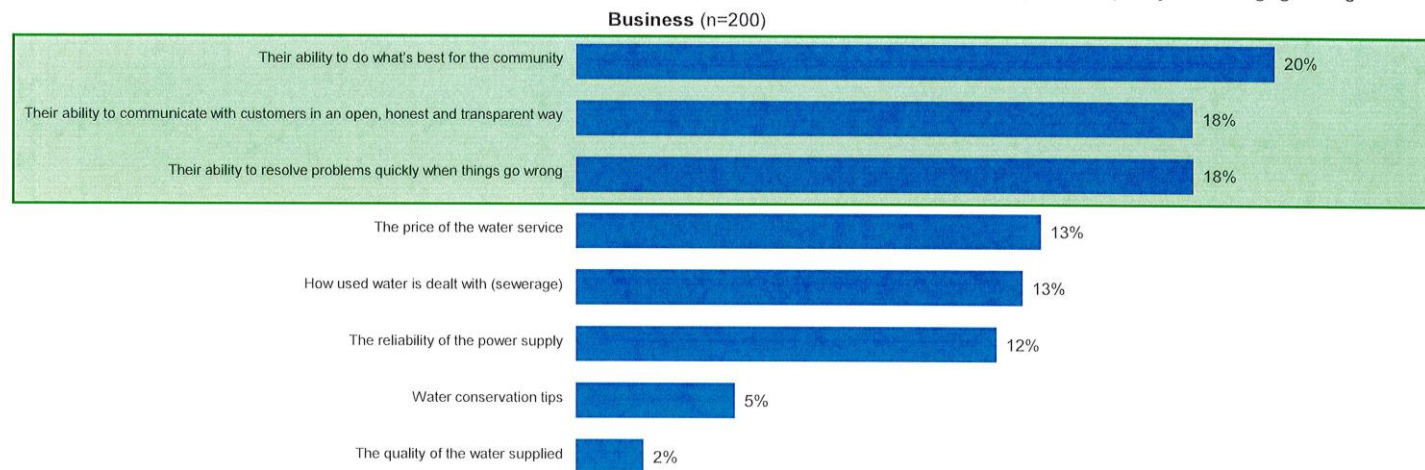
PowerWater 32

Drivers analysis of satisfaction



As described in the resident section, driver analysis was calculated across overall satisfaction to help understand what elements are most important for Power and Water to focus on in order to improve their performance in. This analysis tool is particularly useful as it provides findings which go beyond simply reporting the level of performance, to understanding the strongest influencers on performance in these areas.

In the case of overall satisfaction, the driver analysis was modelled on the satisfaction statements to test which of these elements have the greatest impact on improving performance. Factoring in all the elements, the driver analysis reflects results from the previous wave and highlights that business satisfaction is most affected when Power and Water has the ability to 'do what's best for the community', 'communicate with customers in an open, honest and transparent way', and 'resolve problems quickly when things go wrong'.



KANTAR PUBLIC

Drivers analysis:

OS1.

OS2.

Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?

Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?

PowerWater 33

Drivers of satisfaction matrix

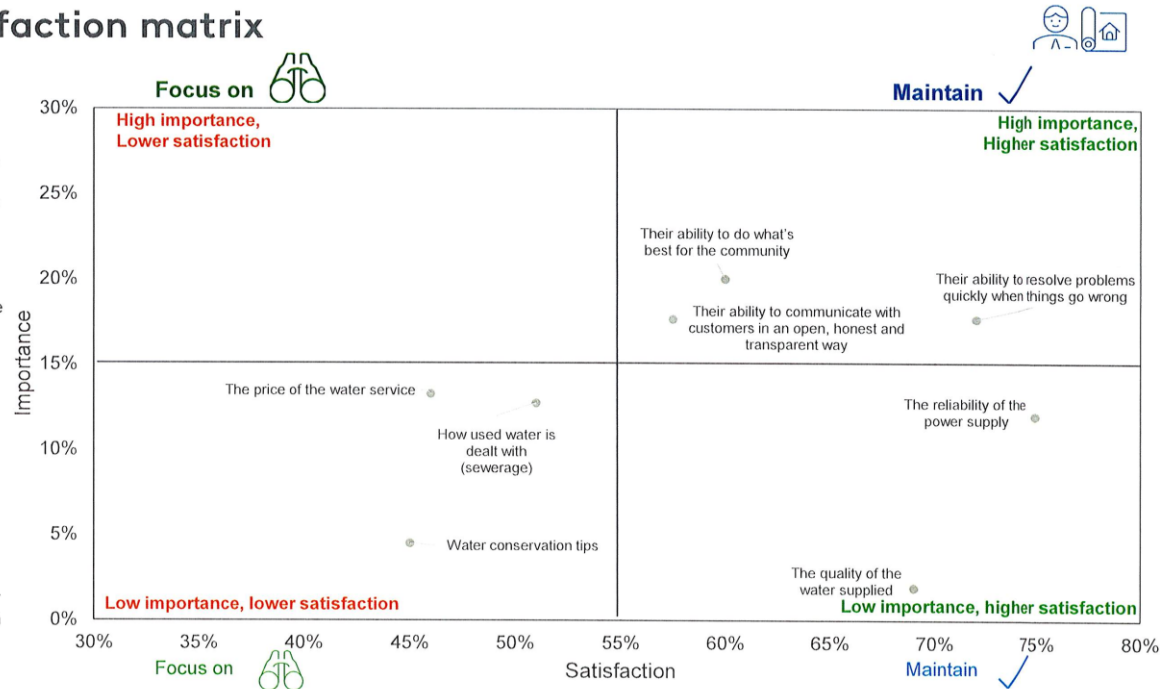
This matrix outlines the level of importance of the driver analysis against the level of satisfaction for the business group.

It is important to note that one of the factors has fallen into the top left hand quadrant (high importance/low satisfaction) in this wave of the research and is a key focus area moving forward.

Encouragingly, two of the factors are in the top right hand quadrant (high importance/high satisfaction) the area which it is important for Power and Water to maintain its high performance in.

The hygiene factors which fall in the bottom half of the matrix have a lower level of impact on driving satisfaction, however they still may be important areas for the business to maintain or do more in.

Due to increases in satisfaction over time, the satisfaction scale has been shifted from 30%-80% to 40%-80%. This is to better represent areas Power and Water can focus on to further increase satisfaction.



KANTAR PUBLIC

Drivers analysis:
OS1.
OS2.

Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?

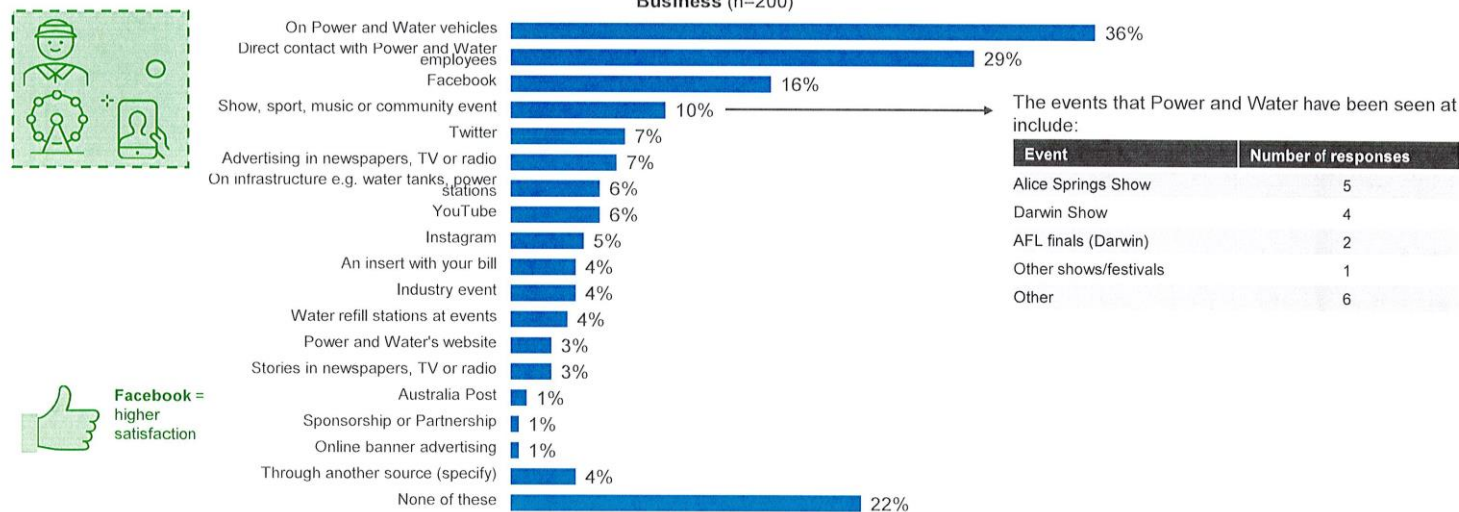
PowerWater 34

Where Power and Water has been noticed



As with residents, the most common places that business customers noticed Power and Water were on **Power and Water vehicles** (36%), **direct contact with Power and Water Employees** (29%), **Facebook** (16%), and also **Shows or community events** (10%). In contrast to previous waves, less than a quarter (22%) of business customers hadn't seen Power and Water anywhere (32% in Wave 2 2022). This demonstrates that Power and Water are improving their visibility in the community.

Those who had seen Power and Water on Facebook were significantly more likely to be satisfied with them.



KANTAR PUBLIC

C1,
Sample:

Other than your bill, where have you noticed Power and Water? This could include at events, on water fountains, social media etc.
Business (n=200)

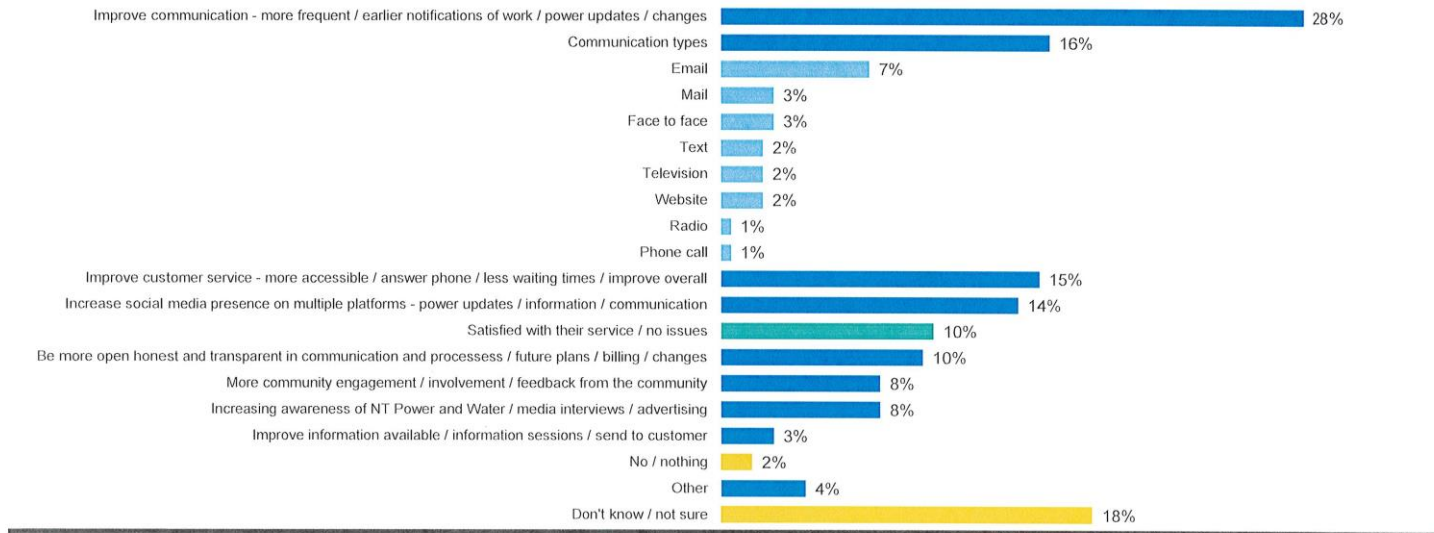
PowerWater 35

DRIVERS UNPACKED: How to communicate in an open and transparent way



The most common suggestion from businesses about how Power and Water can communicate in an open and transparent way is to communicate more frequently and earlier particularly regarding works or changes (28%). Other than this, business customers mentioned specific communication channels (16%), improving customer service (15%), and increasing social media presence (14%).

29% of business customers did not offer suggestions as they were either happy with the current service (10%), not sure (18%), or just generally didn't have any suggestions (2%).



KANTAR PUBLIC

OS6.
Sample.

Earlier this year, we heard that NT customers felt it was important for Power and Water to communicate in an open, honest and transparent way.
How could Power and Water do this better?
Business (n=200)

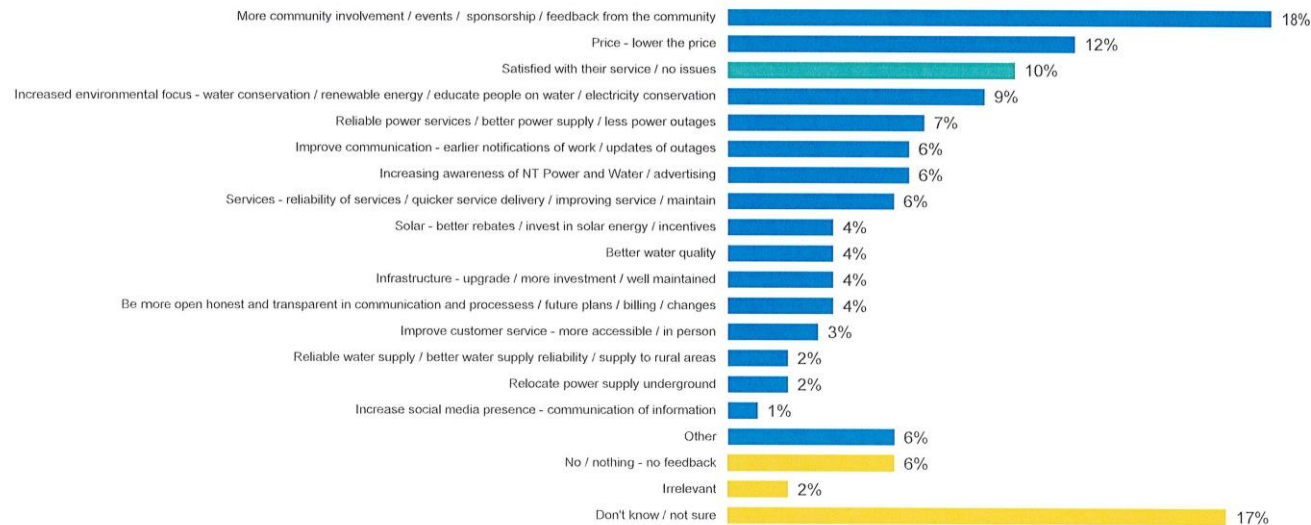
PowerWater 36

DRIVERS UNPACKED: How to show you are doing what's best for the community



The most common suggestion for Power and Water to demonstrate they are doing what's best for the community is more community involvement including events, sponsorship and gaining feedback from the community (18%). Other suggestions include lowering pricing (12%) and increasing their environmental focus (9%).

Once again, there was a large proportion of businesses that did not provide suggestions (34%).



KANTAR PUBLIC

OS7.
Sample.

We also heard it's important for Power and Water to do what's best for the community. What could Power and Water do to demonstrate this?
Business (n=200)

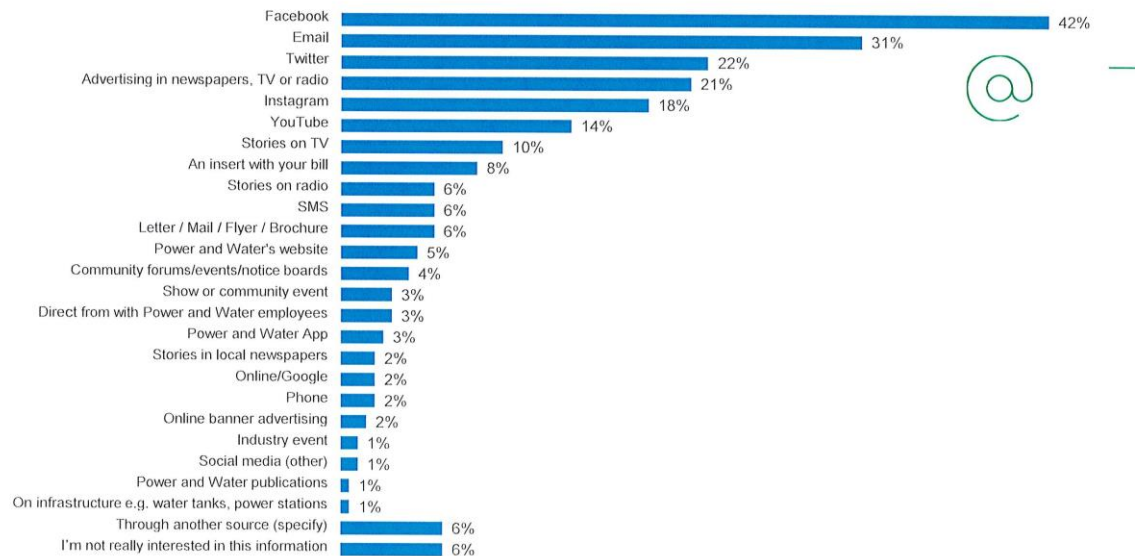
PowerWater 37

Communication preferences



Over half of businesses (61%) would prefer to find out what Power and Water is doing through either Facebook or Email.

Other popular communication channels for this information are Twitter (22%), Advertising in newspapers, TV or radio (21%), and Instagram (18%). This is consistent with the previous wave.



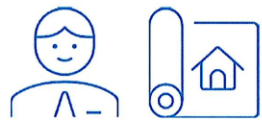
KANTAR PUBLIC

OS8.
Sample.

How would you like to find out about what Power and Water is doing when it comes to sharing information and doing what's best for the community?
Business (n=200)

PowerWater 38

Firmographics



Services received & billpayer status



All business customers receive at least one service from Power and Water. Overall, power (98%), water (85%) and sewerage (71%) were the most common services provided by Power and Water. Slightly less than two thirds (62%) of surveyed businesses receive a water bill directly from Power and Water.

Services received Business (n=200)		2022 Wave 2 (n=200)	Billpayer status Business (n=200)		2022 Wave 2 (n=200)
Power	98%	94%	I receive a water bill directly from Power and Water	62%	66%
Water	85%	88%	I do not receive a water bill from Power and Water (as it is included as a rental or strata agreement)	11%	14%
Sewerage	71%	68%	I do not receive a water bill from Power and Water (off-grid or self-sufficient)	10%	7%
Gas	9%	3%	I receive a water bill from my landlord or property manager	10%	8%
Builder or developer services	7%	7%	Other, please specify	2%	2%
Don't know	1%	1%	Unsure	6%	5%

KANTAR PUBLIC

D2.
D4.
Sample

Which of the following services do you receive from Power and Water?
Which of the following best describe you?
Business 2023 Wave 1 (n=200), 2022 Wave 2 (n=200)

PowerWater 40

Time spent operating in the NT



Consistent with the previous wave, the majority of businesses had been operating in the NT for more than 10 years (83%).

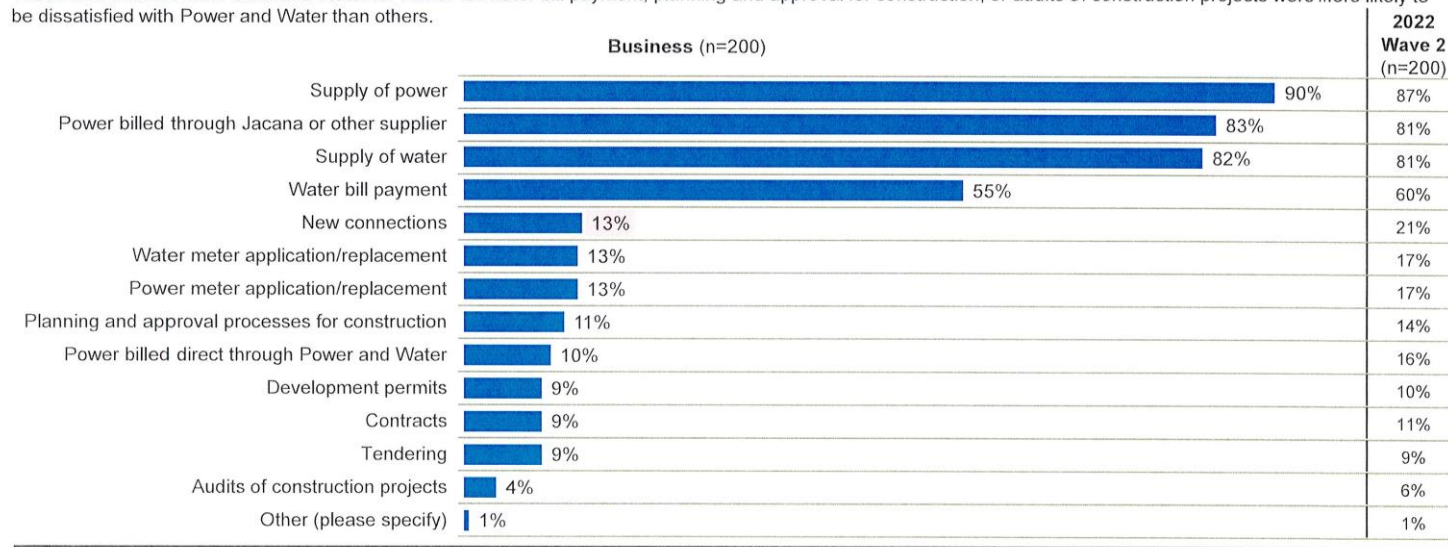
Business (n=200)		2022 Wave 2 (n=200)
Less than 12 months	-	1%
1 to 2 years	2%	2%
3 to 5 years	3%	3%
5 to 10 years	12%	9%
More than 10 years	83%	87%

Business interactions with Power and Water (business only)



The majority of business participants interact with Power and Water via the supply of power (90%), power billed through another supplier (83%), supply of water (82%) and water bill payment (55%). The proportion of business respondents interacting with Power and Water through new connections decreased from the previous wave (21% to 13%) and is now back in line with the Wave 1 2022 CSR (12%).

Those who interact with Power and Water for Power for water bill payment, planning and approval for construction, or audits of construction projects were more likely to be dissatisfied with Power and Water than others.



KANTAR PUBLIC

S7.
Sample

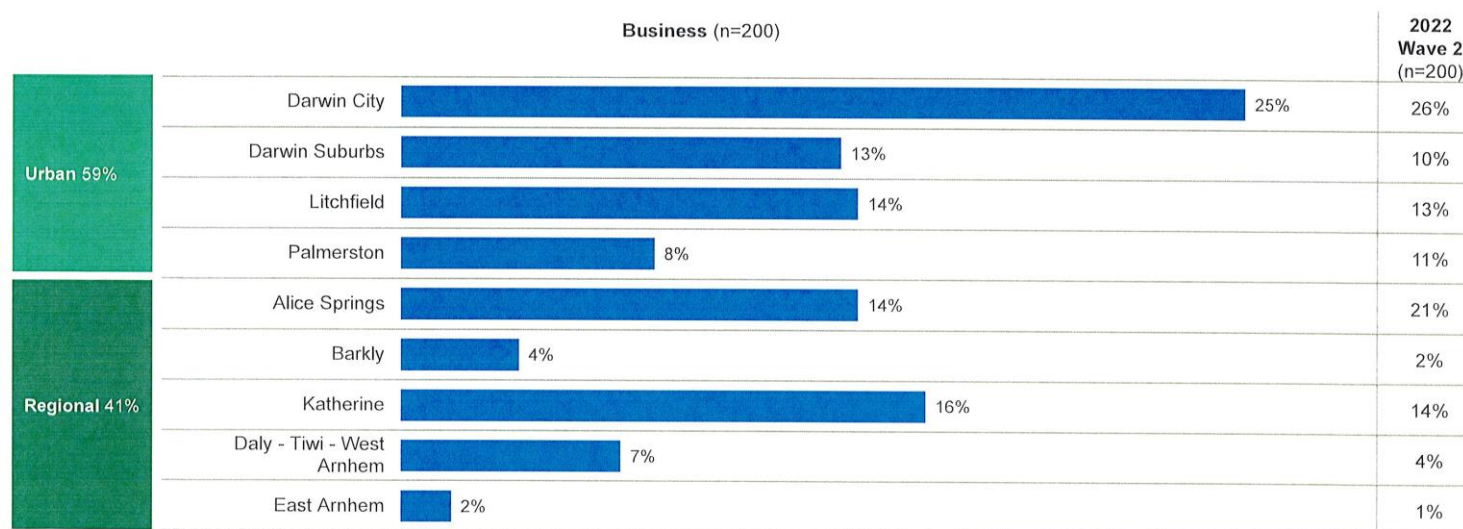
In which of the following ways does your organisation interact with Power and Water?
Business 2023 Wave 1 (n=200), 2022 Wave 2 (n=200)

PowerWater 42

Location



The majority of the business sample (25%) was located in Darwin City, followed by Katherine (16%), Alice Springs (14%), and Litchfield (13%) and. There were no significant differences in satisfaction between locations.



KANTAR PUBLIC

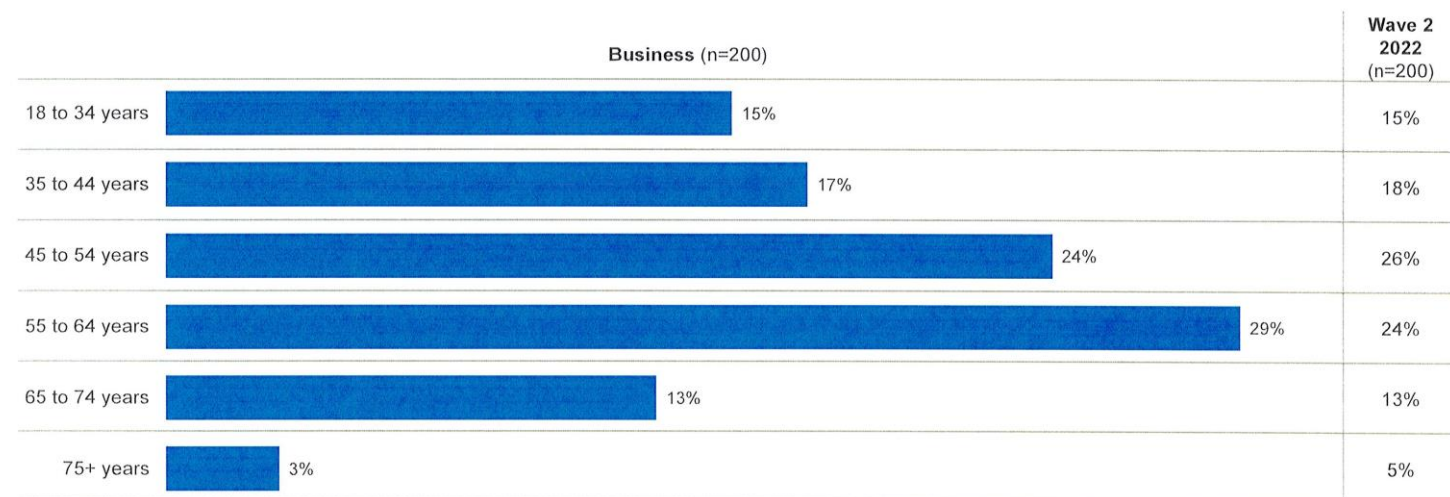
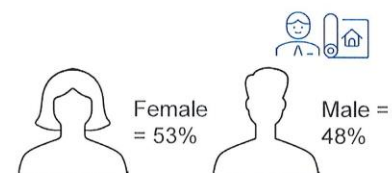
S1.
Sample

Suburb
Business 2023 Wave 1 (n=200), 2022 Wave 2 (n=200)

PowerWater 43

Age and gender

The fall of gender and age in the business sample was consistent with previous waves of the research.



KANTAR PUBLIC

S3.
S4.
Sample

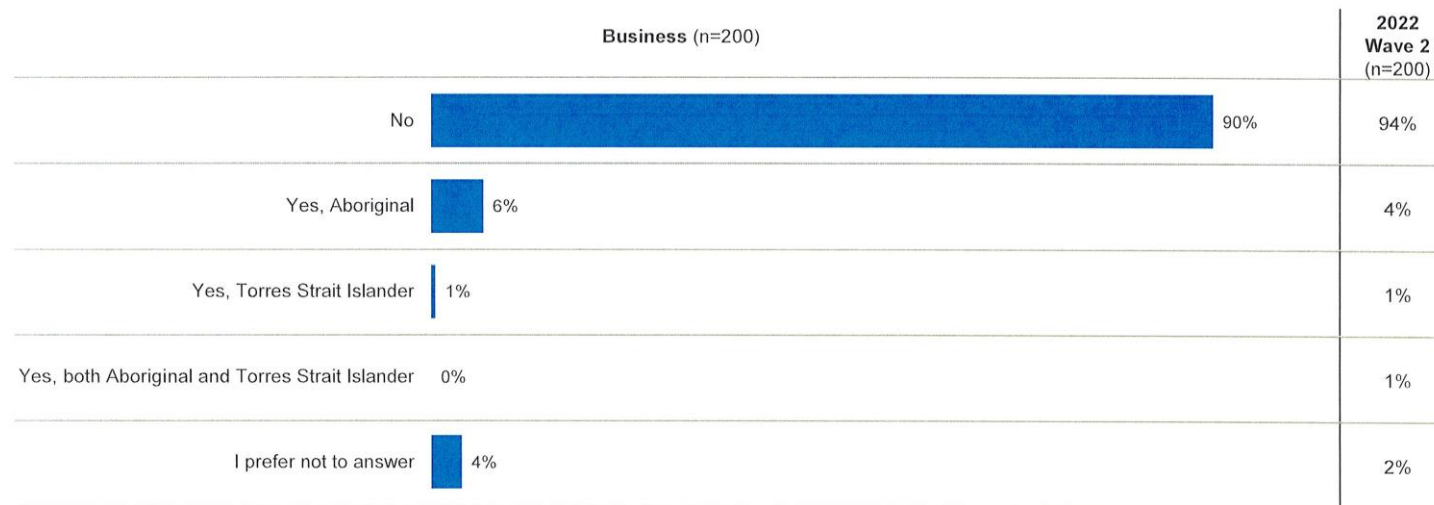
How old are you?
What is your gender?
Business (n=200), All respondents (n=602)

PowerWater 44

Cultural background



As with the resident sample, almost all the business respondents (90%) are neither of Aboriginal nor Torres Strait Islander origin.

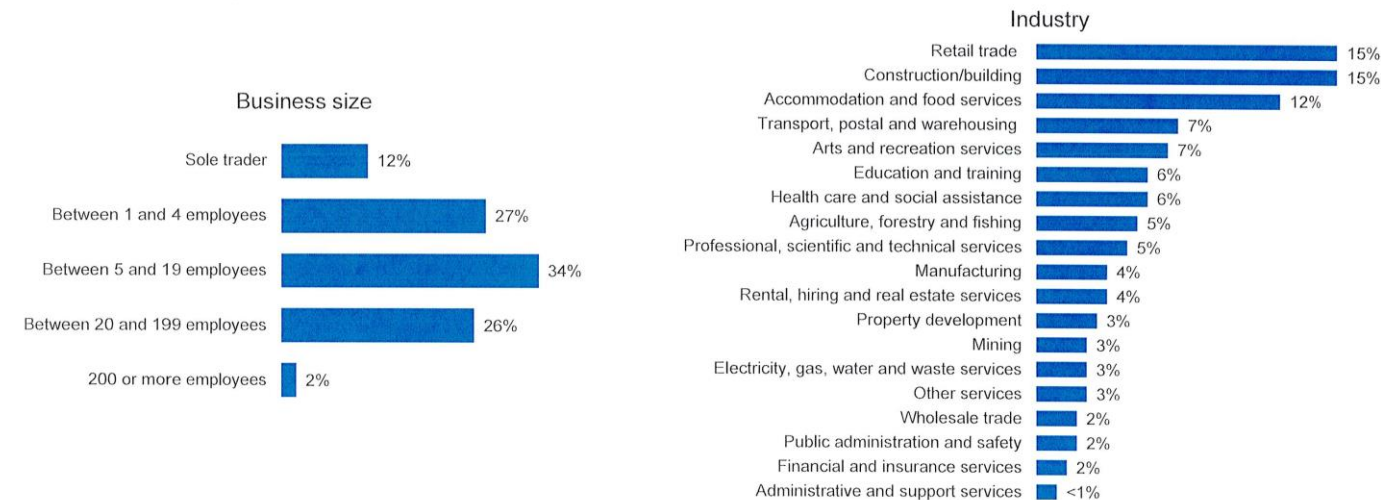


Business size and industry (business only)



A spread of business size was achieved with the largest proportion employing between 5 and 19 employees (34%). Businesses with between 1 and 4 employees were less likely to be satisfied with Power and Water than others.

A spread of industry was also achieved, with the largest proportion of businesses operating in retail (15%) and construction/building (15%). Sample sizes were too small to determine if there were significant differences between industries in terms of satisfaction.



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S5.
S6.
Sample

We recognise that COVID-19 may have had an impact on business and employee numbers. Prior to the impacts of COVID-19, approximately how many people were employed by your organisation?
What industry do you operate in?
Business (n=200)

PowerWater 46

4

Where to from here?

Where to from here?

There continues to be high levels of satisfaction among resident and business customers alike emphasising the strong position that Power and Water is in. However, satisfaction has significantly decreased in terms of the quality of water supplied, particularly for businesses, which is a fundamental part of service delivery. This is something that should be investigated by Power and Water in order to understand and address any concerns.

Moving forward, the factors that will have the greatest impact on customer satisfaction continue to be – communicating with customers in an open, honest and transparent way and always doing what's best for the community. These factors have been highlighted in previous waves of research.

When unpacking these key drivers of satisfaction, the results are consistent with Wave 2 2022:

- **Be kept informed on what's happening**, including receiving frequent, up to date information on planned work, outages and changes to service delivery.
- **See Power and Water out and about**, with a presence at community events, offering advice, gaining feedback and educating the public, and supporting community groups.
- Understand more about what is being done in the areas of water conservation and renewable energy, so they have a greater awareness of the organisation's **environmental focus**.

It's unlikely that these particular results will change significantly in the future and therefore recommend a shift to qualitative discussions to unlock a greater level of depth in terms of customer's expectations of Power and Water moving forward.



5 Appendix - instrument

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QMS QUANTITATIVE FIELD REQUIREMENTS (FIELD BRIEFING NOTES & SURVEY)	
Project No.: 263407741	Project Name: Customer Satisfaction Research (CSR) Survey
Main client service contact: Naomi Downer	
Project manager: Katelyn Kemp	
Additional contacts: Sarah Zanker, Damian Hampton	

1. Background information

The research is being conducted on behalf of the Power and Water Corporation (Power and Water) as part of their annual research program. This survey tracks key performance indicators in relation to customer satisfaction twice a year in order to continue the ongoing monitoring of measures that have been collected since 2009.

2. Approach

n=600 survey via CATI with the option for online completion for the resident sample:

16-minute survey	Audience	Methodology	Sample size	Sample source
Residential (n=400, ±4.9%)	Urban	Online/CATI	n=275	PWC customer list/RDD/panel
	Regional	Online/CATI	n=125	
Business (n=200, ±5.93%)	Businesses & Commercial	CATI	n=170	PWC customer list
	Builders & Developers	CATI	n=30	PWC customer list

Aim for a representative spread across age, gender and location (excluding Daly - Tiwi - West Arnhem and East Arnhem) for the residential group:

SAG	ABS ERP 2019	ABS ERP 2019 %	ABS ERP 2019 %	Quotas
Darwin City	27674	11%	45	52
Darwin Suburbs	58154	23%	91	105
Litchfield	25172	10%	41	47
Palmerston	38255	16%	62	72
Alice Springs	35317	14%	64	74
Barkly	4091	2%	16	11
Daly - Tiwi - West Arnhem (excl'd)	17872	7%	29	9
East Arnhem (excl'd)	14525	6%	24	5
Katherine	20859	8%	34	39
Total	248929	100%	400	400

ABS ERP	18-24	25-34	35-44	45-54	55-64	65-74	75+	Total
Males	26	53	42	38	28	15	0	202
Females	24	50	39	34	26	14	0	195
Total	51	103	81	70	54	29	0	400

Aim for a spread across business size and industry for the business group.

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3. Timeframe
<ul style="list-style-type: none">Survey refinement: 1 to 6 MarchSurvey approval: 6 MarchSurvey programming and testing: 7 to 10 MarchFieldwork: 14 to 28 MarchTopline scorecard: 3 AprilDraft report delivered: 6 April
4. Questionnaire instructions – dealing with overall project questions from respondent

• Protocol for answering questions pertaining to CLIENT IDENTITY:

"We are conducting the research on behalf of Power and Water. All information you provide us will be completely confidential and used for research purposes only".

• Protocol for answering questions pertaining to RESEARCH SUBJECT:

"The discussion will be about how you view Power and Water".

• Protocol for answering questions pertaining to SOURCE OF RESEARCH SAMPLE:

"Your details have been provided by Power and Water Corporation or from a panel supplier."

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QMS QUANTITATIVE SURVEY - RESIDENTS	
Project No.: 263407741	Project Name: CSR Survey
SECTION 1: ONLINE SURVEY INTRODUCTION	
Power and Water strives to meet customers' needs.	

To understand how satisfied customers are with the organisation's service delivery, Power and Water conduct surveys twice a year.

Feedback from the survey will help inform future service delivery.

Power and Water would like to know how satisfied you are from the perspective of a local resident.

This survey should take around 12 minutes to complete.

As a thank you for your time and involvement, if you complete the survey by 4 December 2022/8 March 2023 you will go into the draw to win 1 of 5 x \$100 EFTPOS cards.

Thank you very much for your help!

SECTION 1: CATI SURVEY INTRODUCTION

NOTE TO INTERVIEWER:

TEXT IN CAPITALS ARE INSTRUCTIONS

TEXT IN SENTENCE CASE IS THE SCRIPT, WHICH SHOULD BE READ EXACTLY AS WRITTEN

Good morning/afternoon/evening. My name is [INTERVIEWER] from Kantar Public Australia calling on behalf of Power and Water.

IF CLIENT/PANEL SAMPLE: May I please speak to <insert named participant>?

IF RDD SAMPLE: Can I please speak to the person in the household who knows the most about power and water usage?

Hello <insert named participant>, thank you for taking this call.

Power and Water strive to meet customers' needs, and respond in an efficient and timely manner.

Twice a year, Power and Water seek to understand how satisfied Northern Territory customers are with the organisation's service delivery, and what customers want Power and Water to prioritise moving forward.

Your feedback from this survey will help Power and Water understand your customer satisfaction, and inform future service delivery.

The survey will take around 12 minutes of your time.

As a thank you for your time and involvement, if you complete the survey by the 4 December 2022/8 March 2023 you will go into the draw to win 1 of 5 x \$100 EFTPOS cards.

Is now a good time or would it be more convenient if I make an appointment to speak to you at another time? [RECORD CALL STATUS AS APPROPRIATE]

Q1 IDEN

Q1. Are you happy to continue?

1. Yes

2. No

IF 2 IN Q1, Thank the person for their time, ABORT

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SECTION 5: SCREENING

The first few questions are about you, to help us analyze the data we collect. We will not use this information to identify you.

S1 SUBURB/TOWN (HISTORICAL)

S1. We're aiming to include a mix of people from across the Northern Territory. Which town or suburb do you live in? DNRO (SR)

Drop down list	1-113	INSTRUCTION
	QUOTA	CONTINUE - ABS REP., URBAN/REMOTE
I live outside the Northern Territory	114	TERMINATE

1	Acacia Hills	39	Fred's Pass	77	Nightcliff
2	Ardara River	40	Goraseen	78	Norramah
3	Alice Springs	41	Olsen	79	Parap
4	Anula	42	Gray	80	Palmerston
5	Bakewell	43	Gunga	81	Pine Creek
6	Bathurst	44	Hebert	82	Pinefields
7	Bayview	45	Holbe	83	Playford
8	Bella Creek	46	Howard Springs	84	Rapid Creek
9	Benimah	47	Hughes	85	Robinson River
10	Berry Springs	48	Humphrey Doo	86	Rosebery
11	Blackmore	49	Jagi	87	Rosebery Heights
12	Bonriolola	50	Johnson	88	Rum Jungle
13	Bristol	51	Karana	89	Saltdean
14	Bryce	52	Katharine	90	Southport
15	Bynoe Haven	53	Katharine East	91	Stapleton
16	Camp Creek	54	Yonckley Lagoon	92	Stapleton Creek
17	Casuarina	55	Lake Bennett	93	Stuart Park
18	Coconut Grove	56	Lamballs Lagoon	94	Tennant Creek
19	Coolalinga	57	Lamballs Lagoon	95	The Gardens
20	Coomale Creek	58	Larakeyah	96	The Narrows
21	Cox Peninsula	59	Larimah	97	Timber Creek
22	Cullen Bay	60	Lathrop	98	Tindal Park
23	Daly Waters	61	Lee Point	99	Yarr
24	Darwin	62	Louspola	100	Griffiths Field
25	Darwin City	63	Lloyd Creek	101	Yumbiling Waters
26	Darwin River	64	Ludmilla	102	Yumba
27	Dhar	65	Lyons	103	Yumba Beach
28	Durkee Beach	66	Makai	104	Wagman
29	Durkee Downs	67	Makoor Lagoon	105	Wakurup
30	Durkee Falls	68	Marrara	106	Wagool
31	Durkee	69	Marrara	107	Whitchope
32	East Kom	70	Marrara	108	Woolford
33	East	71	Mine	109	Woolford
34	Farina Bay	72	Mori	110	Woodroffe
35	Farrer	73	Nicodem	111	Woolmer
36	Finniss River	74	Nakara	112	Wulpa
37	Finniss Valley	75	Namarada	113	Yarravonga
38	Fry Creek	76	Nevada Waters	99	Other (Specify)

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S2 EMPLOYEE (HISTORICAL Q1)

S2. Are you a Power and Water employee? DNRO (SR)

	CODE	INSTRUCTION
Yes	1	TERMINATE
No	2	CONTINUE

S3 POWER WATER SERVICES (HISTORICAL Q2)

S3. Which of the following services do you receive from Power and Water? RO (MR)

	CODE	INSTRUCTION
Power (billed through Jacana or another supply)	1	CONTINUE
Power (billed direct through Power and Water - Rural/Remote)	2	CONTINUE
Gas (new)	3	CONTINUE
Water	4	CONTINUE
Sewerage	5	CONTINUE
None of these	6	TERMINATE
Don't know	07	TERMINATE

S4 AGE (HISTORICAL Q3)

S4. How old are you? RO IF NECESSARY (SR)

	CODE	INSTRUCTION
Under 18 years	1	TERMINATE
18 to 24 years	2	TERMINATE
25 to 34 years	3	TERMINATE
35 to 44 years	4	CONTINUE - ABS Rep.
45 to 54 years	5	CONTINUE - ABS Rep.
55 to 64 years	6	CONTINUE - ABS Rep.
65 to 74 years	7	CONTINUE - ABS Rep.
75 years	8	CONTINUE - ABS Rep.
I prefer to not answer (DNRO)	99	TERMINATE

S4 GENDER

S4. What is your gender? DNRO, CATI RECORD VIA OBSERVATION (SR)

	CODE	INSTRUCTION
Male	1	CONTINUE - ABS Rep.
Female	2	CONTINUE - ABS Rep.
Self-described (Specify)	3	CONTINUE - ABS Rep.

SECTION C: COMMUNICATION

C1 COMMUNICATION SOURCES (HISTORICAL Q6 WITH CHANGES)

C1. Other than your bill, where have you seen or come into contact with Power and Water out in the community? This could include at events, on water refills stations, on social media etc. DNRO, RANDOMISE (MR)

	CODE	INSTRUCTION
Direct contact with Power and Water employees	1	CONTINUE
At a trade show or event	2	CONTINUE
Show or community event	3	CONTINUE
Industry event	4	CONTINUE
Advertising in newspapers, TV or radio	5	CONTINUE
Stories in newspapers, TV or radio	6	CONTINUE
Industry publications	7	CONTINUE
Power and Water's website	8	CONTINUE
Power and Water publications	9	CONTINUE
Water	10	CONTINUE

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Facebook	16
YouTube	17
Instagram	18
Online banner advertising	19
Australia Post	20
Permanent water fountains	21
Water refills stations at events	22
On infrastructure e.g. water tanks, power stations	23
Sponsorship or Partnership	24
On Power and Water vehicles	25
Through another source (Specify)	26
None of these	27

SECTION 5: OVERALL SATISFACTION

OS1 SATISFACTION (HISTORICAL Q8)

OS1. Considering that Power and Water transmits and distributes electricity, provides water and sewerage services as well as customer service support, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services? RO (SR)

	0 - Very dissatisfied	1	2	3	4	5	6	7	8	9	10 - Very satisfied	INSTRUCTION
Overall satisfaction	0	1	2	3	4	5	6	7	8	9	10	CONTINUE

OS2 DRIVERS OF SATISFACTION (HISTORICAL Q17 WITH POWER ADDED)

OS2. Thinking about the services Power and Water deliver, what is your level of satisfaction with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied? RO (SR per row)

	0 - Very dissatisfied	1	2	3	4	5	6	7	8	9	10 - Very satisfied	INSTRUCTION
a. The quality of the water supplied	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
b. The price of the water service	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
c. Water conservation tips	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
d. How used water is dealt with (sewerage)	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
e. The reliability of the power supply	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
f. Their ability to resolve problems quickly when things go wrong	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
g. Their ability to communicate with customers in an open, honest and transparent way	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
h. Their ability to do what's best for the community	0	1	2	3	4	5	6	7	8	9	10	CONTINUE

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OS3 NPS (NEW IN 2021)

OS3. Thinking about Power and Water overall. Using a scale of 0 to 10 where 0 is not at all likely and 10 is extremely likely, if asked, how likely would you be to speak well of Power and Water to others?
RO (SR)

0 - Not at all likely	1	2	3	4	5	6	7	8	9	10 - Extremely likely	INSTRUCTION
											CONTINUE

OS5 HOW TO INCREASE SATISFACTION (NEW IN WAVE 1 2022)

OS5. If Power and Water could do one thing in the next 6 months, to increase your level of satisfaction with the organisation, excluding changes to pricing, what would that be? Just to clarify, Power and Water transmits and distributes electricity, and provides water and sewerage services across the Northern Territory. (OPEN)

OS8 DRIVERS UNPACKED 1 (NEW IN WAVE 2 2022)

OS8. Earlier this year, we heard that NT customers felt it was important for Power and Water to communicate in an open, honest and transparent way. How could Power and Water do this better? (OPEN)

OS7 DRIVERS UNPACKED 2 (NEW IN WAVE 2 2022)

OS7. We also heard it's important for Power and Water to do what's best for the community. What could Power and Water do to demonstrate this? (OPEN)

OS8 HOW TO SHARE (NEW IN WAVE 2 2022)

OS8. How would you like to find out about what Power and Water is doing when it comes to sharing information and doing what's best for the community? DNRO, RANDOMISE (MR)

	CODE	INSTRUCTION
Direct from with Power and Water employees	1	
Ask about with your bill	2	
Show or community event	3	
Industry event	4	
Advertising in newspapers, TV or radio	5	
Stories in local newspapers	6	
Stories on TV	7	
Stories on radio	8	
Industry publications	9	
Power and Water's website	10	
Power and Water publications	11	
Power and Water App	12	
Twitter	13	
Facebook	14	
YouTube	15	
Instagram	16	
Online banner advertising	17	
On infrastructure e.g. water tanks, power stations	18	
On Power and Water vehicles	19	

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Through another source (specify)	06
I'm not really interested in this information	07

SECTION D: DEMOGRAPHICS

Finally, a few questions to help us put your answers in context. Again, this information is not intended to identify any individual respondents.

D1 LIVING IN THE NT

D1. How long have you lived in the Northern Territory? DNRO (SR)

	CODE	INSTRUCTION
Less than 12 months	1	
12 years	2	
3 to 5 years	3	CONTINUE
6 to 10 years	4	MIX
More than 10 years	5	

D3 HOUSEHOLD SIZE

D3. How many people usually live in your household? DNRO (SR)

	CODE	INSTRUCTION
One person	1	
Two people	2	
Three people	3	
Four people	4	CONTINUE
Five people	5	
Six or more people	6	

D4 WATER BILLPAYER STATUS

D4. Which of the following best describe you in terms of paying for water? RO (SR)

	CODE	INSTRUCTION
I receive a water bill directly from Power and Water	1	
I receive a water bill from my landlord or property manager	2	
I do not receive a water bill from Power and Water (or paid or rent-sufficient)	3	
I do not receive a water bill from Power and Water (as it is included as a rental or strata agreement)	4	CONTINUE
Other, please specify	06	
Unsure	07	

D6 POWER BILLPAYER STATUS

D6. Which of the following best describe you in terms of paying for electricity? RO (SR)

	CODE	INSTRUCTION
I receive an electricity bill directly from Power and Water	1	
I receive an electricity bill from my retailer i.e. Jemena or Hindle Energy	2	
Other, please specify	06	CONTINUE
Unsure	07	

D8 CULTURAL BACKGROUND

D8. Are you of Aboriginal or Torres Strait Islander origin? DNRO (SR)

	CODE	INSTRUCTION
No	1	
Yes, Aboriginal	2	
Yes, Torres Strait Islander	3	CONTINUE
Yes, both Aboriginal and Torres Strait Islander	4	
I prefer not to answer	09	

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SECTION P: PRIZE DRAW

We appreciate you taking the time to complete this survey and as a gesture of thanks we will place you in the draw to win 1 of 5 x \$100 EFTPOS cards.

P1. PRIZE DRAW

P1. What is the best phone number to reach you on if you are selected as the winner of this prize? (SR, DNRO)

Code	Response
1	Enter phone number
2	I don't want to be included in the prize draw

SECTION X: CLOSE

That's the end of the survey. On behalf of Kantar Public and NT Power and Water, thank you so much for your time, it has been greatly appreciated.

As this is market research, it is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes.

If you have any queries about the Market Research Industry as a whole, you can call the Market and Social Research Society's Survey Line on 1300 364 830.

ONLINE SURVEY: Please click "SUBMIT" to send your responses.

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QMS QUANTITATIVE SURVEY - BUSINESSES	
Project No: 203407550	Project Name: CSR Survey

SECTION 1: ONLINE SURVEY INTRODUCTION

Power and Water strives to meet customers' needs.

To understand how satisfied customers are with the organisation's service delivery, Power and Water conduct surveys twice a year.

Feedback from the survey will help inform future service delivery.

Power and Water would like to know how you feel about the organisation and what you would like them to focus on into the future from the perspective of operating a business in the Northern Territory.

This survey should take around 12 minutes to complete.

As a thank you for your time and involvement, if you complete the survey by 4th December 2022 you will go into the draw to win 1 of 5 x \$100 EFTPOS cards.

Thank you very much for your help!

SECTION 1: CATI SURVEY INTRODUCTION

NOTE TO INTERVIEWER:

TEXT IN CAPITALS ARE INSTRUCTIONS

TEXT IN SENTENCE CASE IS THE SCRIPT, WHICH SHOULD BE READ EXACTLY AS WRITTEN

Good morning/afternoon/evening. My name is [INTERVIEWER] from Kantar Public Australia calling on behalf of Power and Water.

IF CLIENT/PANEL SAMPLE: May I please speak to [insert named participant]?

IF RDD SAMPLE: Can I please speak to the person in the organisation who knows the most about power and water usage?

Hello [insert named participant], thank you for taking this call.

Power and Water strive to meet customers' needs, and respond in an efficient and timely manner.

Twice a year, Power and Water seek to understand how satisfied Northern Territory customers are with the organisation's service delivery, and what customers want Power and Water to prioritise moving forward.

Your feedback from this survey will help Power and Water understand your customer satisfaction, and inform future service delivery.

The survey will take around 10 minutes of your time.

As a thank you for your time and involvement, if you complete the survey by 4th December 2022 you will go into the draw to win 1 of 5 x \$100 EFTPOS cards.

Is now a good time or would it be more convenient if I make an appointment to speak to you at another time? (RECORD CALL STATUS AS APPROPRIATE)

Q1 IDEN

Q1. Are you happy to continue?

1. Yes

2. No

IF 2 IN Q1, Thank the person for their time, ABORT

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SECTION 5: SCREENING

The first few questions are about you and the organisation you work in, to help us analyse the data we collect. We will not use this information to identify you.

S1 SUBURB/TOWN

S1. We're aiming to include a mix of organisations from across the Northern Territory. Which town or suburb is your organisation located in? If there is more than one location, please select the location of your main operations within the Northern Territory. DNRO (SR)

Drop down list	1-113	INSTRUCTION CONTINUE - ABS REP. URBAN/REMOTE QUOTA
My organisation operates outside the Northern Territory	114	TERMINATE

1	Acacia Hills	39	Fredk Pass	77	Nightcliff
2	Adelaide River	40	Gemena	78	Norramah
3	Alice Springs	41	Glen	79	Parap
4	Arula	42	Grady	80	Palmerston
5	Babine	43	Gunga	81	Pine Creek
6	Bathurst	44	Heath	82	Point of View
7	Bayview	45	Holme	83	Playford
8	Beach Creek	46	Howard Springs	84	Reid Creek
9	Berrimah	47	Hughes	85	Robinson River
10	Berry Springs	48	Humpy Doe	86	Rosebery
11	Bedford	49	Jingili	87	Roseberry Heights
12	Berrimah	50	Johnston	88	Rum Jungle
13	Berrimah	51	Karama	89	Saltwater
14	Blythe	52	Katherine	90	Scoutpost
15	Blythe Haven	53	Katherine East	91	Stapledon
16	Camel Creek	54	Koolberran Lagoon	92	Stapledon Creek
17	Cassara	55	Lake Bennett	93	Stuart Park
18	Coccolup Grove	56	Lambells Lagoon	94	Tennant Creek
19	Coolalinga	57	Lambells Lagoon	95	The Gardens
20	Coomalie Creek	58	Larrakia	96	The Narrows
21	Croftville	59	Larrakia	97	Timor Creek
22	Cullen Bay	60	Leanyer	98	Tindal Reef
23	Daly Waters	61	Lee Point	99	Tra
24	Darwin	62	Litchfield	100	Yorrlie Plains
25	Darwin City	63	Lloyd Creek	101	Tumbling Waters
26	Darwin River	64	Lodjila	102	Vagina
27	Diner	65	Lynce	103	Wagait Beach
28	Dundee Beach	66	Maak	104	Wagaman
29	Dundee Downs	67	Marlow Lagoon	105	Wakurru
30	Dundee Forest	68	Marra	106	Wangin
31	Durack	69	Marra	107	Wauchope
32	East Arm	70	Matamoras	108	Woodford
33	Elliot	71	Miller	109	Winnellie
34	Fannie Bay	72	Mol	110	Woodroffe
35	Farrar	73	Moulden	111	Woolner
36	Finiss River	74	Nakara	112	Wulagi
37	Finiss Valley	75	Namarda	113	Yarravonga
38	Fry Creek	76	Newcastle Waters	00	Other (specify)

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S2 EMPLOY

S2. Are you, or anyone you know well, employed by... RO (MR)

	CODE	INSTRUCTION
An ad agency or are involved in advertising in any way	1	TERMINATE
A company involved in media, communications, public relations or marketing	2	TERMINATE
A market research company	3	TERMINATE
A company in the power or water industry	4	TERMINATE
None of the above	05	CONTINUE

S3 AGE

S3. What is your age? RO IF NECESSARY (SR)

	CODE	INSTRUCTION
Under 18 years	1	TERMINATE
18 to 24 years	2	
25 to 34 years	3	
35 to 44 years	4	
45 to 54 years	5	CONTINUE - ABS Rep.
55 to 64 years	6	
65 to 74 years	7	
75+ years	8	
I prefer to not answer	09	TERMINATE

S4 GENDER

S4. What is your gender? DNRO, CATI RECORD VIA OBSERVATION (SR)

	CODE	INSTRUCTION
Male	1	
Female	2	CONTINUE - ABS Rep.
Self-described, (specify)	3	

S5 BUSINESS SIZE

S5. Approximately how many people are employed in your organisation? DNRO (SR)

	CODE	INSTRUCTION
Sole trader	1	
Between 1 and 4 employees	2	CONTINUE
Between 5 and 19 employees	3	INCLUDE A MIX
Between 20 and 199 employees	4	
200 or more employees	5	

S6 INDUSTRY

S6. What industry do you operate in? DNRO (SR)

	CODE	INSTRUCTION
Agriculture, forestry and fishing	1	
Mining	2	CONTINUE
Manufacturing	3	ENSURE MIX
Electricity, gas, water and waste services	4	
Construction/building	5	CONTINUE
Property development	21	ENSURE QUOTAS MET +30
Wholesale trade	6	CONTINUE
Retail trade	7	ENSURE MIX
Accommodation and food services	8	

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Transport, postal and warehousing	9
Information media and telecommunications	10
Financial and insurance services	11
Rental, hiring and real estate services	12
Professional, scientific and technical services	13
Administrative and support services	14
Public administration and safety	15
Education and training	16
Health care and social assistance	17
Arts and recreation services	18
Other services	19
Other (specify)	20

57. INTERACTION
57. In which of the following ways does your organisation interact with Power and Water? RO (MR)

	CODE	INSTRUCTION
Supply of water	1	
Water bill payment	2	
Supply of power	3	
Power billed through Jacana or other supplier	12	
Power billed direct through Power and Water	13	CONTINUE
New connections	4	
Development permits	5	
Planning and approval processes for construction	6	
Audits of construction projects	7	
Contracts	8	MAX OF NP10
Licensing	9	
Water meter application/replacement	10	
Power meter application/replacement	11	
Other (please specify)	95	

SECTION C: COMMUNICATION

C1 COMMUNICATION SOURCES (HISTORICAL Q54)
C1. Other than your bill, where have you seen or come into contact with Power and Water out in the community? This could include at events, on water refill stations, on social media etc. DNRO, RANDOMISE (MR)

	CODE	INSTRUCTION
Direct contact with Power and Water employees	1	
An insert with your bill	2	
Show or community event	3	
Industry event	4	
Advertising in newspapers, TV or radio	5	
Stories in newspapers, TV or radio	6	
Industry publications	7	
Power and Water's website	8	
Power and Water publications	9	CONTINUE
Twitter	10	
Facebook	11	
YouTube	12	
Instagram	13	
Online banner advertising	14	
Australia Post	15	
Permanent water fountains	16	
Water refill stations at events	17	

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On infrastructure e.g. water tanks, power stations	24
Sponsorship or Partnership	25
On Power and Water vehicles	26
Through another source (specify)	95
None of these	97

SECTION 5: OVERALL SATISFACTION

O51 SATISFACTION (HISTORICAL Q51)

O51. Considering that Power and Water transmits and distributes electricity, provides water and sewerage services as well as customer service support, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services? RO (SR)

	0 - Very dissatisfied	10 - Very satisfied	INSTRUCTION
Overall satisfaction	0 1 2 3 4 5 6 7 8 9 10		CONTINUE

O52 DRIVERS OF SATISFACTION (HISTORICAL Q17 WITH POWER ADDED)

O52. Thinking about the services Power and Water deliver, what is your level of satisfaction with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied? RO (SR per row)

	0 - Very dissatisfied	10 - Very satisfied	INSTRUCTION
a. The quality of the water supplied	0 1 2 3 4 5 6 7 8 9 10		CONTINUE
b. The price of the water service	0 1 2 3 4 5 6 7 8 9 10		CONTINUE
c. Water conservation tips	0 1 2 3 4 5 6 7 8 9 10		CONTINUE
d. How used water is dealt with (sewerage)	0 1 2 3 4 5 6 7 8 9 10		CONTINUE
e. The reliability of the power supply	0 1 2 3 4 5 6 7 8 9 10		CONTINUE
f. Their ability to resolve problems quickly when things go wrong	0 1 2 3 4 5 6 7 8 9 10		CONTINUE
g. Their ability to communicate with customers in an open, honest and transparent way	0 1 2 3 4 5 6 7 8 9 10		CONTINUE
h. Their ability to do what's best for the community	0 1 2 3 4 5 6 7 8 9 10		CONTINUE

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O53 NPS (NEW IN 2021)

O53. Thinking about Power and Water overall. Using a scale of 0 to 10 where 0 is not at all likely and 10 is extremely likely, if asked, how likely would you be to speak well of Power and Water to others? RO (SR)

	0 - Not at all likely	10 - Extremely likely	INSTRUCTION
Likelihood to speak well	0 1 2 3 4 5 6 7 8 9 10		CONTINUE

O55 HOW TO INCREASE SATISFACTION (NEW IN WAVE 1 2022)

O55. If Power and Water could do one thing in the next 6 months to increase your level of satisfaction with the organisation, excluding changes to pricing, what would that be? Just to clarify, Power and Water transmits and distributes electricity, and provides water and sewerage services across the Northern Territory. (OPEN)

O58 DRIVERS UNPACKED 1 (NEW IN WAVE 2 2022)

O58. Earlier this year, we heard that NT customers felt it was important for Power and Water to communicate in an open, honest and transparent way. How could Power and Water do this better? (OPEN)

O57 DRIVERS UNPACKED 2 (NEW IN WAVE 2 2022)

O57. We also heard it's important for Power and Water to do what's best for the community. What could Power and Water do to demonstrate this? (OPEN)

O58 HOW TO SHARE (NEW IN WAVE 2 2022)

O58. How would you like to find out about what Power and Water is doing when it comes to sharing information and doing what's best for the community? DNRO, RANDOMISE (MR)

	CODE	INSTRUCTION
Direct from with Power and Water employees	1	
An insert with your bill	2	
Show or community event	3	
Industry event	4	
Advertising in newspapers, TV or radio	5	
Stories in local newspapers	6	
Stories on TV	7	
Stories on radio	8	
Industry publications	9	
Power and Water's website	10	CONTINUE
Power and Water publications	11	
Power and Water App	12	
Twitter	13	
Facebook	14	
YouTube	15	
Instagram	16	
Online banner advertising	17	
On infrastructure e.g. water tanks, power stations	18	
On Power and Water vehicles	19	

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Through another source (specify)	05	
I'm not really interested in this information	07	

SECTION D: DEMOGRAPHICS
Finally, a few questions to help us put your answers in context. Again, this information is not intended to identify any individual respondents.

D1. OPERATING IN THE NT
D1. How long has your business operated in the Northern Territory? RO (SR)

	CODE	INSTRUCTION
Less than 12 months	1	
1-2 years	2	CONTINUE
3 to 5 years	3	INCLUDE A
5 to 10 years	4	MIX
More than 10 years	5	

D2. POWER/WATER SERVICES
D2. Which of the following services do you receive from Power and Water? RO (MR)

	CODE	INSTRUCTION
Power	1	
Gas	2	
Water	3	
Sewerage	4	CONTINUE
Builder or developer services	5	
None of the these	6	
DON'T know	07	

D4. WATER BILLPAYER STATUS
D4. Which of the following best describe you in terms of paying for water? RO (SR)

	CODE	INSTRUCTION
I receive a water bill directly from Power and Water	1	
I receive a water bill from my landlord or property manager	2	
I do not receive a water bill from Power and Water (all-paid or self-sufficient)	3	CONTINUE
I do not receive a water bill from Power and Water (as it is included as a rental or strata agreement)	4	
Other, please specify	05	
Unsure	07	

D5. POWER BILLPAYER STATUS
D5. Which of the following best describe you in terms of paying for electricity? RO (SR)

	CODE	INSTRUCTION
I receive an electricity bill directly from Power and Water	1	
I receive an electricity bill from my retailer (e.g. Jacana or Rumbalara Energy)	2	CONTINUE
Other, please specify	05	
Unsure	07	

D6. CULTURAL BACKGROUND
D6. Are you of Aboriginal or Torres Strait Islander origin? DNRO (SR)

	CODE	INSTRUCTION
No	1	
Yes, Aboriginal	2	CONTINUE
Yes, Torres Strait Islander	3	

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Yes, both Aboriginal and Torres Strait Islander	4	
I prefer not to answer	09	

SECTION P: PRIZE DRAW
We appreciate you taking the time to complete this survey and as a gesture of thanks we will place you in the draw to win 1 of 5 x \$100 EFTPOS cards.

P1. PRIZE DRAW
P1. What is the best phone number to reach you on if you are selected as the winner of this prize? (SR, DNRO)

Code	Response	
1	Enter phone number	
2	I don't want to be included in the prize draw	CONTINUE

SECTION X: CLOSE
That's the end of the survey. On behalf of Kantar Public and NT Power and Water, thank you so much for your time. It has been greatly appreciated!

As this is market research, it is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes.
If you have any queries about the Market Research Industry as a whole, you can call the Market and Social Research Society's Survey Line on 1300 304 830.

ONLINE SURVEY: Please click "SUBMIT" to send your responses.

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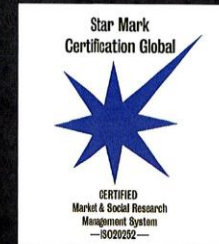
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QMS LOG OF CHANGES			
Question	Details of Change/s	Date Completed	By Whom
C3	Updated question wording to 'How often do you watch, read or use the following?'	01/03/22	ND
OS3	Added a comma after 'if asked.'	01/03/22	ND
OS4	Replaced with OS5 in Wave 1 2022	01/03/22	ND
Removed C3 to C6	2022 Wave 2	21/10/22	ND
Added OS5 TO OS8	To understand how to demonstrate and communicate the key drivers of satisfaction	11/11/22	ND
Business S8	Removed the 'COVID' wording based on updates to the latest BTR survey	14/11/22	ND

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Thank you

Naomi Downer
Naomi.downer@kantar.com

Katelyn Kemp
Katelyn.kemp@kantar.com

Kantar Public | Level 2, 199a Rundle Street Adelaide SA 5000

Attachment H

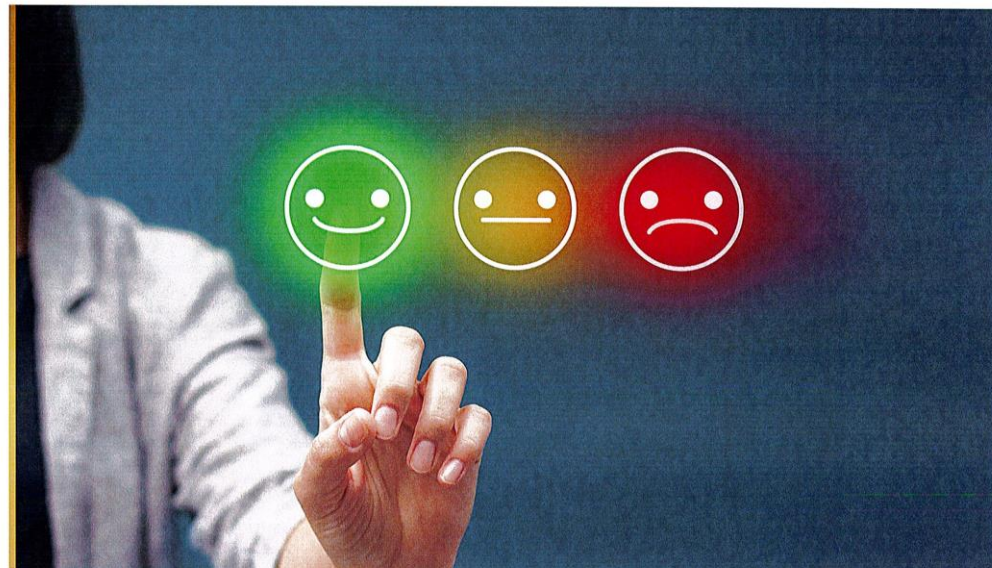
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PowerWater

December 2022
Customer Satisfaction
Research

Report

Naomi Downer and Katelyn Kemp
263407566
December 2022



Contents

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1

Key findings

Key findings

The majority of customers continue to be satisfied with Power and Water, with slight increases observed since the March 2022 wave. Customers want to be kept up to date, see more of Power and Water when it comes to community partnerships and understand what the organisation is doing increase it's environmental focus.

The findings presented in this report are based on the November 2022 wave of the biannual Customer Satisfaction Research (CSR), which collected insights from a sample of n=613 Power and Water customers, including residents, business and commercial representatives, builders and developers. A consolidated version of the instrument was used this wave, which was conducted between 17th November and 2nd December 2022.

Customer satisfaction

Overall, customer satisfaction continued to be high, with an increase to almost three quarters of resident (72%) and business (73%) respondents very satisfied or satisfied with Power and Water at an overall level. This an increase in both resident satisfaction (69% to 72%) and business in satisfaction (70% to 73%). There continues to be only a small proportion of customers dissatisfied (5% to 7%). There is still an opportunity to shift the perceptions of around a quarter of customers with neutral satisfaction (21% to 23%) to a more positive view.

Net Promoter Score

Customers were asked how likely they would be to speak well of Power and Water. Consistent with an uncompetitive market position, the largest of proportion of customers are defined as 'passive' (44%), while roughly a quarter (23%) are within the 'promoter' range. Currently, approximately a third (33%) of customers sit within the 'detractor' range, which is the group that Power and Water need to focus on shifting. This is consistent with the previous wave of the research.

Drivers of satisfaction

Driver analysis was undertaken to understand the most important areas for Power and Water to focus on in order to improve satisfaction amongst residents and businesses.

In line with previous waves of the research, the most important drivers of overall satisfaction among residents and businesses are – **communicating with customers in an open, honest and transparent way, always doing what's best for the community** and, particularly for businesses, **resolving problems quickly when things go wrong**.

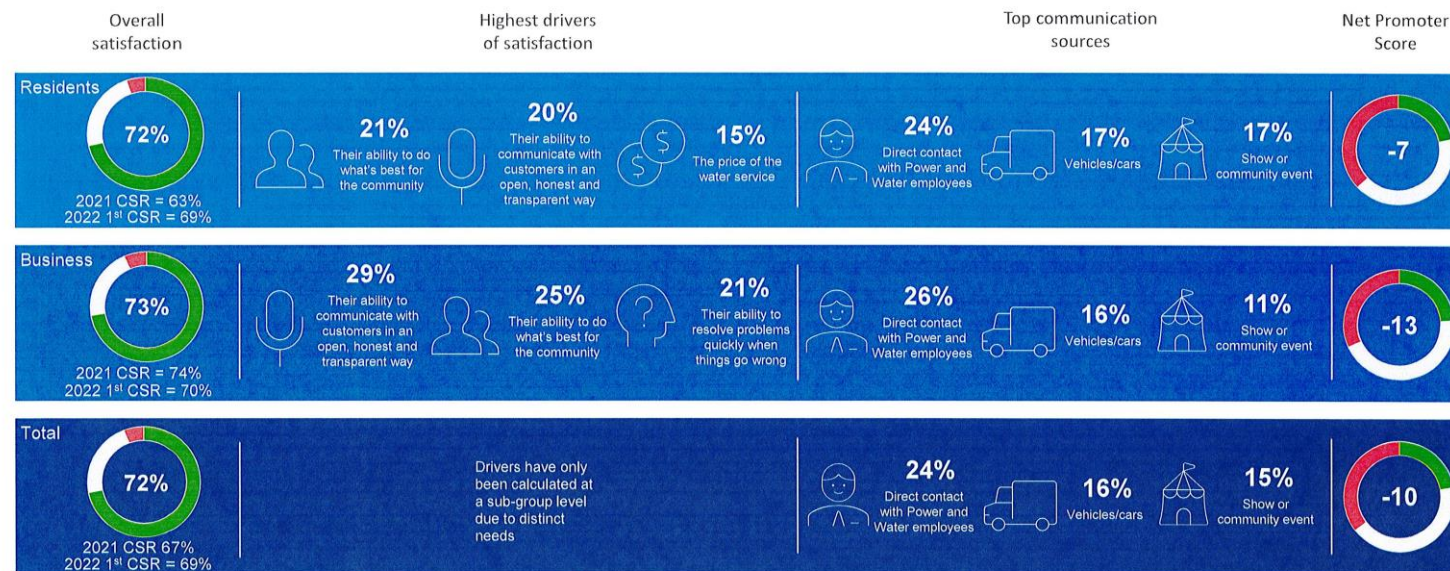
Unpacking the key drivers of satisfaction

The most common suggestions from residents on how Power and Water can show it is communicating in an open, honest and transparent way included communicating more frequently and earlier on planned work, power updates and changes (22%) and increasing social media presence (19%). When it comes to demonstrating that Power and Water is doing what's best for the community, the top responses included greater community involvement and increased environmental focus. Customers would like to receive information on what Power and Water is doing in these areas via Facebook (R=43%, B=33%) and email (R=25%, B=26%). Across both drivers, more than a third of respondents were either satisfied or didn't provide any suggestions for improvement in these areas.

How to improve satisfaction moving forward

Customers have communicated a range of issues that they would like to see Power and Water address, however as with last wave, the priorities are spread. In terms of improving satisfaction, customers would like to see a reduction in outages and improvements in the reliability of power services. Offering better discounts or rebates for solar power was also seen to be important. Further to this, quicker and more knowledgeable customer service and clear and timely communication on updates for outages and leaks are also important factors to help improve satisfaction.

2022 Wave 2 CSR Scorecard



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2 Background, objectives and approach

Background and research objectives

Background

In 2020 Power and Water engaged Kantar Public to redesign their annual research program in order to provide community led insights and a strong evidence base to inform their strategic planning, regulatory submissions and ongoing monitoring of key performance indicators.

The aim of the research program is to provide a more detailed understanding of how the community perceive the organisation and what they need and want from them in order to inform and influence future decision making in relation to their service delivery, offering, projects and programs.

Across the research program, the high level business questions that Power and Water seek to address include:

- What do we stand for? What should we stand for?
- How does the community perceive us?
- How do our employees perceive us? Are we seen as a desirable employer?
- What is our role in the Northern Territory and how active does the community want us to be?
- What do they trust us to do/not do?
- How is our reputation perceived?

Research program

In order to address these business questions, Kantar Public designed a research program in partnership with Power and Water which comprises three key elements:

- A **formative qualitative stage**, conducted in September and October of 2020, to provide an in-depth understanding of community perceptions, needs and wants to inform the next stages of the research program and key strategic planning activity within the organisation;
- An annual measure of **brand, trust and reputation** performance, which is a new research component first conducted at the end of 2020; and
- A biannual measure of **customer satisfaction**, which follows on from the ongoing satisfaction tracking used to inform key KPIs, with the potential to measure more regular point of contact satisfaction.

Customer satisfaction Objectives

This report presents the findings from the second 2022 wave of the Customer Satisfaction Research. The objective of this research is to track customers' satisfaction with Power and Water to inform key KPIs moving forward. This wave continues with the more concise version of the survey, with additional questions designed to bring a greater understanding of what Power and Water could do to improve on key drivers of satisfaction..

Research program - framework

Components:	Formative qualitative stage	Brand, Trust, Reputation	Customer Satisfaction Research	Strategic planning	AER funding submission
Aim:	Gain an in-depth understanding of current perception and future needs	Baseline measure and ongoing tracking	Ongoing tracking of performance	Community led focus areas	Inform the 2021 AER submission
Method:	Qualitative online forums and in-depth interviews	Annual quantitative survey	Bi-annual quantitative survey	Ongoing process	2021 process
Questions to be addressed	Trust <ul style="list-style-type: none"> Identifying trust inhibitors/drivers Reputation <ul style="list-style-type: none"> Identifying trust inhibitors/drivers Brand <ul style="list-style-type: none"> Personality (current and future) Position (NeedScope) Social licence <ul style="list-style-type: none"> What is Power and Water trusted to do now? What do customers want them to be doing in the future? Community needs and priorities <ul style="list-style-type: none"> Focus areas for the future Prioritisation of focus areas AER <ul style="list-style-type: none"> Awareness and understanding Preferences for community engagement 	<ul style="list-style-type: none"> ✓ Drivers of trust ✓ TRI*M scorecard (global norms) ✓ Drivers of reputation ✓ Brand position (current and ideal) ✓ Monitor what Power and Water are trusted to do 	<ul style="list-style-type: none"> ✓ Measure performance against KPIs ✓ Gauge performance around interactions 	<ul style="list-style-type: none"> ✓ Where to focus in the future ✓ Where to focus in the future ✓ How to prioritise focus areas 	<ul style="list-style-type: none"> ✓ What's important to consider for the AER process. ✓ Potential focus areas for the AER process. ✓ Current levels ✓ How to engage

Research approach

Fieldwork for the first wave of the 2022 Customer Satisfaction Research was conducted between 17th November and 2nd December 2022 in accordance with the standards set by AS ISO 20252:2019. A mixed method approach which predominantly used computer assisted telephone interviewing (CATI) and a small amount of online survey completion was employed to maximise the effectiveness and efficiency of the research. A prize draw of 5 x \$100 EFTPOS cards was also included to encourage participation.

This wave used the same reduced version of the original survey instrument, which focused on measuring overall and attribute level customer satisfaction, willingness to recommend, improvements, where Power and Water has been seen or heard and demographic and firmographic questions. New questions were added to delve deeper into how Power and Water could improve on delivering key drivers of satisfaction and avenues to Power and Water could use to best share what they are doing in the community. The average survey length for residents was 12:22 minutes via CATI and 11:50 minutes via online. The business length was 11:50 minutes via CATI.

When designing the sample frame for the Customer Satisfaction Research, consideration was given to delivering insights from Power and Water's key customer segments, outlined in the table below. These segments were split into residential and business groups. Sample was primarily sourced from Power and Water customer lists, and supplemented with panel sample and RDD.

In order to provide a representative sample of residents, participants were sampled in proportion to the estimated resident population (ERP) proportions for location (based on SA3), age and gender.

Participants in the business group were spread across the two subgroups of interest to provide a range of perspectives based on different interaction types and needs from Power and Water.

Audience (Total n=613, ±3.96%)		Sample size	Sample source
Residential (n=413, ±4.82%)	Urban	n=275	Panel, RDD, PW lists
	Regional	n=138	Panel, RDD, PW lists
Business (n=200, ±6.93%)	Business and commercial	n=147	PW lists
	Builders and developers	n=53	PW lists

Interpreting this report

Please note the following points when considering the results presented within this report:

- The resident data has been weighted to correct a slight imbalance in the younger and older age groups to reflect ABS ERP proportions.
- When adding proportions within the charts the total base may not equal 100% due to rounding.
- The most commonly adopted scale throughout the research uses 11 points, where 0 is the most negative/lowest score and 10 is the most positive/highest score. Aggregate scores have been reported based on 0-3 = low, 4-6 = neutral and 7-10 = high.
- Statistically significant differences have been calculated at 95% confidence level and have been noted using green highlighting and/or within the commentary.
- Comparisons have been made to historical CSR and BTR waves conducted in early 2022 and before. Efforts to ensure consistency in question design, sample frame and methodology have been made, however there could be slight differences in the data collection approach across suppliers.
- To add further context to the research findings, comparison has been made to the Water Services of Australia Association (WSAA) National Customer Perception Study in 2021 where the scale (0-10) is the same and the question wording is comparable. This study included n=8,616 responses across 34 Australian water utilities. Differences in the sample frame are not fully known and the WSAA study only focuses on water utilities, therefore the comparisons should be used with caution.
- To understand and determine what elements have a greater impact on community satisfaction, a statistical technique called driver analysis has been used.
 - This technique ranks the importance of different measures in explaining or influencing these scores.
 - Kantar's preferred method Kruskal for this analysis due to its general robustness.

3 Research findings - overall

Customer satisfaction with Power and Water

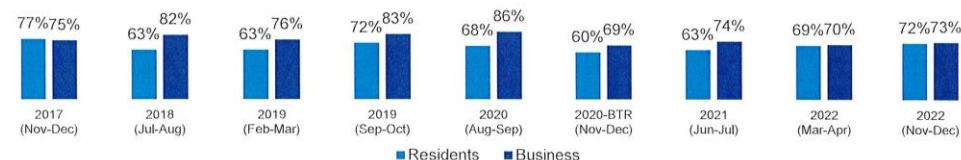
Overall, satisfaction with Power and Water services remains quite high, with more than two-thirds (72%) of respondents indicating they are either satisfied (48%) or very satisfied (24%). This is a slight improvement on the March 2022 CSR, where 69% of participants reported they were satisfied. As with previous waves, only a very small proportion of those interviewed are dissatisfied.

Business respondents demonstrated slightly higher levels of overall satisfaction, however residents showed slightly higher levels of being 'very satisfied'. This resulted in a slightly higher average score for residents compared to businesses. In fact, this is one of the highest resident scores, on par with the 2019 result (72%) and just below the 2017 result (77%).

		2022 (Wave 2)	2022 (Wave 1)
		Average (out of 10)	Total satisfaction (7-10)
TOTAL (n=613)		7.2	72%
Residents (n=413)		7.3	72%
Business (n=200)		7.1	73%

■ Very satisfied (9-10) ■ Satisfied (7-8) ■ Neutral (4-6) ■ Dissatisfied (2-3) ■ Very dissatisfied (0-1)

Historical comparison of overall customer satisfaction:



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OS1.
Sample

Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
2022 Wave 1 Residents (n=424) Business (n=205)
2022 Wave 4 Residents (n=413) Business (n=200)

PowerWater 12

How to increase satisfaction over the next 6 months

When asked what Power and Water should do in the next 6 months to increase customer satisfaction, as with the previous wave, there were quite varied responses. This is quite positive as it demonstrates that there isn't one big, obvious issue that Power and Water customers are unhappy with. Over a quarter (27%) of respondents reported that they were either happy with Power and Water's services, that they didn't have any feedback, or they were unsure of what Power and Water could do to improve their satisfaction.

For those who were dissatisfied with Power and Water overall (answered 0-3 in OS1), the factors that they believe should be worked on more so than others are customer service (33%) and services e.g. reliability (23%).

If Power and Water could do one thing in the next 6 months to increase your level of satisfaction, what would it be?	Resident	Business	TOTAL	Dissatisfied (n=38)
Happy with current service, no feedback, unsure of any improvements	24%	32%	27%	6%
Happy with current service / have no problems	11%	11%	11%	-
Nothing / no feedback	9%	9%	9%	1%
Don't Know / not Sure	4%	12%	7%	5%
Price - lower the price / competitive pricing	16%	12%	15%	12%
Outages - less power outages / restore power quickly / back up plan	13%	13%	13%	12%
Better solar power tariffs / larger discounts / better rebates / incentives	12%	7%	11%	17%
Customer Service - better / quicker / more knowledgeable / in person	9%	10%	9%	33%
Reliable power services / better power supply	8%	11%	9%	6%
Infrastructure - upgrade / more investment / well maintained	7%	7%	7%	2%
Communication - better communication of information / email / text / clearer earlier notifications of changes / updates of outages / updates on leak repairs	7%	8%	7%	17%
Environmental issues - water conservation / decreasing impact on environment / recycle water / educate people on water and electricity conservation / sustainability / green energy	7%	4%	6%	-
Billing and account issues - online access / easier methods to pay / sent on time / more time to pay / change billing period / payment plans and discounts for those struggling / paperless	6%	6%	6%	12%
Better water quality / brown water when fixing leak	6%	5%	5%	-
Relocate power supply underground	4%	5%	4%	-
Services - reliability of services / quicker service delivery / improving service / maintain	4%	4%	4%	23%
Other	5%	4%	4%	11%

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OS5.

Sample:

Note:

If Power and Water could do one thing in the next 6 months, other than changes to pricing, to increase your level of satisfaction with the organisation, excluding changes to pricing, what would that be?
Residential (n=413), Business (n=200)
Responses <4% total are not shown

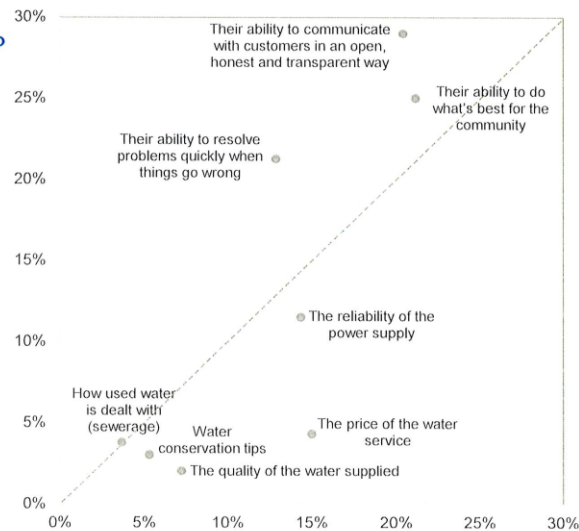
PowerWater 13

Drivers of satisfaction

Driver analysis was calculated across the measure of overall satisfaction to help understand what elements are most important for Power and Water to focus on in order to improve their performance in this area. When comparing this analysis between business and resident respondents, we can see businesses place very high importance on Power and Water's ability to **communicate with customers in an open, honest and transparent way** and **their ability to do what's best for the community**. Residents tended to place a higher level of importance on a broader number of factors than businesses. This includes more functional drivers such as the **reliability of the power supply**, the **price of the water service**, and the **quality of the water supplied**.



More important to businesses



More important to residents



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Drivers analysis:
OS1.
OS2.

Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?

PowerWater 14

Net promoter score

In 2021, a question was added to the CSR to measure how likely customers are to **speak well of Power and Water**. This is used to calculate a 'Net Promoter Score' (NPS), which can be used as another benchmarking tool to track performance over time. Given Power and Water are the primary supplier of power and water within the Northern Territory, we would expect more neutral scores. In a competitive environment, where there is greater customer choice, customer loyalty and the likelihood of customers to help or hinder a brand's reputation is greater.

The overall NPS remained fairly consistent between the 2022 waves with a slight improvement in the score overall (-13 to -10). At a subgroup level, there was an improvement in the resident score (from -13 in 2021 to -7 in 2022), however the business score decreased slightly (from -12 to -13 in 2022). As with previous waves, the largest portion of both business (48%) and resident (43%) respondents fell into the 'passives' category, which is consistent with the sector.

***WSAA comparison:** the national WSAA 2021 water sector result for NPS is -24, which is considerably lower than the Power and Water results.

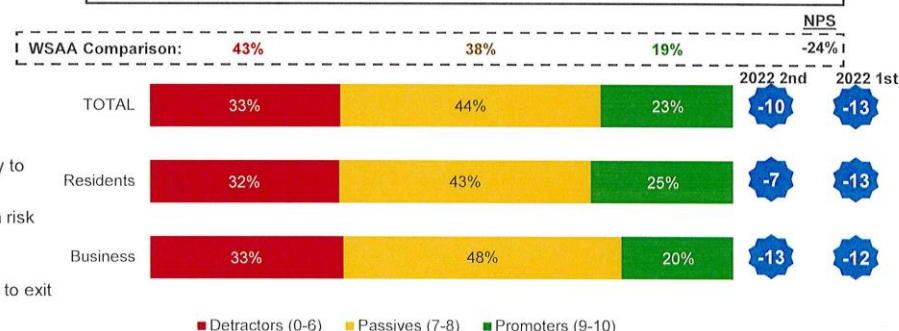


Promoters = Loyal customers, enthusiastic about the business and likely to share their positive experiences and act as brand ambassadors.

Passives = Satisfied customers but are likely to have weak loyalty with a risk of switching to another brand, if given the chance. They're not actively recommending, but also not damaging the business' reputation.

Detractors = Unhappy customers who remain customers due to barriers to exit or other factors.

Net Promoter Score (NPS) is a standardised measure which can range from -100 (100% detractors) to +100 (100% promoters). A NPS is calculated by taking the number of promoters and subtracting the number of detractors. A score of 0 to 20 is considered 'good', a score of 20 to 50 is favourable, 50 to 80 is 'excellent' and 80 to 100 is 'world class'.



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OS3. Thinking about Power and Water overall. Using a scale of 0 to 10 where 0 is not at all likely and 10 is extremely likely, if asked how likely would you be to speak well of Power and Water to others?
 Sample 2022 Wave 1: Residents (n=424), Business (n=205)
 2022 Wave 2: Residents (n=413), Business (n=200)
 *WSAA equivalent question: If asked, how likely are you to speak highly of your water utility to others?

PowerWater 15

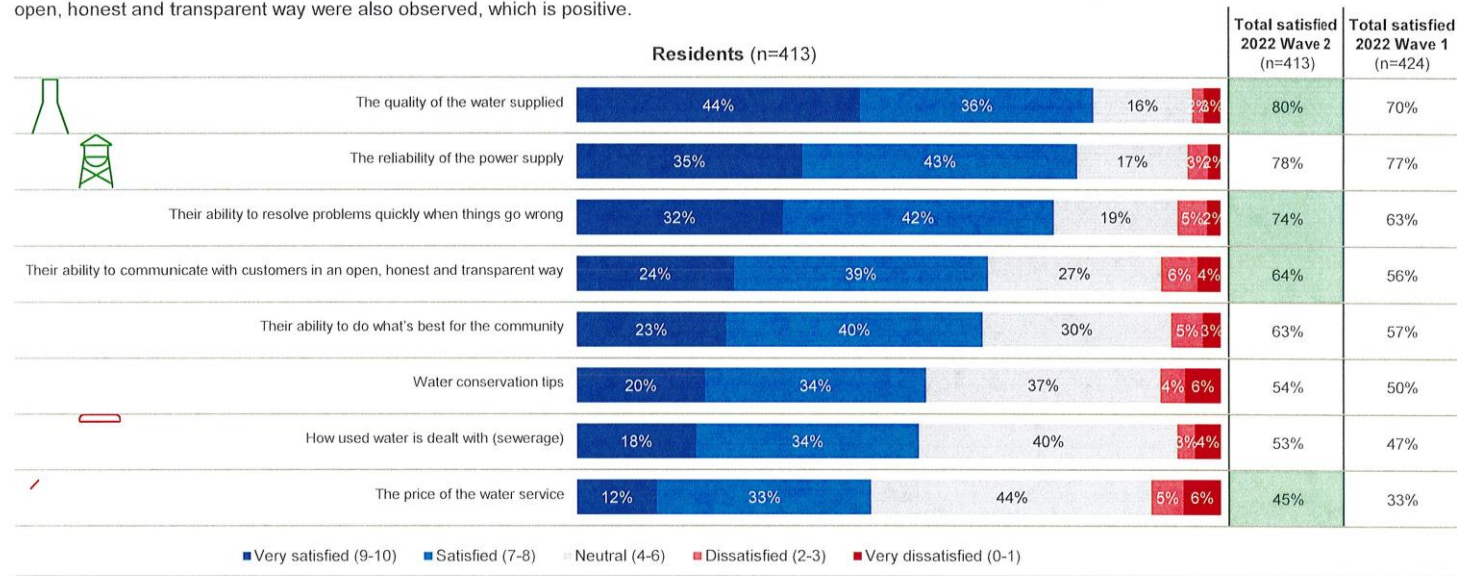
3.1 Resident findings



Satisfaction with Power and Water



Residents are most satisfied with the quality of the water supplied (80% satisfied), significantly more so than the previous wave, and the reliability of the power supplied (78% satisfied). Residential customers are less satisfied with the price of the water service (45% satisfied) compared with 2021 (33% satisfied), however there has been a significant increase in this satisfaction since the first wave in 2022. Significant increases in the ability to resolve problems quickly and the ability to communicate in an open, honest and transparent way were also observed, which is positive.



KANTAR PUBLIC

OS2.

Sample:

Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?
Residents 2022 wave 1 (n=413), 2022 Wave 2 (n=424)

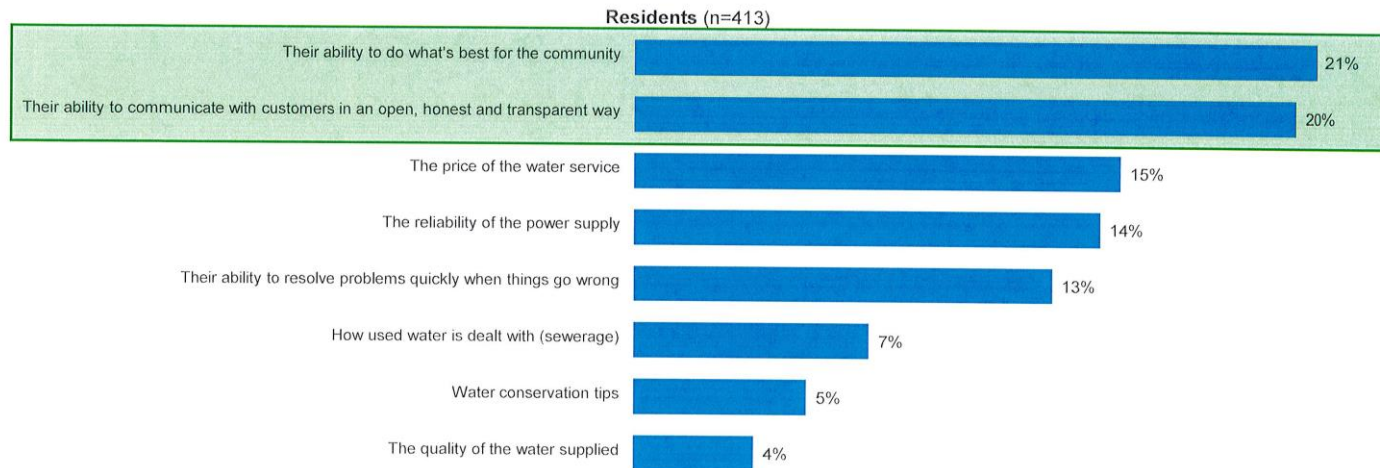
PowerWater 17

Drivers satisfaction



Driver analysis was calculated across the measure of overall satisfaction to help understand what elements are most important for Power and Water to focus on in order to improve their performance in this area. This analysis tool is particularly useful as it provides findings which go beyond simply reporting the level of performance, to understanding the strongest influencers on performance in these areas.

In the case of overall satisfaction, the driver analysis was modelled on the satisfaction statements to test which of these elements have the greatest impact on improving performance. Factoring in all the elements, the driver analysis highlights that residential satisfaction is most affected by Power and Water's ability to **'do what's best for the community'** and **'communicate with customers in an open, honest and transparent way'**.



KANTAR PUBLIC

Drivers analysis:
OS1.
OS2.

Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?

PowerWater 18

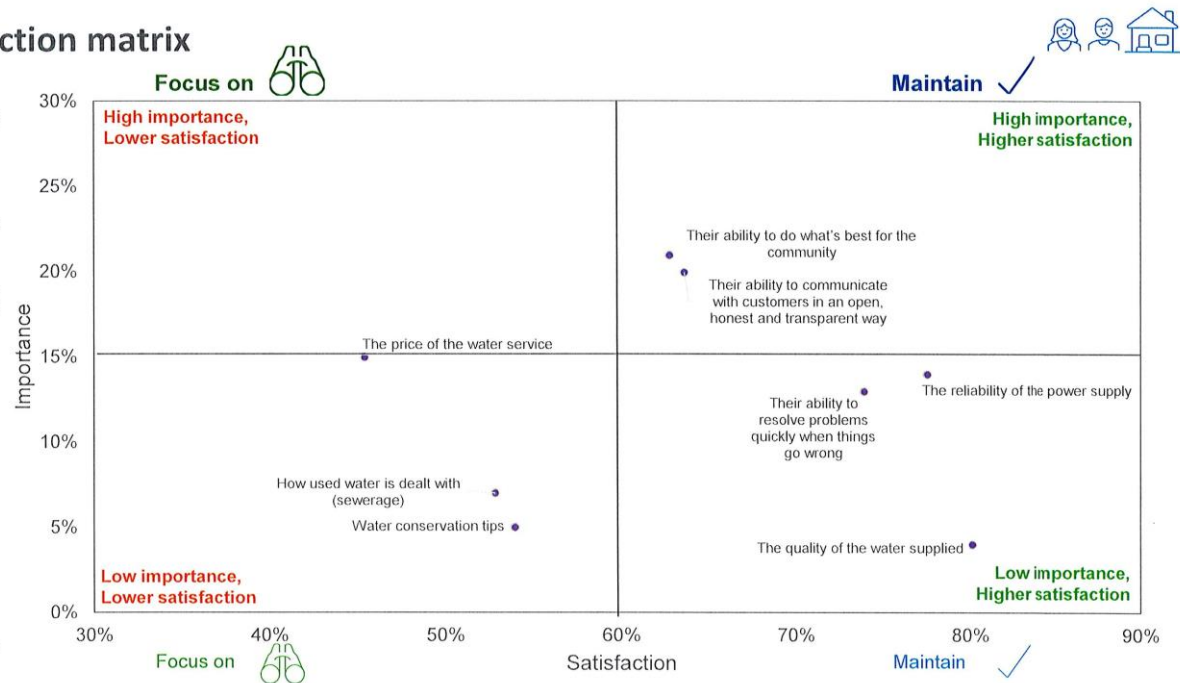
Drivers of satisfaction matrix

Following on from the previous slide, this matrix maps the level of importance of the driver analysis against the level of satisfaction.

The top left hand quadrant (high importance/low satisfaction) is the most important area for Power and Water to focus on as these are the key drivers of satisfaction, however have the lowest levels of satisfaction at present.

The attributes that appear in the top right quadrant (high importance/high satisfaction) are attributes for which it will be important to maintain Power and Water's current strong performance.

The measures in the bottom section have a lower level of importance in terms of driving satisfaction but may still be important aspects to focus on or maintain given business priorities.



KANTAR PUBLIC

Drivers analysis:
SS1.
OS.

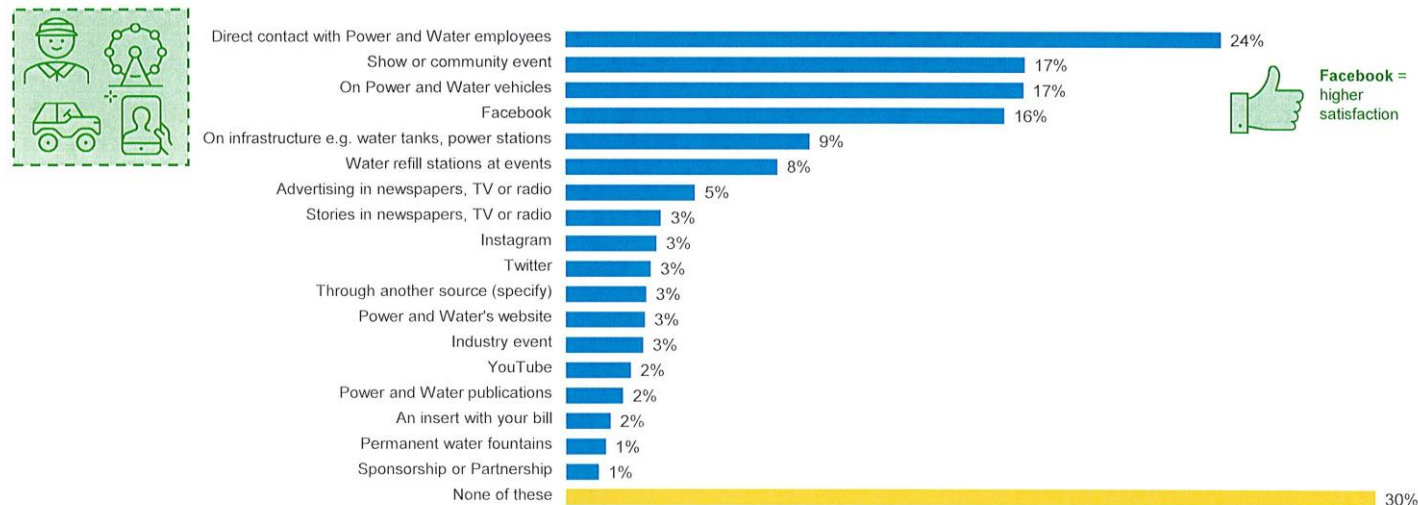
Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?

PowerWater 19

Where Power and Water has been noticed



The most common places that residents have noticed Power and Water were **direct contact with Power and Water Employees** (24%), **Shows or community events** (17%), **on Power and Water vehicles** (17%) and via **Facebook** (16%). Unlike previous waves of the research, shows and community events made the top three places Power and Water have been noticed in the community. Despite this, nearly 30% of residents surveyed have not noticed Power and Water in any of these locations, which is on par with the previous wave (29%).



KANTAR PUBLIC

C1.
Sample:
Note:

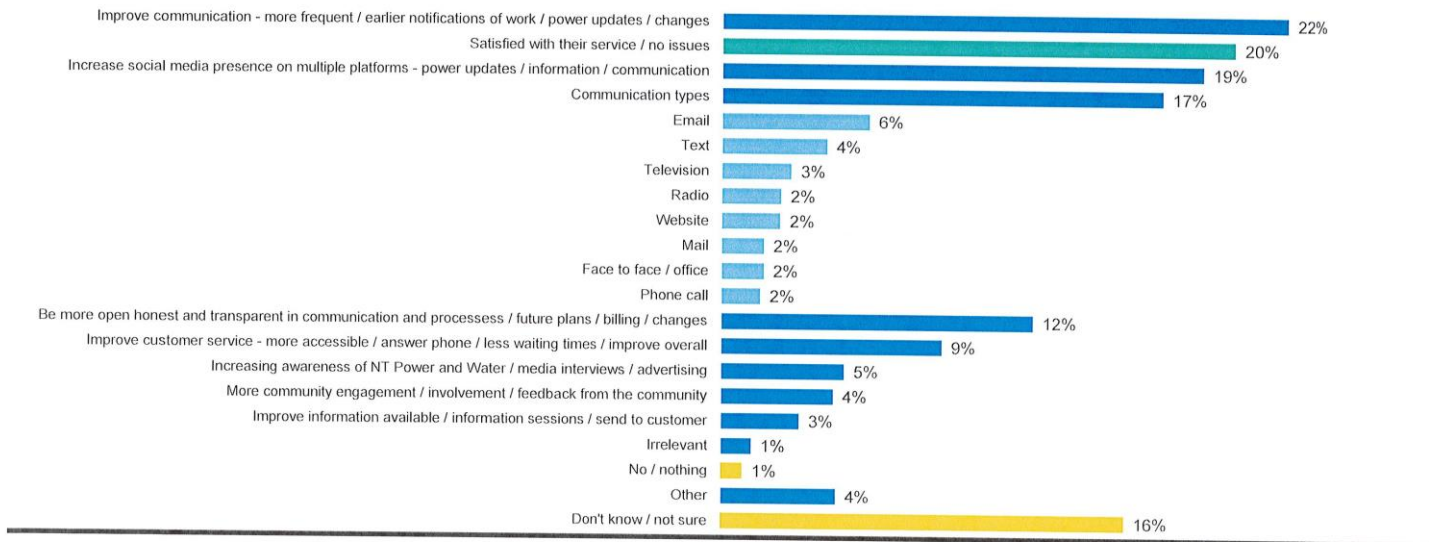
Other than your bill, where have you noticed Power and Water? This could include at events, on water fountains, social media etc.
Residents (n=424)
'On Power and Water vehicles' was a new option added in March 2022 after receiving many responses for this in the 'others' category in the 2021 CSR survey

PowerWater 20

DRIVERS UNPACKED: How to communicate in an open and transparent way



The most common suggestion from residents on how Power and Water could communicate in an open, honest and transparent way included providing more frequent communication, earlier notifications of work, and improving communication around power updates and changes (22%) and increasing their social media presence on multiple platforms (19%), and mentions of specific communication types that could be used e.g. text, email, phone call (17%). Over a third (36%) of residents did not provide feedback based on either being satisfied with the service provided (20%) or not being sure how to do this better (16%).



KANTAR PUBLIC

OS6.
Sample:

Earlier this year, we heard that NT customers felt it was important for Power and Water to communicate in an open, honest and transparent way.
How could Power and Water do this better?
Residents (n=413)

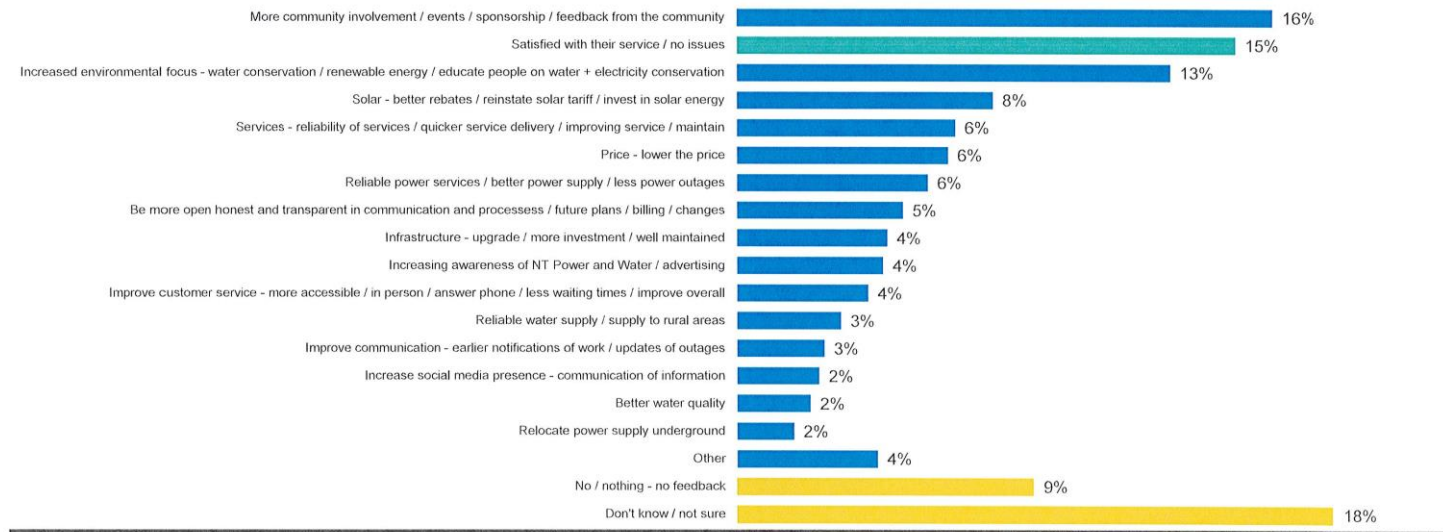
PowerWater 21

DRIVERS UNPACKED: How to show you are doing what's best for the community



When it came to providing suggestions on how Power and water can demonstrate its doing what's best for the community, the most common suggestions were more community involvement (16%) and increased environmental focus (13%).

Interestingly, 41% of respondents didn't have any feedback to provide. They were either satisfied (15%), didn't know (18%), or generally didn't have any feedback (9%).



KANTAR PUBLIC OS7.
Sample.

We also heard it's important for Power and Water to do what's best for the community. What could Power and Water do to demonstrate this?
Residents (n=413)

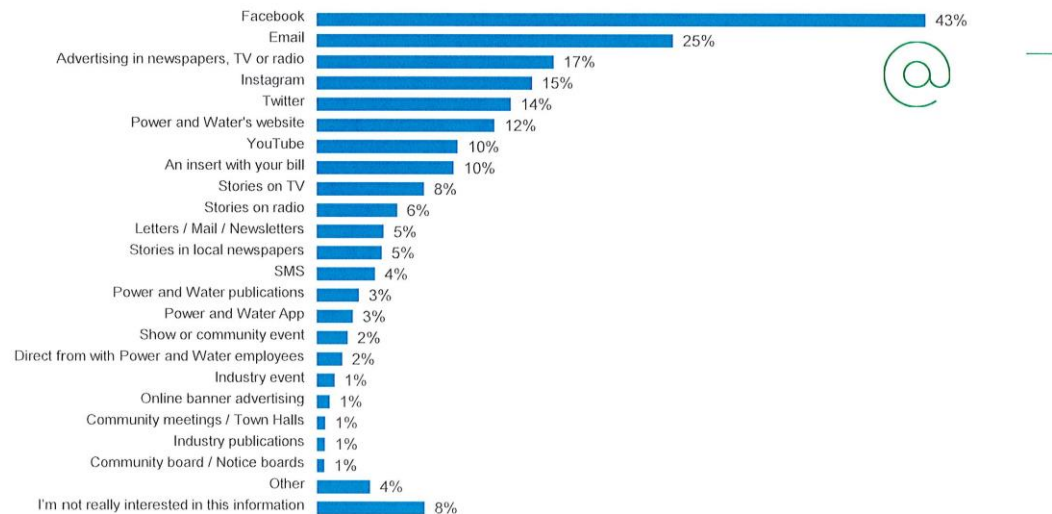
PowerWater 22

Communication preferences



Facebook (43%) and email (25%) were the most common ways the community would like to find out about what Power and Water is doing when it comes to sharing information and doing what's best for the community. Overall, nearly 2/3 (62%) of residents would prefer to receive information in one of these two ways.

Instagram (15%), Twitter (14%), Power and Water's website (12%), and YouTube (10%) were also popular methods of communication. This demonstrates the need for Power and Water to be across many social platforms as well as using their own digital communications (i.e. email and website) to be communicating with the community. Overall 72% of the community would prefer to have Power and Water communicate with them through one of these digital channels.



KANTAR PUBLIC

OS8.
Sample.

How would you like to find out about what Power and Water is doing when it comes to sharing information and doing what's best for the community?
Residents (n=413)

PowerWater 23

Demographics



Services received & billpayer status



As the survey was focused on customers, all of the resident sample receive at least one service from Power and Water. Overall, power (92%), water (83%) and sewerage (66%) were the most common services provided by Power and Water. Significantly more residents reported receiving water and sewerage services compared with the previous wave. More than two thirds (69%) of surveyed residents receive a water bill directly from Power and Water and a quarter (23%) have their water included in their rental or strata agreement.

Those who have water bill as part of their rental or strata agreement are less likely to be dissatisfied.

Services received Residents (n=413)		2022 Wave 1 (n=424)	Billpayer status Residents (n=413)		2022 Wave 1 (n=424)
Power (billed through Jacana or another supplier)	92%	92%	I receive a water bill directly from Power and Water	69%↑	59%
Water	83%↑	65%	I do not receive a water bill from Power and Water (as it is included as a rental or strata agreement)	15%↓	23%
Sewerage	66%↑	47%	I do not receive a water bill from Power and Water (off-grid or self-sufficient)	10%	8%
Power (billed direct through Power and Water – Rural/Remote)	9%	8%	I receive a water bill from my landlord or property manager	5%	6%
Gas	3%↓	6%	Other, please specify	1%	1%
			Unsure	<1%	3%

KANTAR PUBLIC

D2.
D4.
Sample

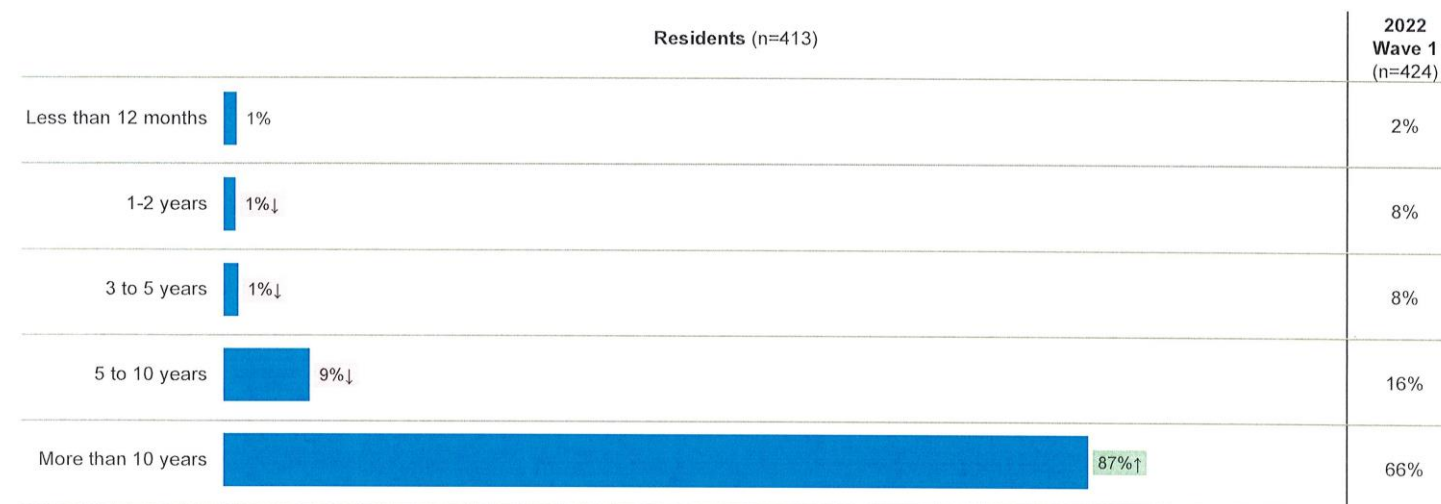
Which of the following services do you receive from Power and Water?
Which of the following best describe you?
Residents (n=413)

PowerWater 25

Time spent living in the NT



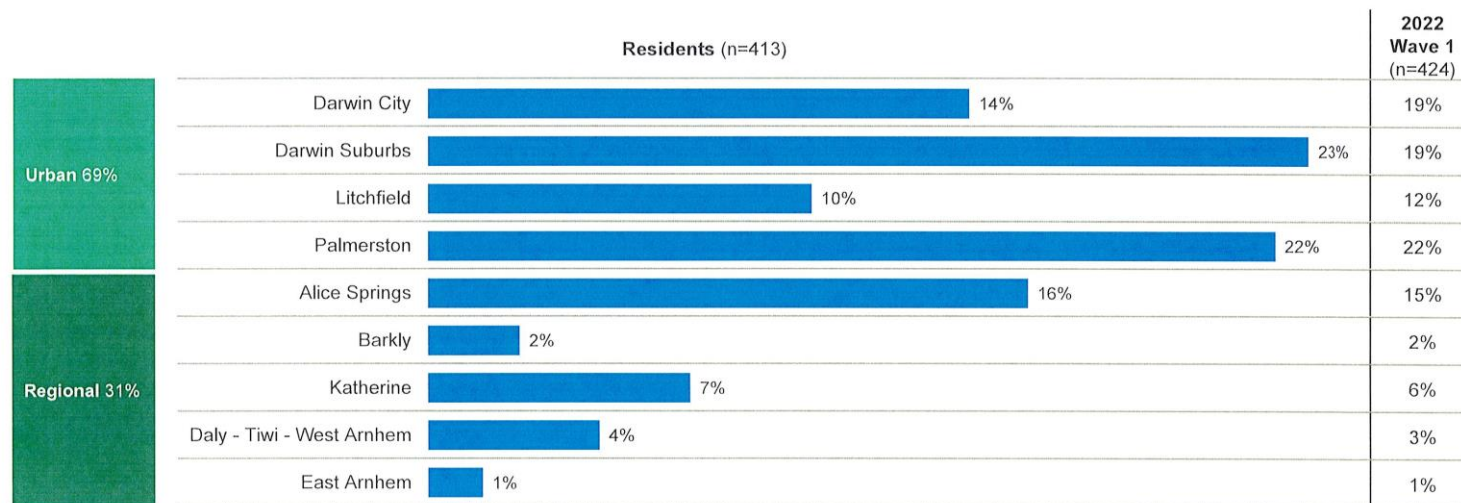
Similarly to the previous wave of research, the majority of residential respondents (87%) have lived in the Northern Territory for more than 10 years, with only 3% having lived in the Northern Territory for less than 5 years. This is significantly less than previous waves of the research.



Location



The resident sample frame was designed to be representative of the estimated resident population for location at SA3 level based on data from the Australian Bureau of Statistics. The resident data in the table below reflects these proportions.



KANTAR PUBLIC

S1.
Sample

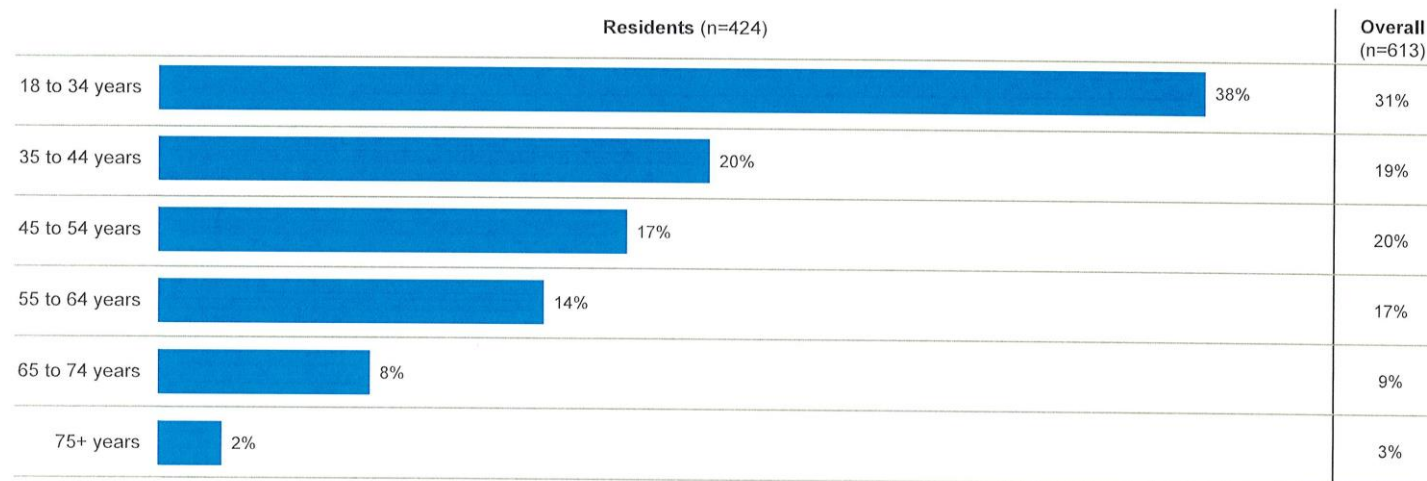
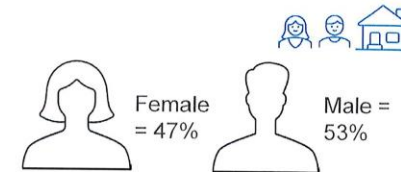
We're aiming to include a mix of people from across the Northern Territory. Which town or suburb do you live in?
Residents (n=413)

PowerWater 27

Age and gender

The resident sample was designed to be representative of the Northern Territory population in terms of age and gender based on ABS data. Weighting was used to correct slight skews in the younger and older age ranges.

Those aged 35-64 were more likely to be dissatisfied than others.



Cultural background



The majority of resident respondents (92%) identified as neither of Aboriginal nor Torres Strait Islander origin.

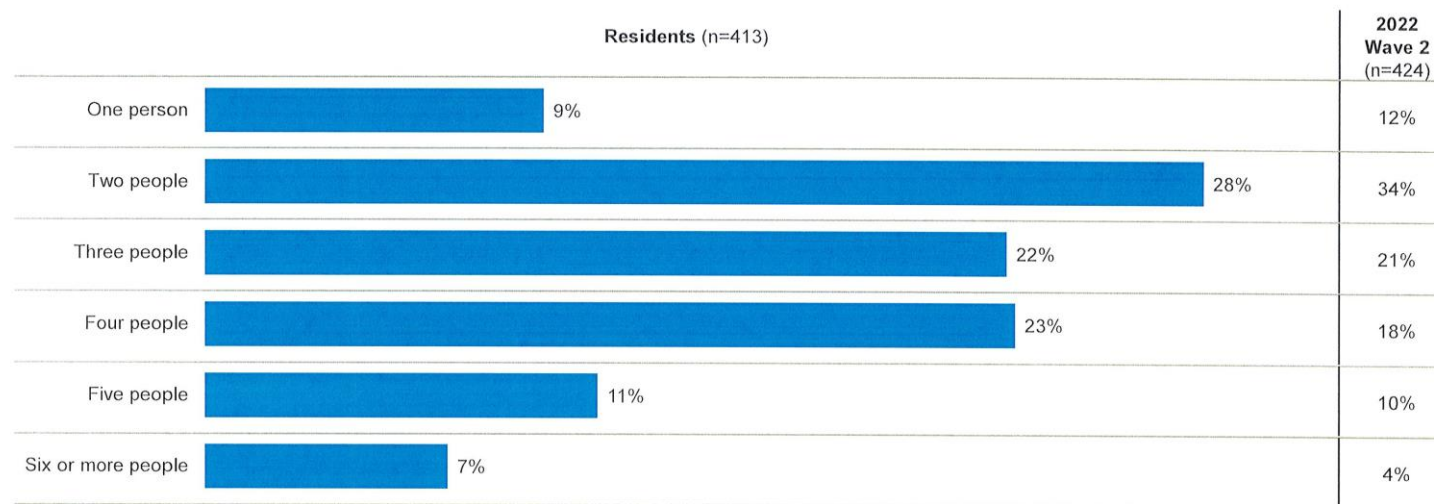
Given approximately a quarter of the Northern Territory's population are Aboriginal and/or Torres Strait Islander Peoples, it will be important to ensure their views are captured via another research approach to ensure they represented in Power and Water's decision making.

Residents (n=413)		2022 Wave 1 (n=424)
No	92%	88%
Yes, Aboriginal	6%	8%
Yes, Torres Strait Islander	-	1%
Yes, both Aboriginal and Torres Strait Islander	1%	1%
I prefer not to answer	1%	3%

Household size



Households typically had between two to four people within them (73%). There were no significant differences in terms of satisfaction between household size.



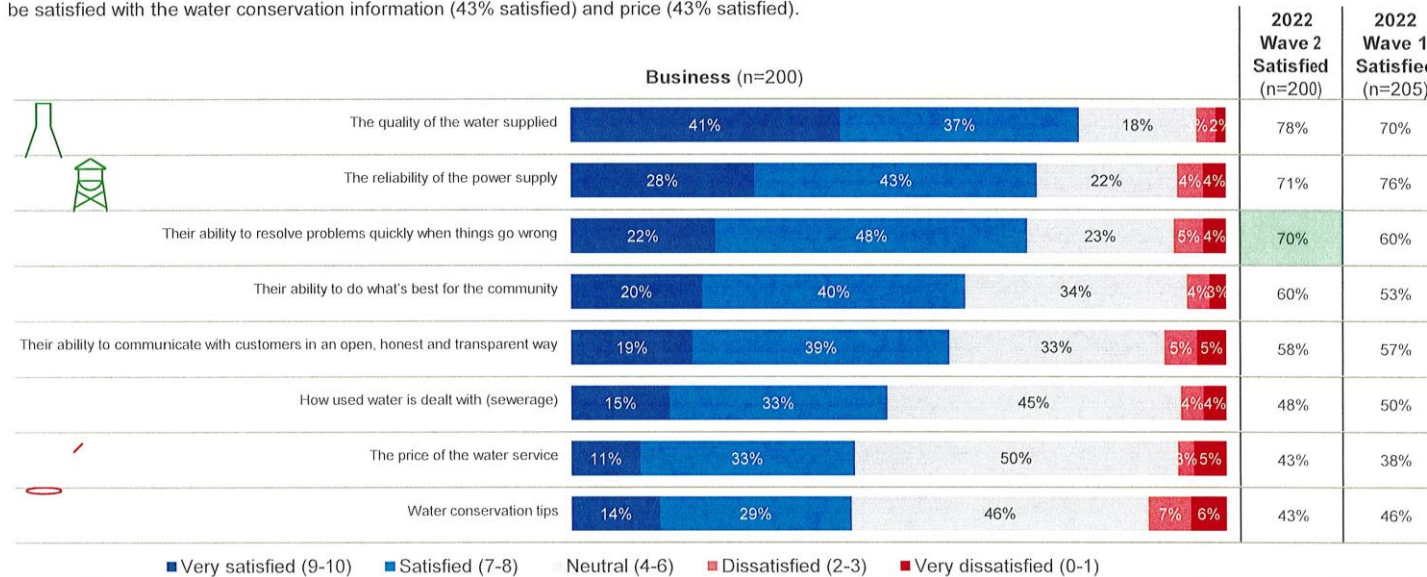
3.2 Business findings



Satisfaction with Power and Water



Business customers have the highest levels of satisfaction with the quality of the water supplied (78% satisfied) and the reliability of the power supply (71% satisfied). There was also a significant improvement in satisfaction for Power and Water's ability to resolve problems quickly when things go wrong. Businesses were least likely to be satisfied with the water conservation information (43% satisfied) and price (43% satisfied).



KANTAR PUBLIC

OS2.

Sample:

Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?
Business (n=200)

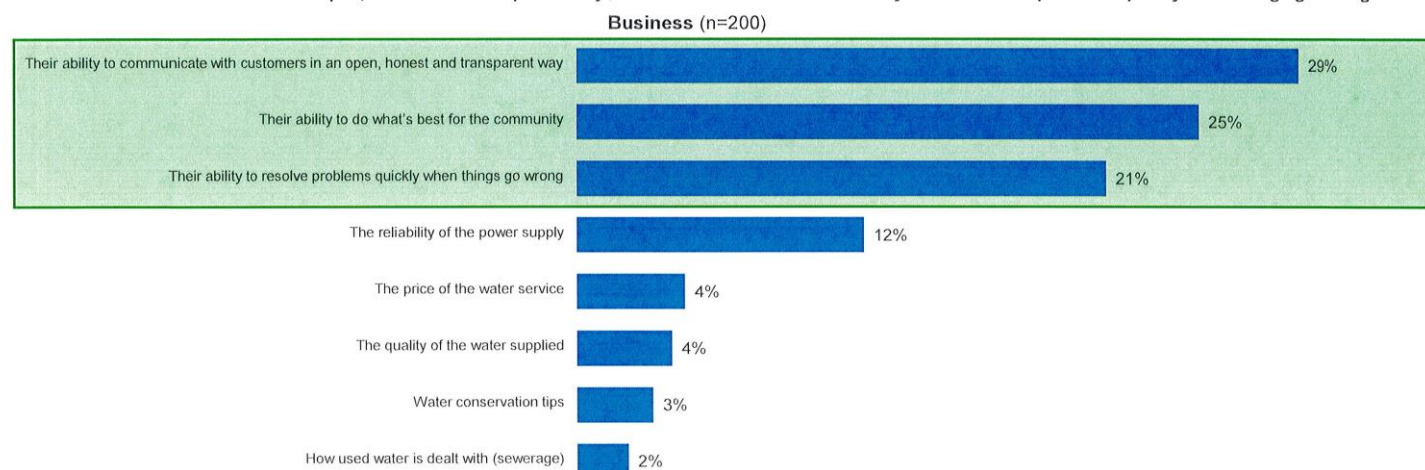
PowerWater 32

Drivers analysis of satisfaction



As described in the resident section, driver analysis was calculated across overall satisfaction to help understand what elements are most important for Power and Water to focus on in order to improve their performance in. This analysis tool is particularly useful as it provides findings which go beyond simply reporting the level of performance, to understanding the strongest influencers on performance in these areas.

In the case of overall satisfaction, the driver analysis was modelled on the satisfaction statements to test which of these elements have the greatest impact on improving performance. Factoring in all the elements, the driver analysis reflects results from the previous wave and highlights that business satisfaction is most affected when Power and Water has the ability to 'communicate with customers in an open, honest and transparent way', 'do what's best for the community' and to 'resolve problems quickly when things go wrong'.



KANTAR PUBLIC

Drivers analysis:
OS1.
OS2.

Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?

PowerWater 33

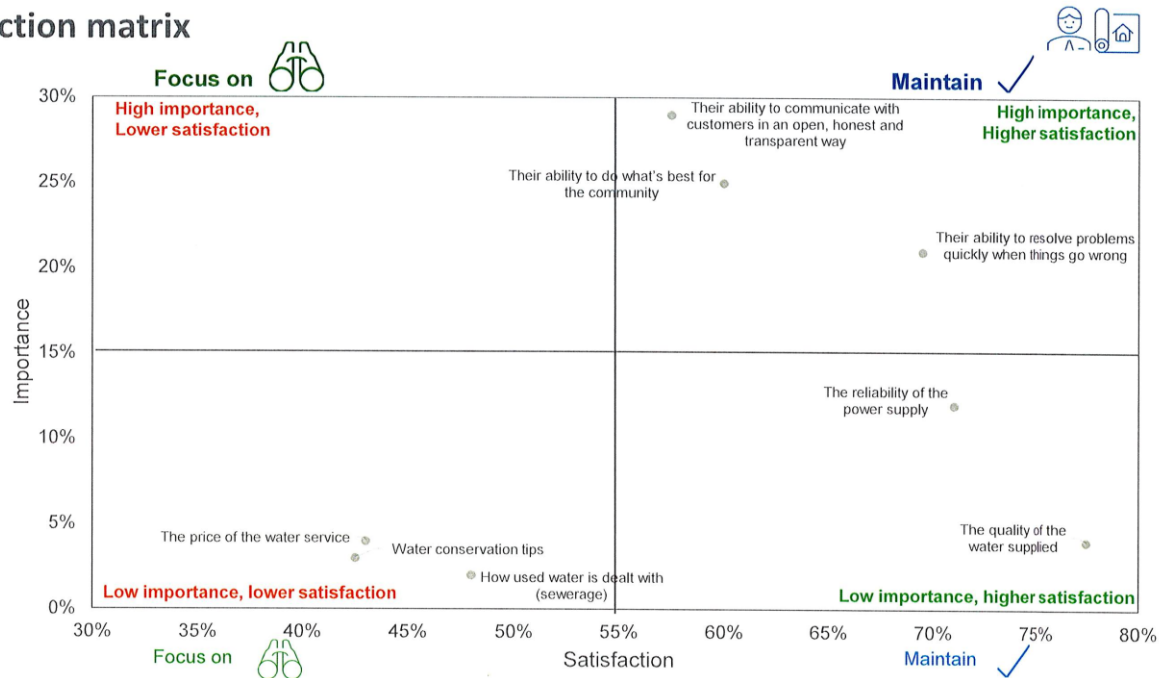
Drivers of satisfaction matrix

This matrix outlines the level of importance of the driver analysis against the level of satisfaction for the business group.

It is important to note that one of the factors has fallen into the top left hand quadrant (high importance/low satisfaction) in this wave of the research and is a key focus area moving forward.

Encouragingly, two of the factors are in the top right hand quadrant (high importance/high satisfaction) the area which it is important for Power and Water to maintain its high performance in.

The hygiene factors which fall in the bottom half of the matrix have a lower level of impact on driving satisfaction, however they still may be important areas for the business to maintain or do more in.



KANTAR PUBLIC

Drivers analysis:
OS1.
OS2.

Considering that Power and Water provides water services, electricity networks and customer service, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services?
Thinking about the services Power and Water deliver, how satisfied or dissatisfied are you with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied?

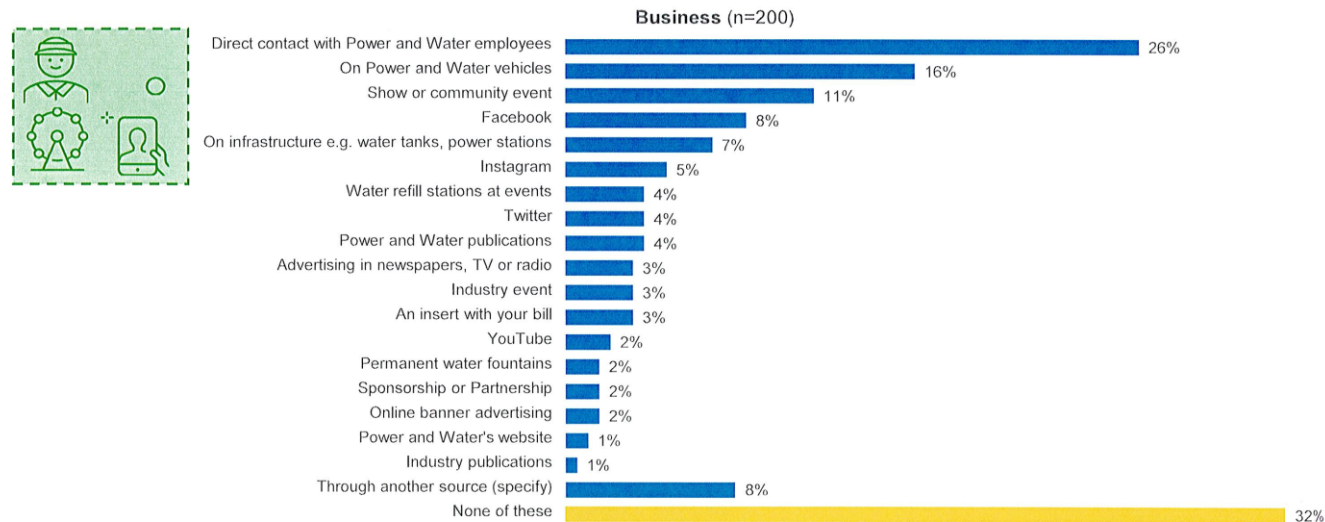
PowerWater 34

Where Power and Water has been noticed



As with residents, the most common places that business customers noticed Power and Water were **direct contact with Power and Water Employees** (26%), **on Power and Water vehicles** (16%) and **Shows or community events** (11%). In line with results from the previous wave, the largest proportion of business customers (32%) hadn't seen Power and Water anywhere, however to a lesser extent compared to the previous wave (37%).

Satisfaction was fairly consistent between those who had seen Power and Water and those who hadn't.



KANTAR PUBLIC

C1.
Sample:
Note:

Other than your bill, where have you noticed Power and Water? This could include at events, on water fountains, social media etc.
Business (n=200)
'On Power and Water vehicles' was a new option added in March 2022 after receiving many responses for this in the 'others' category in the 2021 CSR survey

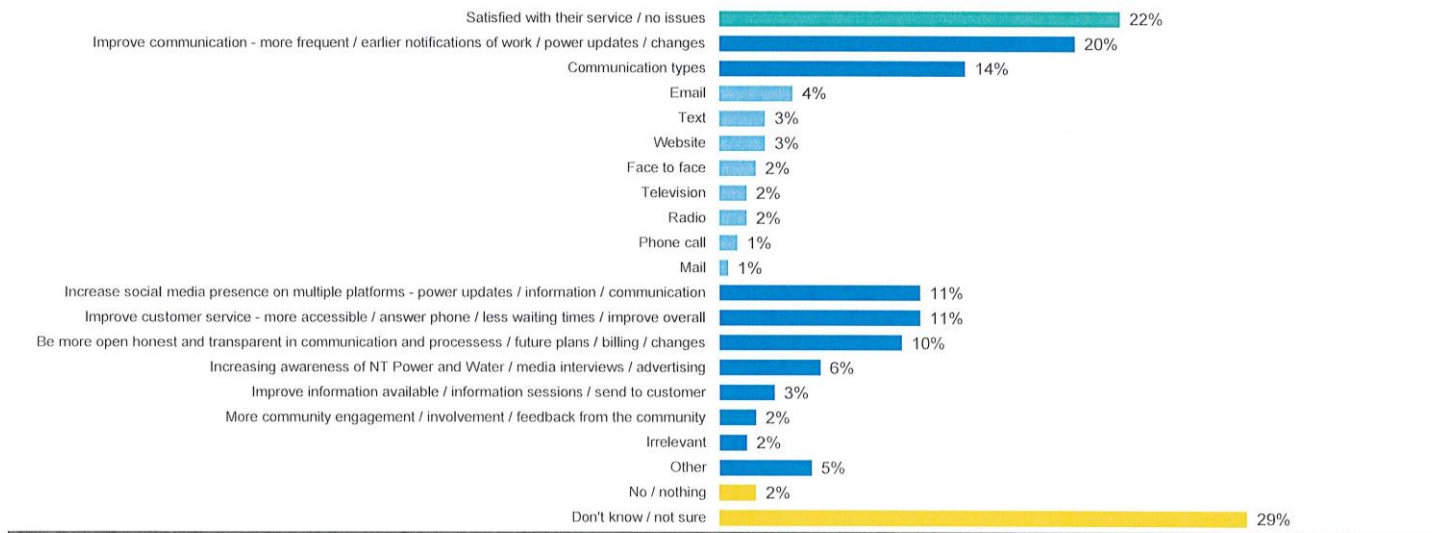
PowerWater 35

DRIVERS UPACKED: How to communicate in an open and transparent way



Over half of businesses (51%) did not provide any feedback on what Power and Water could do to show it's communicating in an open, honest and transparent way. Almost a quarter (22%) were happy and had no issues, while 29% didn't know and 2% generally had no feedback.

Of the suggestions provided, improving communication through more frequent communication, earlier notifications and updates was the most popular (20%). This is consistent with what residents suggested.



KANTAR PUBLIC

OS6.
Sample.

Earlier this year, we heard that NT customers felt it was important for Power and Water to communicate in an open, honest and transparent way.
How could Power and Water do this better?
Business (n=200)

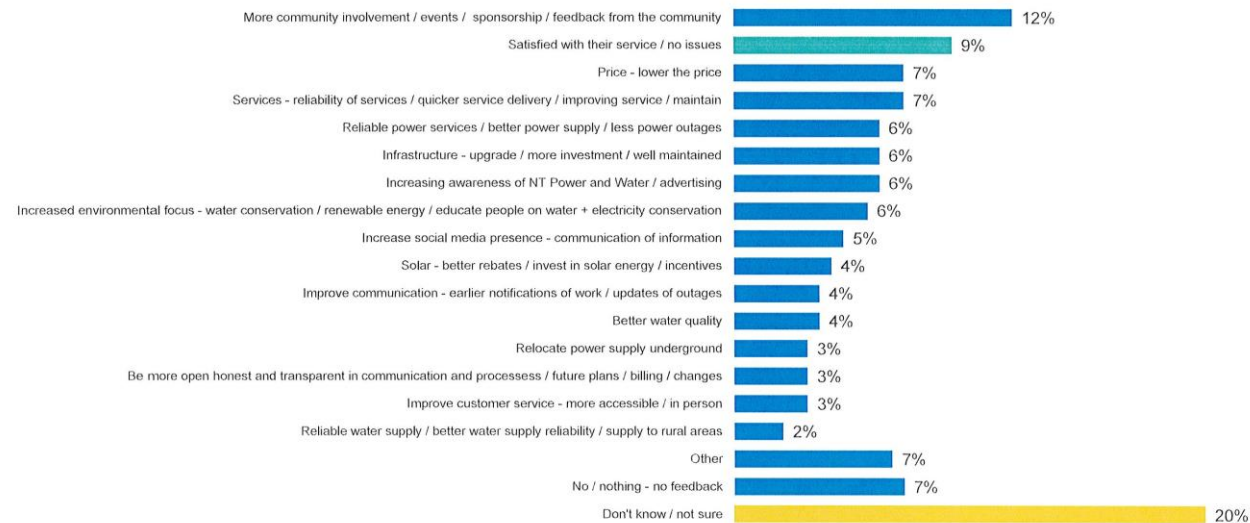
PowerWater 36

DRIVERS UNPACKED: How to show you are doing what's best for the community



The most common suggestion for Power and Water to demonstrate they are doing what's best for the community is more community involvement including events, sponsorship and gaining feedback from the community (12%). Other suggestions include lowering pricing (7%) and improving services such as reliability, promptness etc. (7%).

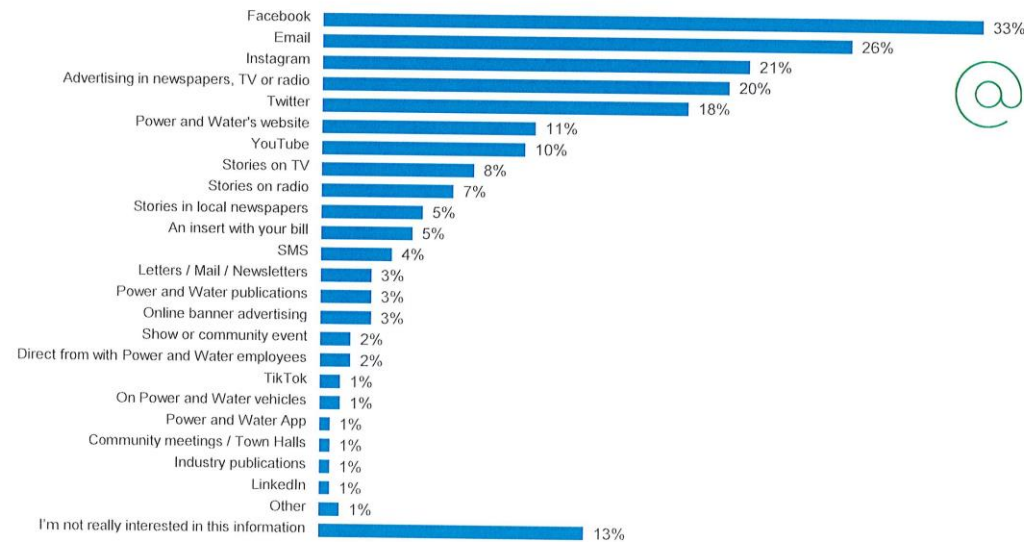
Once again, there was a large proportion of businesses that did not provide suggestions (36%).



Communication preferences

Over half of businesses (55%) would prefer to find out what Power and Water is doing through either Facebook or Email.

Other popular communication channels for this information are Instagram (21%), Advertising in newspapers, TV or radio (20%), and Twitter (18%).



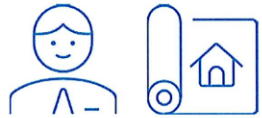
KANTAR PUBLIC

OS8.
Sample.

How would you like to find out about what Power and Water is doing when it comes to sharing information and doing what's best for the community?
Business (n=200)

PowerWater 38

Firmographics



Services received & billpayer status



All business customers receive at least one service from Power and Water. Overall, power (94%), water (88%) and sewerage (68%) were the most common services provided by Power and Water. Two thirds (66%) of surveyed businesses receive a water bill directly from Power and Water.

Services received Business (n=200)		2022 1st (n=205)	Billpayer status Business (n=200)		2022 1st (n=205)
Power	94%	93%	I receive a water bill directly from Power and Water	66%↑	53%
Water	88%	88%	I do not receive a water bill from Power and Water (as it is included as a rental or strata agreement)	14%	17%
Sewerage	68%	70%	I receive a water bill from my landlord or property manager	8%	12%
Builder or developer services	9%	11%	I do not receive a water bill from Power and Water (off-grid or self-sufficient)	7%	4%
Gas	3%	7%	Other, please specify	2%	0%
None of the these	1%	2%	Unsure	5%	13%
Don't know	1%	1%			

KANTAR PUBLIC

D2.
D4.
Sample

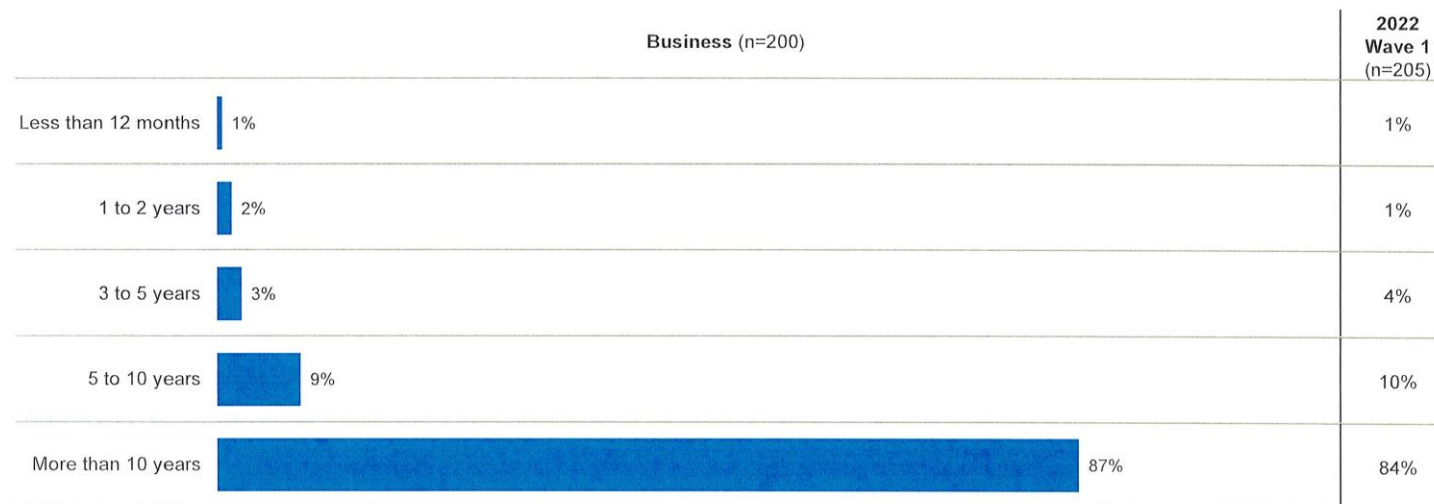
Which of the following services do you receive from Power and Water?
Which of the following best describe you?
Business (n=200)

PowerWater 40

Time spent operating in the NT



Consistent with the previous wave, the majority of businesses had been operating in the NT for more than 10 years (87%).

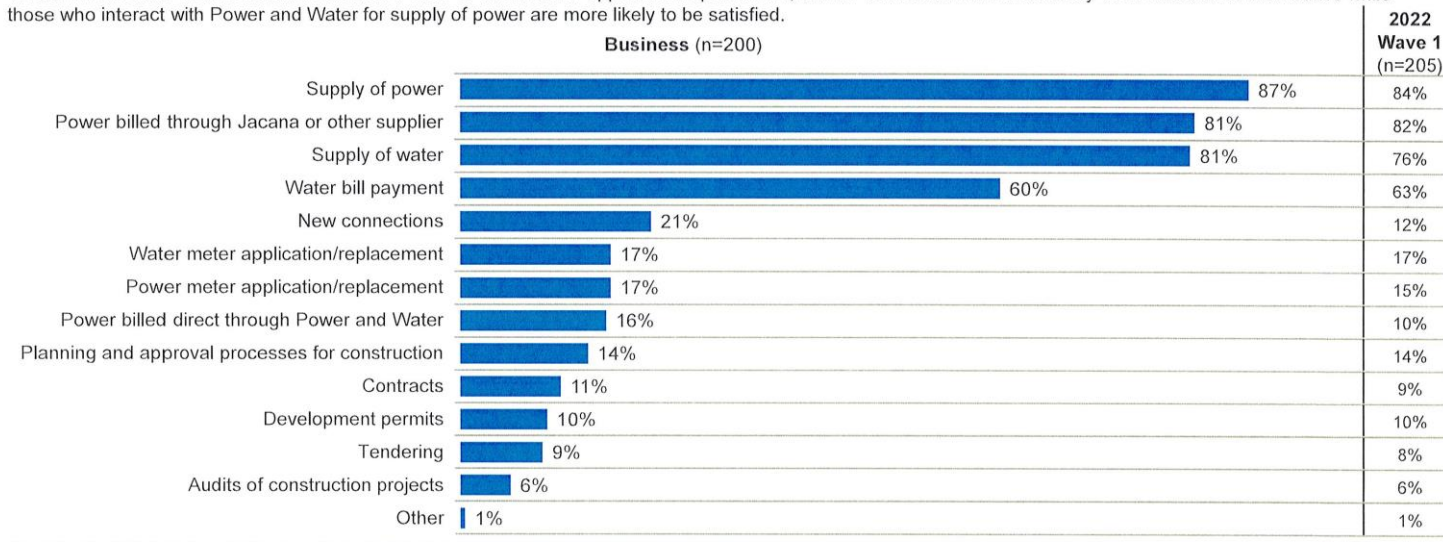


Business interactions with Power and Water (business only)



The majority of business participants interact with Power and Water via the supply of power (87%), power billed through another supplier (81%), supply of water (81%) and water bill payment (60%). The proportion of business respondents interacting with Power and Water through new connections increased again from 12% in Wave 1 2022 to 21% in Wave 2 2022, which is closer to the 2021 proportion (24%).

Those who interact with Power and Water for Power or water meter application/replacement, or new connections are more likely to be dissatisfied than others while those who interact with Power and Water for supply of power are more likely to be satisfied.



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S7.
Sample

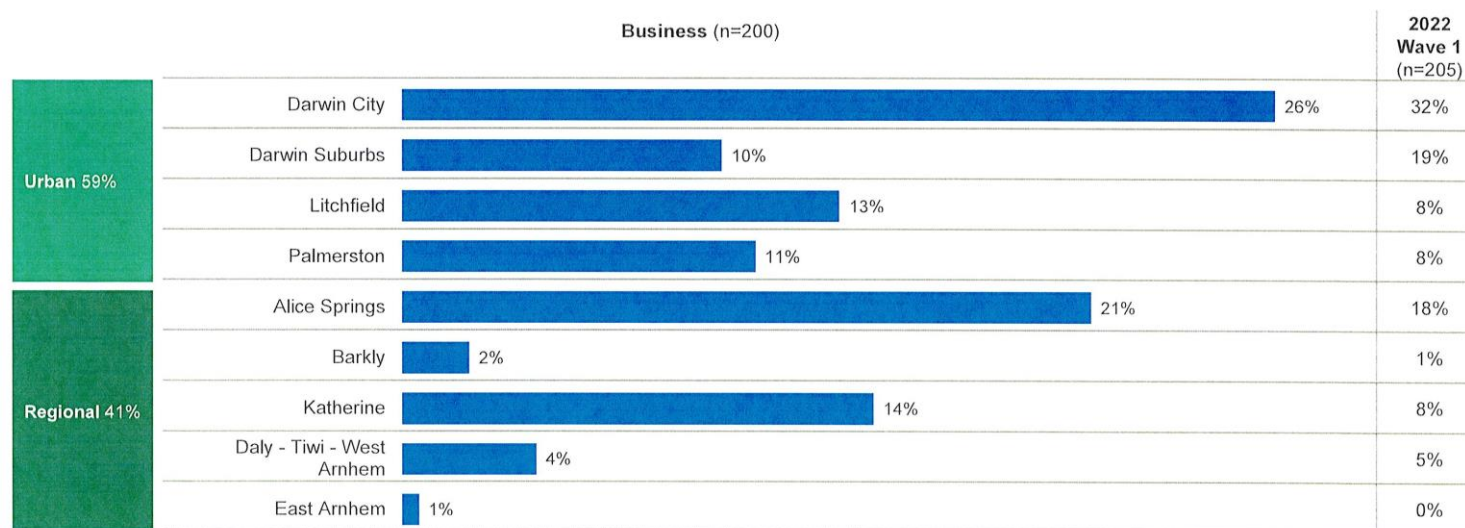
In which of the following ways does your organisation interact with Power and Water?
Business (n=200)

PowerWater 42

Location



The majority of the business sample (26%) was located in Darwin City, followed by Alice Springs (21%) and Litchfield (13%) and. There were no significant differences in satisfaction between locations.



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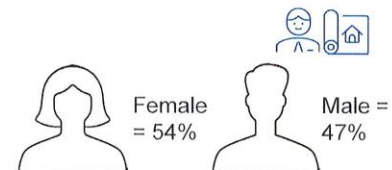
S1.
Sample

Suburb
Business (n=200)

PowerWater 43

Age and gender

The fall of gender and age in the business sample was consistent with previous waves of the research.



	Business (n=200)	Overall (n=613)
18 to 34 years	15%	31%
35 to 44 years	18%	19%
45 to 54 years	26%	20%
55 to 64 years	24%	17%
65 to 74 years	13%	9%
75+ years	5%	3%

KANTAR PUBLIC

S3.
S4.
Sample

How old are you?
Gender
Business (n=200)

PowerWater 44

Cultural background



As with the resident sample, almost all the business respondents (94%) are neither of Aboriginal nor Torres Strait Islander origin.

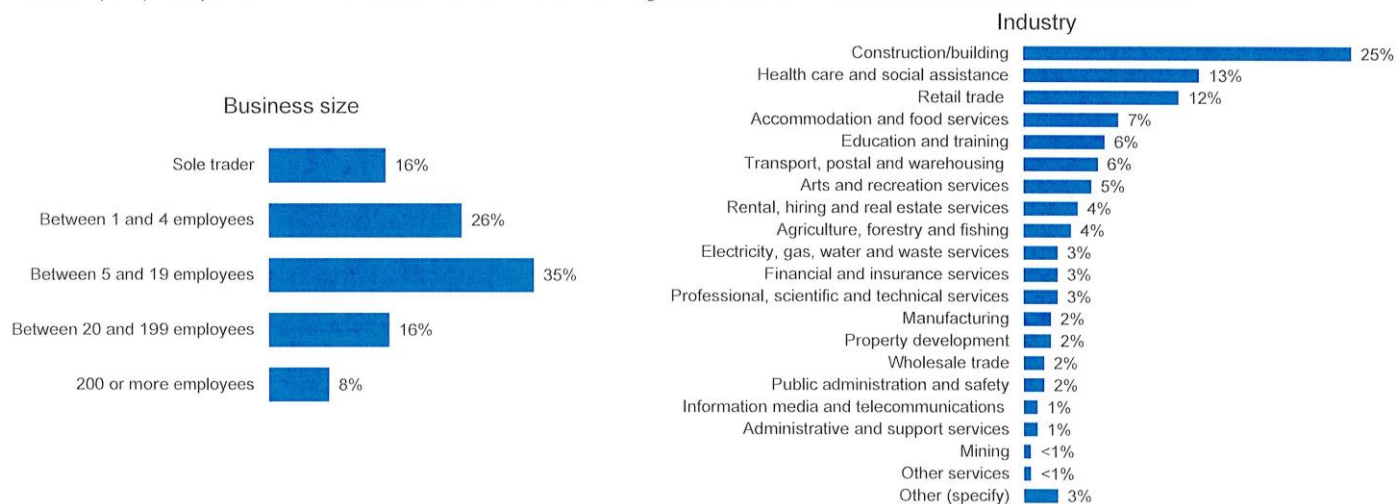
Business (n=200)		2022 1st Wave (n=205)
No	94%	94%
Yes, Aboriginal	4%	3%
Yes, Torres Strait Islander	1%	-
Yes, both Aboriginal and Torres Strait Islander	1%	-
I prefer not to answer	2%	3%

Business size and industry (business only)



A spread of business size was achieved with the largest proportion employing between 5 and 19 employees (35%). Businesses with between 20 and 199 employees were more likely to be satisfied than others.

A spread of industry was also achieved, with the largest proportion of businesses operating in construction/building (25%), health care and social assistance (13%) and retail trade (12%). Sample sizes were too small to determine if there were significant differences between industries in terms of satisfaction.



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S5.
S6.
Sample

We recognise that COVID-19 may have had an impact on business and employee numbers. Prior to the impacts of COVID-19, approximately how many people were employed by your organisation?
What industry do you operate in?
Business (n=200)

PowerWater 46

4

Where to from here?

Where to from here?

There continues to be high levels of satisfaction among resident and business customers alike emphasising the strong position that Power and Water is currently in. The highest levels of satisfaction consistently relate to Power and Water's fundamental service delivery, including the supply of good quality water and a reliable source of power.

Moving forward, the factors that will have the greatest impact on customer satisfaction continue to be – communicating with customers in an open, honest and transparent way and always doing what's best for the community. These factors have been highlighted in previous waves of research.

When unpacking these key drivers of satisfaction, customers expressed that they want to:

- **Be kept informed on what's happening**, including receiving frequent, up to date information on planned work, outages and changes to service delivery.
- **See Power and Water out and about**, with a presence at community events, offering advice, gaining feedback and educating the public, and supporting community groups
- Understand more about what is being done in the areas of water conservation and renewable energy, so they have a greater awareness of the organisation's **environmental focus**

We heard that customers want Power and Water to have a great social media presence, with information shared on a variety of social platforms including Facebook. There was also an appetite for information to be provided via email.

The results show that roughly a third of participants are either satisfied with current service delivery and information provided by Power and Water, or did not wish to provide additional feedback in the current quantitative survey format. It would be worthwhile digging deeper into what community partnerships could look like moving forward e.g. the types of community events and groups that Power and Water could play more of an active role in, and what it would mean if they did so. We recommend undertaking a follow-up round of qualitative conversations with customers who want to know more, to get this extra level of detail to help inform Power and Water's future communication and marketing activity.



5 Appendix - instrument

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QMS QUANTITATIVE FIELD REQUIREMENTS [FIELD BRIEFING NOTES & SURVEY]	
Project No.: 263407656	Project Name: Customer Satisfaction Research (CSR) Survey
Main client service contact: Naomi Downer	
Project manager: Katalyn Kemp	
Additional contacts: Sarah Zanker, Damian Hampton	

1. Background information

The research is being conducted on behalf of the Power and Water Corporation (Power and Water) as part of their annual research program. This survey tracks key performance indicators in relation to customer satisfaction twice a year in order to continue the ongoing monitoring of measures that have been collected since 2009. The second wave in 2022 will revert back to the shorter version of the survey without the extra communications questions added in wave 1 of 2022.

2. Approach

n=800 survey via CATI with the option for online completion for the resident sample.

10-0000 survey	Audience	Methodology	Sample size	Sample source
Residential (n=600, 64.9%)	Urban Regional	Online CATI Online CATI	n=275 n=125	PWC customer list RDD panel
Business (n=200, 45.5%)	Businesses & Commercial Businesses & Government	CATI CATI	n=170 n=30	PWC customer list

Aim for a representative spread across age, gender and location (excluding Daly - West Arnhem and East Arnhem) for the residential group:

SAS	ABS ERP 2019	ABS ERP 2019 %	ABS ERP 2019 %	Quotas
Darwin City	27624	11%	45	52
Darwin Suburbs	60154	23%	91	105
Litchfield	25172	10%	41	47
Paradeview	36255	15%	62	72
Alsea Springs	33317	14%	64	74
Bahia	6291	2%	10	11
Daly - East - West Arnhem (resid. only)	17822	7%	29	33
East Arnhem (Indust.)	14525	6%	24	27
Katherine	20869	8%	34	39
Total	248819	100%	400	460

Aim for a spread across business size and industry for the business group.

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3. Timeframe
<ul style="list-style-type: none"> Scoping conversation: 1 November Survey refinement: 1 to 11 November Survey approval: 11 November Survey programming and testing: 14 to 16 November Fieldwork: 17 November to 4 December Topline scorecard: 12 December Draft report delivered: 16 December

4. Questionnaire instructions – dealing with overall project questions from respondents

- Protocol for answering questions pertaining to CLIENT IDENTITY:
 - We are conducting the research on behalf of Power and Water. All information you provide us will be completely confidential and used for research purposes only.
- Protocol for answering questions pertaining to RESEARCH SUBJECT:
 - The discussion will be about how you view Power and Water.
- Protocol for answering questions pertaining to SOURCE OF RESEARCH SAMPLE:
 - Your details have been provided by Power and Water Corporation or from a panel supplier.

263407656_PWC Power Water_2022 CSR Wave 2_34-req_v4_20211114.docx

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QMS QUANTITATIVE SURVEY - RESIDENTS	
Project No.: 263407656	Project Name: CSR Survey

SECTION 1: ONLINE SURVEY INTRODUCTION

Power and Water strives to meet customers' needs.

To understand how satisfied customers are with the organisation's service delivery, Power and Water conduct surveys twice a year.

Feedback from the survey will help inform future service delivery.

Power and Water would like to know how satisfied you are from the perspective of a local resident.

This survey should take around 12 minutes to complete.

As a thank you for your time and involvement, if you complete the survey by 4 December 2022 you will go into the draw to win 1 of 5 x \$100 EFTPOS cards.

Thank you very much for your help!

SECTION 1: CATI SURVEY INTRODUCTION

NOTE TO INTERVIEWER:

TEXT IN CAPITALS ARE INSTRUCTIONS

TEXT IN SENTENCE CASE IS THE SCRIPT, WHICH SHOULD BE READ EXACTLY AS WRITTEN

Good morning/afternoon/evening. My name is [INTERVIEWER] from Kantar Public Australia calling on behalf of Power and Water.

IF CLIENT/PANEL SAMPLE: May I please speak to <insert named participant>?

IF RDD SAMPLE: Can I please speak to the person in the household who knows the most about power and water usage?

Hello <insert named participant>, thank you for taking this call.

Power and Water strive to meet customers' needs, and respond in an efficient and timely manner.

Twice a year, Power and Water seek to understand how satisfied Northern Territory customers are with the organisation's service delivery, and what customers want Power and Water to prioritise moving forward.

Your feedback from this survey will help Power and Water understand your customer satisfaction and inform future service delivery.

The survey will take around 12 minutes of your time.

As a thank you for your time and involvement, if you complete the survey by the 4 December 2022 you will go into the draw to win 1 of 5 x \$100 EFTPOS cards.

Is now a good time or would it be more convenient if I make an appointment to speak to you at another time? [RECORD CALL STATUS AS APPROPRIATE]

Q1 IDEN

Q1. Are you happy to continue?

1 Yes

2 No

IF 2 IN Q1, Thank the person for their time, ABORT

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SECTION 5: SCREENING

The first few questions are about you, to help us analyse the data we collect. We will not use this information to identify you.

S1 SUBURB/TOWN (HISTORICAL)

S1. We're aiming to include a mix of people from across the Northern Territory. Which town or suburb do you live in? DNRO (SR)

Drop down list	1-113	INSTRUCTION
	1-113	CONTINUE - ABS REP., URBAN/REMOTE
I live outside the Northern Territory	114	TERMINATE

1	Acacia Hills	39	Fred's Pass	77	Nightcliff
2	Adelaide River	40	Girraween	78	Noonamah
3	Alice Springs	41	Gillen	79	Parap
4	Anula	42	Gray	80	Palmerston
5	Bakewell	43	Gunn	81	Pine Creek
6	Bathurst	44	Hackett	82	Prosser
7	Bayview	45	Holzer	83	Playford
8	Beach Creek	46	Howard Springs	84	Rapids Creek
9	Berrimah	47	Hughes	85	Robinson River
10	Berry Springs	48	Humphs Doo	86	Rosebery
11	Blackmore	49	Jock	87	Rosebery Heights
12	Borroloola	50	Johnson	88	Rum Jungle
13	Burkin	51	Karama	89	Salladine
14	Bynoe	52	Katherine	90	Southport
15	Bynoe Haven	53	Katherine East	91	Stapleton
16	Camp Creek	54	Mackay Lagoon	92	Stapleton Creek
17	Cassiana	55	Lake Bennett	93	Stuart Park
18	Coconut Grove	56	Lamballs Lagoon	94	Tennant Creek
19	Coolalinga	57	Larabie	95	The Gardens
20	Coomalie Creek	58	Larabieyah	96	The Narrows
21	Cox Peninsula	59	Larabie	97	Timber Creek
22	Cullen Bay	60	Leanger	98	Yindil Reef
23	Daly Waters	61	Lee Point	99	Yorke
24	Darwin	62	Lonsdale	100	Yorke Peninsula
25	Darwin City	63	Lord Creek	101	Yorke Waters
26	Darwin River	64	Ludmilla	102	Yorke
27	Dier	65	Lyns	103	Yorke Beach
28	Dundee Beach	66	Mait	104	Yorke
29	Dundee Downs	67	Mait Lagoon	105	Yorke
30	Dundee Forest	68	Mait	106	Yorke
31	Durack	69	Mait	107	Yorke
32	Egal Aon	70	Mait	108	Yorke
33	Elliot	71	Mait	109	Yorke
34	Fanning Bay	72	Mait	110	Yorke
35	Farrer	73	Mait	111	Yorke
36	Finniss River	74	Mait	112	Yorke
37	Finniss Valley	75	Mait	113	Yorke
38	Fitz Creek	76	Mait	114	Yorke

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S2 EMPLOYEE (HISTORICAL Q1)

S2. Are you a Power and Water employee? DNRO (SR)

Yes	CODE	INSTRUCTION
Yes	1	TERMINATE
No	2	CONTINUE

S3 POWER WATER SERVICES (HISTORICAL Q2)

S3. Which of the following services do you receive from Power and Water? RO (MR)

	CODE	INSTRUCTION
Power (billed through Jacana or another supplier)	1	CONTINUE
Power (billed direct through Power and Water – Rural/Remote)	2	CONTINUE
Gas (new)	3	CONTINUE
Water	4	CONTINUE
Sewerage	5	CONTINUE
None of these	6	TERMINATE
Don't know	07	TERMINATE

S4 AGE (HISTORICAL D1)

S4. How old are you? RO IF NECESSARY (SR)

	CODE	INSTRUCTION
Under 18 years	1	TERMINATE
18 to 24 years	2	
25 to 34 years	3	
35 to 44 years	4	CONTINUE -
45 to 54 years	5	ABS Rep.
55 to 64 years	6	
65 to 74 years	7	
75+ years	8	
I prefer to not answer (DNRO)	99	TERMINATE

S4 GENDER

S4. What is your gender? DNRO, CATI RECORD VIA OBSERVATION (SR)

Male	CODE	INSTRUCTION
Male	1	CONTINUE - ABS Rep.
Female	2	CONTINUE - ABS Rep.
Self-described, (specify)	3	CONTINUE - ABS Rep.

SECTION C: COMMUNICATION

C1 COMMUNICATION SOURCES (HISTORICAL Q14 WITH CHANGES)

C1. Other than your bill, where have you seen or come into contact with Power and Water out in the community? This could include at events, on water refill stations, on social media etc. DNRO, RANDOMISE (MR)

	CODE	INSTRUCTION
Direct contact with Power and Water employees	1	CONTINUE
An insert with your bill	3	
Show or community event	4	
Industry event	5	
Advertising in newspapers, TV or radio	6	
Stories in newspapers, TV or radio	11	
Industry publications	12	
Power and Water's website	13	
Power and Water publications	14	
Twitter	15	

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Facebook	16
YouTube	17
Instagram	18
Online banner advertising	19
Australia Post	20
Permanent water fountains	21
Water refill stations at events	22
On infrastructure e.g. water tanks, power stations	23
Sponsorship or Partnership	24
On Power and Water vehicles	25
Through another source (specify)	26
None of these	27

SECTION 5: OVERALL SATISFACTION

OS1 SATISFACTION (HISTORICAL Q15)

OS1. Considering that Power and Water transmits and distributes electricity, provides water and sewerage services as well as customer service support, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services? RO (SR)

	0 = Very dissatisfied → 10 = Very satisfied										INSTRUCTION	
Overall satisfaction	0	1	2	3	4	5	6	7	8	9	10	CONTINUE

OS2 DRIVERS OF SATISFACTION (HISTORICAL Q17 WITH POWER ADDED)

OS2. Thinking about the services Power and Water deliver, what is your level of satisfaction with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied? RO (SR per row)

	0 - Very dissatisfied	→									10 - Very satisfied	INSTRUCTION
a. The quality of the water supplied	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
b. The price of the water service	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
c. Water conservation tips	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
d. How used water is dealt with (sewerage)	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
e. The reliability of the power supply	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
f. Their ability to resolve problems quickly when things go wrong	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
g. Their ability to communicate with customers in an open, honest and transparent way	0	1	2	3	4	5	6	7	8	9	10	CONTINUE
h. Their ability to do what's best for the community	0	1	2	3	4	5	6	7	8	9	10	CONTINUE

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OS3 NPS (NEW IN 2021)

OS3. Thinking about Power and Water overall. Using a scale of 0 to 10 where 0 is not at all likely and 10 is extremely likely, if asked, how likely would you be to speak well of Power and Water to others?

RO (SR)

0 - Not at all likely	10 - Extremely likely	INSTRUCTION
0 1 2 3 4 5 6 7 8 9 10		CONTINUE

OS5 HOW TO INCREASE SATISFACTION (NEW IN WAVE 1 2022)

OS5. If Power and Water could do one thing in the next 6 months, to increase your level of satisfaction with the organisation, excluding changes to pricing, what would that be? Just to clarify, Power and Water transmits and distributes electricity, and provides water and sewerage services across the Northern Territory. (OPEN)

OS9 DRIVERS UNPACKED 1 (NEW IN WAVE 2 2022)

OS9. Earlier this year, we heard that NT customers felt it was important for Power and Water to communicate in an open, honest and transparent way. How could Power and Water do this better? (OPEN)

OS7 DRIVERS UNPACKED 2 (NEW IN WAVE 2 2022)

OS7. We also heard it's important for Power and Water to do what's best for the community. What could Power and Water do to demonstrate this? (OPEN)

OS9 HOW TO SHARE (NEW IN WAVE 2 2022)

OS9. How would you like to find out about what Power and Water is doing when it comes to sharing information and doing what's best for the community? DNRO, RANDOMISE (MR)

	CODE	INSTRUCTION
Direct from with Power and Water employees	1	
An inset with your bill	2	
Blog or community event	3	
Industry event	4	
Advertising in newspapers, TV or radio	5	
Stories in local newspapers	6	
Stories on TV	7	
Stories on radio	8	
Industry publications	9	
Power and Water's website	10	CONTINUE
Power and Water publications	11	
Power and Water App	12	
Twitter	13	
Facebook	14	
YouTube	15	
Instagram	16	
Online banner advertising	17	
On infrastructure e.g. water tanks, power stations	18	
On Power and Water vehicles	19	

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Through another source (specify)

It's not really discussed in the information

06

07

SECTION D: DEMOGRAPHICS

Finally, a few questions to help us put your answers in context. Again, this information is not intended to identify any individual respondents.

D1 LIVING IN THE NT

D1. How long have you lived in the Northern Territory? DNRO (SR)

	CODE	INSTRUCTION
Less than 12 months	1	
1-2 years	2	CONTINUE
3 to 5 years	3	INCLUDE A
6 to 10 years	4	MIX
More than 10 years	5	

D3 HOUSEHOLD SIZE

D3. How many people usually live in your household? DNRO (SR)

	CODE	INSTRUCTION
One person	1	
Two people	2	
Three people	3	CONTINUE
Four people	4	
Five people	5	
Six or more people	6	

D4 WATER BILLPAYER STATUS

D4. Which of the following best describe you in terms of paying for water? RO (SR)

	CODE	INSTRUCTION
I receive a water bill directly from Power and Water	1	
I receive a water bill from my landlord or property manager	2	
I do not receive a water bill from Power and Water (off-grid or self-sufficient)	3	CONTINUE
I do not receive a water bill from Power and Water (as it is included as a rental or strata agreement)	4	
Other, please specify	05	
Unsure	07	

D5 POWER BILLPAYER STATUS

D5. Which of the following best describe you in terms of paying for electricity? RO (SR)

	CODE	INSTRUCTION
I receive an electricity bill directly from Power and Water	1	
I receive an electricity bill from my retailer i.e. Jacana or Rimfire Energy	2	CONTINUE
Other, please specify	05	
Unsure	07	

D6 CULTURAL BACKGROUND

D6. Are you of Aboriginal or Torres Strait Islander origin? DNRO (SR)

	CODE	INSTRUCTION
No	1	
Yes, Aboriginal	2	
Yes, Torres Strait Islander	3	CONTINUE
Yes, both Aboriginal and Torres Strait Islander	4	
I prefer not to answer	00	

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SECTION P: PRIZE DRAW

We appreciate you taking the time to complete this survey and as a gesture of thanks we will place you in the draw to win 1 of 5 x \$100 EFTPOS cards.

P1. PRIZE DRAW

P1. What is the best phone number to reach you on if you are selected as the winner of this prize? (SR, DNRO)

Code	Response
1	Enter phone number
2	I don't want to be included in the prize draw

SECTION X: CLOSE

That's the end of the survey. On behalf of Kantar Public and NT Power and Water, thank you so much for your time, it has been greatly appreciated.

As this is market research, it is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes.

If you have any queries about the Market Research Industry as a whole, you can call the Market and Social Research Society's Survey Line on 1300 364 830.

ONLINE SURVEY: Please click "SUBMIT" to send your responses.

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OMS QUANTITATIVE SURVEY - BUSINESSES	
Project No.: 203407555	Project Name: CSR Survey

SECTION I: ONLINE SURVEY INTRODUCTION

Power and Water strives to meet customers' needs.

To understand how satisfied customers are with the organisation's service delivery, Power and Water conduct surveys twice a year.

Feedback from the survey will help inform future service delivery.

Power and Water would like to know how you feel about the organisation and what you would like them to focus on into the future from the perspective of operating a business in the Northern Territory.

This survey should take around 12 minutes to complete.

As a thank you for your time and involvement, if you complete the survey by 4th December 2022 you will go into the draw to win 1 of 5 x \$100 EFTPOS cards.

Thank you very much for your help!

SECTION I: CAT1 SURVEY INTRODUCTION

NOTE TO INTERVIEWER:

TEXT IN CAPITALS ARE INSTRUCTIONS

TEXT IN SENTENCE CASE IS THE SCRIPT, WHICH SHOULD BE READ EXACTLY AS WRITTEN

Good morning/afternoon/evening. My name is [INTERVIEWER] from Kantar Public Australia calling on behalf of Power and Water.

IF CLIENT/PANEL SAMPLE: May I please speak to <insert named participant>?

IF RDD SAMPLE: Can I please speak to the person in the organisation who knows the most about power and water usage?

Hello <insert named participant>, thank you for taking this call.

Power and Water strive to meet customers' needs, and respond in an efficient and timely manner.

Twice a year, Power and Water seek to understand how satisfied Northern Territory customers are with the organisation's service delivery, and what customers want Power and Water to prioritise moving forward.

Your feedback from this survey will help Power and Water understand your customer satisfaction, and inform future service delivery.

The survey will take around 10 minutes of your time.

As a thank you for your time and involvement, if you complete the survey by 4th December 2022 you will go into the draw to win 1 of 5 x \$100 EFTPOS cards.

Is now a good time or would it be more convenient if I make an appointment to speak to you at another time? [RECORD CALL STATUS AS APPROPRIATE]

Q1. IDEN

Q1. Are you happy to continue?

1. Yes

2. No

IF 2 IN Q1, Thank the person for their time, ABORT

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SECTION 5: SCREENING

The first few questions are about you and the organisation you work in, to help us analyse the data we collect. We will not use this information to identify you.

S1 SUBURB/TOWN

S1. We're aiming to include a mix of organisations from across the Northern Territory. Which town or suburb is your organisation located in? If there is more than one location, please select the location of your main operations within the Northern Territory. DNRO (SR)

Drop down list	1-113	INSTRUCTION CONTINUE - ABS REP., URBAN/REMOTE QUOTA
My organisation operates outside the Northern Territory	114	TERMINATE

1	Acacia Hills	39	Freds Pass	77	Nightfall
2	Adelaide River	40	Goraveen	78	Nokanah
3	Alcoa Springs	41	Oulun	79	Parap
4	Anula	42	Gray	80	Palmviewton
5	Bakewell	43	Gurru	81	Pine Creek
6	Batchelor	44	Harbour	82	Pinefields
7	Bayview	45	Holbe	83	Playford
8	Bees Creek	46	Howard Springs	84	Rapid Creek
9	Berrimah	47	Hughes	85	Robinson River
10	Berry Springs	48	Hungry Doe	86	Rosebery
11	Blackmore	49	Jingli	87	Rosebery Heights
12	Borrolua	50	Johnston	88	Rum Jungle
13	Brimley	51	Karara	89	Salt Creek
14	Bynoe	52	Katherine	90	Southern
15	Bynoe Haven	53	Katherine East	91	Stapleton
16	Camp Creek	54	Koolay Lagoon	92	Stapleton Creek
17	Cassara	55	Lake Brosse	93	Stuart Park
18	Coconut Grove	56	Lambella Lagoon	94	Tarrant Creek
19	Coolingup	57	Lambella Lagoon	95	The Gardens
20	Coomalie Creek	58	Larrakanyah	96	The Narrows
21	Cox Peninsula	59	Larrakanyah	97	Tindal Creek
22	Cullen Bay	60	Leanyer	98	Tindal Reef
23	Daly Waters	61	Lee Point	99	Tindal
24	Darwin	62	Lonsdale	100	Tindal Plains
25	Darwin City	63	Lloyd Creek	101	Tumbling Waters
26	Darwin River	64	Lodonia	102	Virginia
27	Dhuva	65	Lynce	103	Wagait Beach
28	Dundas Beach	66	Maak	104	Wagaitman
29	Dundas Downs	67	Marlow Lagoon	105	Wakurru
30	Dundas Forest	68	Marara	106	Wagait
31	Durack	69	Marara	107	Wauchope
32	East Arm	70	Matavaka	108	Woodro
33	Elliott	71	Milner	109	Woodroffe
34	Fannie Bay	72	Moll	110	Woodroffe
35	Farrar	73	Moolten	111	Woodroffe
36	Finniss River	74	Nakara	112	Wulagi
37	Finniss Valley	75	Namarrada	113	Yarravongia
38	Fry Creek	76	Newcastle Waters	99	Other (specify)

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S2 EMPLOY

S2. Are you, or anyone you know well, employed by... RO (MR)

	CODE	INSTRUCTION
An ad agency or are involved in advertising in any way	1	TERMINATE
A company involved in media, communications, public relations or marketing	2	TERMINATE
A market research company	3	TERMINATE
A company in the power or water industry	4	TERMINATE
None of the above	95	CONTINUE

S3 AGE

S3. What is your age? RO IF NECESSARY (SR)

	CODE	INSTRUCTION
Under 18 years	1	TERMINATE
18 to 24 years	2	TERMINATE
25 to 34 years	3	TERMINATE
35 to 44 years	4	CONTINUE - ABS REP.
45 to 54 years	5	CONTINUE - ABS REP.
55 to 64 years	6	CONTINUE - ABS REP.
65 to 74 years	7	CONTINUE - ABS REP.
75+ years	8	CONTINUE - ABS REP.
I prefer to not answer	99	TERMINATE

S4 GENDER

S4. What is your gender? DNRO, CAT1 RECORD VIA OBSERVATION (SR)

	CODE	INSTRUCTION
Male	1	CONTINUE - ABS REP.
Female	2	CONTINUE - ABS REP.
Self-declared (specify)	3	CONTINUE - ABS REP.

S5 BUSINESS SIZE

S5. Approximately how many people are employed in your organisation? DNRO (SR)

	CODE	INSTRUCTION
Sole trader	1	CONTINUE
Between 1 and 4 employees	2	CONTINUE
Between 5 and 19 employees	3	INCLUDE A
Between 20 and 199 employees	4	MIX
200 or more employees	5	MIX

S6 INDUSTRY

S6. What industry do you operate in? DNRO (SR)

	CODE	INSTRUCTION
Agriculture, forestry and fishing	1	CONTINUE
Mining	2	CONTINUE
Manufacturing	3	ENSURE MIX
Electricity, gas, water and waste services	4	CONTINUE
Construction/building	5	CONTINUE
Property development	21	ENSURE QUOTAS MET n=30
Wholesale trade	6	CONTINUE
Retail trade	7	CONTINUE
Accommodation and food services	8	ENSURE MIX

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Transport, postal and warehousing	8	
Information media and telecommunications	10	
Financial and insurance services	11	
Rental, hiring and real estate services	12	
Professional, scientific and technical services	13	
Administrative and support services	14	
Public administration and safety	15	
Education and training	16	
Health care and social assistance	17	
Arts and recreation services	18	
Other services	19	
Other (specify)	20	

S7. INTERACTION
S7. In which of the following ways does your organisation interact with Power and Water? RO (MR)

CODE	INSTRUCTION
1	Supply of water
2	Water bill payment
3	Supply of power
12	Power billed through Jetstream or other supplier
13	Power billed direct through Power and Water
4	New connections
5	Development permits
6	Planning and approval processes for construction
7	Audits of construction projects
8	Construction
9	Landscaping
10	Water meter application/replacement
11	Power meter application/replacement
95	Other (please specify)

SECTION C: COMMUNICATION

C1 COMMUNICATION SOURCES (HISTORICAL Q54)

C1. Other than your bill, where have you seen or come into contact with Power and Water out in the community? This could include at events, on water refill stations, on social media etc. DNRO, RANDOMISE (MR)

CODE	INSTRUCTION
1	Direct contact with Power and Water employees
2	An insert with your bill
3	Show or community event
4	Industry event
5	Advertising in newspapers, TV or radio
6	Stories in newspapers, TV or radio
7	Industry publications
8	Power and Water's website
9	Power and Water publications
10	Twitter
11	Facebook
12	YouTube
13	Instagram
14	Online banner advertising
15	Australia Post
16	Permanent water fountains
17	Water refill stations at events

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On infrastructure e.g. water tanks, power stations	24
Sponsorship or Partnership	25
On Power and Water vehicles	26
Through another source (specify)	96
None of these	97

SECTION 5: OVERALL SATISFACTION

OS1 SATISFACTION (HISTORICAL Q51)

OS1. Considering that Power and Water transmits and distributes electricity, provides water and sewerage services as well as customer service support, and thinking about your dealings with Power and Water overall, how would you rate your overall satisfaction with Power and Water services? RO (SR)

0 - Very dissatisfied	10 - Very satisfied	INSTRUCTION
0	1 2 3 4 5 6 7 8 9 10	CONTINUE

OS2 DRIVERS OF SATISFACTION (HISTORICAL Q17 WITH POWER ADDED)

OS2. Thinking about the services Power and Water deliver, what is your level of satisfaction with the following aspects of their service delivery, using a scale from 0-10 where 0 means very dissatisfied and 10 means very satisfied? RO (SR per row)

0 - Very dissatisfied	10 - Very satisfied	INSTRUCTION
0	1 2 3 4 5 6 7 8 9 10	CONTINUE
a. The quality of the water supplied	0 1 2 3 4 5 6 7 8 9 10	CONTINUE
b. The price of the water supply	0 1 2 3 4 5 6 7 8 9 10	CONTINUE
c. Water conservation tips	0 1 2 3 4 5 6 7 8 9 10	CONTINUE
d. How well water is dealt with (sewerage)	0 1 2 3 4 5 6 7 8 9 10	CONTINUE
e. The reliability of the power supply	0 1 2 3 4 5 6 7 8 9 10	CONTINUE
f. Their ability to resolve problems quickly when things go wrong	0 1 2 3 4 5 6 7 8 9 10	CONTINUE
g. Their ability to communicate with customers in an open, honest and transparent way	0 1 2 3 4 5 6 7 8 9 10	CONTINUE
h. Their ability to do what's best for the community	0 1 2 3 4 5 6 7 8 9 10	CONTINUE

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OS3 NPS (NEW IN 2021)

OS3. Thinking about Power and Water overall, using a scale of 0 to 10 where 0 is not at all likely and 10 is extremely likely, if asked, how likely would you be to speak well of Power and Water to others? RO (SR)

0 - Not at all likely	10 - Extremely likely	INSTRUCTION
0	1 2 3 4 5 6 7 8 9 10	CONTINUE

OS5 HOW TO INCREASE SATISFACTION (NEW IN WAVE 1 2022)

OS5. If Power and Water could do one thing in the next 6 months to increase your level of satisfaction with the organisation, excluding changes to pricing, what would that be? Just to clarify, Power and Water transmits and distributes electricity, and provides water and sewerage services across the Northern Territory. (OPEN)

OS6 DRIVERS UNPACKED 1 (NEW IN WAVE 2 2022)

OS6. Earlier this year, we heard that NT customers felt it was important for Power and Water to communicate in an open, honest and transparent way. How could Power and Water do this better? (OPEN)

OS7 DRIVERS UNPACKED 2 (NEW IN WAVE 2 2022)

OS7. We also heard it's important for Power and Water to do what's best for the community. What could Power and Water do to demonstrate this? (OPEN)

OS8 HOW TO SHARE (NEW IN WAVE 2 2022)

OS8. How would you like to find out about what Power and Water is doing when it comes to sharing information and doing what's best for the community? DNRO, RANDOMISE (MR)

CODE	INSTRUCTION
1	Direct from with Power and Water employees
2	An insert with your bill
3	Show or community event
4	Industry event
5	Advertising in newspapers, TV or radio
6	Stories in local newspapers
7	Stories on TV
8	Stories on radio
9	Industry publications
10	Power and Water's website
11	Power and Water publications
12	Power and Water App
13	Twitter
14	Facebook
15	YouTube
16	Instagram
17	Online banner advertising
18	On infrastructure e.g. water tanks, power stations
19	On Power and Water vehicles

26160706_NAT Power Water_2022 Q338 Wave 2_Survey_M4_20221114.docx

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KANTAR PUBLIC

Through another source (specify)	06	
I've not really considered this information	07	

SECTION D: DEMOGRAPHICS
Finally, a few questions to help us put your answers in context. Again, this information is not intended to identify any individual respondents.

D1. OPERATING IN THE NT
D1. How long has your business operated in the Northern Territory? RO (SR)

	CODE	INSTRUCTION
Less than 12 months	1	
1-2 years	2	CONTINUE
3 to 5 years	3	INCLUDE A
5 to 10 years	4	MX
More than 10 years	5	

D2. POWER WATER SERVICES
D2. Which of the following services do you receive from Power and Water? RO (MR)

	CODE	INSTRUCTION
Power	1	
Gas	2	
Water	3	
Sewerage	4	CONTINUE
Builder or developer services	5	
None of the above	6	
DON'T KNOW	07	

D4. WATER BILLPAYER STATUS
D4. Which of the following best describe you in terms of paying for water? RO (SR)

	CODE	INSTRUCTION
I receive a water bill directly from Power and Water	1	
I receive a water bill from my landlord or property manager	2	
I do not receive a water bill from Power and Water (off-grid or self-sufficient)	3	
I do not receive a water bill from Power and Water (as it is included as a rental or strata agreement)	4	CONTINUE
Other, please specify	06	
Unsure	07	

D5. POWER BILLPAYER STATUS
D5. Which of the following best describe you in terms of paying for electricity? RO (SR)

	CODE	INSTRUCTION
I receive an electricity bill directly from Power and Water	1	
I receive an electricity bill from my retailer i.e. Jacana or Kimfire Energy	2	CONTINUE
Other, please specify	06	
Unsure	07	

D6. CULTURAL BACKGROUND
D6. Are you of Aboriginal or Torres Strait Islander origin? DNRO (SR)

	CODE	INSTRUCTION
No	1	
Yes, Aboriginal	2	CONTINUE
Yes, Torres Strait Islander	3	

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KANTAR PUBLIC

Yes, both Aboriginal and Torres Strait Islander	4	
I prefer not to answer	00	

SECTION P: PRIZE DRAW
We appreciate you taking the time to complete this survey and as a gesture of thanks we will place you in the draw to win 1 of 5 x \$100 EFTPOS cards.

P1. PRIZE DRAW
P1. What is the best phone number to reach you on if you are selected as the winner of this prize? (SR, DNRO)

Code	Response	
1	Enter phone number	CONTINUE
2	I don't want to be included in the prize draw	

SECTION X: CLOSE
That's the end of the survey. On behalf of Kantar Public and NT Power and Water, thank you so much for your time, it has been greatly appreciated!

As this is market research, it is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes.

If you have any queries about the Market Research Industry as a whole, you can call the Market and Social Research Society's Survey Line on 1300 354 630.

ONLINE SURVEY: Please click "SUBMIT" to send your responses.

26367556_NT Power Water_2022 CSR Wave 2_Survey_V4_20221114.docx

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KANTAR PUBLIC

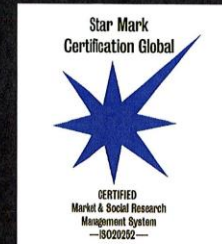
QMS LOG OF CHANGES

Question	Details of Change/s	Date DDMMYY	By Whom
C3	Updated question wording to 'How often do you watch, read or use the following?'	01/03/22	ND
OS3	Added a comma after 'if asked.'	01/03/22	ND
OS4	Replaced with OS5 in Wave 1 2022	01/03/22	ND
Removed C3 to C6	2022 Wave 2	21/10/22	ND
Added OS5 TO OS8	To understand how to demonstrate and communicate the key drivers of satisfaction	11/11/22	ND
Business, S5	Removed the COVID wording based on updates to the latest BTS survey	16/11/22	ND

26367556_NT Power Water_2022 CSR Wave 2_Survey_V4_20221114.docx

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KANTAR PUBLIC



Thank you

Naomi Downer
Naomi.downer@kantarc.com

Katelyn Kemp
Katelyn.kemp@kantarc.com

Kantar Public | Level 2, 199a Rundle Street Adelaide SA 5000

Attachment I



PowerWater

People's Panel

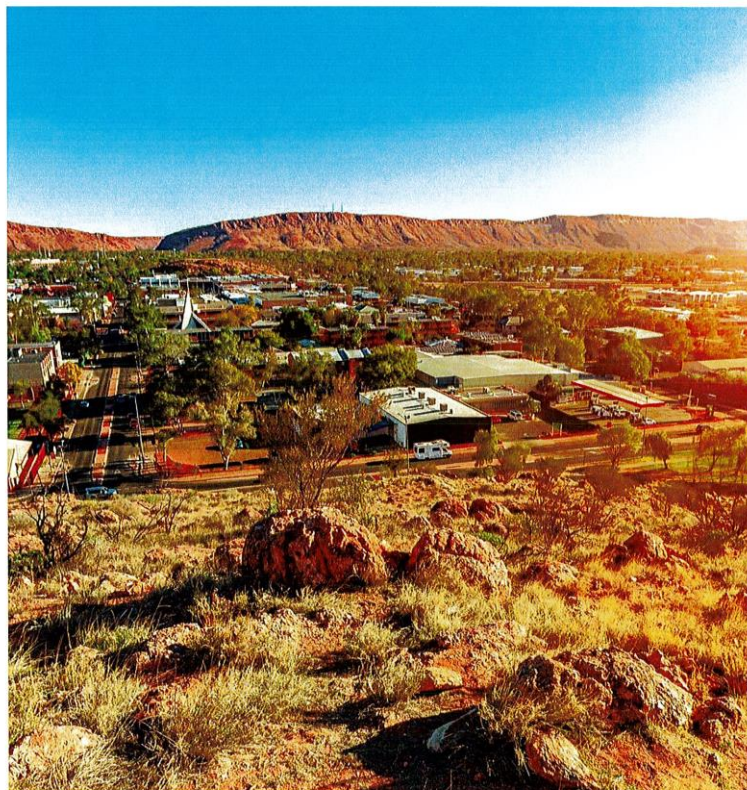
August 2022

Session 1 - Welcome back!

Alice Springs – Acknowledgement of Country

On behalf of Power and Water Corporation we acknowledge the Mparntwe Arrernte people as the Traditional Owners of the Alice Springs region and the land that we meet on.

We pay our respects to the Mparntwe Arrernte elders both past and present.



Objectives for the day



August People's Panel

Power and Water Corporation

Your input will continue to inform development of Power and Water's Regulatory Proposal

Agenda

Session	Time
Session 1 – Welcome and recap	8:30 – 9:00am
Session 2 – Our Draft Plan	9:00 – 9:50am
MORNING TEA	9:50 – 10:20am
Session 3 – Deep dive into future network	10:20 – 11:00am
Session 4 – Balancing affordability and long-term sustainability	11:00 – 12:15pm
LUNCH	12:15 – 1:00pm
Session 5 – Energy efficiency	1:00 – 1:30pm
Session 6 – Time of Use pricing	1:30 – 2:45pm
AFTERNOON TEA	2:45 – 3:00pm
Session 7 – Export Tariffs	3:00 – 4:15pm
Session 8 – Reflections and close	4:15 – 4:30pm

Join mentimeter

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www.menti.com

Enter the code



Or use QR code

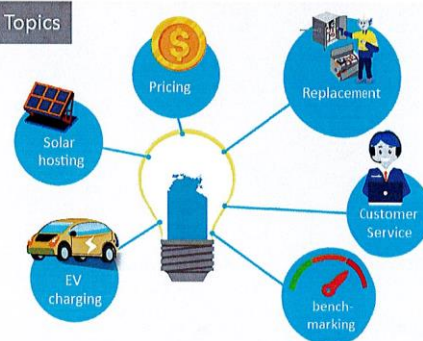
Recap

- April People's Panel – customer pain points, co-design, preferences, and priorities
- Co-design areas discussed solar hosting, pricing, replacement, community batteries, EV charging, and customer service

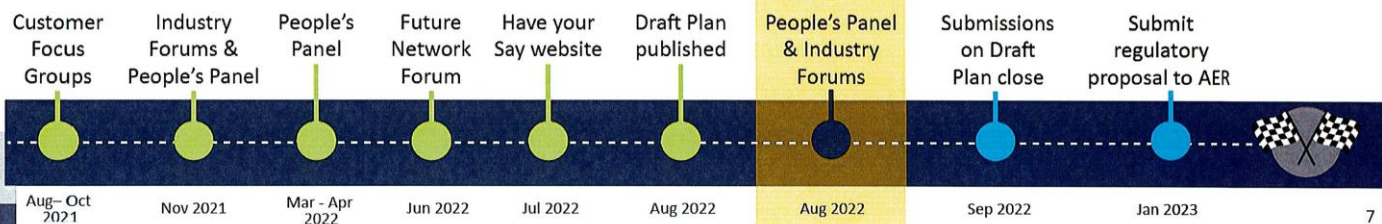


See **Chapter 2** of the Draft Plan and April People's Panel Report

Co-Design Topics



Power and Water Corporation



Mentimeter

Do you have any questions on the agenda or objectives for today? *[Free text]*

Based on the April People's Panel, is there anything that you would like to understand more today? *[Free text]*

August People's Panel



Individual Feedback

Power and Water Corporation

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Session 2 – Our Draft Plan

Our Draft Plan



See **Chapter 2** of the Draft Plan and April People's Panel Report

We recently released our Draft Plan for the 2024-29 period. Our Draft Plan has been informed and shaped by your feedback on the direction we should pursue on key strategic areas and your customer preferences are embedded in our expenditure and tariff plans.

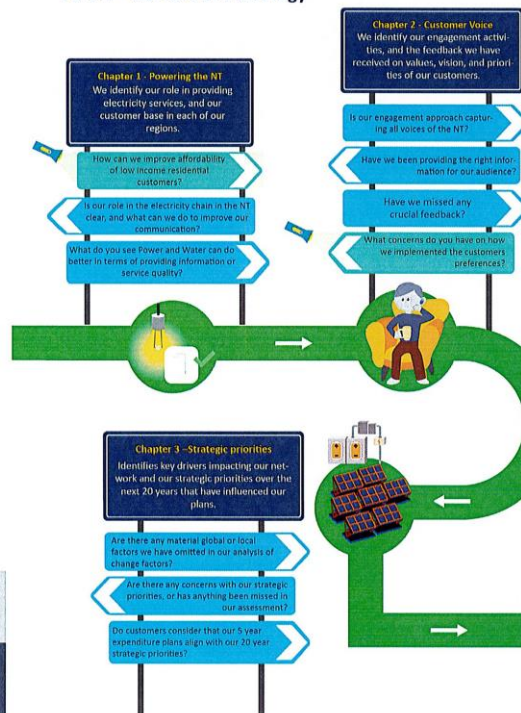


Draft Plan structure

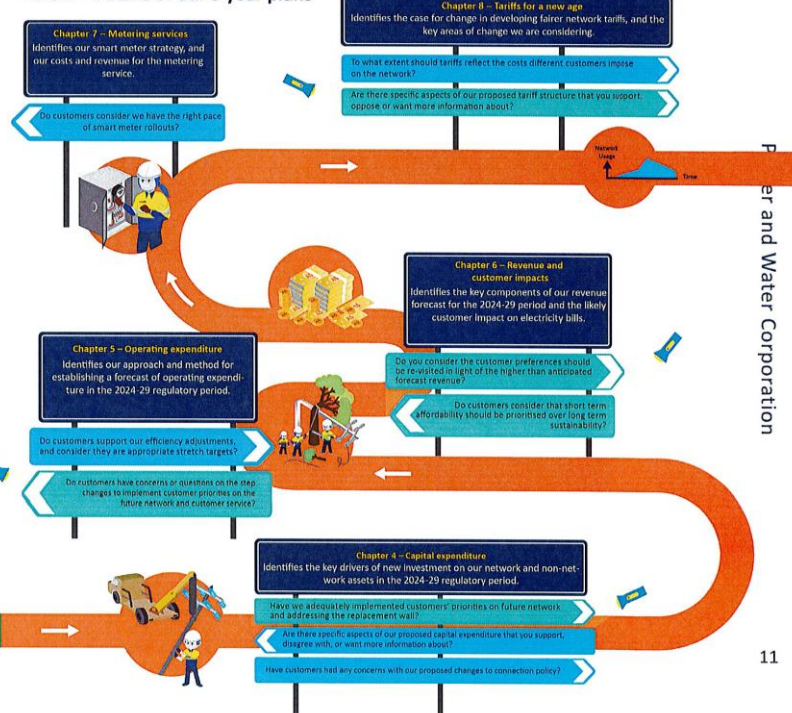


See pages 18-19 of the Draft Plan

Part A – Context and Strategy



Part B – Details of our 5 year plans



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Mentimeter

I remember the customer preferences we co-designed in April
[Strongly disagree – strongly agree]

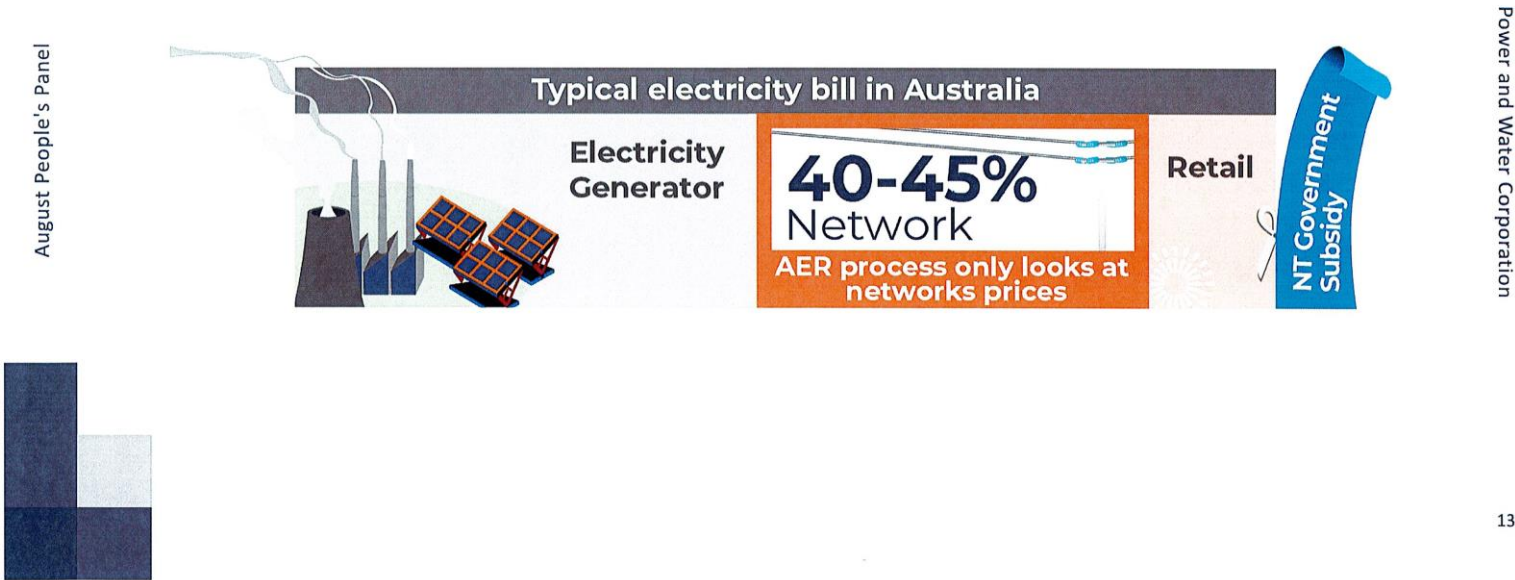
I have read the Draft Plan in preparation for today *[Strong disagree
– strongly agree]*

August People's Panel



Power and Water Corporation

How we contribute to your electricity bill





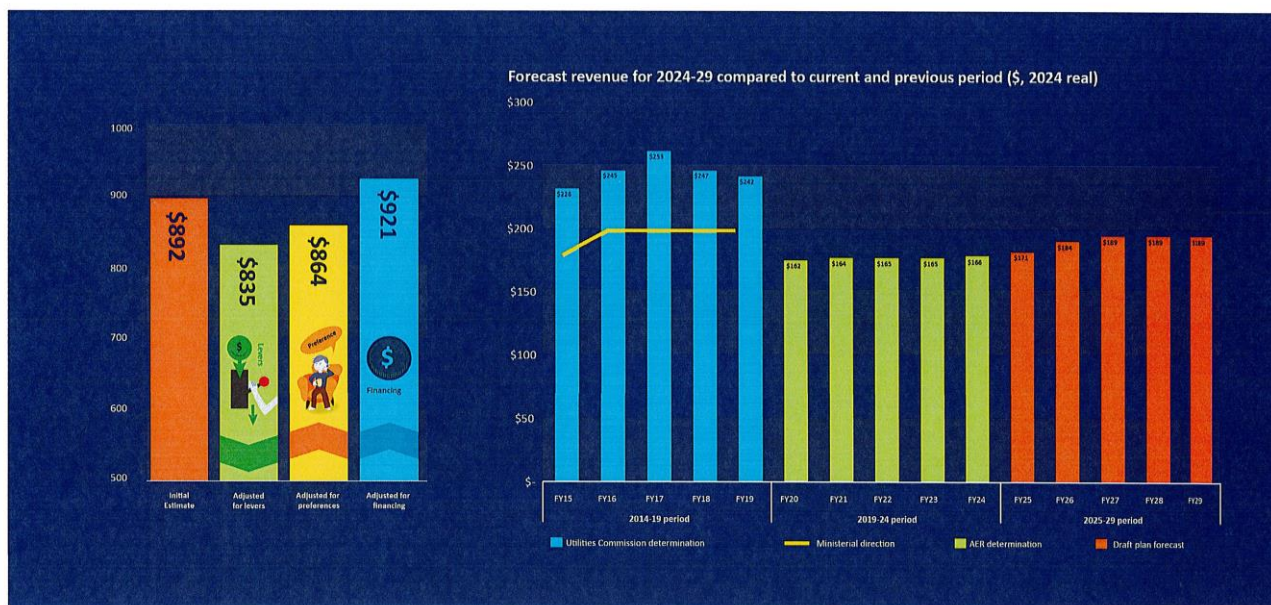
See Summary section of the Draft Plan for further information

Our revenue journey

We have forecast that revenue (excluding inflation) in 2024-29 will increase by 10 per cent higher than the 2019-24 period, but will still be significantly lower than the 2014-19 period.

August People's Panel

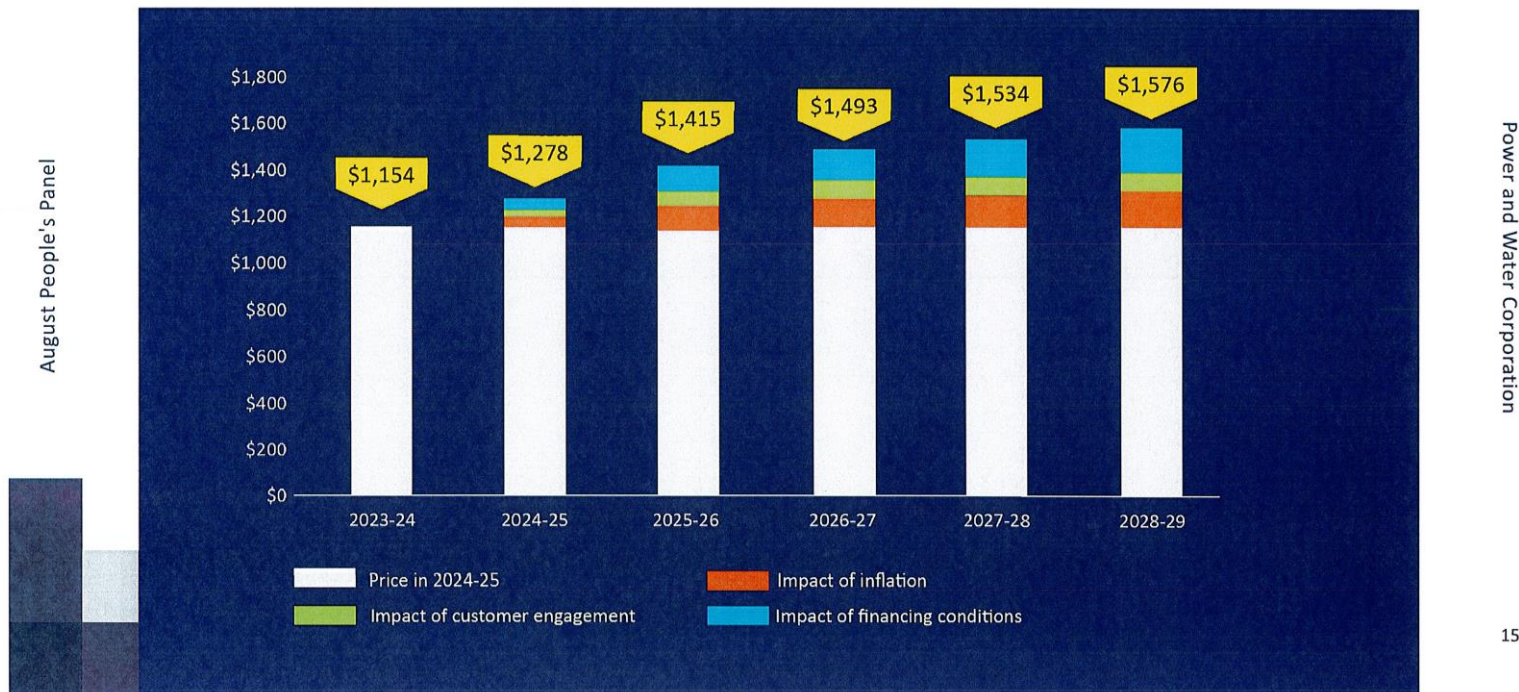
14



Power and Water Corporation

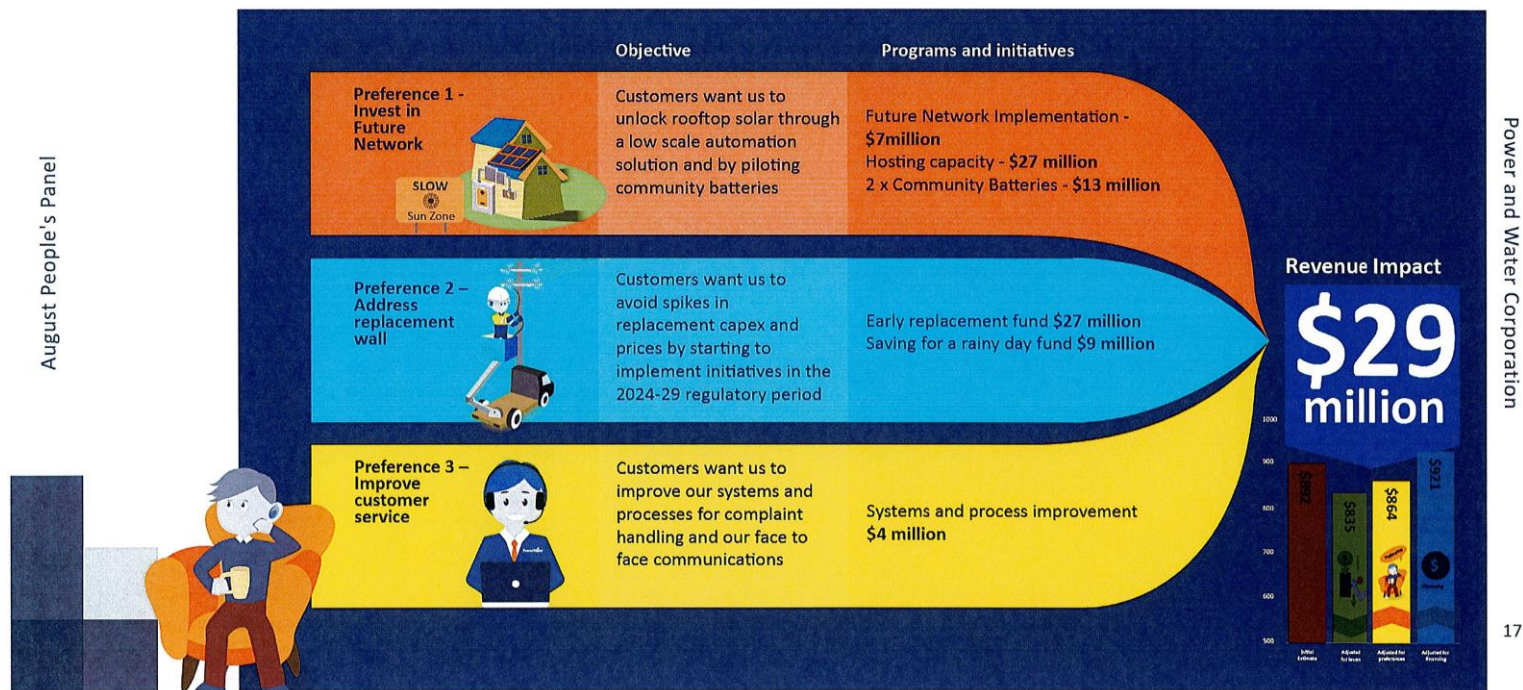
14

Annual bill impacts for customer without smart meter





How we then reflected customer preferences



Mentimeter

 Individual Feedback

All OK?
What questions do you have on how we reflected customer preferences? *[Free text]*

August People's Panel

Power and Water Corporation



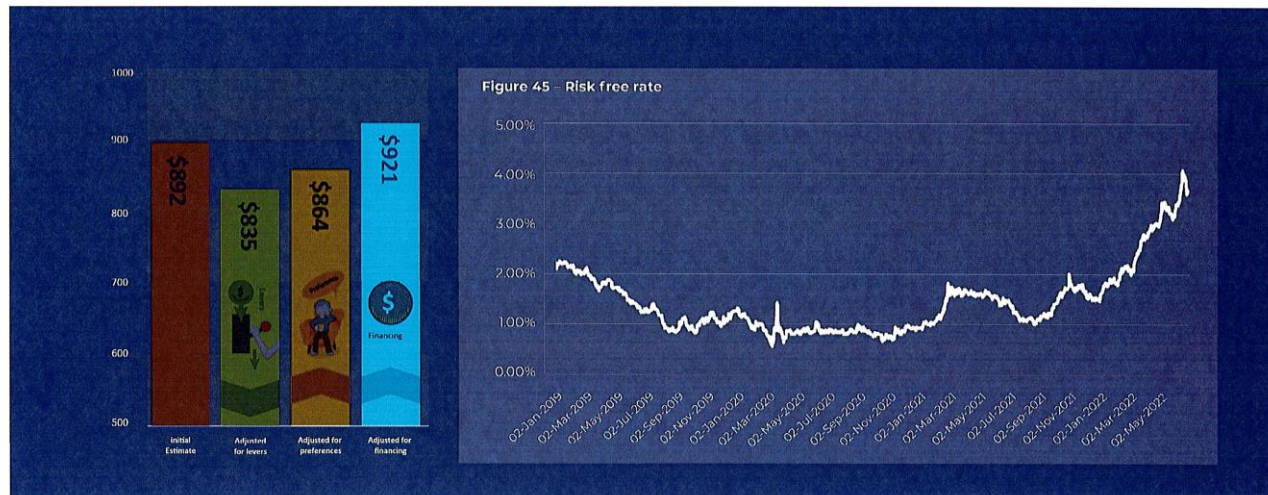
See Chapter 6 of the Draft Plan

Revenue impact – Changing finance conditions

Since April, our expected financing costs have significantly increased due to higher interest rates and global events. These are uncontrollable factors and have increased our forecasted revenue to 10% higher than the last period

August People's Panel

Power and Water Corporation



Revenue impact of financing costs



See Chapter 6 of the Draft Plan for further information

Since April, our expected financing costs have significantly increased due to higher interest rates and global events. These are uncontrollable factors and have increased our forecasted revenue to 10% higher than the last period

August People's Panel



Hear from our expert

We asked Eli Grace-Webb, an advisor to Power and Water who is experienced in infrastructure economics and finance, to explain how interest rates impact on how much revenue a network collects from customers

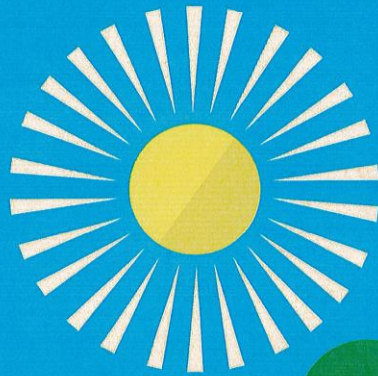
Power and Water Corporation

20

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Morning Tea

August People's Panel



PowerWater

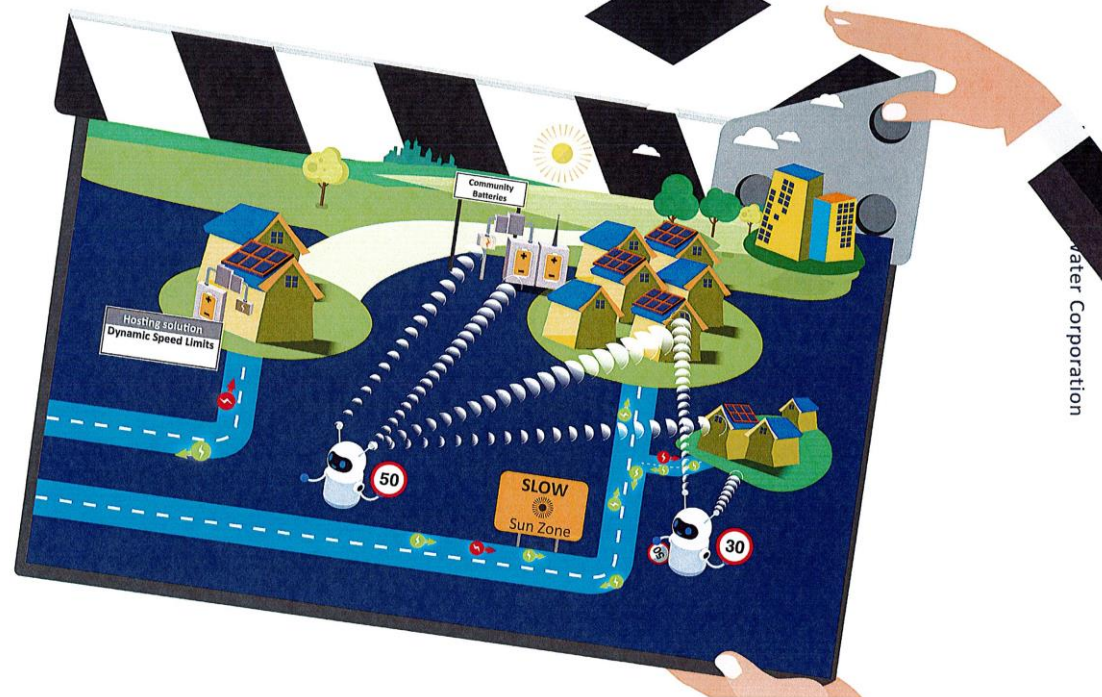
Session 3 – Deep dive into future network

Deep dive into Future Networks

Exercise – Playing out dynamic speed limits and community batteries



See section 3.1 of the Draft Plan for further information



August People's Panel

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Deep dive into Future Network

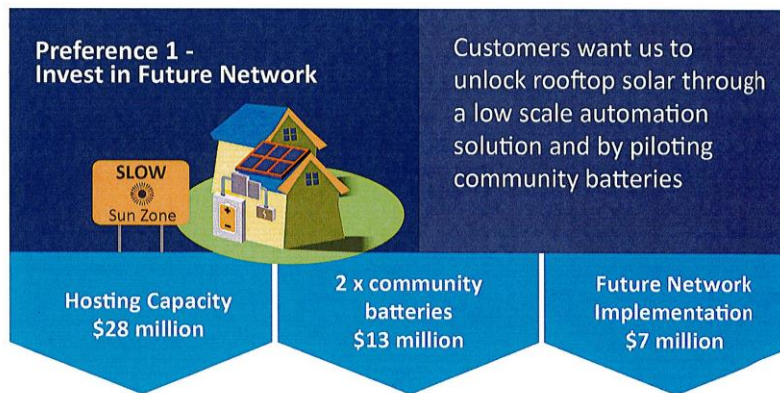
Hear from our expert



See section 2.5 of the Draft Plan for further information



Craig Chambers
MANAGING DIRECTOR



Power and Water Corporation

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Individual Feedback

Mentimeter

Are you happy with how we have progressed the Future Network? *[Strongly disagree – strongly agree]*

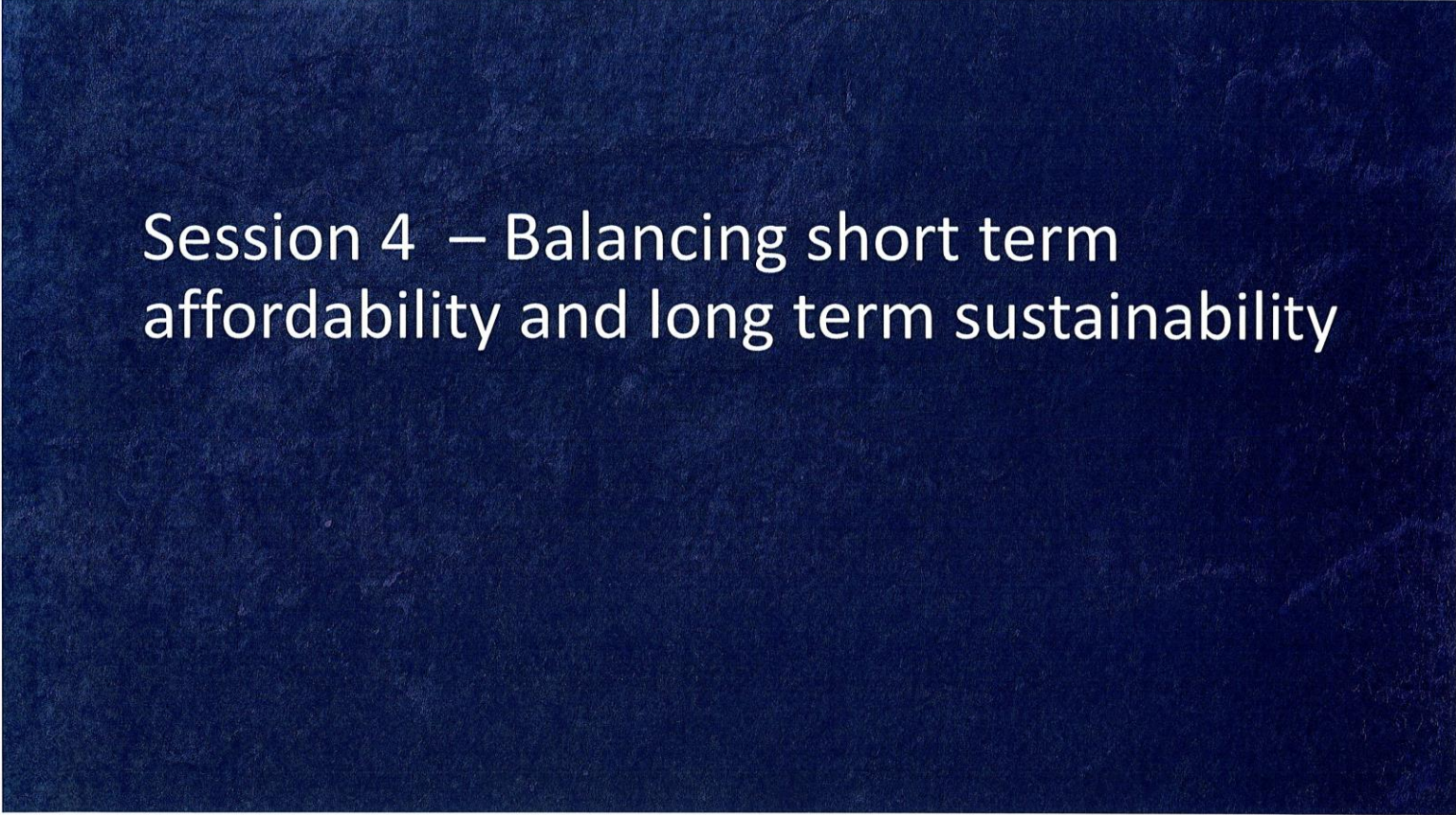
Thoughts so far? *[Free text]*

August People's Panel

Power and Water Corporation

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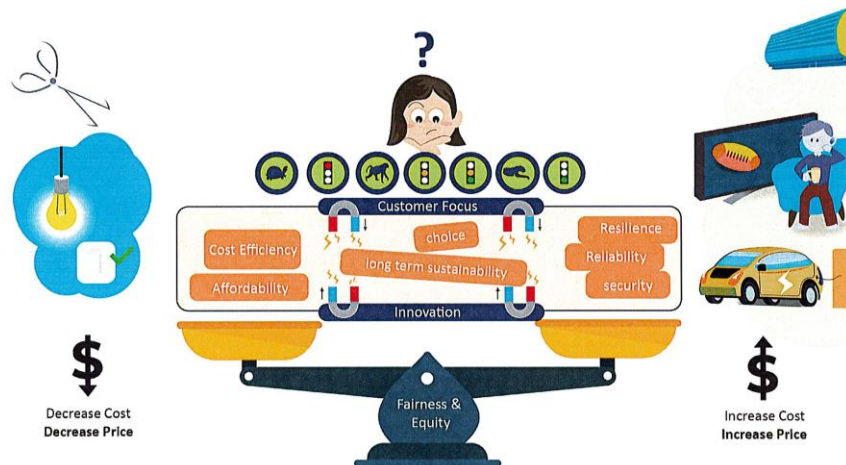


A dark blue, textured rectangular area that serves as a background for the session title. The texture is slightly grainy and uneven, resembling a book cover or a piece of fabric.

Session 4 – Balancing short term affordability and long term sustainability

Short term affordability and long term sustainability

One of the key issues for us in our Draft Plan is whether customer priorities have shifted in light of higher revenue forecasts.



Power and Water Corporation

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Mentimeter

Exercise – weighing up the pros and cons



Table discussion and input

What are the key values for you when thinking about these levers and how they can be applied?

[Free text – table leader input]

What are the short term risks and consequences of the levers?

[Free text – table leader input]

What are the long term risks and consequences of the levers?

[Free text – table leader input]



Power and Water Corporation

August People's Panel

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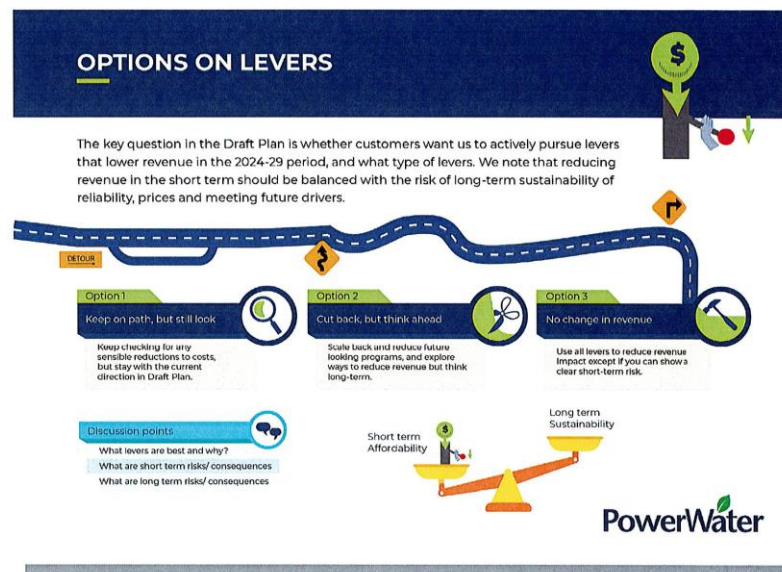
Mentimeter

What option should Power and Water pursue? [1, 2 or 3]

Thinking about the levers and values, what made you choose this option?
[Free text]



Individual Feedback



Power and Water Corporation

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Group discussion – getting consensus on the way forward

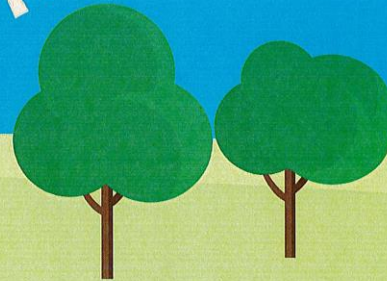
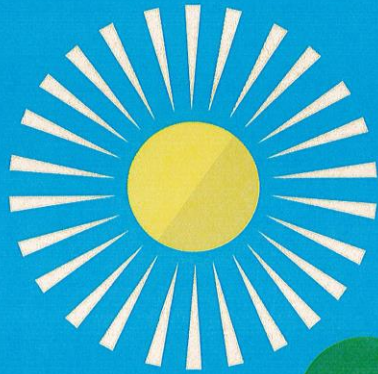


Group discussion



Lunch

August People's Panel



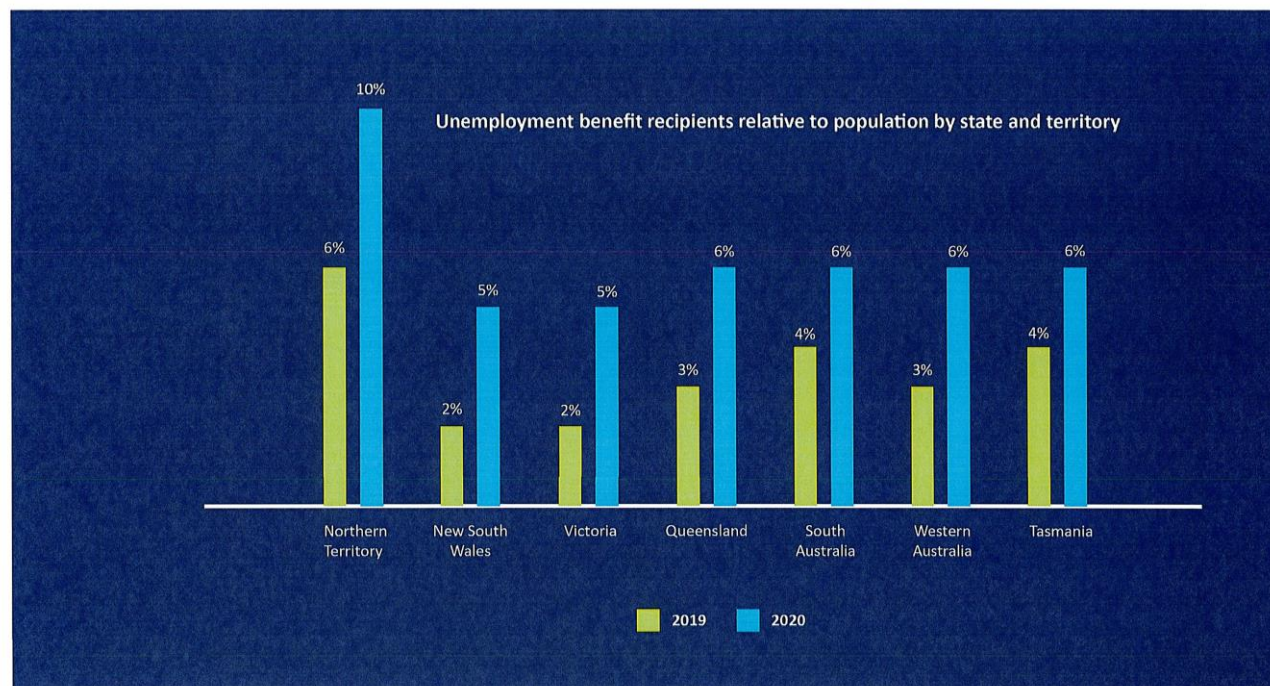
PowerWater

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Session 5 – Energy efficiency

NT has one of the highest rates of income support

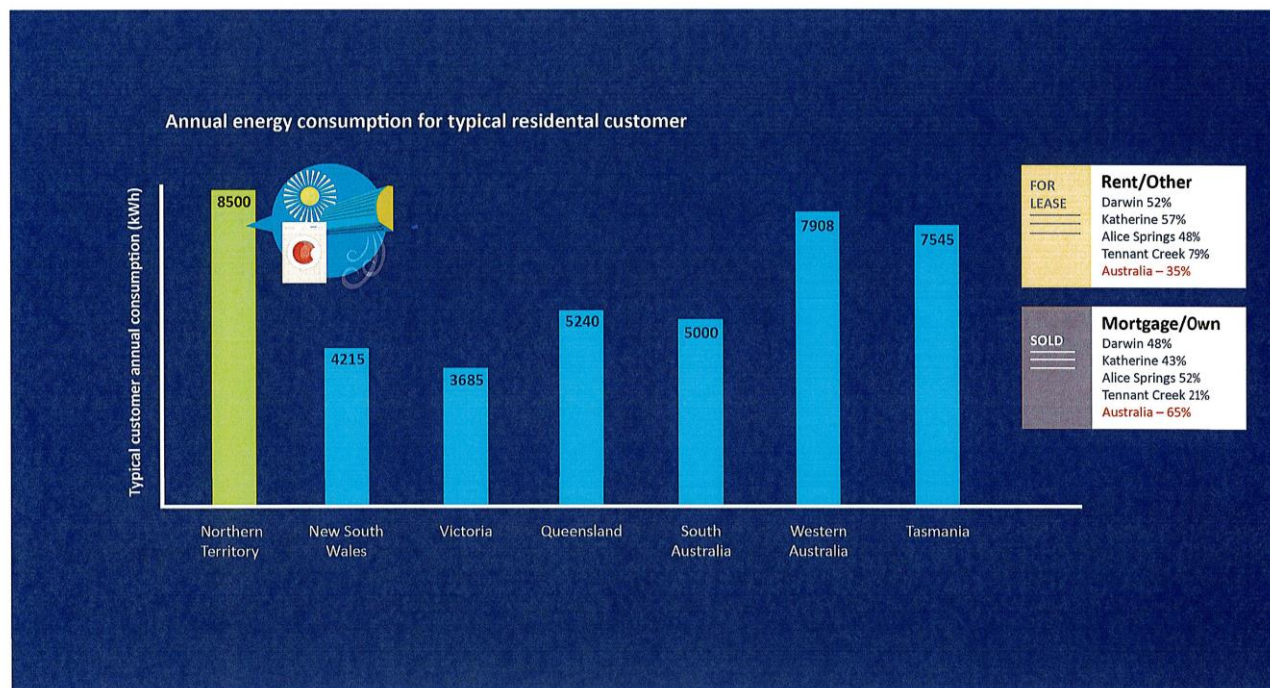
This means that the energy bill is a big component of many people's household budget



Energy efficiency



See **section 1.3** of the Draft Plan for further information



August People's Panel

Power and Water Corporation

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Individual Feedback

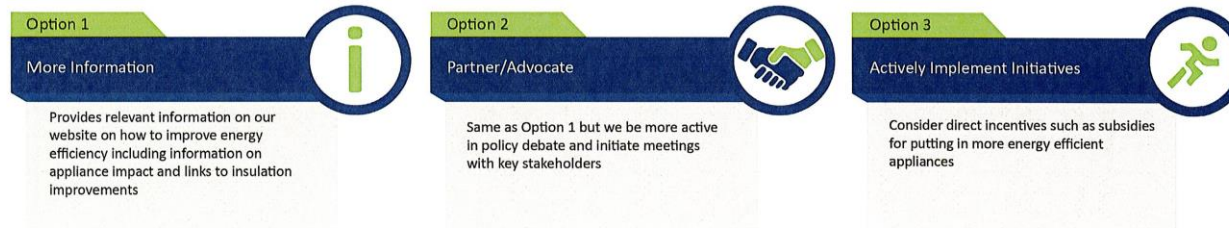
Mentimeter

Which option should Power and Water pursue? [1, 2 or 3]

What made you choose this option? [Free text]

August People's Panel

Power and Water Corporation



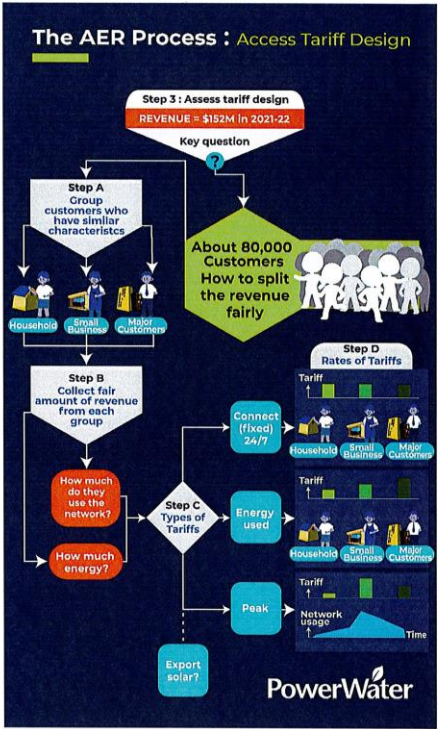
35

35

Session 6 – Time of Use pricing

Understanding how tariffs are set

August People's Panel



Power and Water Corporation

Pricing signals for the time of day

Exercise in the play room



See Chapter 8 of the Draft Plan



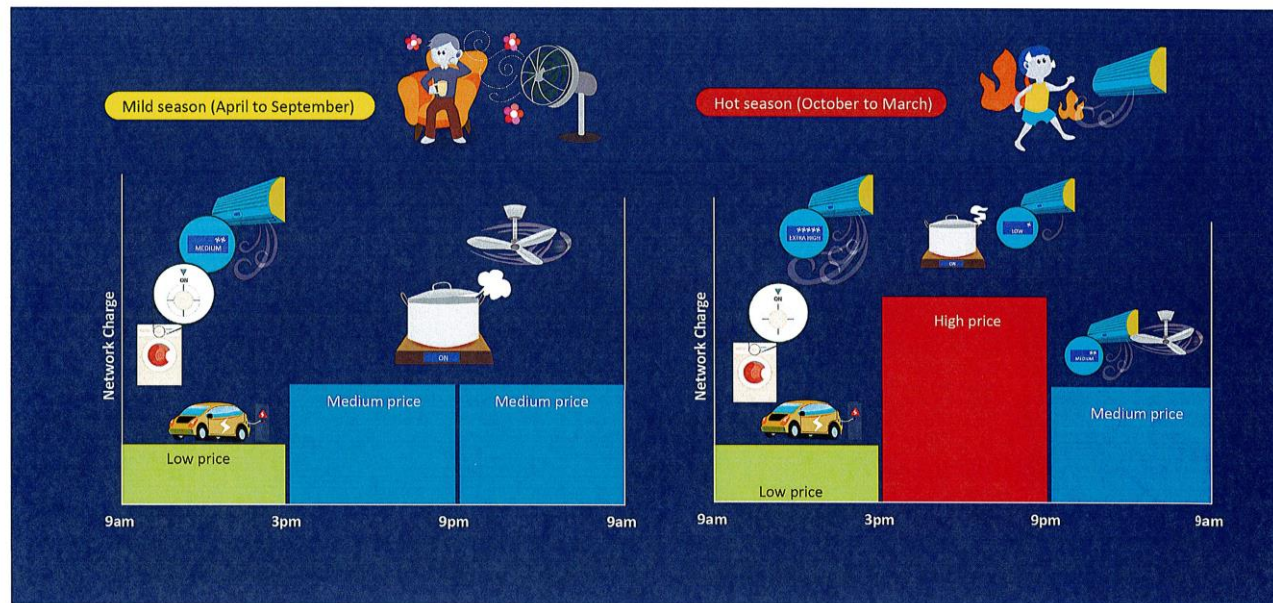
38

Time of Use pricing



See Chapter 8 of the Draft Plan

August People's Panel



Power and Water Corporation

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Mentimeter

Do you support the idea of super low prices in the day, and much higher prices in the evening period *[Yes, no]*

Do you think the customer's electricity bill should include these price signals *[Yes, no]*

Should the difference in rates between day and night be relatively high or low, and why? *[Free text]*

What safety net measures do you suggest for customers who are negatively impacted *[Free text]*



Individual Feedback

DAY AND EVENING PRICES

Network Usage



Currently, under the NTG's Pricing Order, a customer's bill is based on a daily rate and a charge for total energy consumed. With EVs around the corner, we are concerned that people will charge their cars in the evening peak period, meaning we need to build more poles and wires. Meantime we have plenty of solar to meet EV charging in the day. Should we be looking at pricing that has much lower prices in the day when solar is available, and higher costs in the evening peak.

Question 1

Do you support very low prices in the day, and very high prices between 3pm and 9pm in the hot season?



Question 2

Should a customer's electricity bill reflect these price signals?



Question 3

Should the difference in rates between day and night be relatively high or low, and why?



Question 1

What safety net measures do you suggest for customers who are negatively impacted?



Group discussion –
getting consensus on
the way forward



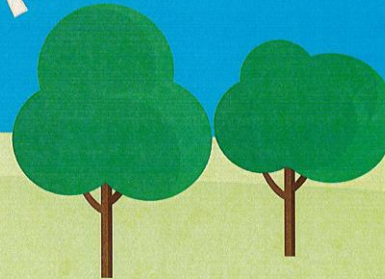
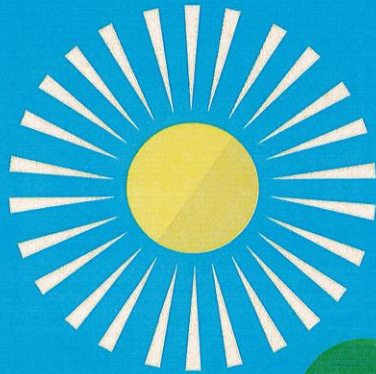
August People's Panel

Power and Water Corporation

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Afternoon Tea

August People's Panel



PowerWater

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Session 7 – Export pricing

Pricing signals for solar exports

Exercise in the play room



See Chapter 8 of the Draft Plan



August People's Panel

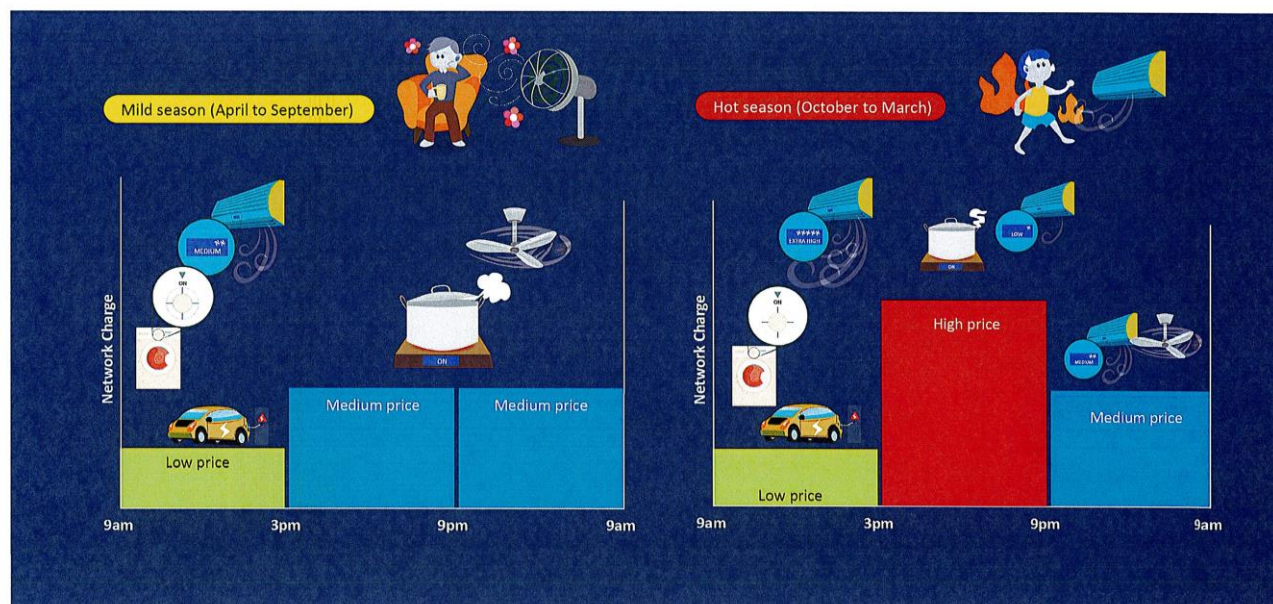
44



See Chapter 8 of the Draft Plan

Export pricing

August People's Panel



Power and Water Corporation

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Mentimeter

Do you support the idea of an export tariff and export rebate?
[Yes, no]

Do you think it should only apply when there is a real issue with managing solar exports? [Free text]

Should the export tariff be small (e.g. 10% of feed in tariff), large (e.g. 50% of feed in tariff) or between? [Small, between, large]

Should there be other incentives for customers to join dynamic speed limits? [Free text]



Individual Feedback

FAIR ACCESS TO EXPORTS

We have been thinking about a fair system for new and existing solar customers. There are limits on how much the network can handle solar exports, particularly at certain times of the day and season. We want everyone to have some level of 'free access' to exports, but still have the ability to 'ramp down' solar when the network is unsafe. It would not be fair if some customers get a 'free ride' by not joining up, so we are proposing an export tariff apply above a certain free threshold. In contrast, customers who export energy when we need it most (3pm to 9pm in the hot season) will get an additional rebate on top of their feed in tariff.



Question 1

Do you support the idea of an export tariff and export rebate?

Question 2

Should it only apply at times when there is a clear issue?

Question 3

Should the export tariff be small (eg: 10% of feed in tariff), large (eg: 50% of feed in tariff) or between?

Question 1

Should there be other incentives for customers to join dynamic speed limits?



Group discussion

Group discussion – getting consensus on the way forward



August People's Panel

Power and Water Corporation

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Session 8 - Reflections and close



Individual Feedback

Mentimeter

How do you feel about the day and the material we covered? *[Free text]*

How did we do?

- I feel that Power and Water are listening to what we have to say *[Strongly disagree – strongly agree]*
- I think Power and Water think customers are important *[Strongly disagree – strongly agree]*
- I think Power and Water are genuinely engaging on the future of energy in the NT *[Strongly disagree – strongly agree]*

August People's Panel

Power and Water Corporation

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PowerWater

Thank you

powerwater.com.au

Attachment J



PowerWater

People's Panel

August 2022

Session 1 - Welcome back!

Darwin – Acknowledgement of Country

On behalf of Power and Water Corporation we acknowledge the Larrakia people as the Traditional Owners of the Darwin region and the land that we meet on.

We pay our respects to the Larrakia elders both past and present.



Objectives for the day



August People's Panel

Power and Water Corporation

Your input will continue to inform development of Power and Water's Regulatory Proposal

Agenda

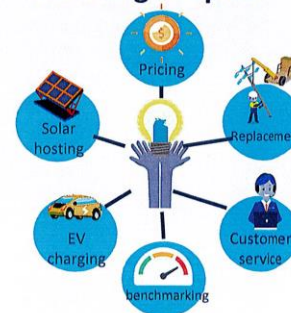
Session	Time
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MORNING TEA	9:50 – 10:20am
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AFTERNOON TEA	2:30 – 2:45pm
Session 7 – Export Tariffs	2:45 – 4:00pm
Session 8 – Reflections and close	4:00 – 4:15pm

See Chapter 2 of the Draft Plan and April People's Panel Report

Recap

- April People's Panel – customer pain points, co-design, preferences, and priorities
- Co-design areas discussed solar hosting, pricing, replacement, community batteries, EV charging, and customer service

Co-Design Topics



Power and Water Corporation

Engagement Update



6

Join mentimeter

August People's Panel

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XXXX XXXX



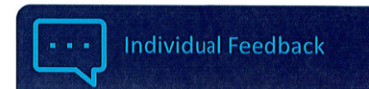
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Power and Water Corporation

7



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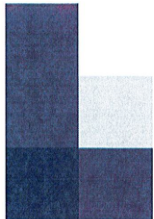
Do you have any questions on the agenda or objectives for today? *[Free text]*

Based on the April People's Panel, is there anything that you would like to understand more today? *[Free text]*

August People's Panel

Power and Water Corporation

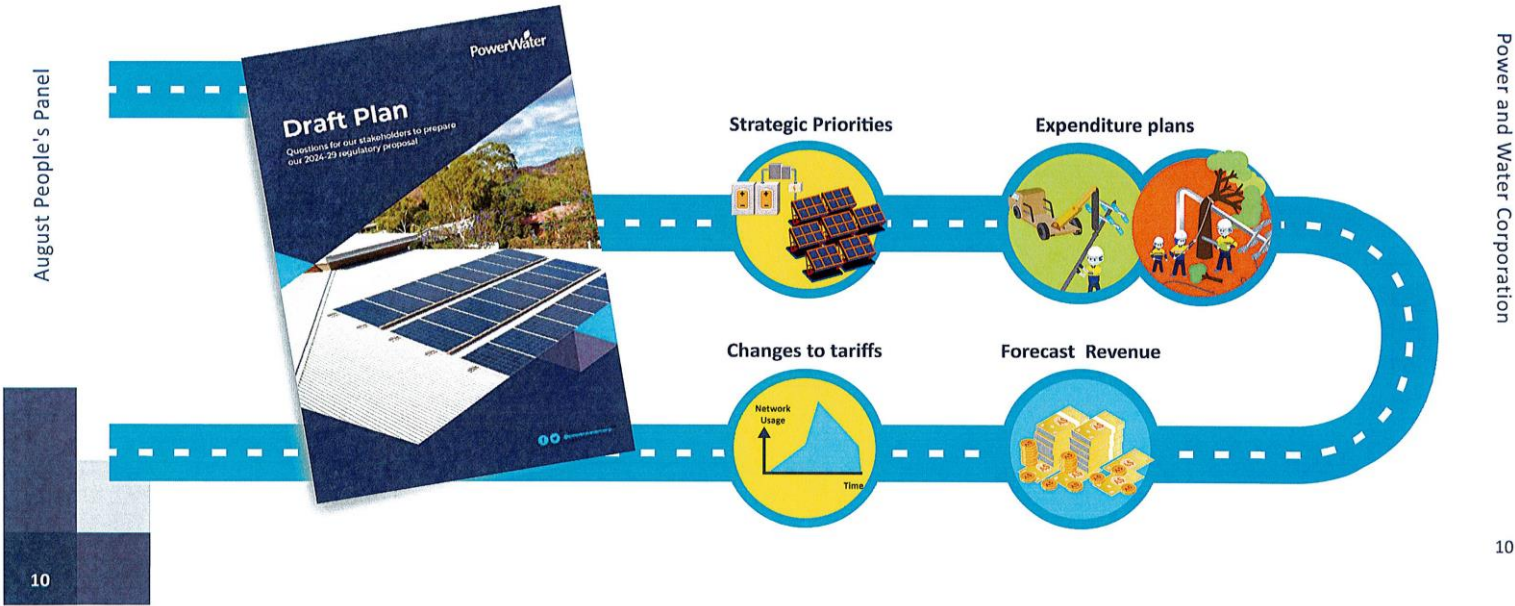
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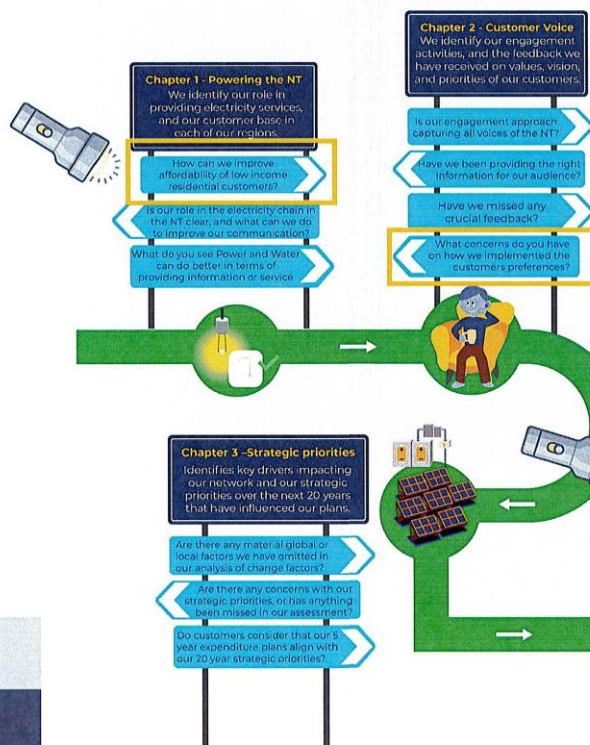
Session 2 – Our Draft Plan

Our Draft Plan

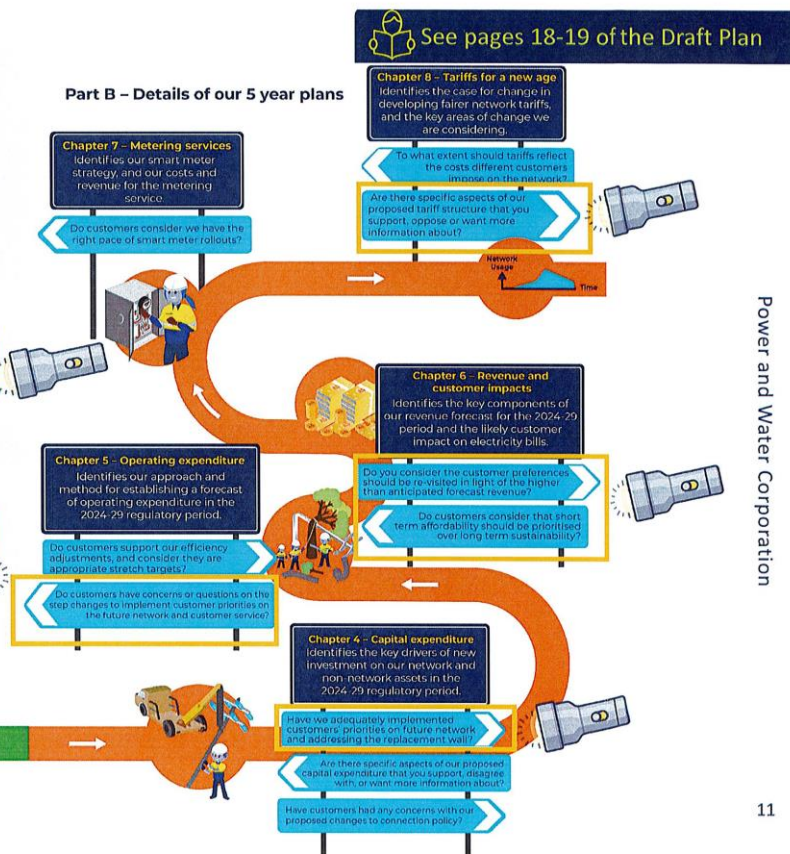
We recently released our Draft Plan for the 2024-29 period. Our Draft Plan has been informed and shaped by your feedback on the direction we should pursue on key strategic areas and your customer preferences are embedded in our expenditure and tariff plans.



Part A – Context and Strategy



Part B – Details of our 5 year plans



Mentimeter



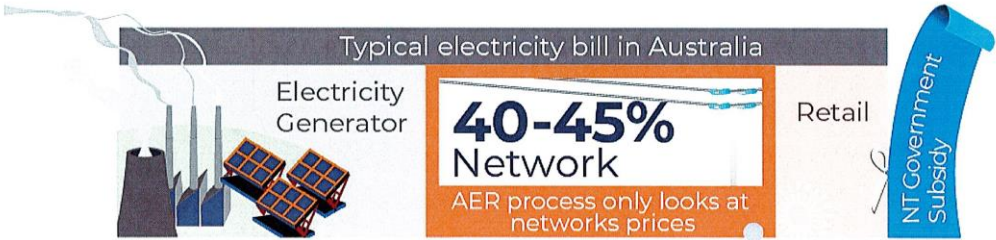
I remember the customer preferences we co-designed in April *[Strongly disagree – strongly agree]*

I have read the Draft Plan in preparation for today *[Strong disagree – strongly agree]*

August People's Panel

Power and Water Corporation

How we contribute to your electricity bill



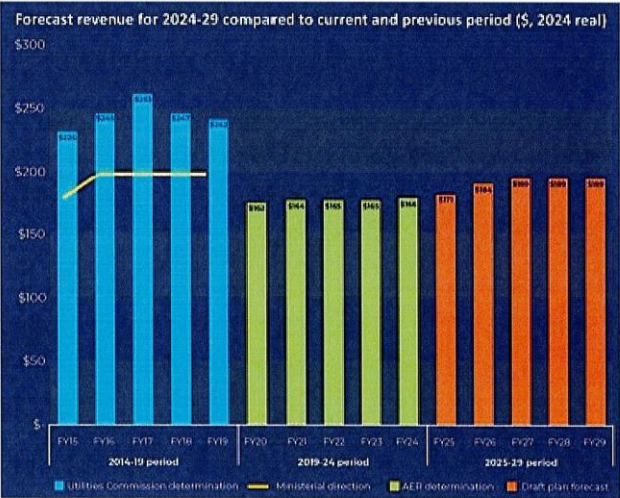
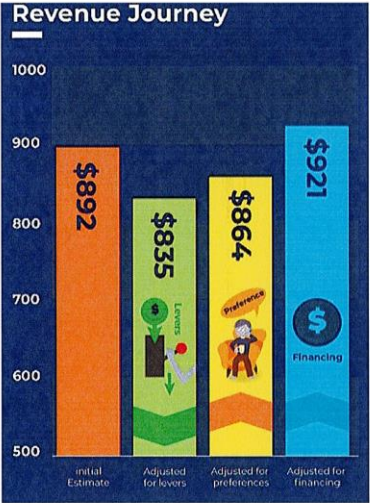
August People's Panel

Power and Water Corporation

See Summary section of the Draft Plan for further information

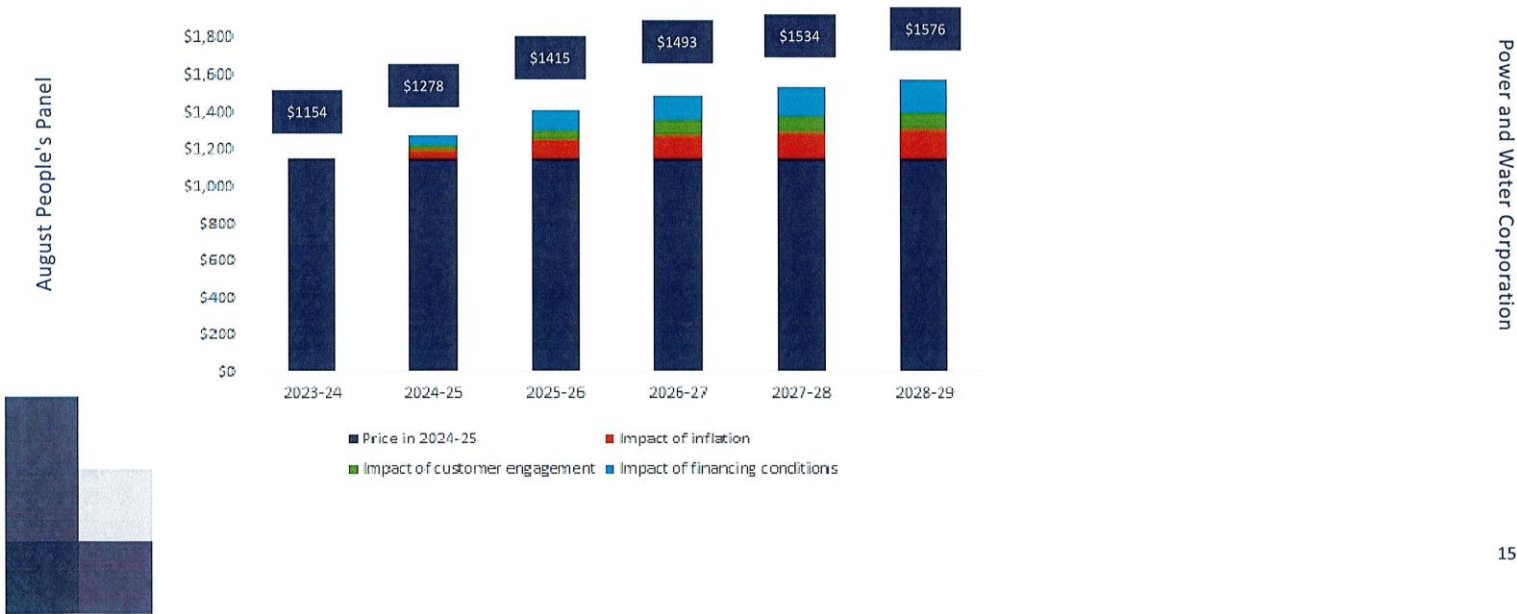
Our revenue journey

We have forecast that revenue (excluding inflation) in 2024-29 will increase by 10 per cent higher than the 2019-24 period, but will still be significantly lower than the 2014-19 period.



Power and Water Corporation

Annual bill impacts for customer without smart meter



Levers we applied to get revenue back to today's levels



See section 2.5 of the Draft Plan for further information

How we then reflected customer preferences

August People's Panel

	Objective	Programs and initiatives
Preference 1 – Invest in Future Network 	Customers want us to unlock rooftop solar through a low scale automation solution and by piloting community batteries	Future Network Implementation - \$7million Hosting capacity - \$27 million 2 x Community Batteries - \$13 million
Preference 2 – Address replacement wall 	Customers want us to avoid spikes in replacement capex and prices by starting to implement initiatives in the 2024-29 regulatory period	Early replacement fund \$27 million Saving for a rainy day fund \$9 million
Preference 3 – Improve customer service 	Customers want us to improve our systems and processes for complaint handling and our face to face communications	Systems and process improvement \$4 million



Revenue Impact \$29 million



Power and Water Corporation

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Mentimeter



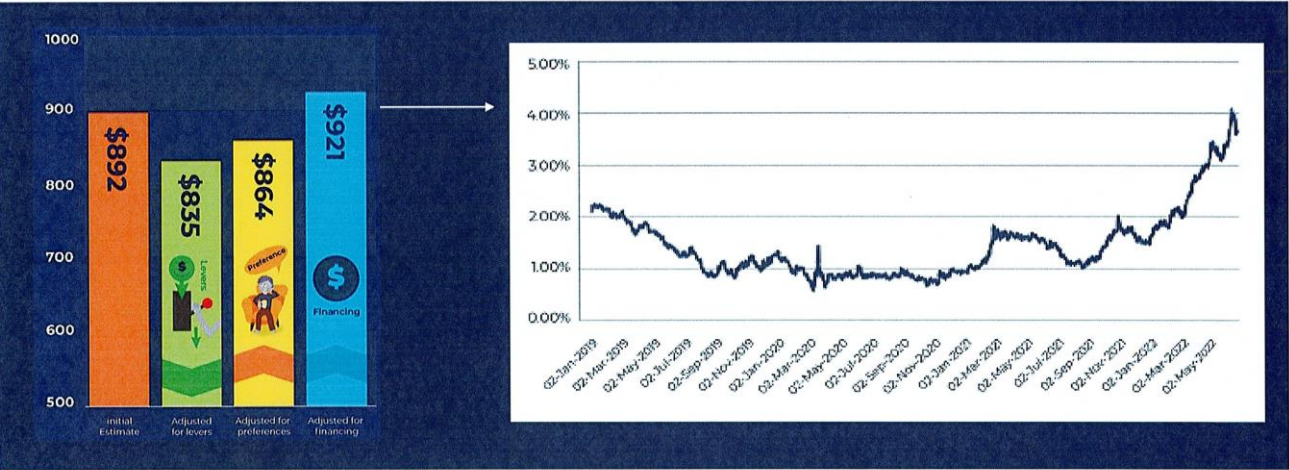
All OK?
What questions do you have on how we reflected customer preferences? *[Free text]*

August People's Panel

Power and Water Corporation


Revenue impact – Changing finance conditions

Since April, our expected financing costs have significantly increased due to higher interest rates and global events. These are uncontrollable factors and have increased our forecasted revenue to 10% higher than the last period



August People's Panel

Power and Water Corporation

 See Chapter 6 of the Draft Plan for further information

Revenue impact of financing costs

Since April, our expected financing costs have significantly increased due to higher interest rates and global events. These are uncontrollable factors and have increased our forecasted revenue to 10% higher than the last period

August People's Panel



Hear from our expert

We asked Eli Grace-Webb, an advisor to Power and Water who is experienced in infrastructure economics and finance, to explain how interest rates impact on how much revenue a network collects from customers

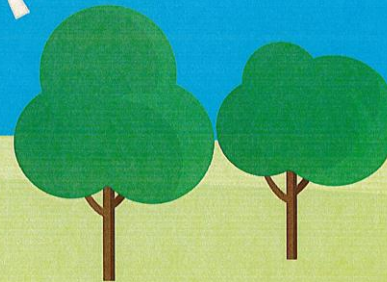
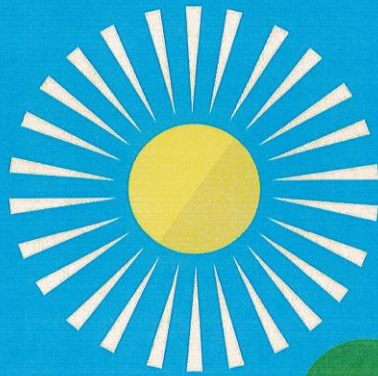
Power and Water Corporation

20

20

Morning Tea

August People's Panel



PowerWater

Session 3 – Deep dive into future network

Deep dive into Future Networks

Exercise – Playing out dynamic speed limits and community batteries

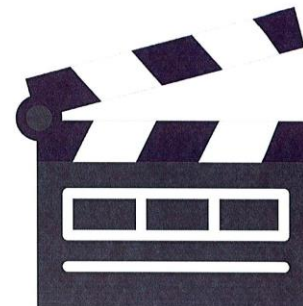


See section 3.1 of the Draft Plan
for further information



August People's Panel

Power and Water Corporation



23

Deep dive into Future Network

Hear from our expert



See section 2.5 of the Draft Plan for further information



Craig Chambers
MANAGING DIRECTOR



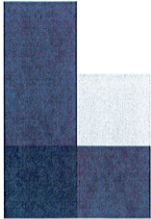
Mentimeter



Are you happy with how we have progressed the Future Network? *[Strongly disagree – strongly agree]*

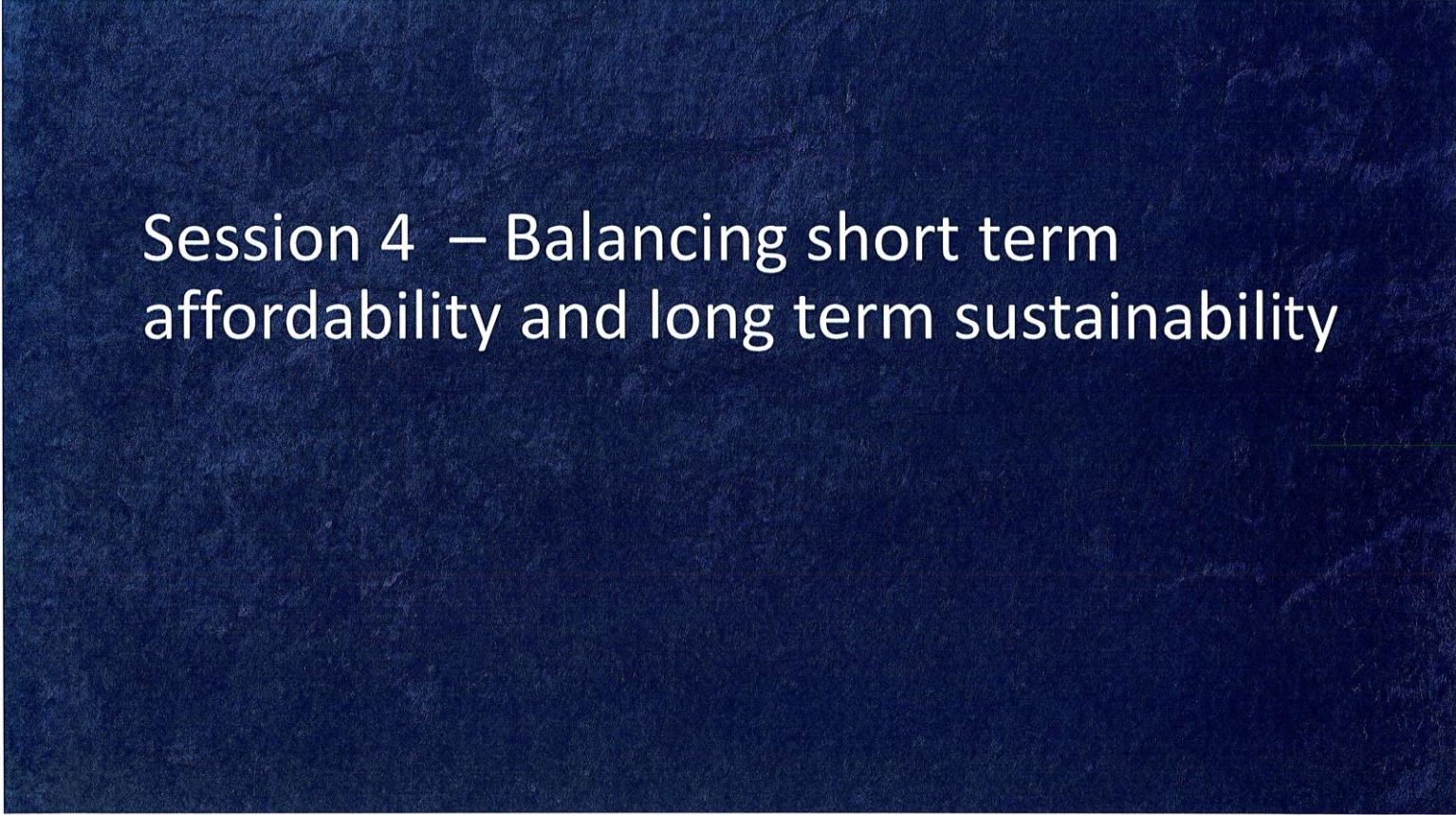
Thoughts so far? *[Free text]*

August People's Panel



Power and Water Corporation

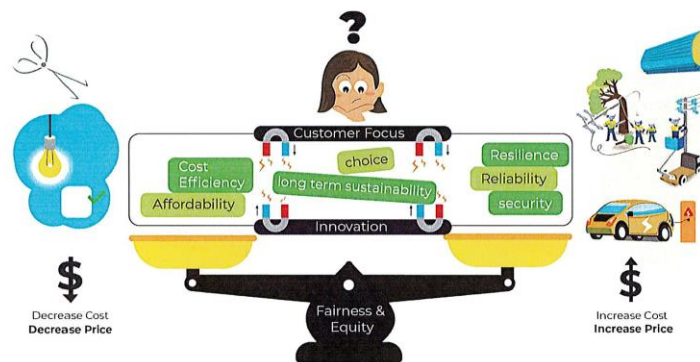
25

A dark blue, textured background, possibly representing a book cover or a piece of paper, with a slightly mottled and grainy appearance.

Session 4 – Balancing short term affordability and long term sustainability

Short term affordability and long term sustainability

One of the key issues for us in our Draft Plan is whether customer priorities have shifted in light of higher revenue forecasts.



August People's Panel

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Power and Water Corporation

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Mentimeter

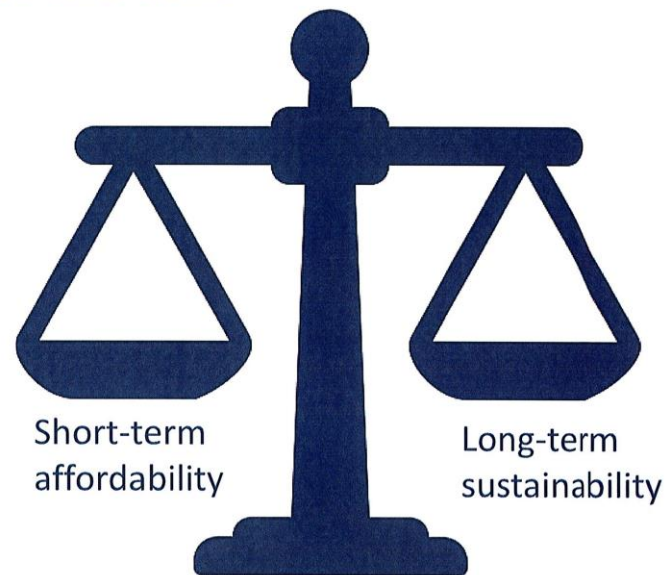
Exercise – weighing up the pros and cons



What are the key values for you when thinking about these levers and how they can be applied? *[Free text – table leader input]*

What are the short term risks and consequences of the levers? *[Free text – table leader input]*

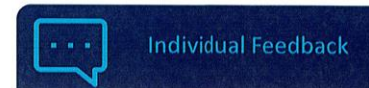
What are the long term risks and consequences of the levers? *[Free text – table leader input]*



Power and Water Corporation

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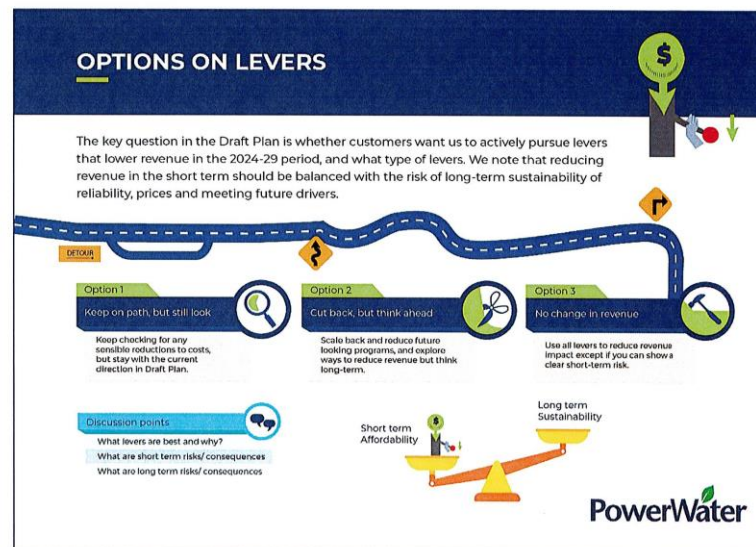
Mentimeter



What option should Power and Water pursue? [1, 2 or 3]

Thinking about the levers and values, what made you choose this option? [Free text]

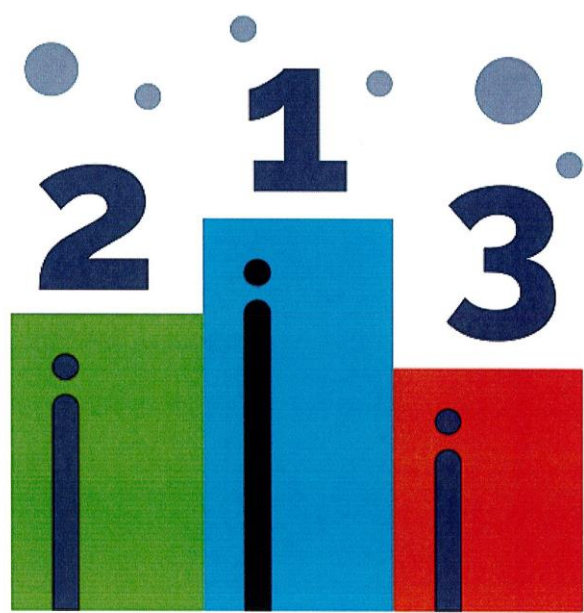
August People's Panel



Power and Water Corporation

Exercise – Ranking the levers

August People's Panel



Power and Water Corporation

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Group discussion – getting consensus on the way forward

August People's Panel

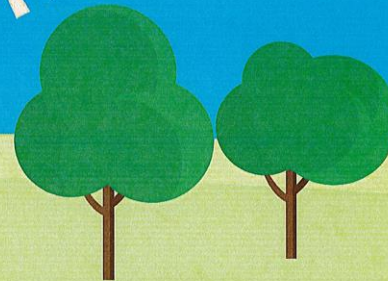
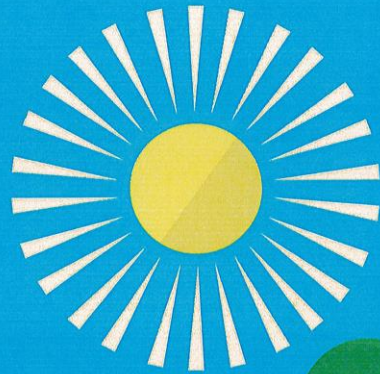
Power and Water Corporation

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Lunch

August People's Panel

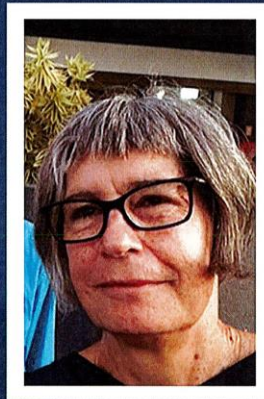


PowerWater

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Session 5 – Energy efficiency

Special presentation on energy efficiency



For this next session, we are joined by Caitlin Perry from NTCOSS.

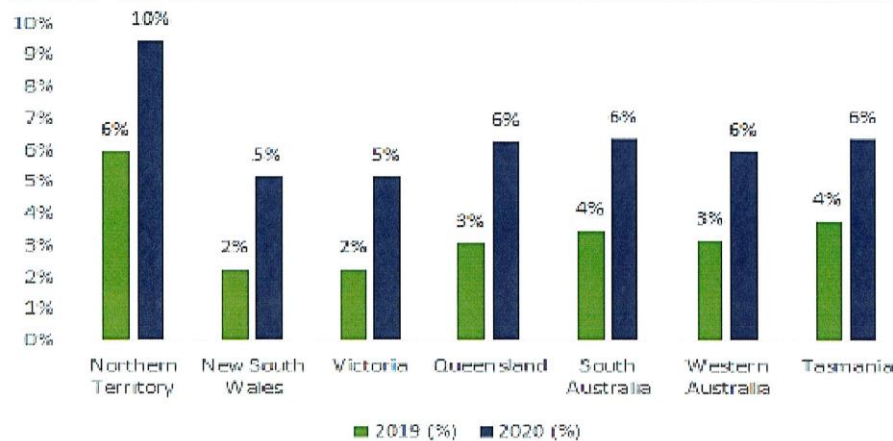
Caitlin is a member of our Reset Advisory Committee (RAC) which is the group that provides us guidance on bringing together the preferences of different customer segments, ensuring there is a line of sight between our expenditure proposals and customer preferences, and advising on the questions we should be asking stakeholders.

Caitlin has been advocating for energy efficiency improvements in the NT for a long time. We wanted to give the opportunity for you all to hear from her directly. It is one of the key questions we have in our Draft Plan.

NT has one of the highest rates of income support

This means that the energy bill is a big component of many people's household budget

Unemployment benefit recipients relative to population by state and territory



August People's Panel

Power and Water Corporation

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Energy efficiency



See section 1.3 of the Draft Plan for further information

Figure 10 – Annual energy consumption for typical residential customer



36

Mentimeter

Which option should Power and Water pursue? [1, 2 or 3]

What made you choose this option? [Free text]



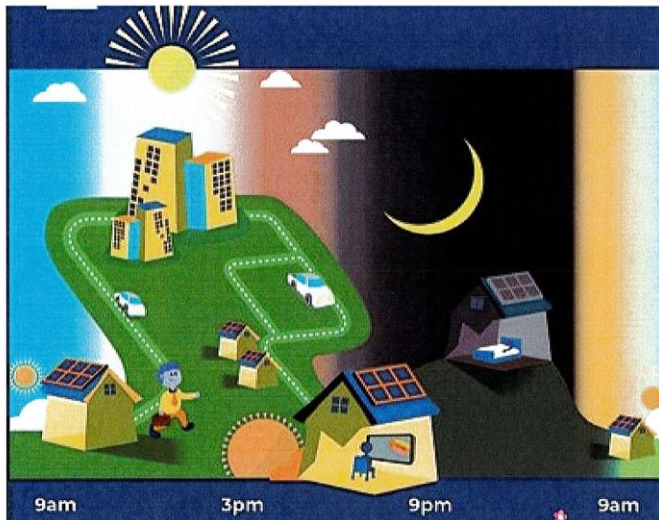
Option 1 	More Information Provides relevant information on our website on how to improve energy efficiency including information on appliance impact and links to insulation improvements
Option 2 	Partner/Advocate Same as Option 1 but we be more active in policy debate and initiate meetings with key stakeholders
Option 3 	Actively Implement Initiatives Consider direct incentives such as subsidies for putting in more energy efficient appliances

Session 6 – Time of Use pricing



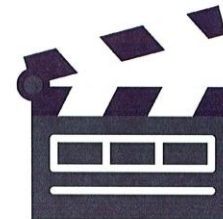
See Chapter 8 of the Draft Plan

Pricing signals for the time of day Exercise in the play room



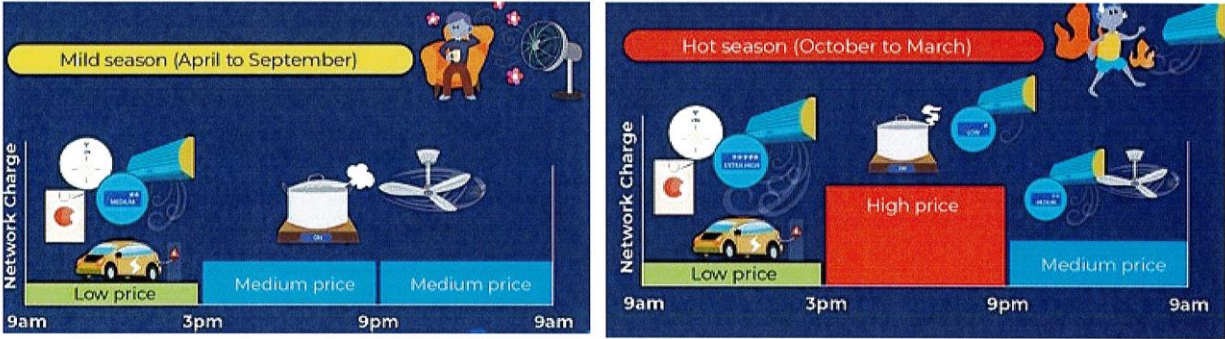
August People's Panel

Power and Water Corporation



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Time of Use pricing



August People's Panel

Power and Water Corporation

Mentimeter



Do you support the idea of super low prices in the day, and much higher prices in the evening period *[Yes, no]*

Do you think the customer's electricity bill should include these price signals *[Yes, no]*

Should the difference in rates between day and night be relatively high or low, and why? *[Free text]*

What safety net measures do you suggest for customers who are negatively impacted *[Free text]*

DAY AND EVENING PRICES



Currently, under the NTG's Pricing Order, a customer's bill is based on a daily rate and a charge for total energy consumed. With EVs around the corner, we are concerned that people will charge their cars in the evening peak period, meaning we need to build more poles and wires. Meantime we have plenty of solar to meet EV charging in the day. Should we be looking at pricing that has much lower prices in the day when solar is available, and higher costs in the evening peak.

Question 1

Do you support very low prices in the day, and very high prices between 3pm and 9pm in the hot season?



Question 2

Should a customer's electricity bill reflect these price signals?



Question 3

Should the difference in rates between day and night be relatively high or low, and why?



Question 4

What safety net measures do you suggest for customers who are negatively impacted?



Power and Water Corporation

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August People's Panel

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Group discussion – getting consensus on the way forward

August People's Panel

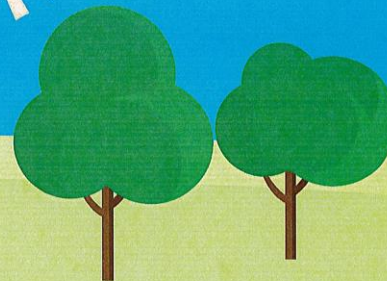
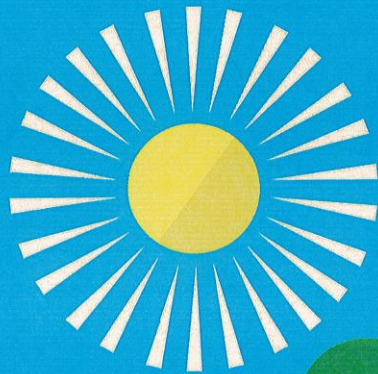
Power and Water Corporation



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Afternoon Tea

August People's Panel

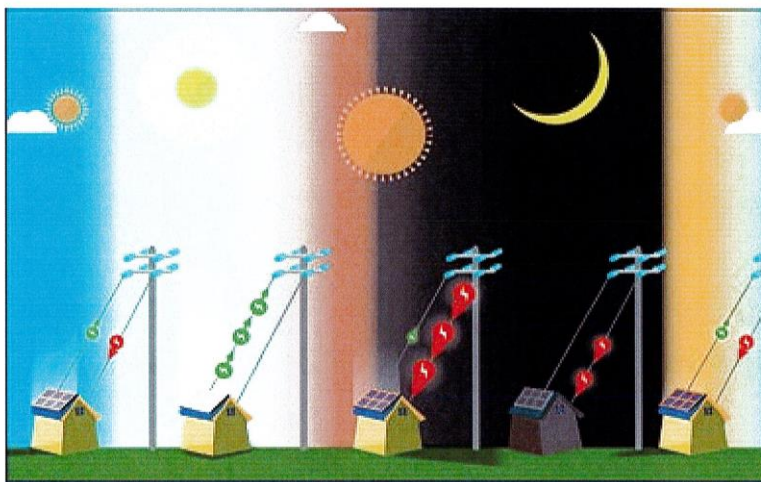


PowerWater

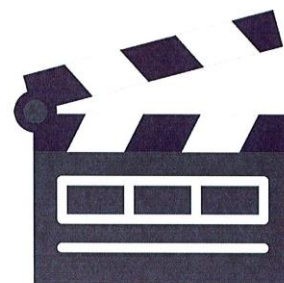
43

Session 7 – Export pricing

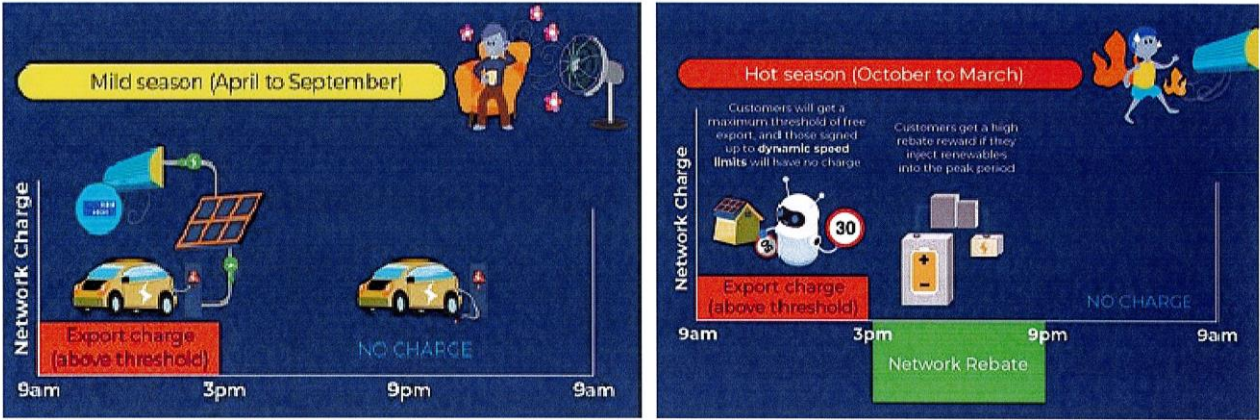
Pricing signals for solar exports Exercise in the play room



See Chapter 8 of the Draft Plan



Export pricing



Power and Water Corporation

Mentimeter

Do you support the idea of an export tariff and export rebate?
[Yes, no]

Do you think it should only apply when there is a real issue with managing solar exports? [Free text]

Should the export tariff be small (e.g. 10% of feed in tariff), large (e.g. 50% of feed in tariff) or between? [Small, between, large]

Should there be other incentives for customers to join dynamic speed limits? [Free text]



Individual Feedback

FAIR ACCESS TO EXPORTS

We have been thinking about a fair system for new and existing solar customers. There are limits on how much the network can handle solar exports, particularly at certain times of the day and season. We want everyone to have some level of 'free access' to exports, but still have the ability to 'ramp down' solar when the network is unsafe. It would not be fair if some customers get a 'free ride' by not joining up, so we are proposing an export tariff apply above a certain free threshold. In contrast, customers who export energy when we need it most (3pm to 9pm in the hot season) will get an additional rebate on top of their feed in tariff.

Question 1

Do you support the idea of an export tariff and export rebate?

Question 2

Should it only apply at times when there is a clear issue?

Question 3

Should the export tariff be small (eg: 10% of feed in tariff), large (eg: 50% of feed in tariff) or between?

Question 4

Should there be other incentives for customers to join dynamic speed limits?



Power and Water Corporation



Group discussion – getting consensus on the way forward

August People's Panel

Power and Water Corporation



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Session 8 - Reflections and close



Mentimeter

How do you feel about the day and the material we covered? *[Free text]*

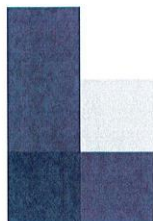
How did we do?

- I feel that Power and Water are listening to what we have to say *[Strongly disagree – strongly agree]*
- I think Power and Water think customers are important *[Strongly disagree – strongly agree]*
- I think Power and Water are genuinely engaging on the future of energy in the NT *[Strongly disagree – strongly agree]*

August People's Panel

Power and Water Corporation

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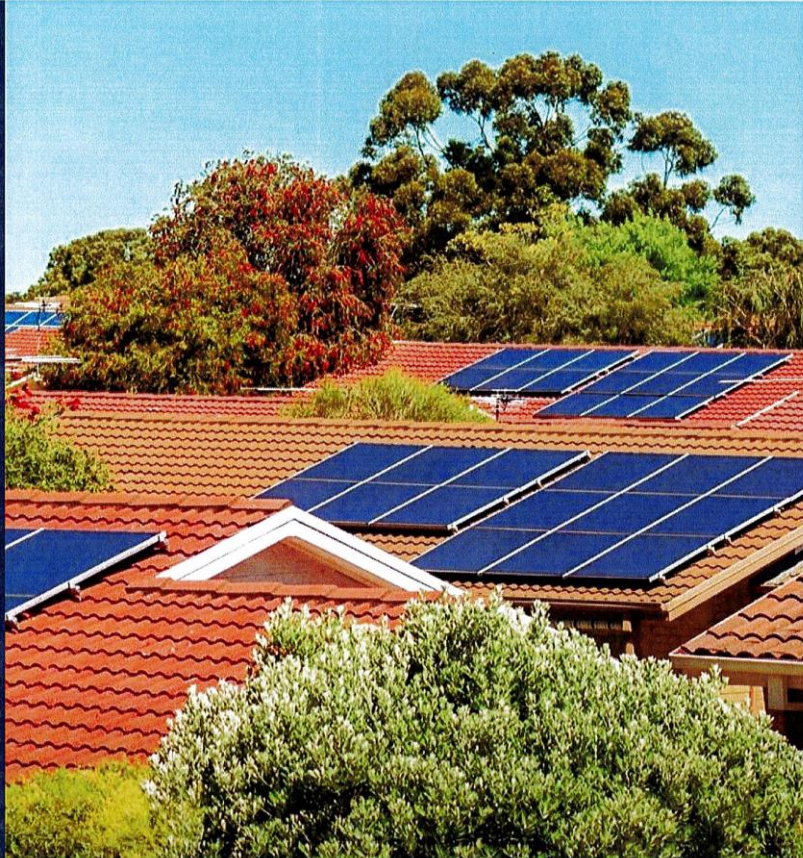


PowerWater

Thank you

powerwater.com.au

Attachment K



PowerWater

Business Community Breakfast

Power and Water
NT Chamber of Commerce

5 Aug 2022

Today's agenda

Breakfast – 7:30am to 8:00	
Speakers – 8:00am to 8:30am	
Welcome	Greg Ireland Chamber of Commerce - CEO
Introduction and today's purpose	Djuna Pollard Power and Water - CEO
Draft Plan and next steps	Stephen Vlahovic Power and Water - Executive General Manager
Networking – 8:30am to 9:00am	

Welcome

Greg Ireland
Chamber of Commerce - CEO



Today's purpose

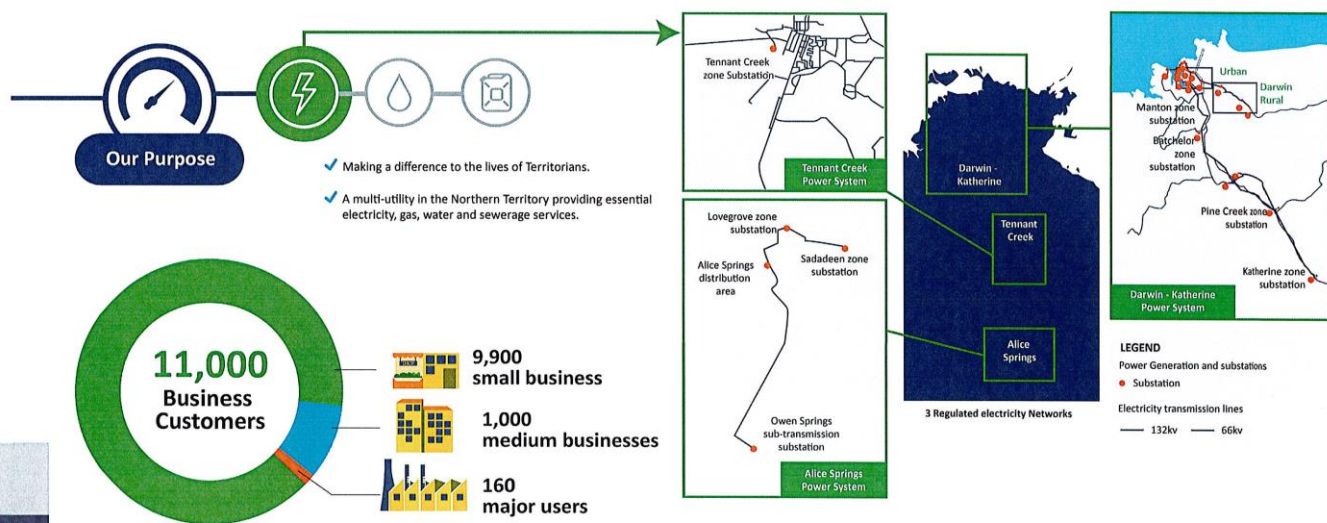
Djuna Pollard

Power and Water Corporation – Chief Executive Officer

4

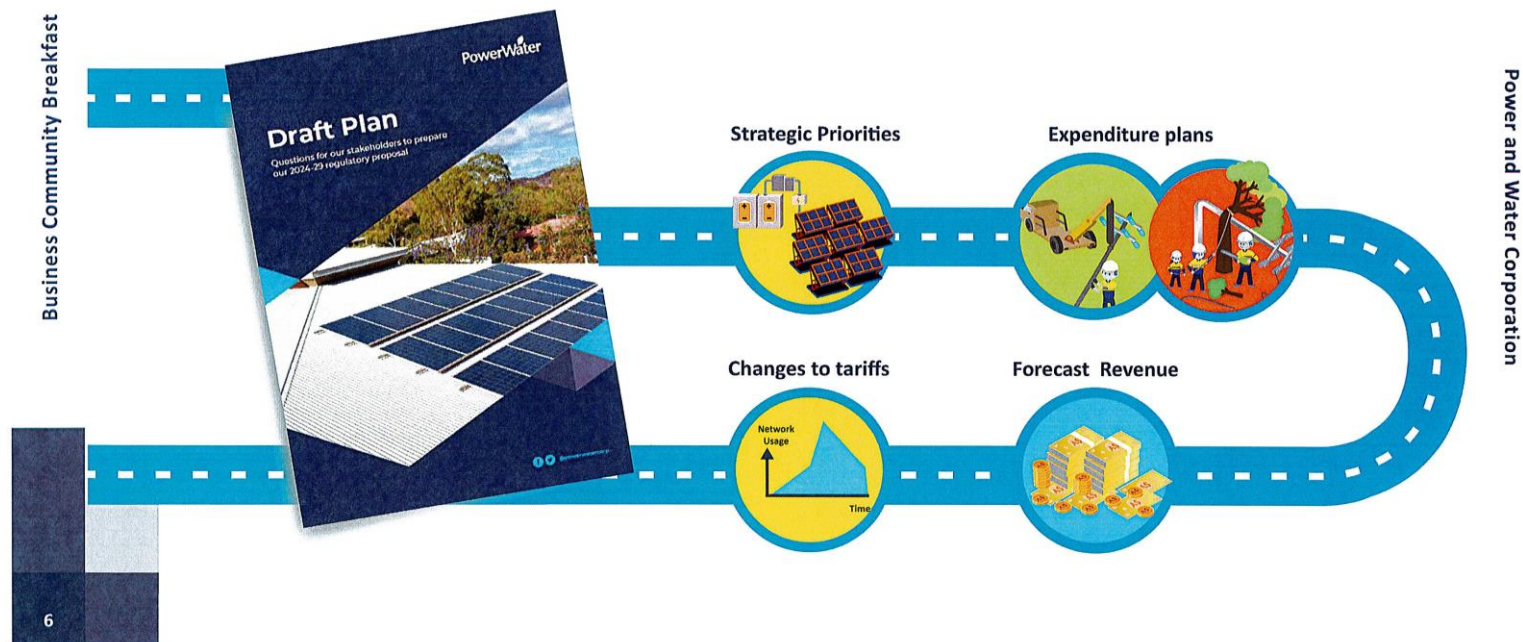
Power and Water's role in providing services to business

Power and Water is the essential service provider in the Northern Territory. The electricity arm of our business provides power to over 11,000 business customers in the Territory.



Why are we here today?

We recently released our Draft Plan for the 2024-29 period. We want to talk you through our 5 year plans, and ask that you provide feedback that we can incorporate into our final proposal to the regulator.



Why the business community matters

Stephen Vlahovic

Executive General Manager – Power Services

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Our business community in Power and Water

While businesses make up a small proportion of our customer base, they are the largest source of energy consumption and account for half our revenue.

Customer numbers



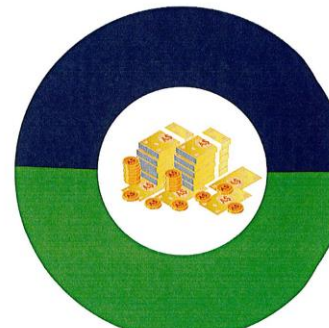
Businesses account for
14% of all customers

Energy consumption



Businesses account for
60% of energy consumed

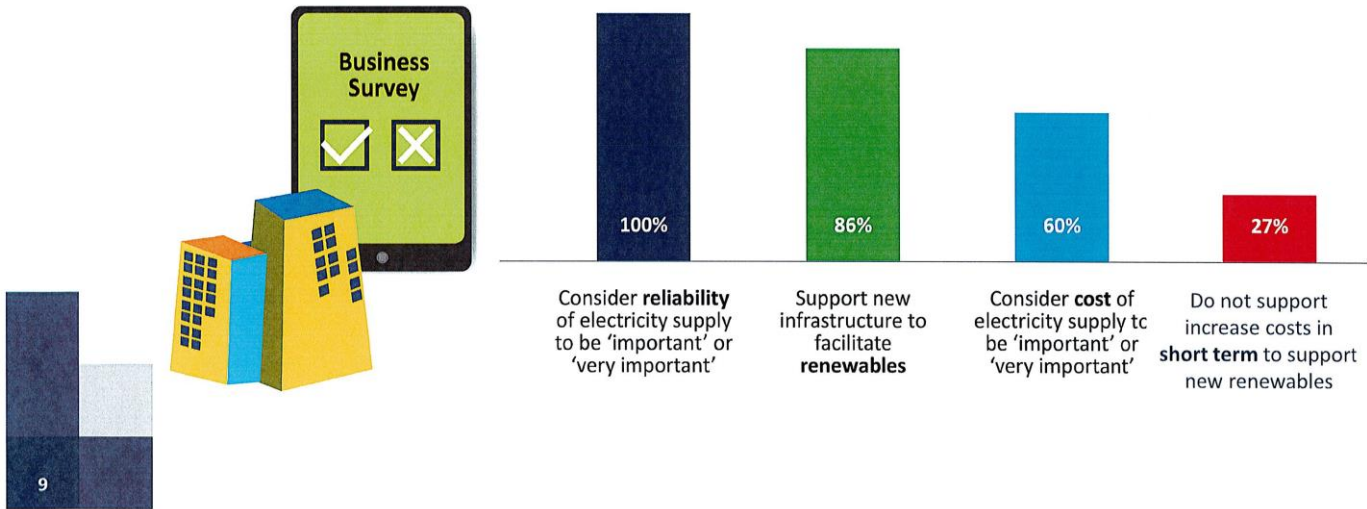
Revenue



Businesses account for
51% of revenue

What we have heard from businesses so far

Reliability of electricity is critical for businesses, supporting the transition to renewables is an imperative, and cost of supply is important.



Power and Water Corporation

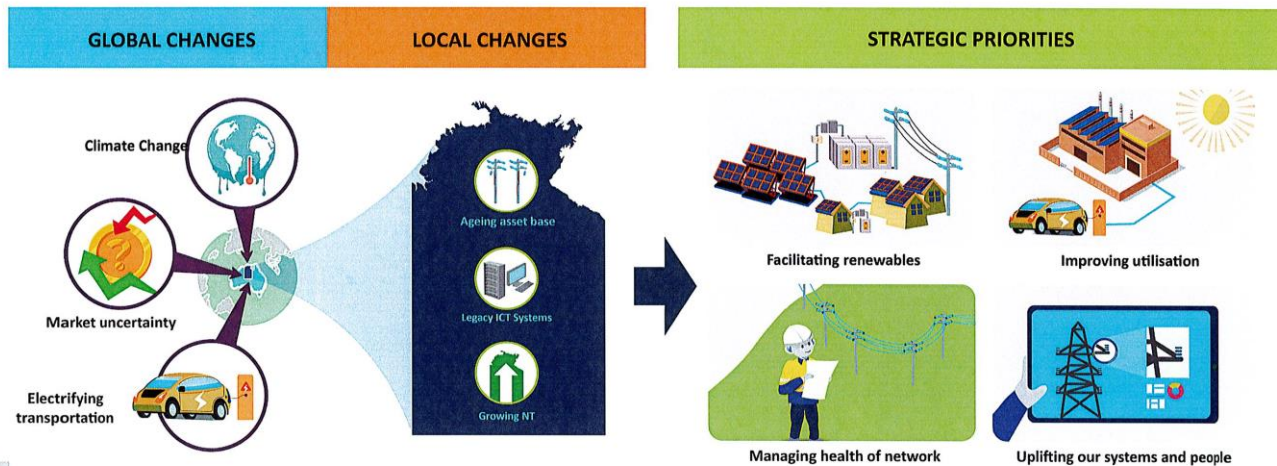
Draft Plan

Stephen Vlahovic

Executive General Manager – Power Services

Strategic priorities

Our starting point was to identify the changes our business will face over the next 20 years and develop strategic priorities that influence our plans for the 5 year upcoming regulatory period.

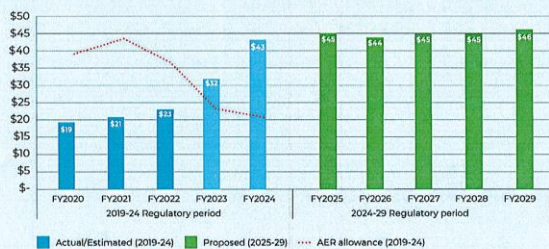


Expenditure plans

We are forecasting that our capital expenditure will increase significantly as we ramp up our delivery and invest in programs that meet future drivers. In contrast operating expenditure is likely to fall.



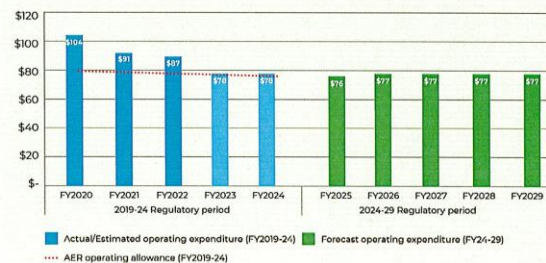
Forecast replacement capex in 2024-29 compared to actual/estimated in 2019-24 (\$m, real 2024)



Operating Expenditure
\$387m
↓ 13%



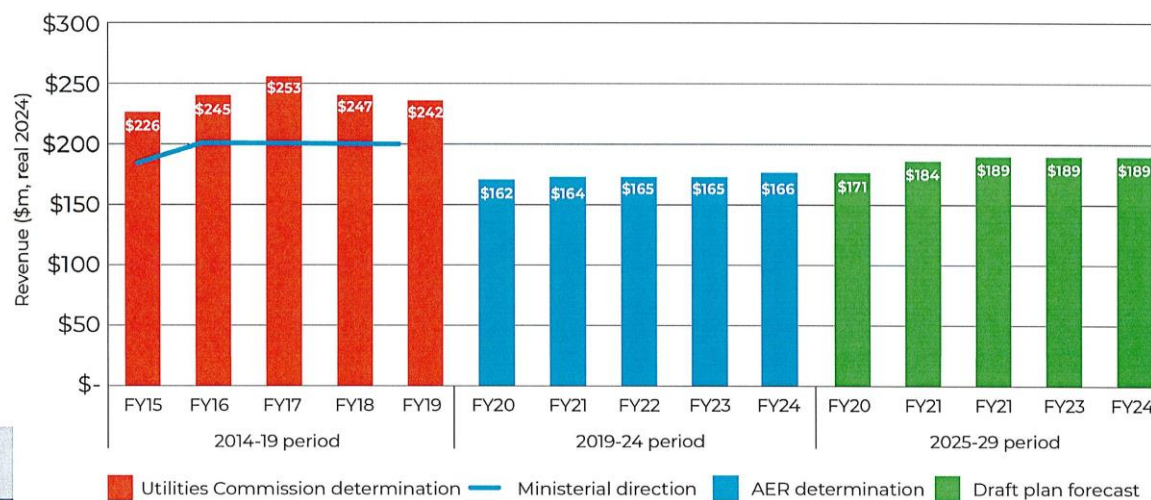
Forecast opex in 2024-29 compared to actual/estimated in 2019-24 (\$m, real 2024)



Revenue forecasts

We forecast that revenue (excluding inflation) in 2024-29 will increase by 10 per cent higher than the 2019-24 period, but will still be significantly lower than the 2014-19 period.

Forecast revenue for 2024-29 compared to current and previous period (\$, 2024 real)



Market volatility

A key driver of higher revenue has been a sudden increase in our estimated rate of return. This continues to be volatile in the current financial market.



Your feedback on the Draft Plan

Stephen Vlahovic

Executive General Manager – Power Services

The Draft Plan and next steps

The Draft Plan will be refined with your feedback through powerwater.com.au/your-say



PowerWater

Thank you



powerwater.com.au

Attachment L

First Name	Last Name	Company Name
<i>Viqar</i>	Ali	Territory Generation
<i>Fredricks</i>	Andrade	Specialised Force Pty Ltd
<i>Peter</i>	Bailey	Office of the Leader of the Opposition
<i>Reema</i>	Bali	We Fix IT
<i>George</i>	Bandes	Halkitis Bros Pty Ltd
<i>Josh</i>	Barnes	Melaleuca
<i>Garth</i>	Beechey	Duratec Limited
<i>Shilpa</i>	Bitla	Engineers Australia
<i>Dean</i>	Black	Northern Cement Ltd
<i>Matthew</i>	Brown	We Fix IT
<i>Mark</i>	Buratovic	Constructability NT Pty Ltd
<i>Shani</i>	Carson	Engineers Australia
<i>Braidee</i>	Cartmill	Northern Territory Police Force
<i>Ashley</i>	Chin	Infra Build Steel Centre
<i>Kris</i>	Civitarese	T&J (NT)
<i>Shane</i>	Coleman	City of Darwin
<i>Angus</i>	Constable	Turner & Townsend Thinc Pty Ltd
<i>Michelle</i>	Cruz	Celotti Australia Pty Ltd
<i>Maddie</i>	Daley	DARWIN AIRPORT RESORT OPERATING COMPANY PTY LTD
<i>Carl</i>	Davies	
<i>Andrew</i>	Dobson	INLEx Engineering Pty Ltd
<i>David</i>	Evans	Think Water Darwin
<i>Scott</i>	Ezzy	Sea Swift
<i>William</i>	Feeney	Ironbark Aboriginal Corporation
<i>Martin</i>	Fisher	McGees (NT) Pty Ltd
<i>Matt</i>	Fletcher	DDR Australia
<i>Simon</i>	Flowers	Engineers Australia
<i>Camille</i>	Fong Lim	SRA Information Technology Pty Ltd
<i>Nikki</i>	Foster	Airport Development Group
<i>William</i>	Geddes	Industry Capability Network Northern Territory (ICN NT)
<i>Chris</i>	Gillard	Rapid Engineering NT
<i>Geoff</i>	Goodrich	Great Business Pty Ltd
<i>Rick</i>	Grant	Advance Civil Engineering
<i>John</i>	Greenwood	Territory Generation
<i>Stevie</i>	Greenwood	Saltbush Social Enterprises
<i>Sebastian</i>	Handson	Chartair
<i>Cassie</i>	Harten	Arjays Sales & Services Pty Ltd
<i>Brad</i>	Hatton	Telstra Enterprise
<i>Isobel</i>	Heffernan	NT Cattlemen's Association Inc
<i>Sarah</i>	Hicks	KPMG
<i>Roland</i>	Houareau	Inpex
<i>Greg</i>	Ireland	Chamber of Commerce NT
<i>Katy</i>	James	Ward Keller
<i>Krystle</i>	Jencik	Industry Skills Advisory Council NT Inc

<i>Megan</i>	Johnston	Alana Kaye College
<i>Peter</i>	Jones	Sun Cable
<i>Terry</i>	Kathopoulos	Halkitis Brothers Group
<i>Joyce</i>	Labonne	Jacana Energy
<i>Corey</i>	Lambert	Arjays Sales & Services Pty Ltd
<i>Annika</i>	Landsmann	Jacana Energy
<i>Nadia</i>	Lim	Ward Keller - Alice Springs
<i>Michaela</i>	Lisiecki-Ward	Hudson Apartment Hotels
<i>Madeline</i>	Lysaght-Wright	Programmed Skilled Workforce
<i>Stuart</i>	MacNaughton	Veolia
<i>Ali</i>	Malik	KPMG
<i>Lisa</i>	Malnar	Mayvin Global Pty Ltd
<i>Rosa</i>	Malpartida	Anglicare NT
<i>Linda</i>	Manning	Alana Kaye Group Pty Ltd
<i>Ola</i>	Metcalfe	Turner & Townsend Thinc Pty Ltd
<i>Rolf</i>	Nilsson	Cloudstreet Consulting Pty Ltd
<i>Stella</i>	Noor	Ward Keller - Darwin
<i>Hamish</i>	Norris	Purple House
<i>Kerry</i>	Osborne	Northern Territory Project Management Pty Ltd (NTPM)
<i>Claire</i>	Pamenter	Charles Darwin University
<i>Brad</i>	Pearce	Constructability NT Pty Ltd
<i>Seini</i>	Pitt	Advanced Personnel Management
<i>Terri</i>	Polman	Fetch
<i>David</i>	Pritchard-Davies	Power & Water Corporation - Darwin
<i>Brad</i>	Rake	Ironbark Aboriginal Corporation
<i>James</i>	Randell	Hybrid Systems Australia
<i>Grant</i>	Rau	Airpower (NT) Pty Ltd
<i>Douglas</i>	Reid	Agamine Solar Australia
<i>Jayne</i>	Rothall	We Fix IT
<i>Beck</i>	Rourke	Celotti Australia Pty Ltd
<i>Steven</i>	Rowe	SRA Information Technology Pty Ltd
<i>Jeremy</i>	Rowles	Fyfe Pty Ltd
<i>Joann</i>	Rutherford	CareFlight NT
<i>Ryan</i>	Sanders	HWL Ebsworth Lawyers
<i>Gaurav</i>	Sareen	Deloitte
<i>Andrew</i>	Saxelby	GHD Pty Ltd
<i>Kwame</i>	Selormey	Melaleuca Refugee Centre Torture and Trauma Survivors services of the NT Inc.
<i>Nicole</i>	Shackcloth	Saltbush Social Enterprises Limited
<i>Karen</i>	Sheldon AM	Karen Sheldon Group Pty Ltd
<i>Andrew</i>	Smith	Fyfe Pty Ltd
<i>Ryan</i>	Smith	Top End Controls and Automation Pty Ltd
<i>Adam</i>	Stockwell	Think Water Darwin
<i>Marius</i>	Stoltz	Aurecon
<i>Hon Peter</i>	Styles	Peter Styles Consultants

<i>Shane</i>	Sullivan	Northern Territory Rugby Union Inc
<i>Elena</i>	Tsangari	Sun Cable Pty Ltd
<i>Shawn</i>	Turner	PC MART PTY LTD
<i>Tuesday</i>	Turner	Corestaff NT
<i>Lakshmi</i>	Vazhayil	Manunda Terrace Primary School Council
<i>Felicity</i>	Waldmann	Espec
<i>Veronica</i>	Wallace	Chartair Pty Ltd
<i>Rebecca</i>	West	Mercure Darwin Airport Resort
<i>Brett</i>	Willowwhite	Charles Darwin University
<i>Jason</i>	Wilton	Harris Kmon Solutions Pty Ltd
<i>Duncan</i>	Winterbotham	Espec
<i>Paul</i>	Wong	Espec
<i>Jill</i>	Woodworth	SLR Consulting
<i>Derick</i>	Yates	Rusca Group

Board charter

Power and Water Corporation (**Corporation**)

Board charter

1. Introduction

- 1.1 Power and Water Corporation (**Corporation**) is a Government owned corporation (**GOC**) under the *Government Owned Corporations Act* (NT) (**GOC Act**).
- 1.2 The Board is:
 - (a) responsible for the corporate governance of the Corporation and its subsidiaries (if any) (**Group**);
 - (b) responsible for the operation of the Corporation; and
 - (c) accountable to the Shareholding Minister for the financial performance of the Corporation.
- 1.3 The purpose of this charter is to:
 - (a) promote high standards of corporate governance;
 - (b) clarify the role and responsibilities of the Board; and
 - (c) enable the Board to provide strategic guidance for the Group and effective management oversight.
- 1.4 This charter is supported by the code of conduct for directors, senior executives and other employees and the charters for any committees established by the Board including the Audit and Risk Management Committee.
- 1.5 For the purpose of this charter, senior executives include all officers and employees who have the opportunity to materially influence the integrity, strategy and operation of the Corporation and its financial performance.
- 1.6 Unless otherwise defined in this charter, capitalised words have the meaning given in the Corporation's constitution.

2. Board size, composition and independence

- 2.1 A person may be appointed as a non-executive director of the Board by the Administrator, on the recommendation of the Shareholding Minister.
- 2.2 There must be a minimum of two non-executive directors.
- 2.3 Subject to paragraph 2.2, until the Corporation resolves otherwise, there will be a minimum of three directors and a maximum of seven directors.
- 2.4 The Chief Executive Officer is not a director.
- 2.5 The Board should ideally comprise:
 - (a) directors with an appropriate range of skills, experience and expertise;
 - (b) directors who can understand and competently deal with current and emerging business issues; and
 - (c) directors who can effectively review and challenge the performance of management and exercise independent judgment.

- 2.6 An independent non-executive director is one who:
- (a) is independent of management; and
 - (b) free of any business or other relationship that could materially interfere with, or could reasonably be perceived to materially interfere with, the independent exercise of their unfettered and independent judgment.
- 2.7 The Board has adopted the following criteria to determine the independence of directors.
- (a) Whether or not the director is or has been within the past three years:
 - (i) employed by the Corporation;
 - (ii) a principal of a material professional adviser or a material consultant to the Corporation, or an employee materially associated with services provided by such adviser or consultant; or
 - (iii) affiliated with or employed by a present or former auditor of the Corporation.
 - (b) Whether or not the director is a material supplier or customer of the Corporation, or is an officer or employee of, or otherwise associated with, a material supplier or customer.
 - (c) Whether or not the director has received any remuneration from the Corporation other than directors' fees.
 - (d) Whether or not the director has a material contractual or other material relationship with any subsidiary of the Corporation, other than as a director.
 - (e) Whether or not the director has any close personal ties with any person who falls within any of the categories described in sub-paragraphs 2.7(a) to (d).
 - (f) Whether or not the director has served on the Board for a period that, in the Board's opinion, could, or could reasonably be perceived to, materially interfere with the director's independence from management and their ability to act in the best interests of the Corporation.
 - (g) Whether or not the director is free from any other interests and any business or other relationships that could, or could be perceived to, interfere with the director's unfettered and independent judgment and ability to act in the best interests of the Corporation.
- 2.8 The Board has determined that, for the purposes of clause 2.7, a reference to "material" in any 12 month period, refers to 1.25% of the Corporation's earnings before interest, taxes, depreciation, and amortisation as reported in its audited annual financial report for the previous financial year. However, this threshold is not conclusive of the question of independence and the Board will examine both the qualitative and quantitative nature of a director's relationship with any particular customer or supplier when assessing director independence.
- 2.9 The Board will regularly assess whether each non-executive director is independent and each non-executive director should provide to the Board all information relevant to his or her assessment. Directors will make an annual declaration in relation to their self-assessment of independence by reference to the criteria outlined in clause 2.7.

- 2.10 If a director's independent status changes, this should be immediately disclosed to the Board.
- 2.11 While the Corporation will aim to have a majority of independent non-executive directors, this may not always be practicable given the size of the Board and the circumstances of the Group, including the nature of the Group's business. Accordingly, the Shareholding Minister in conjunction with the Administrator have absolute discretion to determine the appropriate composition of the Board from time to time.
- 2.12 Each director is appointed by a formal letter of appointment setting out the key terms and conditions of their appointment to ensure that each director clearly understands the Company's expectations of him or her.

3. The Board's role and responsibilities

- 3.1 The Board acts in the best interests of the Corporation as a whole and is accountable to the Shareholding Minister for the overall direction, management, financial performance and corporate governance of the Group.
- 3.2 The Board is responsible for:
- (a) overseeing the Group, including its control and accountability systems;
 - (b) after consultation with the Shareholding Minister, appointing and removing the Chief Executive Officer;
 - (c) providing advice and counsel to the Chief Executive Officer;
 - (d) monitoring the performance of the Chief Executive Officer;
 - (e) endorsement of the Chief Executive Officer's recommendation to appoint or remove senior executives who are direct reports to the Chief Executive Officer¹;
 - (f) approval of organisational structure changes including situations where there are changes in direct reports to the Chief Executive Officer;
 - (g) approval of senior management remuneration policies and practices;
 - (h) approving succession plans for management;
 - (i) at the request of the Chief Executive Officer, providing a mentoring function to senior executives;
 - (j) monitoring senior executives' performance and implementation of strategy, including whether appropriate resources are available;
 - (k) reporting to the Shareholding Minister and the Portfolio Minister;
 - (l) providing any information relating to the Corporation requested by the Shareholding Minister or the Portfolio Minister to the respective Minister;
 - (m) complying with written directions given by the Shareholding Minister in accordance with the GOC Act;

¹ For the avoidance of doubt, the responsibility referred to in paragraph 3.2(e) may be fulfilled by including a member of the Board as a member of the selection panel for the recruitment of an executive role which is a direct report to the CEO.

- (n) providing strategic advice to management;
- (o) input into and final approval of management's corporate strategy, performance objectives and annual budget;
- (p) holding a planning day at least once per year to coincide with the planning cycle for the development of a Statement of Corporate Intent annually;
- (q) approving and submitting a Statement of Corporate Intent to the Shareholding Minister annually;
- (r) monitoring and reporting on the Corporation's compliance with the Statement of Corporate Intent to the Shareholding Minister;
- (s) declaring and financing dividend payments;
- (t) approving and monitoring the progress of major capital expenditure, capital management, acquisitions and divestitures in accordance with the GOC Act;
- (u) approving and monitoring financial and other reporting in accordance with the GOC Act;
- (v) reviewing and ratifying systems of risk management, internal compliance and control, and legal compliance to ensure appropriate compliance frameworks and controls are in place;
- (w) reviewing and overseeing the implementation of the code of conduct for directors, senior executives and all other employees;
- (x) approving constitutions, charters of board committees, and delegations authority policies for the Group;
- (y) monitoring and ensuring compliance with:
 - (i) legal, regulatory and tax requirements and ethical standards and policies; and
 - (ii) good practice corporate governance requirements;
- (z) overseeing the integrity of the Corporation's accounting and financial systems and the appointment or replacement of auditors;
- (aa) overseeing and monitoring:
 - (i) the Corporation's policies and approach to safety, people and remuneration matters, including the approach to reconciliation;
 - (ii) the Corporation's developments applicable to its licensed responsibilities as a retail water and wastewater service provider, market operator for Darwin-Katherine regulated market and major gas supplier in the Northern Territory
 - (iii) the planning and delivery of the Corporation's transformation program and transition to its new Operating Model;
 - (iv) developments in the regulatory environment applicable to the Corporation's licensed responsibilities, including as a distributed network service provider; and

- (v) the regulatory policies applicable (or that may become applicable) to the Corporation from The National Electricity Law and the bespoke Northern Territory version of the National Electricity Rules;
- (bb) the development of appropriate strategic planning and operational readiness procedures for future changes to the Corporation's regulatory environment; and
- (cc) positions or statements of a strategically important, regulatory nature.

4. Matters reserved for the Board

- 4.1 The GOC Act allows the Board, by resolution, to delegate any of its powers and functions to:
- (a) a director;
 - (b) a committee of the Board;
 - (c) the Chief Executive Officer; or
 - (d) any other person.
- 4.2 The Corporation should maintain a delegation of authority policy, approved by the Board, which prescribes the delegation of the Board's power and authority.
- 4.3 The GOC Act requires the Board to advise the Shareholding Minister of the delegation of a power or function that is, in the Board's opinion, significant.

5. Performance of senior executives

- 5.1 The Board is responsible for:
- (a) regularly reviewing the performance of senior executives against measurable and qualitative indicators as decided by the Board; and
 - (b) ensuring that induction procedures are in place to allow new senior executives to participate fully and actively in management decision-making at the earliest opportunity.
- 5.2 New senior executives must have knowledge about the Corporation and the industry within which it operates. An induction program is available to enable senior executives to gain an understanding of:
- (a) the Corporation's financial, strategic, operational and risk management position;
 - (b) the rights, duties and responsibilities of senior executives; and
 - (c) the respective rights, duties, responsibilities and roles of the Board and senior executives.

6. Board Committees

- 6.1 The Board may establish committees to assist it in carrying out its responsibilities, to share detailed work and to consider certain issues and functions in detail.
- 6.2 The charter or terms of reference of each Board committee setting out matters relevant to the composition, responsibilities and administration of the committee must be approved by the Board. Each committee will review its charter from time to time as appropriate.

7. Audit and Risk Management Committee

- 7.1 The Board must establish an audit committee under section 12(1)(a) of the GOC Act.
- 7.2 The objectives of the Audit and Risk Management Committee are to:
 - (a) assist the Board in achieving its objective in relation to:
 - (i) financial reporting;
 - (ii) the application of accounting policies;
 - (iii) business policies and practices;
 - (iv) robust and quality investment decision-making;
 - (v) legal and regulatory compliance; and
 - (vi) internal control and risk management systems;
 - (b) maintain and improve the quality, credibility and objectivity of the financial accountability process (including financial reporting on a consolidated basis);
 - (c) promote a culture of compliance;
 - (d) ensure effective communication between the Board and the senior compliance manager;
 - (e) provide a forum for communication between the Board and senior financial and compliance management;
 - (f) ensure effective internal and external audit functions and communication between the Board and the external and internal auditors; and
 - (g) ensure compliance frameworks, strategies and functions are effective.
- 7.3 Subject to paragraph 7.4, the Audit and Risk Management Committee must consist of at least three members with a simple majority to be independent non-executive directors. The Board may appoint independent members to the Audit and Risk Management Committee who are not directors of the Corporation so long as there is a simple majority of non-executive directors on the Audit and Risk Management Committee.
- 7.4 While the Corporation will aim to have an Audit and Risk Management Committee of at least the size and composition outlined in paragraph 7.3 above, this may not always be practicable given the size of the Board and the circumstances of the Group, including the nature of the Group's business. Accordingly, the Board has absolute discretion to determine the appropriate size and composition of the Audit and Risk Management Committee from time to time.

- 7.5 The Board will appoint the Audit and Risk Management Committee chairperson. The chairperson of the Audit and Risk Management Committee:
- (a) must be a member of the Audit and Risk Management Committee;
 - (b) must be a director;
 - (c) must not be the Board Chairperson.

8. Chairperson of the Board

- 8.1 The Chairperson:
- (a) is appointed by the Shareholding Minister; and
 - (b) must be a non-executive director.
- 8.2 The division of the responsibilities of the Chairperson and the Chief Executive Officer have been agreed by the Board and are set out in this charter.
- 8.3 The responsibilities of the Chairperson include:
- (a) providing leadership to the Board and the Group;
 - (b) promoting the efficient organisation and conduct of the Board's functions;
 - (c) ensuring the Board considers and adopts strategies designed to meet present and future needs of the Group;
 - (d) communicating with the Administrator and Shareholding Minister to ensure the Board has an effective composition, size and commitment to adequately discharge its responsibilities and duties;
 - (e) act as spokesperson for the Corporation in relation to governance and financial matters;
 - (f) monitoring the performance of the Board;
 - (g) facilitating Board discussions to ensure core issues facing the Group are addressed;
 - (h) briefing all directors in relation to issues arising at Board meetings;
 - (i) facilitating the effective contribution and ongoing development of all directors;
 - (j) promoting constructive and respectful relations between Board members and between the Board and management;
 - (k) ensuring the Board regularly meets to consider the Group's performance and key issues facing it;
 - (l) setting the agenda for the Board meetings in conjunction with the Corporation's Secretary, after consulting with the Chief Executive Officer;
 - (m) chairing general meetings; and
 - (n) communicating and consulting with the Shareholding Minister and other relevant persons on significant issues as appropriate, including acting as a spokesperson for the Corporation (where appropriate) in conjunction with the Chief Executive Officer.

9. Chief executive officer and executive team

- 9.1 The Chief Executive Officer is, subject to the directions of the Board, responsible for the day to day management of the operation of the Corporation.
- 9.2 The Chief Executive Officer may, subject to the directions of the Board, delegate any of his or her powers and functions to an employee of the Corporation.
- 9.3 The Chief Executive Officer manages the Corporation in accordance with the strategy, plans and policies approved by the Board.
- 9.4 The Chief Executive Officer is, after consultation with the Shareholding Minister, appointed by the Board.
- 9.5 The responsibilities of the Chief Executive Officer include:
- (a) developing and recommending to the Board strategies, business plans and annual budgets for the Group;
 - (b) implementing the strategies, business plans and budgets adopted by the Board;
 - (c) providing effective leadership, direction and supervision of the executive team to achieve the strategies, business plans and budgets adopted by the Board;
 - (d) developing and managing resources, policies and systems to ensure the effective operation of the Group (including developing and implementing policies on risk management, internal controls and human resources);
 - (e) managing resources within budgets approved by the Board;
 - (f) ensuring compliance with applicable laws and regulations;
 - (g) ensuring the Board is given sufficient information to enable it to perform its functions, set strategies and monitor performance;
 - (h) acting as the Corporation's chief spokesperson with the exception of governance or financial matters which are the responsibility of the Chairperson;
 - (i) carrying out any other appropriate duties and responsibilities assigned by the Board; and
 - (j) acting within authority delegated by the Board.
- 9.6 The Board will ensure that appropriate procedures are in place to assess the performance and remuneration of the Chief Executive Officer and executive team annually.

10. Secretary

- 10.1 The Board may, at any time, appoint a person to be the Secretary of the Corporation.
- 10.2 The Board may, at any time, terminate the appointment of the Secretary
- 10.3 The Secretary has the duties and liabilities that are specified in Chapter 2D of the Corporations Act that are applicable to a secretary of a corporation under the Corporations Act and has such other duties and functions as are provided for in his or her terms of appointment or determined by the Board.

10.4 The responsibilities of the Secretary include:

- (a) establishing and maintaining the Corporation's registers, including the register that identifies the Corporation's current Shareholding Minister and the register of the interests of the directors;
- (b) notifying all directors of a Board meeting and ensuring that all procedures for the convening and conduct of such meetings are in accordance with the Corporation's constitution;
- (c) providing secretarial and administrative support to the Board and each Board committee; and
- (d) carrying out any other appropriate duties and responsibilities assigned by the Board.

11. Minutes of Board meetings

11.1 The Secretary must keep minutes of each Board meeting.

11.2 The draft minutes of each Board meeting must be available within 10 Business Days of the Board meeting. Each director may provide comments on the draft minutes to the secretary for review at the next Board meeting.

11.3 The draft minutes of each Board meeting, together with any comments on those minutes received from directors, must be:

- (a) entered in the Corporation's minute book as draft minutes within one month after the meeting is held, pending the final approval of those minutes at the next Board meeting ; and
- (b) included in the papers for the next Board meeting.

11.4 The draft minutes of each Board meeting, any comments on those minutes and resolutions should be reviewed at the next Board meeting, with the final minutes and written resolutions to be approved and signed by the Chairperson.

After the final minutes and written resolutions have been approved by the Chairperson, a copy must be entered in the Corporation's minute book.

12. Directors

12.1 Directors are expected to attend and participate in Board meetings and meetings of committees on which they serve.

12.2 Directors are expected to spend the time needed, and meet as often as necessary, to properly discharge their responsibilities.

12.3 Directors are expected to review meeting materials before Board meetings and committee meetings.

12.4 Directors are encouraged to ask questions of, request information from, and raise any issue of concern with, management. Directors are encouraged, where possible, to ask any questions and raise issues of concern before a meeting so that management is prepared to address them.

12.5 Directors must exercise independent judgment when making decisions.

- 12.6 Publicly, directors are expected to support the letter and spirit of Board decisions.
- 12.7 Directors must keep the Board's information, discussions, deliberations, and decisions that are not publicly known, confidential.
- 12.8 Directors must comply with their legal duties when discharging their responsibilities as directors. Broadly, these duties are:
 - (a) to act in good faith and in the best interests of the Corporation;
 - (b) to act with care and diligence;
 - (c) to act for proper purposes;
 - (d) to avoid a conflict of interest or duty; and
 - (e) to refrain from making improper use of information gained through the position of director or taking improper advantage of the position of director.

13. Non-executive directors

- 13.1 Non-executive directors should consider the benefits of conferring regularly without management present, including at scheduled sessions.
- 13.2 These discussions of non-executive directors can be facilitated by the Chair or lead independent director (if any).

14. Conflicts

- 14.1 Directors are expected to be sensitive to conflicts of interest or duty that may arise and mindful of their obligations under section 26 of the GOC Act and their fiduciary obligations.
- 14.2 Directors must:
 - (a) disclose to the Board any actual or potential conflict of interest or duty that might reasonably be thought to exist as soon as practicable after the relevant facts come to the director's knowledge;
 - (b) take necessary and reasonable action to resolve or avoid any actual or potential conflict of interest or duty; and
 - (c) comply with section 26 of the GOC Act and the Corporation's constitution in relation to disclosing interests and restrictions on taking part in any deliberation or decision after the disclosure.
- 14.3 If a conflict exists, it is expected that any director to whom the conflict relates will leave the room when the Board is discussing any matter to which the conflict relates unless the conflict has been fully disclosed to the Board and the Board resolves otherwise.
- 14.4 Directors are expected to inform the Chairperson of any proposed appointment to the Board or executive of another company as soon as practicable.

15. Access to information and independent advice by directors

- 15.1 Directors have access to any information they consider necessary to fulfil their responsibilities and to exercise independent judgment when making decisions.

- 15.2 Directors have access to:
- (a) management to seek explanations and information from management; and
 - (b) auditors, both internal and external, to seek explanations and information from them without management being present.
- 15.3 Directors may seek any independent professional advice they consider necessary to fulfil their responsibilities and to exercise independent judgment when making decisions in accordance with the procedure agreed by the directors.
- 15.4 If the Chairperson consents, the Corporation will pay a director's costs of seeking independent professional advice. That consent must not be unreasonably withheld or delayed.

16. Code of conduct

- 16.1 The Group has adopted a code of conduct for directors, senior executives and other employees setting out required standards of behaviour, for the benefit of all shareholders.
- 16.2 Each director, officer and employee will be given a copy of the code of conduct applicable to their position when joining the Group.

17. Communication of information

- 17.1 The Board will:
- (a) communicate effectively with the Shareholding Minister;
 - (b) give the Shareholding Minister the information requested by the Minister in accordance with the section 8(4)(b) of the GOC Act; and
 - (c) give the Shareholding Minister and the Portfolio Minister ready access to information about the affairs of the Group that the Shareholding Minister or Portfolio Minister (as the case may be) reasonably requires for the performance of the Minister's functions under the GOC Act.

18. Indemnity

- 18.1 Each Relevant Officer will be provided with an indemnity from the Corporation and each director will be provided with an indemnity from the Northern Territory Government, against certain liabilities incurred as an officer of the Corporation as set out in the relevant instrument.

19. Insurance

- 19.1 The Corporation has obtained, and will maintain, directors and officers insurance to insure directors and officers against certain liabilities incurred in their capacity as a director or officer.

20. Remuneration

- 20.1 In accordance with the constitution of the Corporation, remuneration, travelling and other allowances are limited to the amounts that are payable to a director pursuant

to any determination made by the Shareholding Minister which is in place from time to time under the GOC Act.

- 20.2 If there is no determination by the Shareholding Minister for travelling and other allowances, such costs will be met by the Corporation in accordance with the Corporation's Travel Procedure and directors will also be reimbursed for all other reasonable expenses (including, for example, meals, transport, etc) necessarily incurred in the fulfilment of their duties as a director on the production of receipts or other information verifying the expenses incurred.
- 20.3 Non-executive directors of the Corporation are deemed to be "employees" for the purposes of *Superannuation Guarantee Administration Act 1992* (Cth) and therefore the Corporation is obligated to make superannuation contributions at the super guarantee rate on a director's behalf to a superannuation fund nominated by the director.

21. Travel and reimbursement of other expenses

- 21.1 In accordance with the *Power and Water Corporation: Remuneration for Directors* determination dated 22/02/2022, a director is entitled to be reimbursed any travelling or other expenses reasonably incurred by the director for the purpose of attending a meeting or conducting the business of the Corporation. Miscellaneous expenses and private travel expenses are not claimable.
- 21.2 Wherever reasonably possible, travel should be organised through the Corporation's travel provider. The company secretary will liaise with directors to make bookings on their behalf.
- 21.3 Non-executive directors will take the most direct or most economic route between their departure city and Darwin. Where available, business class seating may be selected.
- 21.4 Directors' travel should ensure that they are available for the relevant meeting(s) without the need for unnecessary accommodation requirements. Directors wanting to travel earlier, or stay longer than reasonably required may do so, but will pay for any additional accommodation expense.
- 21.5 The Corporation's credit cards must only be used for corporate business expenditure. Transactions are required to be reasonable and not excessive in amount, and card holders must at all times exercise due economy and consider the Corporation's daily travel allowance limit when making discretionary purchases.
- 21.6 Directors will use credit cards in accordance with the *Travel and discretionary expenditure guidelines for Board members*.

22. Induction and professional development

- 22.1 Newly appointed directors will be provided with an induction program, and appropriate core documentation, to ensure they are informed about their duties and responsibilities as a director generally, and with the legislative, administrative and operational context of the Group.
- 22.2 The Board values and encourages continuing director development and training as a key to productive and effective boardroom participation, a good understanding of the Group and its operational and legislative context.

- 22.3 The Corporation will provide appropriate ongoing support for directors to develop their skills in undertaking their duties as directors. Professional development needs are canvassed as part of the formal assessment and performance evaluation conducted by the Board.
- 22.4 The Corporation will provide an appropriate budget to support ongoing director professional development in their role as a director of the Corporation.
- 22.5 The Board Chair will approve professional development proposals which will be submitted through the Corporation's Secretary.

23. Review of Board performance

The Board will annually review:

- (a) the Board's role;
- (b) the processes of the Board and Board committees;
- (c) the Board's performance; and
- (d) each director's performance.

24. Approved and adopted

This charter was approved and adopted by the Board on 13 April 2016, with updates approved by the Board on 12 February 2021, 4 May 2022, 6 June 2022, and 1 February 2023.

Date

Signed

Chairman on behalf of the Board
Power and Water Corporation