

Broken Power Meters in Urban Regions

Having electricity in your home is important. It makes life easier for all of us; it helps make our home safer and more comfortable to live in.

Electricity can be dangerous. Do not let children play with a broken power meter.

Damage caused by tenant

If the tenant, a family member or a visitor who is at the house with your consent breaks the power meter on purpose then the responsibility to fix the broken meter is the tenants.

If you have a broken power meter at your house please report it to your nearest Housing officer or tell your Housing officer straight away.

The quicker the broken power meter is reported the quicker it can get fixed and your home can be made safe!

Damage caused by criminal activity

If someone else breaks the power meter at your house you should go to the nearest Police Station and report it straight away.

If you report it and it can be proven that the damage was caused by someone else, the Department of Local Government, Housing and Community Development will fix it and put the power back on.

To support claims of criminal activity one of these supporting documents from NT Police must be supplied:

- A Police Case Summary Report – which names the Department as victims in the matter and identifies the offences committed
- And a copy of the statement provided to police – to enable the matter to proceed to court

Electricity supply critical to maintain life

If you or a recognised occupant requires electricity to maintain life you should inform Power and Water Corporation on the number supplied.

Complaints and/or appeals

If you are unhappy with either a decision or action of the Department you can access the Department's complaints and/or appeals process, ask staff at your nearest Housing office about how you can access this process.

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Important phone numbers to call when your power meter has been broken:

Maintenance Call Centre	1800 104 076
Power and Water Corporation	1800 245 092

Or contact your local Housing office:

Alice Springs	(08) 8951 5344
Arafura Region	(08) 8995 5122
Greater Darwin	(08) 8999 8814
Katherine	(08) 8973 8513
Nhulunbuy	(08) 8987 0533
Palmerston	(08) 8999 4767
Tennant Creek	(08) 8962 4497