



Message from our
Board Chair

Peter Wilson AM

On behalf of my fellow Directors, I am pleased to present Power and Water's Customer Experience Strategy.

I was first appointed to the role of Chair of the Power and Water Board in March 2022.

Since that time, I continue to be impressed by the skill and expertise that Power and Water's people bring to delivering essential services for our customers, often in challenging and remote conditions.

They deliver these services around the clock for the benefit of Territorians and are rightly proud of the role they play in their community.

Looking ahead, it is important that Power and Water remains responsive to the expectations from our customers, the community and the Northern Territory Government.

At a whole-of-business level, it is the role of the Board to provide direction and support to Power and Water's management team to continue to modernise our business and embrace a sustainable future in energy and water through innovation.

By the very nature of its operations, Power and Water is a customer and community focused organisation that exists to meet the essential service needs of the Northern Territory.

The Customer Experience Strategy will further sharpen our focus on keeping customers at the centre of our investment plans and decision making so that we can continue to enhance the way we operate, communicate with customers and meet strategic priorities.

I look forward to continuing to work with Power and Water's people, customers and stakeholders to deliver improved outcomes for our customers.

Peter Wilson AM
Chair, Power and Water Corporation



Message from our
Chief Executive Officer

Djuna Pollard

At Power and Water, our customers are at the centre of everything we do. We are proud to deliver essential services that make a difference to the lives of Territorians, every day.

That commitment to our customers, regardless of where they live, is embedded into Power and Water's values and we focus on giving our best at all times.

We understand that our power, water, wastewater and gas services are central to realising lifestyle and economic growth opportunities in the Northern Territory now and into the future.

Like many businesses, we are operating in a time of great reform and changing customer expectations.

From the transition to a renewable energy future, to investing in water security and meeting the Northern Territory's energy demands, it is important that we understand and respond to our customers' priorities.

Our Customer Experience Strategy has been co-designed with our customers through more than 330 hours of listening.

It is a clear roadmap of actions and initiatives to enhance customer satisfaction and engagement and drive continuous improvement.

Importantly, this is an ongoing collaboration with customers to meet and exceed their expectations and needs.

With our customers, we will work to make every interaction simple, embed the customer voice and enable sustainable futures, together.

I look forward to continuing to listen to and work with customers and our team right across the Northern Territory to successfully deliver the Customer Experience Strategy.

Djuna Pollard
Chief Executive Officer,
Power and Water Corporation