

7 June 2022

Mr Lyndon Rowe  
Utilities Commission  
GPO Box 915  
DARWIN NT 0801

Dear Mr Rowe

**Re: Northern Territory Electricity Licensing Regime Review – Issue Paper, April 2022**

Thank you for the opportunity to provide comment on the Utility Commission's issues paper of April 2022, *Review of the Northern Territory's Electricity Regime*.

In its role coordinating Northern Territory Government services at a regional level, the Department of the Chief Minister and Cabinet is aware of consumer concerns relating to the reliability of the Nhulunbuy and Alyangula standalone networks. These networks and the concerns they engender reflect legacy licensing arrangements that now appear to be out of step with community expectations. In light of these concerns, it may be timely for the Utilities Commission to reconsider the appropriateness of legacy agreements.

Customers of these two networks cite the frequency of power outages and fluctuations in supply as a contributing factor to premature failure of domestic and commercial appliances and suggest self-reported service metrics are insufficient to achieve the needed level of accountability.

It also appears that the details of exemptions from the Electricity Industry Performance code are not understood by local customers, leading to a disconnect between community expectations and service level agreements that reflect government's values of equitable service provision.

Thank you for the opportunity to provide comment. Should you wish to discuss any aspect of the feedback above, I invite you to contact the Director of Strategic Policy – Economic and Environment.

Yours sincerely

Kathleen Robinson  
Chief Executive Officer