Essential Services Minister, Rob Knight, must explain why it’s taken his Government so long to implement a Customer Service Incentive Scheme for PowerWater.

Shadow Minister John Elferink said Rob Knight first flagged the scheme in December 2008, in the wake of the devastating black-outs caused by the melt-down of the Casuarina sub-station.

Eighteen months later, the Utilities Commissioner has released a discussion paper.

A final report and recommendations are expected to be handed to the Treasurer in November, with a formal scheme expected to be adopted sometime after that.

"Why does it take this Government so long to do anything?" Mr Elferink said.

"Its failure to respond in a timely manner or to honour its commitments with a sense of urgency is truly alarming.

"The Henderson Government happily pocketed tens-of-millions of dollars in dividends from PowerWater over the past decade while ignoring the urgent need to maintain and enhance the network.

"Last year it flagged a 25% increase in power prices – but offered consumers nothing in return.

"The timely introduction of a Customer Service Incentive Scheme offering reasonable remuneration for black-outs would at least compensate users for the inflated cost of power and the inconvenience of service failures.

"Rob Knight should pin-point exactly when his Government will introduce the scheme and not leave Territorians waiting any longer."

Further comment: John Elferink 0418 406 400