



case study:

SP AusNet Multi-Services Gas Maintenance & Construction Contract

SP AusNet is one of Australia's largest publicly-listed energy delivery businesses managing \$6.3 billion of electricity and gas infrastructure in Victoria

In late 1999, Tenix and TXU Australia (SP AusNet's predecessor) formed an integrated Alliance to maintain, upgrade and install gas and electricity distribution networks across Victoria. The alliance has now transitioned into two firm-price, multi-service arrangements that provide high quality service delivery and performance-based contracting to SP AusNet at commercially competitive prices.

Under one of these arrangements Tenix provides a full suite of maintenance and construction services to SP AusNet for their entire gas distribution network servicing western Melbourne and western Victoria and more than a quarter of Victorian households and businesses.

Tenix provides added value to SP AusNet and its customers through our pursuit of innovation, safety and the quality and commitment of our people.

Key Features & Outcomes

Tenix provides design, construction and 24/7 maintenance and operation of SP AusNet's gas network which consists of 182 kilometres of transmission pipeline and 9,500 kilometres of distribution pipeline.

- **Safety Performance** - Tenix has an outstanding safety record managing the SP AusNet contract with no lost-time injuries in 2009 during which we worked in excess of 600,000 hours.
- **Key Performance Indicators** - Tenix is consistently achieving 90 per cent or above in its overall Key Performance Indicators (KPIs) and 100 per cent achievement in most KPI categories including Safety and Network Performance.
- **Industrial Relations Performance** - Tenix has an excellent industrial relations record and has had no major disputes with its workforce during the term of the contract.
- **Innovation** - Tenix continues to develop the use of polyethylene piping methods in the Victorian gas distribution and transmission industry, delivering value engineering benefits to SP AusNet and continuing to pioneer these new methods to the broader Australian gas industry.



Tenix[®]



Field Services

- ✓ Preventative Maintenance
- ✓ Corrective Maintenance
- ✓ Fault Services (24/7)
- ✓ Asset Replacement
- ✓ New Build
- ✓ Connection services

Management Services

- ✓ Design
- ✓ Project Management & Systems
- ✓ Quality Management & Systems
- ✓ HR & IR Management
- ✓ Construction Management
- ✓ Procurement Management
- ✓ Subcontractor Management
- ✓ Cost Planning & Estimation
- ✓ Planning Approvals
- ✓ Community & Stakeholder Management
- ✓ Safety & Environmental Management



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Our Role

Tenix provides design, construction and 24/7 maintenance and operation of SP AusNet's gas network. This involves servicing a range of assets including lateral transmission pipelines, distribution pipelines, customer inlet services, meters, regulators and city gates. The range of services are both specialist and routine and include pressure control, leakage surveys, cathodic protection, gasfitting, mains and services maintenance, new service connections, meter installations and replacements and managing asset location (Dial-Before-You-Dig) enquiries..

In any year Tenix provides SP AusNet customers with 17,000 new connections, 15,000 meter replacement and handles 35,000 response-type activities including Dial-Before-You-Dig enquiries.

Resources & Skills

Tenix is Australia's largest independent provider of natural gas distribution construction and maintenance services. We maintain the integrity of the service we provide to SP AusNet by using only fully trained and qualified, full-time employees to manage and supervise delivery of the contract. We build and maintain our peoples' skills through our fully-accredited gas training facility.

Tenix employs nearly 200 managers, supervisors, designers, technicians and field workers based in across a network of eleven offices and depots to ensure the quality and continuity of service to SP AusNet and their customers. Our Victorian gas services operations are fully accredited for Quality (AS/NZS ISO9001:2008), Safety (AS/NZS ISO AS/NZS 4801:2001) and the Environment (AS/NZS 14001:2004).

For more information contact:

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Tenix is consistently achieving 90% or above in its overall KPI's and 100% achievement in most KPI categories including Safety and Network Performance.



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| Asset Type: Gas Transmission and Distribution Network | Duration: 3 years |
| Client: SP AusNet | Value: \$150 million over 3 years |
| Location: Western Victoria | Scope: Design & Construct and Maintenance |
| Contracting Style: Fixed price schedule of rates with CPI provisions | Contract Secured: April 2008 |