

SP AusNet Faults and Connections Services

Project: Supply of Faults and Connection Services
Client: Tenix Alliance / SP AusNet
Location: SP AusNet Central Area – Victoria
Duration: April 2008 - March 2013

Under this contract Electrix is responsible for management and provision of resources required to undertake all new connections and related services across the SP AusNet Central Area including Lilydale, South Morang, Ringwood, Ferntree Gully and Beaconsfield depots. These services are provided under a subcontract agreement with Tenix Alliance.

Services provided include:

- All new customer connections;
- Meter alterations;
- Bulk change of obsolete meters;
- First response fault attendance including 24/7 availability roster;
- Quality of supply investigations;
- Public lighting capital services.

Typically the contract involves annual connection of approximately 18,000 new customers, 3,000 meter replacements and attendance to 10,000 fault call outs.

The award of a new contract in 2008 now extends the period providing similar services in this region to beyond 10 years. This successful long term relationship commenced under the management of Power Services Victoria before the acquisition of this business by Electrix in 2007.

The contract provides significant challenges including the management of faults in the Dandenong Ranges area which is subject to storm and bushfire activity in areas where access can be difficult.

This work is undertaken from Electrix depots at Pakenham and Bayswater with resources also regularly deployed to other Victorian regional locations.

The success with the continuing renewal of this contract is evidence of the high standards of safety, quality, customer service performance and the added value provided to Tenix Alliance, SP AusNet and their customers over an extended period.



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