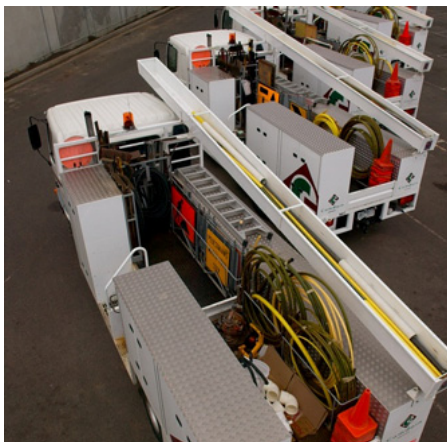


PROJECT SHEET



Asset Management, Operations and Maintenance, and Construction

Client: Origin Energy Asset Management

Location: Victoria: Inner city and rural, over 8,000km² area

Description

Since 1996, Comdain has delivered the management and provision of maintenance and construction services for the Envestra owned Victorian Gas Distribution Assets.

The Comdain - Origin Energy Asset Management Alliance contract has delivered ongoing Value for Money for both Origin Energy and Envestra.

Contract form: Alliance with performance based remuneration.

Geographic coverage: Melbourne CBD, Northern Suburbs, Northern Victoria towns, Mornington Peninsula, LaTrobe Valley and Gippsland.

- Maintenance and Construction of Gas Mains and Services
- Maintenance, Construction and Installation of Industrial Commercial Regulators and Meters
- Twenty-four hour Emergency Services
- Leakage Pinpointing Services
- Materials Procurement and Stores Service
- Maintaining Records of Faults and Maintenance
- Manage and Maintain Plant and Equipment (including Work Shop)
- Administration of Systems and Operational Records
- Manage Customer complaints
- Planning and Scheduling of Operational Activities
- Project Management
- Subcontractor Management
- High Pressure Regulator Construction / Installation
- City Gate Construction / Installation
- Bulk Meter Replacement Program.
- Management Gas Supply / Installation Contractors
- Community and Stakeholder Management

Highlights & Challenges

- Improvements in resource utilisation were delivered through:
 - Embracing change engineering – major restructuring oriented towards the strategic vision and desired outcomes of the business
 - Selecting and developing industry field specialists



Comdain
Infrastructure

CONTINUED...

Asset Management, Operations and Maintenance, and Construction

- Encouraging a culture of 'getting it right the first time'
- Driving new work practices including single man crews, re-training, up-skilling and multi-skilling
- Embracing National Competency standards of work practice
- Increased accountability and pride in work
- Regular internal and external audits

Overall Performance

- Comdain has continued to reduce O&M costs year on year
 - Envestra's O&M cost was delivered 14% under target budgeted cost in 2004 / 2005, a saving of \$4M
- Significant efficiency gains realised:
 - Increased reliability plus reduction in recalled jobs from 12% to 1%
 - Productivity improvements of 120%
 - Employee productivity more than doubled
 - Comdain has re-secured the contract at each contract renegotiation. The success of the Alliance is reflected by Comdain securing an increase scope of works each time
- Exceptional customer response performance:
 - Performance in responding to emergency call outs within 1-hour of customer phone call exceeded Essential Services Commission benchmarks: 99.9% achieved compared to the benchmark of 90% to 95%
 - Average number of minutes off supply per customer for Envestra was 45% better than other Victorian gas distribution asset owners
 - Achieved the highest customer service rating in terms of minimizing customer complaints from minutes-off-supply (SAID/SAIFI). Envestra performed the best of all the Victorian Distributors
- Exemplary IR track record: ZERO days lost due to industrial disputation

