

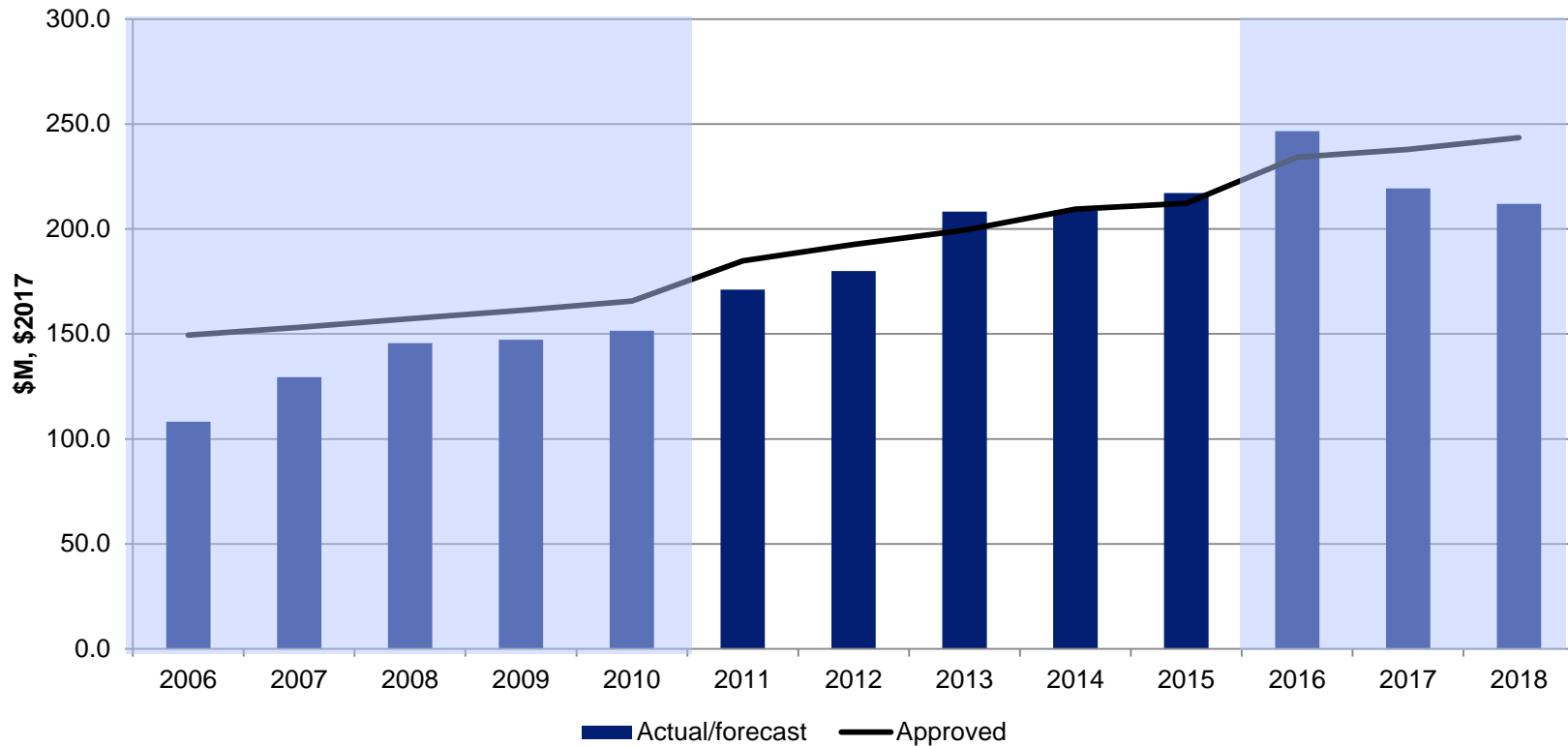
Customer Forum

How networks make productivity gains



27 April 2018

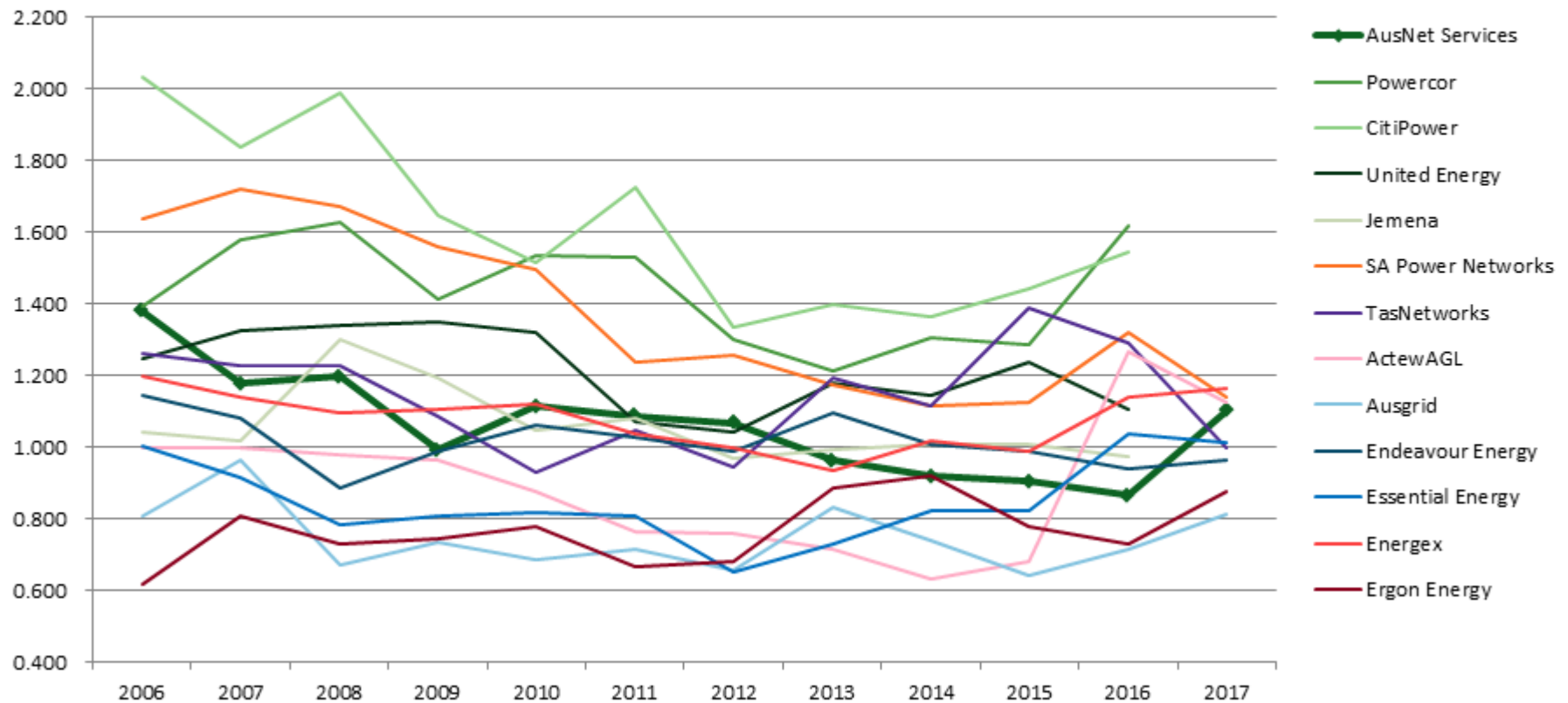
Recent improvements in operating efficiency have been made...



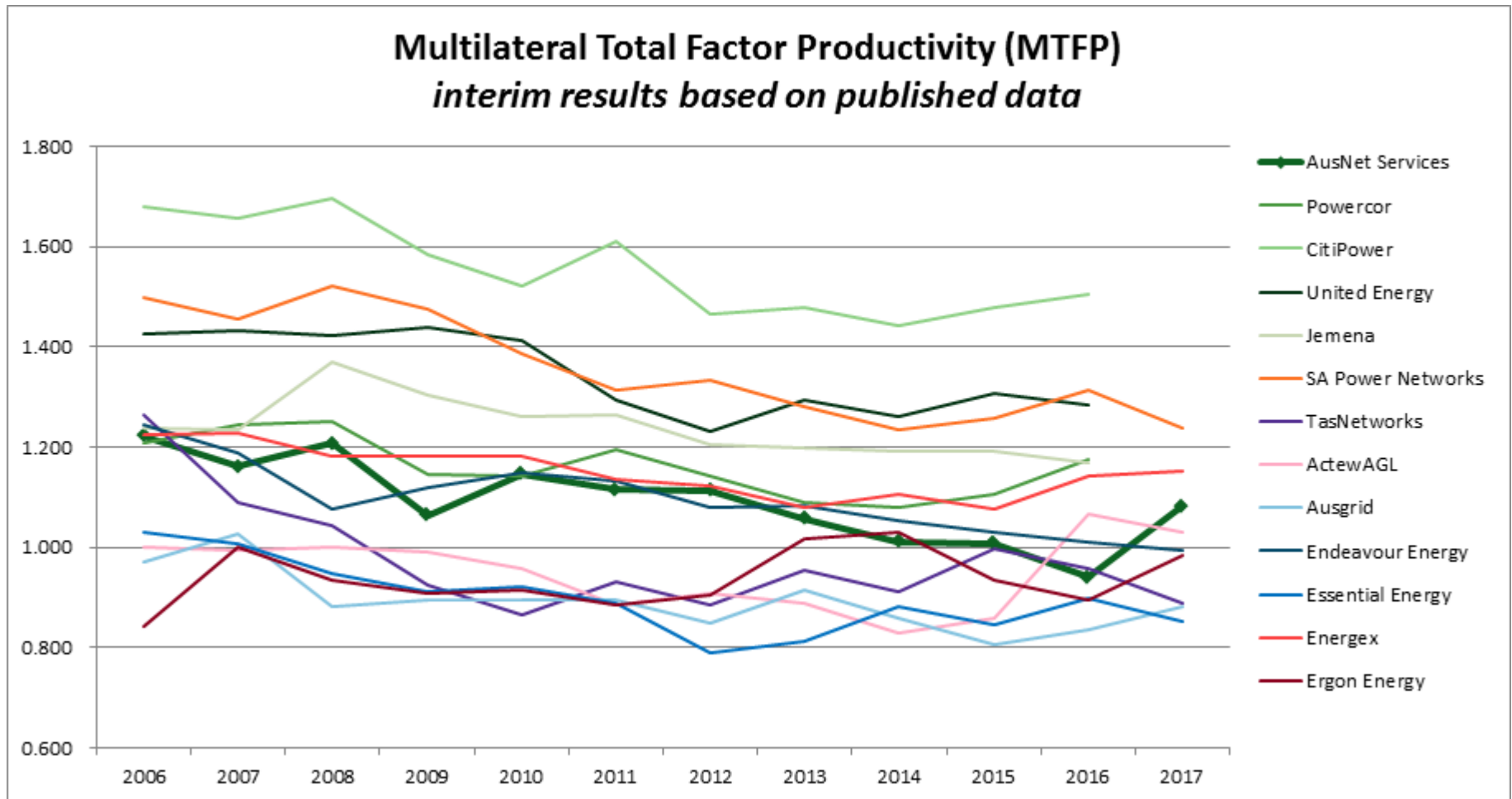
...which have translated to improvements in both operating productivity benchmarks...



Opex Partial Factor Productivity (OPFP)
interim results based on published data



...and total factor productivity benchmarks



Some examples of how we are driving these improvements



Initiative examples	Description
Asset inspection efficiency	Reduce the cost of inspection and improve data integrity by improving the mobility solution used during inspections.
Purchase instead of lease motor vehicles	Purchase vehicles (capex) instead of leasing them.
Exit William St lease	Exit Williams St lease and increase utilisation of remaining offices.
Rightsizing / restructuring	Rightsizing and restructuring of teams to remove vacant roles (e.g. metering team transition from implementation to BAU, closure of Berwick Office).
Outsourcing Technology functions	Outsourcing a range of Technology functions, e.g. service desk, corporate applications, data centre, network etc.
Portable security system	Purchase of Spectur CCTV security system at Cranbourne and Rowville Terminal Stations.