# TasNetworks' 2014-19 Transmission Revenue Proposal





## Efficient transmission services in Tasmania





# AER's draft decision a good outcome for customers:

"TasNetworks has managed to balance the need for a safe and reliable energy supply with the concerns customers have raised about their bills."

"TasNetworks was able to clearly demonstrate that it has listened to its customers...benchmarking has found TasNetworks to be operating more efficiently than many other businesses in the NEM."

"The differences between our draft decision and TasNetworks' proposal are relatively slight."



### TasNetworks strategy on a page

Vision

Purpose

#### Trusted by our customers to deliver today and create a better tomorrow

We deliver electricity and telecommunications network services, creating value for our customers, our owners and our community

Strategic goals

Strategic measures "What do we need to focus on to achieve our vision?

"How do we know when we have achieved

"What are the enterprise wide initiatives we need to focus on now?" 'Voice of the Customer' program

Customers

We understand our customers

by making them central

to all we do

Customer net promoter score

Lowest sustainable prices

Framework for predictable & sustainable pricing

People

We enable our people to deliver value

- Culture score
- · Engagement score
- TasNetworks culture program
- TasNetworks leadership program

One business

We care for our assets, delivering safe and reliable network services while transforming our business

- · Zero harm
- Network service performance maintained
- Sustainable cost reduction

'One TasNetworks' program:

- governance frameworks
- business systems
- condition- & risk-based asset management capability

Dividentis Corporate reputation & sustainability indices

Returns on assets & equity
 Dividends

How we work

Initiatives

We care for our people and the community

We collaborate to deliver real value to customers

We innovate and are a fast follower

We challenge the status quo

We are fit for purpose

We are one business

Sustainable shareholder outcomes:

Our values will be developed by our people to support our strategy, building on the strong existing values bases



# Making customers central to all we do



