

## MEDIA RELEASE



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TasNetworks  
Media phone number: 03 6271 6271  
[www.tasnetworks.com.au](http://www.tasnetworks.com.au)  
@TasNetworks

### **TasNetworks is now delivering your power**

TasNetworks, the new company formed through the merger of Transend and Aurora's distribution business, is now operating.

TasNetworks CEO Lance Balcombe stated that this is an historic day for Tasmania's electricity supply industry.

"The commencement of TasNetworks is a significant change to the Tasmanian electricity supply industry and the conclusion of a significant program of work. I would like to thank employees of both Aurora and Transend for their support getting us through that process," Mr Balcombe said.

"TasNetworks will strive to reduce power bills for all Tasmanians. We will focus on providing outstanding customer service and drive efficiencies to reduce costs, delivering savings for the people of Tasmania."

Mr Balcombe said that people need to be aware of the change as any outages or electrical faults should now be reported to TasNetworks on 13 2004.

"We have been running a public education campaign to alert everyone that issues with the power supply need to be reported to TasNetworks on 13 2004. This is important so we can deal with any faults or safety issues as quickly as possible."

#### IMPORTANT CONTACT DETAILS

There are some important changes to contact details with TasNetworks now operating.

For electrical emergencies and power outages, call TasNetworks fault line which operates 24 hours a day: 13 2004. Outage information is also available on the TasNetworks twitter feed, which is updated regularly: follow @TasNetworks

There is recorded information about current outages on the networks available on 13 2004.

For general enquiries about connections to new premises, call 1300 137 008.

Customer feedback and general enquiries should be directed to 1800 060 399.

Media queries should be directed to the new media number: 03 6271 6271.

Any queries regarding electricity bills should be directed to Aurora.

This is the final step in implementing the recommendations put forward by the Expert Panel Review into the electricity sector in Tasmania that was conducted in 2012.

The full program has included the transfer of the Tamar Valley Gas Power plant from Aurora Energy to Hydro Tasmania, launching Aurora Energy as a stand-alone retailer in a fully contestable market and merging Aurora's distribution business with Transend to form TasNetworks. Transend has now ceased operating.

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