Case Study – Transferring Business, Planned Maintenance

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Contributing Factors

**Costs**
- Impetus to reduce cost of utilities; pressure on household budgets

**Efficiency**
- Organisation focused on business improvement

**Market Test**
- Used EOI process to market test two options: outsource or continued internal delivery

**RFO Model**
- Results supported move to RFO model, anticipated to achieve 10% cost improvement

**Doing it Right**
- Decision reserved until acceptable agreement reached with qualified partner

**Transition**
- Successful transition to outsourced model on 1 July 2016
Opportunities and Risks

- Efficient operating models
- Improved data collection
- Optimise whole of life cycle costs

- Political Landscape
- Stakeholder engagement
- Industrial Relations