

# the year in review

*The 2008/2009 year was characterised by significant change on many fronts. Our business increased in complexity, against a background of financial crisis in the global economy. Some of our milestones are listed below.*

## July 2008

- Our company celebrates its 10th birthday with a gift of three mobile toy libraries to the Tasmanian community (page 75);
- Tranche 3 customers (typically supermarkets and smaller commercial complexes) become contestable (page 29); and
- We rise to the challenge of servicing our Tasmanian Pay As You Go customers in the wake of the collapse of Bill Express (pages 32-33).

## August 2008

- Formal agreement is finalised for the purchase of Alinta Energy (Tamar Valley) Pty Ltd including the Tamar Valley Power Station assets effective from 8 August 2008 (page 21);
- GreenPower offering now open to all residential and business customers (page 33); and
- Measures put in place to improve careers development, communication, executive leadership development and recognition – all areas identified in the 2008 Hewitt survey (pages 46-47).

## September 2008

- 'Safe Growing' television campaign alerts community to bushfire risk (pages 42-43);
- Aurora joins with the Department of Police and Emergency Management to combat the problem of graffiti on our infrastructure (page 77); and
- Aurora and the Tasmanian Theatre Company win the Community Award at the State AbaF awards (page 75).

## October 2008

- Nine out of 10 Aurora people vote for the new Aurora Agreement, which comes into effect the following month (page 47);
- Aurora is nominated by tastec group training in the host employer category of the national Group Training Awards and we finish in the top four (page 53); and
- Aurora Pay As You Go product wins marketing award (page 48).

## November 2008

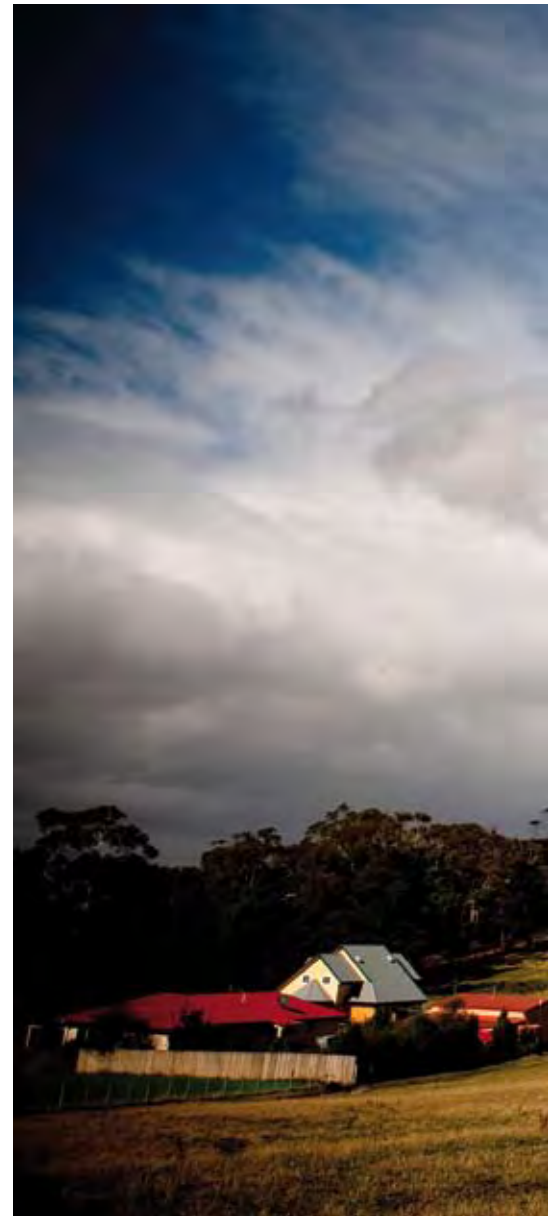
- 119 Aurora leaders complete leadership development program, 'Coaching to Grow' (page 46);
- Aurora and Basslink sign a contract under which they will each deliver nationally competitive broadband services to Tasmania (page 25); and
- Our company is announced as the Tasmanian Government's Strategic Telecommunications Partner (page 25).

## January 2009

- Progressive commissioning of FT8 open cycle gas turbines at the power station commences (page 24);
- Crews battle elements to restore power supplies following statewide storms (page 38); and
- Sustainable Vehicle Procurement Policy introduced (page 66).

## February 2009

- Trial of household safety device, the CablePI, launched to media (page 27);



- 25 new apprentices commence their careers with our business and boost the capabilities of our field workforce (pages 52-53); and
- New fraud and corruption policy developed to guide Aurora employees (page 45).

## March 2009

- Aurora's Telecommunications Group takes out the Australian Telecommunications Users Group (ATUG) Best Regional Communications Award (page 25);
- *Warm TV* launched to deliver sustainability message to Tasmanians (page 32);
- Aurora Energy (Tamar Valley) Pty Ltd purchases contracts from Babcock and Brown Power subsidiary, AEATM (page 23);



*Crews came from all over the north to upgrade the power supply to the community of Clarence Point, near Beaconsfield, in April 2009.*

- Sustainable Aurora program introduced to encourage employees to lower emissions (page 65); and
- Culture Project under way to gauge the gap between our existing company culture and where we would like to be in the future (page 46).
- The \$13.1 million Cambridge substation is successfully commissioned, improving reliability to the growing Hobart eastern shore (page 39); and
- The 60MW Rolls Royce open cycle unit is commissioned at the power station (page 24).
- Employee engagement results rise 3 per cent to 64 per cent (page 46);
- Announcement of the formation of integrated energy business and Wholesale Energy Division (page 21);
- Culture Project outcomes shared with employees (page 46);

## April 2009

- Tasmania confirmed as the launch State for the Commonwealth's new National Broadband Network (NBN) (page 26);
- Our field crews rise to the challenge when storms lash the north-west coast (page 38);
- Activity Days bring healthy lifestyle messages to children in isolated areas (pages 76-77);

## May 2009

- 21,500 people visit Aurora's display at Agfest Tasmania's premier event for the rural community (page 35).

## June 2009

- CablePI roll-out commences around Tasmania (page 27);
- Annual corporate image study results remain steady at 75 per cent (pages 72-73);

- Re-branding of Aurora Preferred Suppliers completed and Preferred Renewable Energy Suppliers Scheme launched (page 33); and
- Tasmania's Economic Regulator grants approval for price rises to Tasmanian business and residential customers to apply from 1 July 2009 (page 20).