Tasmanian Industry Participation Plan

3012003481 - Billing Platform Replacement Project

The Tasmanian Government is committed to maximising opportunities for local suppliers to compete for and win Government procurements. Suppliers/proponents are requested to prepare a Tasmanian Industry Participation Plan (TIPP):

- for all procurements with a value exceeding $5 million;
- for nominated procurements (at the discretion of the procuring Government entity) greater than $2 million and up to (and including) $5 million; and
- for private sector projects valued at over $5 million that receive support, including in-kind support, valued at or greater than $500 000 from the Government.

Guidance information (can be deleted):

- *Information provided in the Economic and Social Benefits Statement can be used as a basis for a TIPP.*
- *Where determined appropriate by the procuring entity, the supplier's obligations under a TIPP are to be captured in the contract and monitored as part of the contract performance.*
- *This template was specifically developed for procurement. Where a TIPP is required for a private sector project, the template should be adapted to suit the specific circumstances of the project.*

Procurement details

Procurement ID	3012003481
Procurement title	Billing Platform Replacement Project
Name of Responsible Agency/Entity	Hydro Tasmania

Supplier details

Name of supplier	Gentrack Pty Ltd
Contact details for supplier	Mark Humphreys +61 411 723 297 mark.humphreys@gentrack.com

Are you a Tasmanian SME*? Do you employ Tasmanians?

Gentrack Pty Ltd will deliver the project through an experienced Australian and specialist delivery team working in partnership with Momentum Energy and Hydro Tasmania. Tasmania is expressly included as an in-scope electricity jurisdiction, and the configured solution will support the applicable Tasmanian market and regulatory requirements.

The delivery model provides meaningful participation for Momentum and Hydro Tasmania personnel across governance, gap and configuration workshops, design validation, testing, training, business readiness, cutover and operational transition. This involvement will support practical knowledge transfer and strengthen capability within the Momentum throughout implementation and into business-as-usual operations.

Gentrack is not a Tasmanian SME. The contracted benefits for Tasmania are therefore primarily delivered through support for Tasmanian electricity retail operations, customer-team participation and capability uplift rather than through a specified local-employment commitment.

Guidance information (can be deleted): Below are some examples you may consider including in response to this question:

- *Are you a Tasmanian SME?*
- *How many Tasmanian jobs will be supported by this procurement activity?*
- *How many people do you employ in Tasmania?*
- *Provide an estimate of the number of labour hours worked by Tasmanian-based employees versus other employees.*
- *Would any new Tasmanian jobs be created by the proposed contract - how many?*
- *If you are not a Tasmanian SME, will you be setting up a local Tasmanian office and employing local staff?*

Where are the goods or services to be used in the contract sourced from?

The core solution and implementation services will be supplied by Gentrack under a fixed-price implementation and a five-year SaaS arrangement. The G2 Billing Solution brings together Billing Operations Services, Meter Data Services, Gentrack Cloud Integration Services, Product Builder, and Data & Analytics Replicate and Report to support residential, SME and commercial and industrial customers.

The cloud-native solution will be hosted in AWS, with no on-premises hardware required. The implementation includes mobilisation, configuration workshops, solution configuration, testing, data migration, train-the-trainer support, go-live, 90 business days of hypercare and transition to ongoing support.

Guidance information (can be deleted): Below are some examples you may consider including in response to this question:

- *Does your business provide all the goods and services identified in your submission?*
- *If not, will the goods or services identified in your submission be provided by or sourced from Tasmanian SMEs? If possible, provide a list.*
- *Provide an estimate of the value of locally sourced goods and services versus imported.*
- *Outline how your submission will incorporate local products, services and capabilities.*

Opportunity for Tasmanian SME* involvement

The project provides a strong foundation for Tasmanian SME participation throughout the delivery lifecycle. As the programme progresses, Gentrack will work collaboratively with Momentum Energy and Hydro Tasmania to identify opportunities where suitably qualified Tasmanian suppliers can contribute services, specialist expertise or project support activities.

Gentrack is committed to considering capable Tasmanian SMEs for future opportunities that arise during delivery, including areas such as professional services, testing support, training, operational readiness, project support and other complementary services. Any engagement will be assessed against project requirements, capability, security, regulatory compliance, value for money and delivery outcomes.

The programme will also provide opportunities for knowledge sharing and capability development through workshops, testing, training and operational transition activities involving Momentum Energy and Hydro Tasmania personnel. This approach supports the development of local expertise while helping establish a modern, future-ready billing and customer platform for Tasmanian electricity operations.

Guidance information (can be deleted): Below are some examples you may consider including in response to this question:

- *Will you source components of your offer from other Tasmanian SMEs or sub-contractors? If possible, provide details.*
- *How will you identify and engage with sub-contractors or other Tasmanian SMEs to deliver the contract? Will you use existing supply chains or advertise sub-contracting or supply opportunities? Will you liaise with local industry groups?*
- *How will you ensure that Tasmanian SMEs are not disadvantaged when competing with other suppliers to provide goods or services to be used as part of this contract?*
- *Are there opportunities to transfer skills to a Tasmanian SME or sub-contractor?*

Broader social and economic opportunities

The project will modernise Momentum Energy's legacy billing environment and establish a scalable foundation for compliant billing, payments, collections, meter data, market operations, customer service, reporting and product innovation. This directly supports Momentum's electricity retail operations in Tasmania and across its broader Australian footprint.

Momentum and Hydro Tasmania personnel will participate in governance, assurance, workshops, testing, training, business readiness and operational transition. The delivery approach includes show-and-tell sessions, Customer Acceptance Testing, train-the-trainer activities, product guidance and hypercare, providing structured opportunities to build contemporary utility billing, cloud, integration, data and operational expertise.

The programme also includes security information to support Hydro Tasmania's Technical Review Board process before go-live, together with contractual commitments covering privacy, cybersecurity, business continuity, disaster recovery, service reporting and regulatory compliance.

Guidance information (can be deleted): Below are some examples you may consider including in response to this question:

- *Are there any other benefits that your organisation or this specific contract will provide to the Tasmanian economy?*
- *Will this contract lead to new skills or expertise being developed within Tasmania?*
- *Will trainees or apprentices be appointed? If yes, how many and in which profession?*
- *Does your organisation provide opportunities for pathways to employment for disadvantaged Tasmanians?*
- *Do you support the Tasmanian community, for example through formal support, sponsorship, volunteering or in-kind support?*

Local innovative solutions

The G2 Billing Solution provides a modern, configurable and cloud-native platform designed for energy retailers. It supports Australian market requirements and includes Tasmania as an in-scope electricity jurisdiction, enabling Momentum to operate on a contemporary platform aligned to its regulatory and customer obligations.

The contracted capabilities include billing and revenue management, meter data services, product configuration, integration services, customer-facing APIs and near real-time replication of operational data to Momentum's Snowflake environment. The scope also supports solar, battery and EV-related products, embedded network billing, power purchase agreements, flexible trading arrangements, five-minute interval data and ongoing regulatory change.

These capabilities will provide Momentum with a stronger foundation for digital services, data-driven operations and future energy products. Local value will be created by applying the platform to Tasmania's electricity retail context and involving Momentum and Hydro Tasmania personnel in validation, testing, training, readiness and transition activities.

Guidance information (can be deleted): Below are some examples you may consider including in response to this question:

- *Does your submission involve adding value to imported goods or services through local development or innovation?*
- *Is your organisation developing strategies to provide goods or services to the Tasmanian economy that have historically been imported from interstate or overseas?*
- *Does your organisation offer any innovative solutions that might benefit the broader Tasmanian community and economy? Provide details.*

Completed and endorsed	Mark Humphreys (APAC Chief Revenue Officer) ..... **(Name and position – print)** Gentrack Pty Ltd ..... **(Supplier name)** [redacted] ..... **(Signature)** 16/10/2026 **(Date)**

*A Tasmanian SME is a Tasmanian business employing less than 200 people