



**ServiceStream**

3 December 2024

**Office of Company Secretary**

Level 5, 655 Collins Street  
DOCKLANDS VIC 3008  
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Company Announcements  
Australian Securities Exchange Limited  
Level 4, 20 Bridge Street  
SYDNEY NSW 2000  
AUSTRALIA

Dear Sir/Madam

**RE: Service Stream Contracts Update**

Please find attached a copy of an announcement to be issued today by Service Stream Limited regarding the award of contracts to the business.

Yours faithfully,

**Chris Chapman**  
Company Secretary  
**Service Stream Limited**

[Service Stream Limited ABN 46 072 369 870](#)

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## ServiceStream

### ASX Announcement

3 December 2024

#### Service Stream Contracts Update

Leading essential network services company Service Stream Limited (ASX: SSM) is pleased to announce that it has recently secured agreements supporting critical infrastructure across the utility and telecommunication sectors.

#### Long-Term Agreement with Urban Utilities

Service Stream has secured a new contract for up to 10 years with Urban Utilities for the provision of maintenance services across their network. The contract value is estimated to be up to \$50 million per annum.

Urban Utilities is one of the largest water distributor-retailers in Australia and is responsible for providing drinking water, recycled water and wastewater services to more than 1.6 million customers in South East Queensland. Working across their service region of Brisbane, Ipswich, Lockyer Valley, Somerset and the Scenic Rim, they operate and maintain an extensive network of reservoirs, pump stations and wastewater treatment plants.

Urban Utilities' One System for Maintenance program aims to reshape asset maintenance to enhance safety, reduce costs and boost overall efficiency. Urban Utilities has selected Service Stream to deliver the *Mechanical, Electrical and Control Systems Maintenance* under a collaborative model. The contract period is for 5 years, with an option for a further 5-year extension.

Paul Arnold, Urban Utilities' Chief Executive Officer said, "*Safely undertaking the right maintenance work effectively is critical to ensuring we keep downward pressure on customer bills and enables us to continue to deliver safe and efficient water services every day. I'm confident that our maintenance partnership with Service Stream will play a pivotal role in helping us deliver on those commitments.*"

Service Stream will be accountable for the maintenance services on 114 reservoirs, 150 water boosters and pump stations, 27 wastewater treatment plants and 339 wastewater pump stations.

Service Stream's Managing Director, Leigh Mackender said, "*Service Stream is very pleased to have secured this strategic long-term agreement with Urban Utilities and looks forward to continuing to partner with our valued client as we support their critical infrastructure network in South East Queensland.*"

*In alignment with the Group's strategy, this agreement further bolsters the Group's operation and maintenance portfolio with additional annuity-style revenue, strengthens Service Stream's secured work in hand profile and expands our operational footprint across Queensland."*

#### Secured Agreements with NBN Co

Service Stream has secured the following agreements with NBN Co, with an estimated value of \$325 million over their initial terms:

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- An extension to its existing Unified Field Operations (Services) Agreement (Unify Services Agreement), which covers the provision of service activations, operations and maintenance services to the **nbn** network. Under the Unify Services Agreement, Service Stream performs activation, and operations and maintenance activities across core network technologies, including Fibre to the Node, Fibre to the Premises, Fibre to the Basement, Fibre to the Curb and Hybrid Fibre Coax.  
This extension is to 30 September 2025, with an additional option to extend for up to a further 12-month period. The Unify Services Agreement was due to expire on 18 January 2025. Service Stream will inform the market of any progress in relation to the nbn Field Services Contract tender.
- Additionally, Service Stream has secured a New Developments Module to provide survey and construction services across NSW, Victoria, and Queensland. This agreement covers new development sites ranging in size from small premises to larger greenfield developments and multi-dwelling premises. The module has been secured for a 3-year term.

Managing Director, Leigh Mackender said, *“As a leading provider of services to the telecommunications industry, we are delighted to continue to provide vital support to nbn and its customers and we look forward to continuing to support nbn into the future.”*

For further information on this announcement, please contact:

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This document has been authorised for release by the Board of Directors.

### About Service Stream Limited:

Service Stream is a public company listed on the Australian Securities Exchange (Code: SSM). The Service Stream Group is a provider of essential network services to the telecommunications, utility, and transport sectors. Service Stream operates across all States and Territories. For more information visit [www.servicestream.com.au](http://www.servicestream.com.au)