
Dear supplier

## Important information for our valued suppliers
## Scheduled **blackout period** to support finance system changes

Between **18 September and 15 October 2026**, we'll be updating our finance management system and transitioning to a new platform.

To support a smooth and successful transition, a temporary supplier payment blackout period will be in place during this time.

During the blackout period, **supplier payments will not be processed**. As a result, invoices submitted close to or during the blackout period, and any new supplier requests, may experience delays.

To help you plan your cashflow, please note the following key dates:

- **15 September 2026** – Final date for suppliers to submit invoices for processing before the blackout period.
- **17 September 2026** – Final supplier payments processed before the blackout period.
- **18 September – 15 October** – Supplier payment blackout period.
- **15 October** – Supplier payments resume.

## Procurement activities continue as normal

Please respond to requests for quotes, participate in tender processes, and maintain your day-to-day supplier engagement activities with the Commercial Management team.

The blackout period only affects supplier payments and the issuing of purchase order numbers. All other procurement activities will continue as normal.

## Looking ahead

Once we've made the transition to our new finance platform, you may notice several improvements to the way we work with suppliers. These will include:

- New-look remittance advices
- Access to the new Coliban Water Supplier Portal

We'll provide further information, hints and tips as these changes are introduced.

As always, we value our relationship with you and appreciate the excellent service you provide. **If you have questions or need assistance, please contact your usual Coliban Water representative**. Alternatively, you can contact our Finance Team on 1300 363 200 or email accounts@coliban.com.au.

Thank you for your understanding and support during this transition.

Kind regards

**Nathan Morsillo**
**Chief Financial Officer**

**Marc Sherwell**
**Manager Financial Services and Control**