

DELIVERING FOR YOU

YOUR NETWORK, YOUR NEWS.



Aurora Energy is one of the largest electricity networks in Aotearoa New Zealand. We own and manage the network that delivers electricity to some of the fastest growing areas and over the most diverse terrain in Te Waipounamu, the South Island. We take the electricity from Transpower's national grid to power your homes, businesses and the wider community. We deliver a safe, reliable and sustainable electricity supply across Ōtākou in Ōtepoti Dunedin, Central Otago, Wānaka and Tāhuna Queenstown to over 200,000 people.

ŌTEPOTI DUNEDIN NETWORK

We are over halfway through a large, five-year work programme and are investing \$560 million to upgrade the electricity network. Below is a snapshot of major projects either recently completed, currently underway, or upcoming in your area, to ensure future resilience of your electricity supply. Large infrastructure projects can take time to deliver and we hope you enjoy following the updates as they progress.

MOSGIEL-TAIERI



Customers in Momona, East Taieri, and Mosgiel are benefiting from upgrade work we have completed. We replaced 16 power poles, 72 cross arms, 4.2km of power lines, and seven pole-mounted transformers. Multiple crews worked together to minimise outage frequency and times as much as possible, in order to reduce the impact on customers and communities.

Over the coming months we will be focusing on upgrade work in Allanton and Wingatui.

SADDLE HILL



After completing a large work programme in Brighton in 2023, this year we have been upgrading the equipment for customers in Fairfield and Green Island. So far, we have replaced 40 power poles, 22 cross arms, and 2.9km of power lines. As part of these projects we completed multiple days of live line work (where power is still running through the power lines) to reduce the number of planned outages for customers.

We are also making good progress on upgrading the Green Island zone substation, where we are replacing transformers and ageing equipment, and constructing a new switchroom to help future-proof the network for anticipated growth and changing electricity use.

OTAGO PENINSULA AND WEST HARBOUR



Communities on both sides of the Otago Harbour have benefited from upgrade work we have completed in St Leonards, Roseneath, Otakou, and Highcliff.

We replaced 30 power poles, 46 cross arms, 3km of power lines, and four pole-mounted transformers. We bundled multiple jobs together in order to minimise customer impact.

CUSTOMER CHARTER

We are excited to launch our new Customer Charter, which better reflects what customers have told us is important to them.

Our new Customer Charter is much simpler and easier to understand, and follows public consultation on the proposed changes last November.

We've kept the things customers have told us are most important, such as being there 24/7, providing updates about any power outages, making it easy for customers to connect to the electricity network, and notifying customers in advance if we need to turn their power off to perform maintenance or upgrades.

We have also added new service levels, such as making sure we can meet the increasing demand for electricity due to population growth and more people using electricity to reduce their carbon emissions, and helping people understand future energy choices and new technologies.

We will report to the public annually on how we measure up against the Charter commitments.

You can find the Customer Charter on our website here auroraenergy.co.nz/customercharter

ANY QUESTIONS? GET IN TOUCH!

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Scan the QR code to join our mailing list to keep up-to-date with the work we are doing.

