

YOUR NETWORK YOUR NEWS

ENABLING THE ENERGY FUTURE OF OUR COMMUNITIES

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 Ōtepoti Dunedin, Central Otago, Wānaka, and Tāhuna Queenstown to over 200,000 people.

ŌTEPOTI DUNEDIN NETWORK

We are in the final year of our \$560 million, five-year work programme to upgrade the electricity network and the work we are doing is making a real difference. Here's a snapshot of the work we have done in your area, and the work we are continuing to do, 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.

DUNEDIN CENTRAL



Upgrades at the Smith Street zone substation have been successfully completed and were commissioned in July, including a new switchroom and electrical equipment. This was carried out alongside the Smith Street to Willowbank intertie project, where we created a ring network to improve the reliability and resilience of supply for around 6,000 customers in the Dunedin Central and Roslyn areas. As part of this project, we installed a new 2.5km 33 kV underground cable across Central Dunedin. These upgrades mark a significant step forward in our commitment to delivering a reliable electricity supply to the community.

GREEN ISLAND



We are making great progress on upgrading the Green Island zone substation. This project will strengthen the electricity supply for over 4,300 customers in the wider Green Island area, from Concord to Ocean View, by replacing the transformers, upgrading equipment, and building a new switchroom. The final stage of the project (electrical works) is currently underway, and the upgrades are due to be finished by the end of the year.

CUSTOMER CHARTER

We proudly launched a new Customer Charter last year as part of our ongoing commitment to provide excellent service to customers. The Charter outlines service commitments, what we need from customers to be able to provide a safe and reliable electricity supply, and what compensation we will provide if we fail to meet certain customer service incentives.

The new Charter incorporates feedback from customers, to ensure it reflects what matters most to them.

We promised to report annually on how we measure up against these commitments. Our first report is now available on our website.

www.auroraenergy.co.nz/CustomerCharter

ANY QUESTIONS? GET IN TOUCH!

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