

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.

TĀHUNA QUEENSTOWN 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.

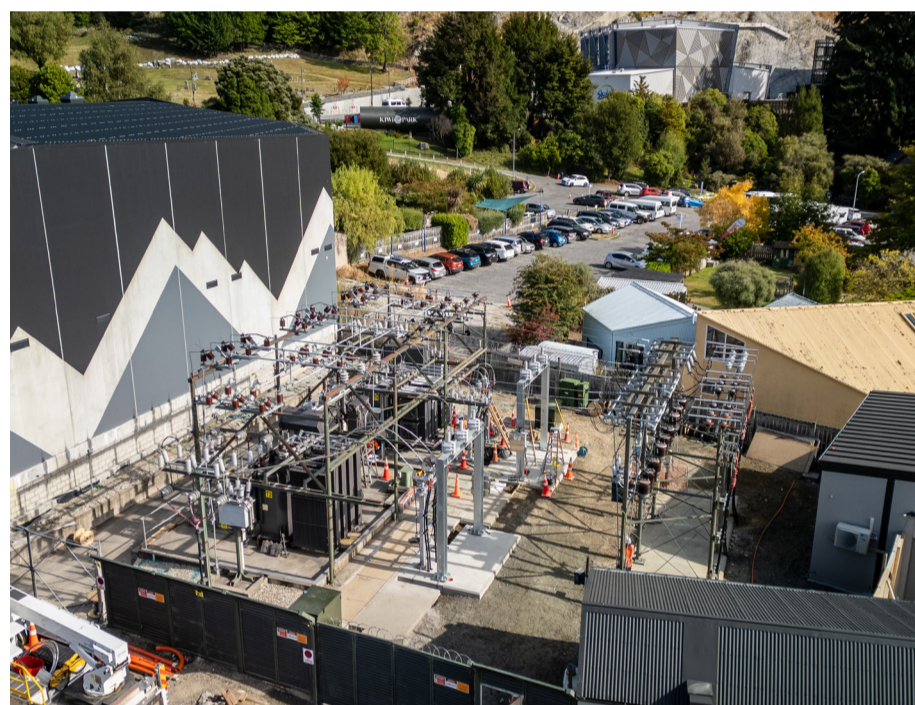
ENERGISING QUEENSTOWN - HAVE YOUR SAY



Transpower, Aurora Energy and PowerNet have been working on some options to make sure Queenstown has the electricity it needs in the future. We need to make sure we've got the electricity we need so the region can continue to grow, flourish and succeed. We want to know what people think and are inviting feedback on the options as well as alternative options we should consider. Your feedback is vital to help shape the future of energy in our region.

Head online before **Friday 19 September** to find out more and have your say: www.energisingqueenstown.co.nz

QUEENSTOWN AND GLENORCHY



Upgrades to the Queenstown zone substation have been finished. This two-year project has been a major undertaking and we're grateful to all the crews who made it happen. The substation, located at the base of the gondolas, supplies power to over 2,600 customers in Queenstown and Glenorchy. It is an important switching station as it connects to two other substations in the area at Commonage and Fernhill, as well as the Frankton GXP (where Aurora Energy connects to Transpower's national grid). These upgrades also pave the way for future improvements, including replacing outdoor 33 kV switchgear when a new indoor switchgear building is constructed after 2030.

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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