

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.

CENTRAL OTAGO/WĀNAKA 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.

TEVIOT VALLEY



After completing a large work programme in Ettrick in 2023, we have spent this year focusing on upgrading equipment for customers in the Millers Flat and Roxburgh East areas. So far we have replaced 34 power poles, 17 cross arms, 2.7km of power lines, and two transformers combined.

To complete this work as safely and quickly as possible, we used a helicopter to string the new power lines in after the poles were installed.

Over the coming months, we will be completing upgrade work in the Roxburgh township, with a bundled work programme taking place from August to November, as well as maintenance work on the Roxburgh East zone substation.

VINCENT



Communities in the Vincent area are benefiting from upgrade work that we completed in Earnscleugh, Poolburn, and Clyde this year. We replaced 31 poles, 12 cross arms, and 6.5km of power lines. As part of these projects, we were able to complete 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 our upgrade of the Omakau zone substation, and look forward to updating the community once the final stage is complete. We are also going to start upgrading the Alexandra zone substation in late 2024.

CROMWELL AND WĀNAKA



Customers in Wānaka are benefiting from upgrade work recently completed in their area. We replaced 60 power poles, 11 cross arms, and six transformers over the first half of 2024. This was a large work programme, and multiple crews and subcontractors worked together to minimise outages, reducing the impact on customers and communities.

During August, we completed important maintenance work on the voltage regulator in Tarras. A voltage regulator helps to automatically maintain a consistent voltage, and regulates the voltage during any times where power fluctuations and variations in loads may occur. This helps to further ensure a secure and reliable supply of power to the Tarras area.

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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