

The background of the entire page is a photograph of a family in a kitchen. An elderly man with white hair and glasses, wearing a dark sweater and a blue and white striped apron, is looking towards a young girl. The girl, with curly hair, is wearing a pink long-sleeved shirt and a blue apron with a colorful pattern. She is holding a white hand mixer over a large red bowl. A young boy in a beige sweater is standing next to her, also looking at the bowl. The kitchen has white cabinets and a window in the background.

# AURORA ENERGY'S CUSTOMER CHARTER

OUR COMMITMENT TO YOU

# INTRODUCTION

**Aurora Energy proudly launched a new Customer Charter in August 2024 as part of our ongoing commitment to provide excellent service to customers. The Charter outlines our service commitments to customers, what we need from customers to be able to provide a safe and reliable electricity supply, and the circumstances where compensation may be available if we fail to meet certain customer performance levels.**

**The new Charter is a voluntary initiative developed by Aurora Energy and incorporates feedback from customers, to ensure it reflects what matters most to them.**

When we launched the new Charter, we promised to report annually on how we measure up against these commitments.

You can read the full Customer Charter on our website:

[Aurora Energy Customer Charter](#)



HERE IS HOW WE MEASURED UP

# YOU TOLD US YOU VALUE BEING THERE WHEN YOU NEED US.

We will meet this by:



1

**Having a 24/7 call centre and fault response crew to restore your power if there is an unexpected power cut**

We contract a specialised call centre to answer fault calls 24/7. They provide information to our control room, who arrange for fault crews to investigate and repair any faults as quickly and safely as possible.

Our website has a power outages page that is automatically updated when we get new information about a fault, such as what caused it and how long it will take to fix.

2

**Acknowledging general enquiry emails and other messages to our customer experience team within two working days**

We have processes in place to ensure we respond to enquiries within two working days and we have achieved this 100% of the time. Sometimes more complex queries may take longer to resolve and, if this is the case, our friendly customer experience team will keep you updated with the progress.

4

**Listening to what you want from us through customer surveys and engagement, and making improvements where possible**

Every year we survey customers so we can find out how we can communicate better, improve customer experience and build trust and confidence in Aurora Energy. We value the feedback because it's important to us that we put customers at the centre of our decision making, and it reinforces we're focusing on what's important for customers.

3

**Having a clear and efficient complaints process, where we aim to resolve complaints within 20 working days. You can seek advice from Utilities Disputes if you disagree with our resolution**

We resolved 80% of complaints within 20 working days. This is lower than we'd like and we're working hard to resolve more complaints within our target timeframe. Any complaints that took longer to resolve were due to how complex they were and customers were kept informed of the progress.

5

**Investigating and responding to any power quality (voltage) complaints you have within seven working days**

We are pleased to report that 100% of power quality complaints were responded to within seven working days.

## HERE IS HOW WE MEASURED UP

# YOU TOLD US YOU VALUE US KEEPING YOU INFORMED

We will do this by:



1

**Letting your electricity retailer know at least 10 working days before any planned power outages, so they can advise you\***

*\*This excludes momentary outages, or emergency/urgent repairs. From time to time, Aurora Energy or one of our contractors will notify you directly for low voltage outages less than 10 working days in advance.*

Customers have told us through their survey responses that it's important they have time to plan if the power is going to be out at their property. That's why we have a customer service incentive scheme to pay \$40 if we fail to give proper notice of a planned power outage via your electricity retailer (who you pay your power bill to). We paid a customer service payment to 1021 customers during the year, which is around 1% of our total customer base. The number of jobs that were not notified is less than the previous year due to improvements in our processes and we are working hard to keep improving on this.

2

**Keeping our website up to date with information about all high voltage power outages on the network, including when your power should be restored. We will also update our website with information about any planned outages that will run over or under the start and finish times notified to you, and if any planned outages have been cancelled**

We have improved the information we provide to customers about power outages since launching our new website in 2023, and have received positive feedback. Outage information is now automatically updated on the website when we get new details about a fault, such as what caused it and how long it will take to fix. We have designed our website to refresh this information every 15 minutes.

Please note, this only refers to 'telemetered' calls, where our control room can confirm the power is out through live data. These make up the majority of our fault calls. For any other unplanned power outages, our fault crews need to confirm the issue first, so it may take longer until information shows on the website.

3

**Having pricing information that is easy to understand on our website and sharing this with you**

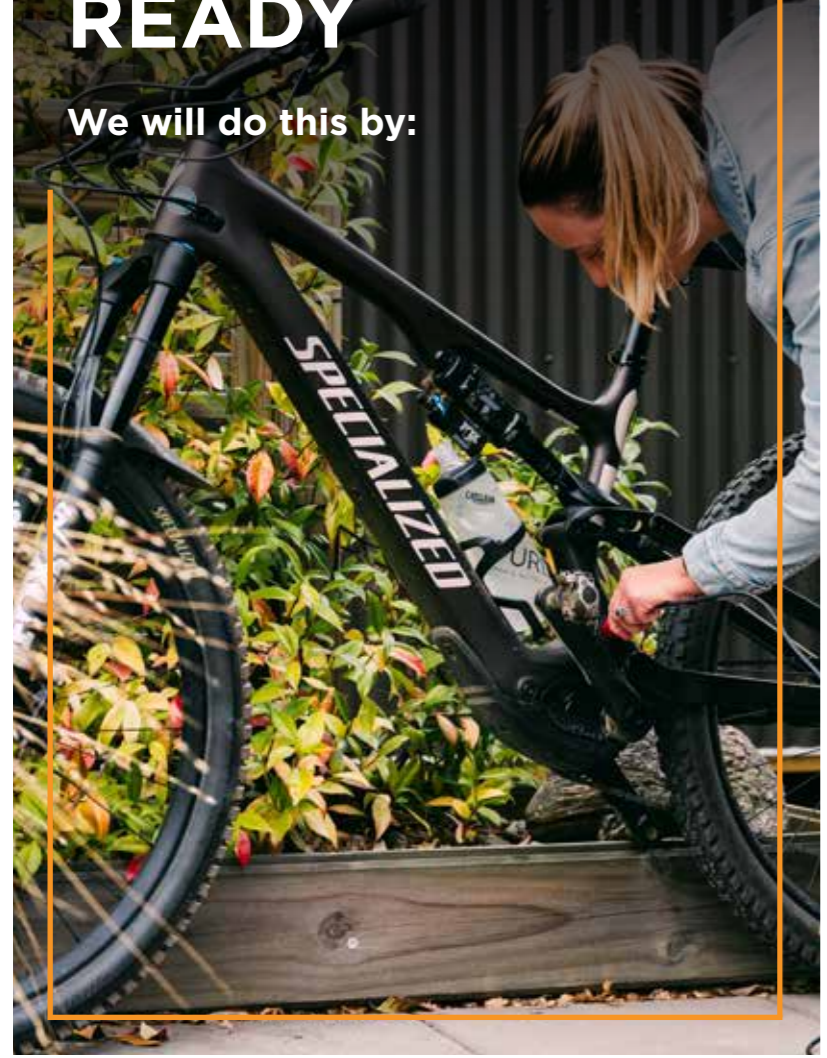
We have plenty of information on our website that explains where our line charges fit into your electricity bill, how electricity pricing works, and how you can save money on your power bill. We review this information regularly and promote it on our Facebook page and in our 'Your Network, Your News' community updates. Head to our website to find out more: [Aurora Energy pricing](#)



HERE IS HOW WE MEASURED UP

# YOU TOLD US YOU VALUE BEING FUTURE READY

We will do this by:



1

### Ongoing investment in the network to ensure it is in a good state of health to deliver electricity safely and reliably into the future

We are now in the last year of a five-year investment plan to upgrade and maintain our electricity networks across Otago. We report on this each year in our Annual Delivery Report, which includes information on how much we spent on the network and where it was spent. Head to our website to find out more: [Delivering our CPP](#) We will continue to invest in the network once the five-year investment plan is complete so we can keep providing a safe and reliable network.

2

### Planning and preparing for more demand for electricity due to growth, changing energy needs and the drive to reduce carbon emissions

It's an exciting time for the electricity industry, as we plan for the future of our network to support both the growth in new connections and changing energy needs as more people turn to electricity to reduce their carbon emissions. Every year we produce a ten-year Asset Management Plan (AMP) that details everything we need to invest in for the following ten years. You can read our latest AMP here: [aurora-energy-2025-2035-asset-management-plan.pdf](#)

3

### Helping you understand your future energy choices and new technologies

The way people are using electricity is changing and new technologies are being developed all the time. It's our job to ensure our electricity network and supporting services can keep pace with this transition and we can continue to support customers' future energy choices, whatever they may be. We have information on our website to help you understand your choices, with tips to help you reduce your carbon emissions, information about EVs and connecting solar, and what we're doing to plan for the future of electricity.

4

### Helping you get connected to the electricity network

Whether you want to connect to our network, alter an existing connection or want to feed electricity you generate back into our network, we are here to help. Our friendly connections team can answer any queries you have and help you through the process. Find out more here: [Getting connected to the Aurora Energy Network](#)



HERE IS HOW WE MEASURED UP

# YOU TOLD US YOU VALUE PUTTING SAFETY FIRST

We will meet this by:

1

**Always putting the safety of the public, our customers, staff and contractors first**

This is a non-negotiable for us. Safety always comes first and it's one of our company values.

We want to make sure the public knows how to stay safe around our electricity network and have a safety campaign that's frequently promoted to the public. Our Public Safety Management System is audited every year to make sure it's effectively implemented, and our certification has been renewed until August 2027.

