

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.

CENTRAL OTAGO/WĀNAKA 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.

ALEXANDRA



Important upgrades are underway at the Alexandra substation, which supplies electricity to over 4,400 customers. This project will also improve resilience and reliability to customers in the Omakau area, as the main supply line comes from this substation. The construction phase is almost finished and electrical works are underway. As part of this project, we are decommissioning outdoor 33 kV and 11 kV switchgear, and replacing it with indoor switchgear housed in a new building. The project is due to be completed in March 2026.

POWERING UPPER CLUTHA 2050



We have a number of projects underway to keep pace with local growth in the short term. But looking ahead, we'll need to make a bigger investment to meet future electricity demand in Upper Clutha and Wānaka due to population growth and more people moving away from fossil fuels. We're exploring a number of options, including strengthening existing infrastructure, building new lines, and working with Transpower to create a new connection to the national grid for the Upper Clutha/Wānaka area. If non-network solutions such as solar and batteries prove effective, they could help delay the need for some of the more costly upgrades to the local distribution network. We look forward to keeping you updated.

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!



0800 22 00 05



@auroraenergynz



@auroraenergynz



auroraenergynz



auroraenergy.co.nz



info@auroraenergy.nz



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