

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.

TĀHUNA QUEENSTOWN 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.

QUEENSTOWN AND GLENORCHY



We are making good progress on our upgrade of the Queenstown zone substation. The project, which began in November 2023, will future-proof the electricity network and strengthen the electricity supply for over 2,600 customers in the Queenstown and Glenorchy communities.

The first stage of the project, which involved enabling works and replacing the existing retaining wall, has been completed. The construction of the new retaining wall means the new buildings can be built to an earthquake rating of 'Importance Level 4'. This will ensure the long-term stability of the site, and improves safety for all users.

Works to upgrade the substation will continue into 2025.

LAKE HAYES



Earlier in 2024, our contractor ElectroNet upgraded 740 metres of power lines at Wye Creek via helicopter. They also replaced 23 power poles, five kilometres of power lines, and one air break switch in the area between Lake Hayes Estate and the Frankton-Ladies Mile Highway.

These upgrades will support the delivery of the new roundabout project on the intersection of Howards Drive and the Frankton-Ladies Mile Highway. As part of this project, 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.

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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