

# DELIVERING FOR YOU



YOUR NETWORK, YOUR NEWS.

Aurora Energy (your local electricity distribution company) manages and services the network in Queenstown Lakes, Central Otago/Wānaka and Dunedin. We have a large, five-year work programme underway and are investing over \$500 million to upgrade the network, and are also focused on planning to ensure it has the capacity to enable the energy future of our communities. Thank you for your patience during any planned outages you may experience as we work hard to provide you with a safer and more reliable electricity supply, as these keep both you and our contractors safe while we carry out this important work.

## QUEENSTOWN LAKES NETWORK

We have a number of projects underway to ensure the future resilience of the area, as well as upgrading existing assets. Below is a snapshot of a few major projects either recently completed, currently underway or upcoming in your area. Large infrastructure projects can take a long time to deliver and we hope you enjoy following the updates as they progress. Stay tuned!

### COMPLETE



#### Glenorchy bundled work

We have completed the final stages of a two-year project that will benefit 400 customers in the Glenorchy area.

Our contractors ElectroNet recently spent six weeks rebuilding the electricity network across Dart River and Diamond Lake, through some difficult terrain.

This work will improve the community's resilience with stronger flood resistant structures, and the new power lines will allow for increased capacity and growth in the future.



### COMPLETE



#### Arrowtown Ring upgrade

We have been very busy in Arrowtown and the surrounding areas over the last year.

The upgrade of the Arrowtown 33 kV distribution cable from Frankton to Malaghans Road is one of the latest projects to be completed and will increase capacity and security of electricity supply for the area.

It will also help to reduce the risk of significant outages by giving us more options to reconfigure the network.



### UPCOMING



#### Queenstown zone substation

Plans are underway to upgrade the Queenstown zone substation that supplies over 2,600 customers in the Queenstown and Glenorchy area. We are working through additional preconstruction requirements (which is common for projects as big as this) and preparing the work site.

This project will future-proof the network and strengthen the electricity supply for the Queenstown Lakes community.

Watch this space for more updates! 

This is just one of our upcoming projects to upgrade the electricity network in Queenstown Lakes, Central Otago/Wānaka and Dunedin.

## CUSTOMER IMPROVEMENTS – WHAT IS COMING UP

We have a number of projects underway to improve our customer experience and we're looking forward to sharing these with you in the near future.

#### A new website

We're excited to launch our new website soon, with improved ways to show power outages. A new outages map will make it easier for you to identify which outages impact you and we've made sure it's mobile friendly as we know you may not be able to use a computer if the power is out. The new website also includes all new content and we've improved the layout so you can easily find the information you need, when you need it.

#### Customer Commitments

Our current customer charter was developed around six years ago and it's time to update it so it better reflects what you have told us you want from us. Keep an eye out later in the year for your chance to let us know what you think about our proposed Customer Commitments, which set out our service commitments to you and our promise to provide you with electricity safely, reliably and efficiently.

ANY QUESTIONS?  
GET IN TOUCH!



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