



YOUR NETWORK, YOUR NEWS.

DELIVERING FOR YOU

Aurora Energy's community update about the electricity network in Ōtepoti Dunedin, Central Otago/Wānaka and Tāhuna Queenstown.

Aurora Energy puts customers at the centre of everything we do. In 2021, we began investing \$563 million over a five-year period to provide customers with a safe, reliable, affordable, and sustainable supply of power, and we're committed to keeping customers informed about our plans and the progress we're making.

Customer Commitments and Customer Service Standard Payment Scheme – have your say!

Did you know that Aurora Energy is the only lines company in Aotearoa New Zealand that has a customer charter?

We're revising the charter to better reflect what customers have told us is important to them. We've kept in all the things that customers have told us they value, such as:

- Getting power restored as soon as possible if there is an unplanned outage
- Committing to keep customers up to date about unplanned power outages and when their power is likely to be restored
- Helping people get connected to the network

- Letting customers know if we need to turn off their power to do any maintenance or upgrades on the electricity network
- Being available 24/7 and resolving any customer queries
- Never compromising on safety

We've also added in some new service levels:

- Making sure we have capacity to support future growth, including more people using electricity to reduce carbon emissions
- Helping people understand future energy choices and new technologies

CUSTOMER COMMITMENTS AND CUSTOMER SERVICE STANDARD PAYMENT SCHEME

Aurora Energy puts customers at the centre of everything we do. We have drafted new **Customer Commitments** and are proposing changes to our **Consumer Compensation Scheme**, and want to find out what you think.

HAVE YOUR SAY

Head online to auroraenergy.co.nz before 30 November to give us your feedback, or call **0800 22 00 05** for a paper copy of the survey.

Enabling the energy future of our communities.

Aurora Energy owns and manages one of the largest electricity networks in Aotearoa New Zealand. We take electricity from the national grid to power your homes, businesses and the wider community. We deliver a safe, reliable and sustainable electricity supply to over 200,000 people in Ōtepoti Dunedin, Central Otago, Wānaka and Tāhuna Queenstown.



IN THIS ISSUE:

Page 2 - Delivering on our promises | Pages 3, 4 & 5 - Upgrades completed, underway or upcoming on our electricity network
Page 6 - A day in the life of... | Page 7 - Sustainability | Page 8 - Public safety & our new website

UPDATE FROM OUR CEO



As your local lines company, we play an important role in supplying you with reliable electricity now, as well as ensuring we are ready to enable the energy future of our communities. A robust and efficient electricity network is central to reducing carbon emissions through electrification and that's why our investment programme is so important.

Decarbonisation, resilience and population growth are the key long-term drivers of investment in our network. The work we're doing now will ensure our electricity supply capacity will keep pace with customers' growing electricity demand for the foreseeable future. Increased electrification, coupled with significant regional growth, places us in a unique but fortunate position as it has created an opportunity for Aurora Energy to take a leading role in responding to these changes.

Annual Delivery Report

We are continuing to make good progress on our \$560 million plus work programme and deliver on our promises to customers to upgrade the network.

Over the past 12 months (1 April 2022 – 31 March 2023) we've invested \$145 million across Ōtepoti Dunedin, Central Otago/Wānaka and Tāhuna Queenstown. Below is a snapshot of the asset renewal and maintenance work we have completed across the network, to reduce the level of safety risk.

We are continuing to see strong growth in Central Otago and as a result we've experienced competing demands for resources and investment, and in some instances, we have had to accelerate growth-related investments. We have also been impacted by external factors such as global supply chain pressures and escalating costs. This has required us to adapt our plans, but despite these pressures we have delivered largely to plan.

At the core, Aurora Energy is investing in its network and business to ensure we can deliver the services our customers value. With some adjustments to our work plan, and thanks to the dedication of the Aurora Energy team and our contracting partners, Connetics, Delta and Unison, we are achieving it.

In October we published a customer summary of our second Annual Delivery Report, to share our progress on the work programme. You can find this as well as the full Annual Delivery Report and information about our CPP on the Aurora Energy website: www.auroraenergy.co.nz/how-we-manage-the-network/delivering-our-cpp

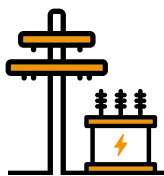
I hope you enjoy this issue of 'Your Network, Your News'.

DELIVERING ON OUR PROMISES

A snapshot of the progress we made on asset renewal and maintenance work across the network during the last regulatory year.*

\$97M

spent on capital expenditure



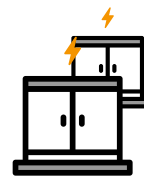
\$48M

spent on operational expenditure

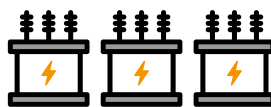


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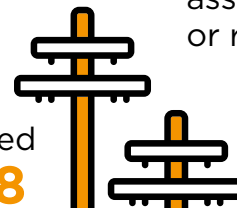
different types of switchgear assets replaced or renewed



Replaced **21** distribution transformers

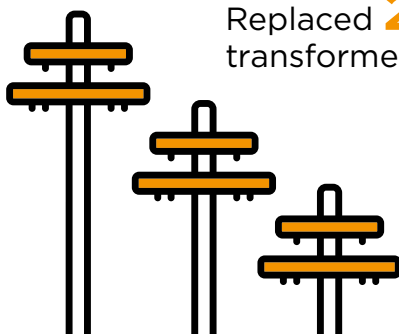


Replaced **1,378** power poles



Replaced **39 KM** of high voltage lines

Replaced **1,960** crossarms



*The 2023 regulatory year (RY23) runs from 1 April 2022 – 31 March 2023.

SNAPSHOT OF MAJOR UPGRADES TO THE ELECTRICITY NETWORK

We have a large five-year work programme underway and are investing over \$500 million across the region to upgrade the network. A very big thank you to our contractors for carrying out this work on our behalf.

CENTRAL OTAGO/WĀNAKA ELECTRICITY NETWORK

New line along State Highway 8, Cromwell



We have installed a brand new power line that runs from Deadman's Point Bridge towards the top end of Lake Dunstan, along State Highway 8.

This upgrade has been driven by increased demand for electricity in the area. The new line also gives us a connection to the Lindis Crossing substation. This means if there is a planned or unplanned power outage in the area, we have more options to configure the network to reduce the number of customers impacted and get power restored faster.

St Bathans bundled work



There has been a lot of work happening in the St Bathans and Lauder Flat community over the last couple of years. We are pleased to report that the final stage of the latest work programme is scheduled for the end of 2023, and it includes the replacement of:

- 154 power poles
- 7 crossarms

This work will help to strengthen the electricity supply for the 200 customers in the area.

Alexandra bundled work



We are pleased to have completed four out of six stages of our Alexandra work programme this year, with the final two stages due to take place at the end of 2023.

We are replacing:

- 46 power poles
- 113 crossarms
- 117 surge arrestors
- 24 transformers
- 2 air break switches

This work will provide a more reliable power supply for customers in the wider Alexandra area.

Omakau zone substation



We are making good progress on the substation upgrade. Due to some delays on the final stages of the project, work is now scheduled to be completed at a slightly later date of 2024. Following the final stages, we will landscape around the substation.

This project will increase the reliability of electricity supply and double the capacity for the 690 customers supplied by the Omakau zone substation.

UPGRADES CONTINUED...

TĀHUNA QUEENSTOWN ELECTRICITY NETWORK

Glenorchy bundled work



We completed the following:

- Replaced 110 power poles
- Replaced 25 crossarms
- Realigned power lines in Mid Rivers (approximately 2.3km)
- Rebuilt the electricity network across Dart River and through Diamond Lake

The project has improved the resilience of the network for the 400 customers in the Glenorchy area with stronger flood resistant structures and providing increased capacity.

Arrowtown



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

- Installed a new recloser (an automatic, high voltage electric switch) on Whitechapel Road, Crown Range
- Upgraded the Arrowtown 33 kV distribution cable from Frankton to Malaghans Road

Both of these projects will reduce the risk of significant outages by giving us more options to reconfigure the network and will benefit the 3,000 customers in the area.

Queenstown zone substation



Plans are underway to upgrade the Queenstown zone substation that supplies over 2,600 customers in Queenstown and Glenorchy. 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 local community.

Future plans for Queenstown Lakes

Aurora Energy is working closely with Queenstown Lakes District Council, Transpower and PowerNet (our neighbouring electricity distribution business) to align plans for the future electricity supply for Queenstown and the Whakatipu Basin. A three-stage investment plan has been developed to meet electricity demand growth to 2032, and additional long-term planning is underway.

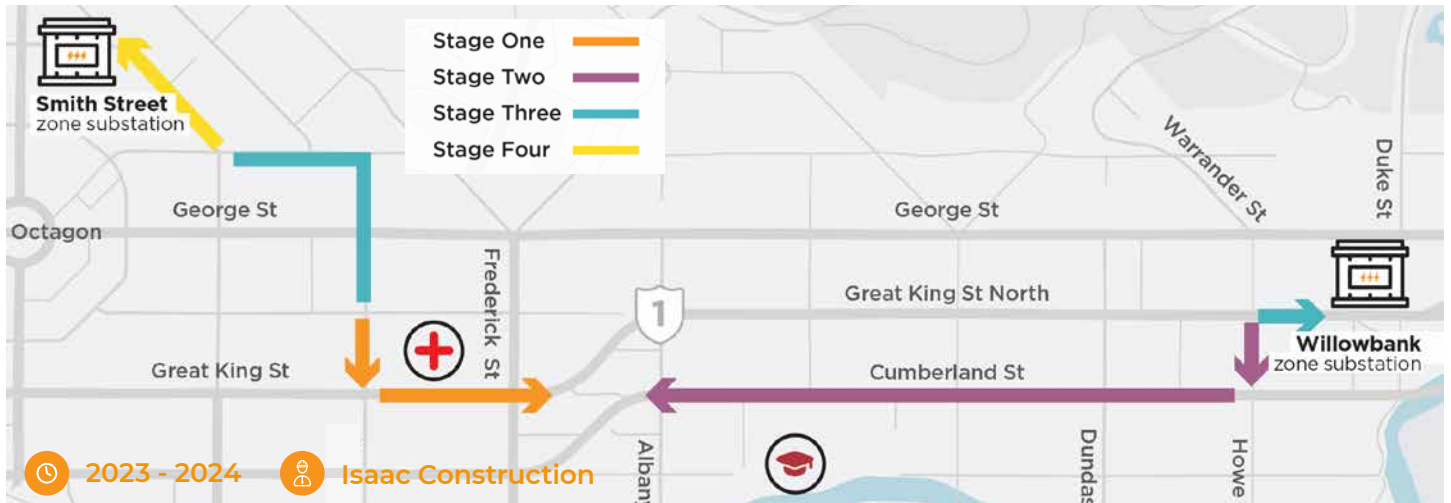
The three-stage plan will provide capacity to meet the increasing demand from electric vehicles and growth in the region associated with other low carbon electrification initiatives. We will continue to monitor growth and adapt our plan to match the community's needs.

More information is available on our website www.auroraenergy.co.nz/news/media-releases/power-providers-connect-to-secure-future-electricity-for-queenstown

UPGRADES CONTINUED...

ŌTEPOTI DUNEDIN ELECTRICITY NETWORK

Smith Street to Willowbank intertie



We are installing a new 2.5km 33 kV underground cable across Dunedin Central. The cable will run from Smith Street zone substation towards North Dunedin, to the Willowbank zone substation on Great King Street.

This cable will connect the two substations, and form part of a ring network to improve the security of

electricity supply for approximately 5,900 customers.

The upgrade will reduce the risk of significant outages due to more options to reconfigure the network if there is a widespread outage, thereby reducing the number of customers impacted.

Andersons Bay zone substation



Work is progressing well with the \$8.4m upgrade. We are excited to announce that the substation has now gone 'live', following the swing-over from the old to the new substation in September, and the project will be completed by the end of this year.

The substation supplies 5,000 customers in the Andersons Bay and Otago Peninsula area and once completed, will accommodate growth on the Otago Peninsula. It also sets up the network to manage with higher loads expected in the future as people use more electricity to reduce their carbon emissions.

Brighton bundled work



We are upgrading the network in the Brighton and East Taieri Mouth area, which will benefit 1,500 customers. The project has been split into three sections to reduce the impact on customers.

We are replacing:

- 35 power poles
- 91 crossarms
- 2.4km of power lines
- Installing five new transformers

To keep up to date with the latest project information head to the Aurora Energy major projects webpage www.auroraenergy.co.nz/how-we-manage-the-network/major-projects

A DAY IN THE LIFE OF...



We had a chat to our Network Planning Team to find out what they are doing to help prepare our network for the future, and what they enjoy most about working for Aurora Energy.

What do your days in the office look like?

It's an exciting time to be a Network Planner – there are lots of challenges for us to work on, including strong demand growth, increased electrification due to decarbonisation and customers' adoption of new technologies, all whilst developing tool kits to assist with the teams' planning approach.

How is the team helping to prepare our network for the future?

Preparing our network for the future is a collective effort. We share our knowledge and experiences with the wider industry and vice versa. Aurora Energy is at the forefront of future networks by leading the industry in adoption of flexibility services (such as the Upper Clutha Distributed Energy Resources Solution).

What do you enjoy most about your job and working for Aurora Energy?

Our team is lucky to have a mix of experience, including young and inquisitive minds. We work closely alongside other teams on exciting projects (both network and non-network), and these would not be able to come to reality without such a dedicated and capable team.

Do you want to work for Aurora Energy?

To see current vacancies, go to:
www.auroraenergy.co.nz/who-we-are/our-careers

AURORA ENERGY OTAGO SCIENCE & TECHNOLOGY FAIR

Aurora Energy was proud to once again be the premier sponsor of the 2023 Aurora Energy Otago Science & Technology Fair, supporting the thinking behind some of Aotearoa's youngest scientists. This was our 19th year as the premier sponsor and it was great to see such a large number of students involved again.

We also recently had the pleasure of hosting a group of talented students who won prizes at the 2021 and 2022 Fair for a behind-the-scenes tour of Aurora Energy and look forward to hosting our 2023 winners in the near future.



IMPROVING OUR SYSTEMS AND PROCESSES

As well as upgrading the network and planning for the future, we're also working on how we work on a daily basis at Aurora Energy to streamline our systems and processes. One of these improvements is a project called Rūma Mihīni, meaning 'engine room' in te reo Māori. The project has been set up to help deliver a new asset and works management system to create a single source of data to help make informed and timely decisions about our work programmes. The benefits of this project will ultimately flow onto customers through reduced impact, especially when it comes to planned outages. We're excited to see the results!



SUSTAINABILITY

What is Aurora Energy doing to prepare for more electric vehicles?

We often get asked how we're preparing for increased use of electric vehicles (EVs), with the extended range and capability of EVs creating an increase in sales.

We have developed three demand growth scenarios (including EVs) in our Asset Management Plan. The lower cost to charge an EV at home (especially at night or from a home solar system) means it is likely that a large proportion of EV charging will occur at home, with public charging being used for long range trips or for out-of-town visitors.

We are modelling the capability of our low voltage network (the network in your street) to host EV charging so that we can be 'ahead of the curve' with network reinforcements where this is required. For most of our network, there is already sufficient spare capacity in the short- to medium-term.

You can help to avoid or minimise the need for network reinforcement by charging your EV overnight and installing a smart charger to enable this night (and day) time charging to be coordinated within your neighbourhood, much like hot water heating is done today.

"There is a great opportunity to utilise smart EV charging technology to smooth the impact on networks, increase the utilisation of existing assets and enable an efficient, cost-effective transition to electric vehicles, enabling Aotearoa to affordably meet its decarbonisation objectives," said Glenn Coates, Aurora Energy's General Manager Asset Management.



SOLAR SYSTEM GIVEAWAY IN WĀNAKA

A deserving community group in the Upper Clutha is on its way to cheaper power bills and the peace of mind of backup power thanks to a recent giveaway by Aurora Energy's solar provider, solarZero.

The Solar Futures competition saw St John Wānaka receive a free 20-year solarZero solar energy service valued at \$45,000, which will be installed in the coming months. 1,300 members of the local community took part in the online vote, which saw St John Wānaka beat four other finalists - Upper Clutha Rugby Club, Wānaka Cricket (Luggate Albion Cricket Club), Dance Wānaka and Hāwea Playgroup.



Solar Futures announcement at solarZero showroom in Wānaka

St John Wānaka receives a 16-panel solar system and battery storage, as well as all monitoring, battery optimisation, support during outages, repairs, replacements, and ongoing firmware updates for 20 years.

"This competition was about the power of community and giving something back to the organisations that do so much to enrich the lives, and support the growth of children and young people," solarZero CEO Matt Ward says.

Solar uptake in parts of Central Otago (specifically, Wānaka, Upper Clutha and Cromwell) are two-and-a-half times higher (7%) than the national average of 2.6% (as of June 2023, according to Electricity Authority data), he adds.

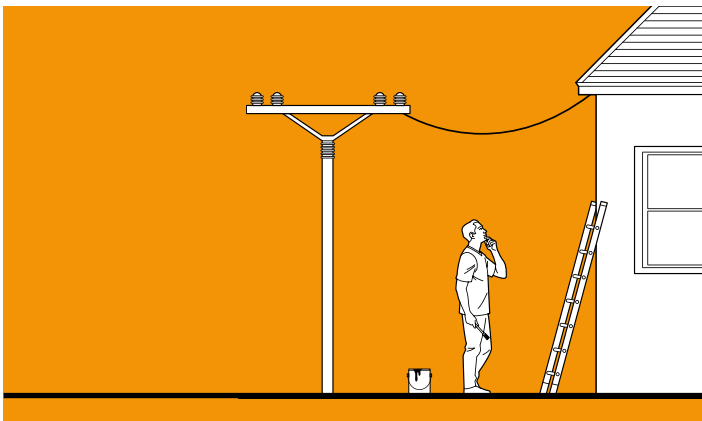
Find out about Aurora Energy's collaboration with solarZero at www.solarzerocentralotago.co.nz

PUBLIC SAFETY

Look up, look out and keep safe!

If you're looking to do some jobs around your home or business this summer, be smart about it and keep safe. Whether you're painting, water blasting, or doing general DIY, make sure you check before you start work and keep at least four meters away from power lines.

You can request a temporary disconnection or a close approach permit if your DIY will take you within four meters. For more info check out our website www.auroraenergy.co.nz/for-home-and-business/safety-around-your-property/working-near-power-lines-and-cables



Help reduce fire risk this summer

There is an increased risk of fire over the summer months when the weather is hot and dry, and strong winds increase the risk even more. Please take extra care with any activities that could cause sparks and if you're on a farm, keep your loose combustible material like haybale wrapping tidy.

You can also help reduce fire risk this summer by trimming trees and keeping any vegetation well away from power lines, but who is responsible for what?

- For safety reasons, we monitor trees and vegetation across the network to keep them clear of the overhead power lines.
- As a property owner, you're responsible for keeping your trees clear of overhead power lines and underground cables. Trees growing into power lines can cause power outages and are a major safety hazard.

If you need a trim, then we recommend you use a professional. You can get an approved Aurora Energy arboriculture contractor to safely trim trees growing within four metres of power lines. For more information head to our website www.auroraenergy.co.nz/for-home-and-business/trees-on-your-property



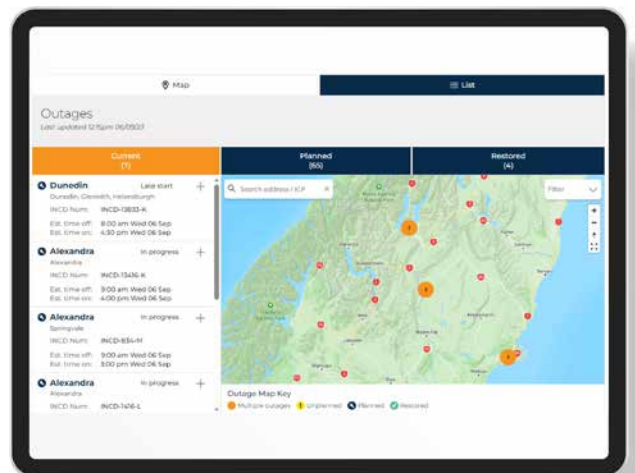
NEW WEBSITE WITH IMPROVED OUTAGE INFORMATION

We're happy to share that we have launched our new website!

One of the most exciting features is our new interactive power outages map. This will help you to stay informed during power outages by quickly locating outages in your area and tracking their progress.

We've made sure the new site is 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.

Visit our new website and check out the new features at www.auroraenergy.co.nz



auroraenergy.co.nz



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