

IMPROVING YOUR EXPERIENCE OF PLANNED OUTAGES

A SNAPSHOT OF OUR PLANNED OUTAGE MANAGEMENT DEVELOPMENT PLAN

We know that you rely on us to deliver a steady power supply, and that power outages (even when they are planned) cause disruption.

To deliver on our network renewal programme, we will need more planned power outages so we can carry out work to upgrade and maintain the electricity network safely.

We're aware that no time is perfect for a power outage, so we are committed to **improving the way we manage planned outages** to minimise the impact to you as much as we reasonably can whilst delivering our programme.

During our CPP consultation, we heard from you that **early communication** about planned outages is important so you can get ready in advance, and that **real-time updates** are helpful when things change on the day.

We also heard that when scheduling outages, the time of day and the season are among the things that can make all the difference to your experience. Therefore, it's important to us that we **get better at how we manage planned outages, including how we communicate with you about them.**

Customer benefits

- Greater consistency identifying and mitigating the impact of planned outages
- Reduced number of planned outages that a customer would experience to perform the same work
- Real-time updates on planned outages as they occur through our website and call centre

For a full copy of our **Development Plan** go to www.auroraenergy.co.nz/disclosures/delivering-our-cpp

HOW WE PLAN TO IMPROVE PLANNED OUTAGE MANAGEMENT

*Regulatory Year (RY) runs from 1 April - 31 March

Initiative	How we'll do it	By when*
Bundled work	Develop zones for our high voltage network to help us identify assets that require maintenance or replacement in the same area.	RY22 (complete)
	Increase, where possible, the use of bundled work so that multiple jobs are packaged together to minimise customer disruption.	RY23-24
	Expand the implementation of reliability zones into our Geographic Information System (GIS) so they can be accessed by our service providers and used in our outage planning.	RY23-24
Scheduling and managing planned outages	Develop a reporting framework for outage variations and regularly discuss performance with service providers.	RY22 (complete)
	Adopt an outage cancellation and deferral process so we can identify any corrective actions and improvement opportunities.	RY22 (complete)
	Implement a continuous improvement loop in the planned outage process so that we review our performance when we don't deliver what we set out to and identify where ongoing improvement is needed.	RY23
Mitigate impact of planned outages	Develop and implement a rigorous stage-gate process for outage planning so that we can identify the potential customer impact earlier in the scheduling process, mitigate any impacts more effectively, and notify planned outages well in advance.	RY22-23
	Review current outage planning practices against customer considerations - customer group, time, season, and other factors.	RY22 (complete)
Information for customers	Develop and implement outage planning guidelines based on broad understanding of various customer impacts and considerations.	RY23
	Implement an Outage Management System (OMS) to enable access to real-time updates on planned interruptions as they occur and to update customer channels.	RY23
Information for customers	Provide real-time planned outage status for customers via the Aurora Energy website.	RY24
	Provide real-time planned outage status for customers who subscribe to text alerts.	RY25

