

YOUR ⚡ NETWORK YOUR ≡ NEWS

Aurora Energy is your local electricity distribution network, and we are committed to providing essential electricity services to support the future growth and wellbeing of your community.

You've told us you'd like to hear about work on your network. We hope you find this update useful, along with our various communication channels, to keep you more informed. You can visit our website for more information or feel free to drop us a line, see contact details below.

The new Aurora Energy business and team was established in 2017, and over the last three years we've been focused on essential safety-driven work across our network. We have fundamentally changed the way the business thinks and operates, to prioritise the investments we make and ensure work is delivered efficiently. We have also been working to minimise the impact that inevitable service interruptions can have. This starts with us improving the way we communicate information about outages, whether they are planned or unplanned. We understand there is still more work to do, because you deserve a high standard of service if your power goes out.

As a regulated business, we are required to have an investment plan, revenue forecasts and network performance targets reviewed and approved by the Commerce Commission. Over the past two years we have prepared a customised price-quality path (CPP) application that was submitted to the Commission in June. The CPP proposal seeks regulatory approval for a \$383 million, three-year programme of investment to carry out essential maintenance and upgrades needed to keep the network safe, resilient and able to meet expected electricity demand.

It's an understatement to say that we've all been impacted by Covid-19 and we've all needed to quickly adapt to a new way of living and working. As a lifeline utility, our team took its responsibility to keep the electricity flowing to homes and businesses, during the lock-down period, very seriously. Being restricted to our homes we were all reminded how important electricity is to everyday life. We would like to thank you for the support and understanding our team and contracting partners received during this period when undertaking necessary field work.

I look forward to continuing to update you on the various improvement initiatives we have planned for our network on behalf of you, our customers.

Richard Fletcher
Chief Executive



GET IN TOUCH

0800 22 00 05 | www.auroraenergy.co.nz | info@auroraenergy.nz

OUR PEOPLE



▲ From the left: Sean Hepburn (Unison), Valentino Godinet (Unison), Jordi Hillerby (STMS NZ) and Liam Richards (Unison).

IN THE FIELD

Last year, a team of our contractors were working in South Dunedin replacing a pole. To ensure the job was undertaken safely, the power was disconnected to the house impacted by the work. The team spoke with the resident, a woman in her 90s, to check she was already aware of the planned work.

Shortly after work commenced the woman's caregiver arrived but could not get her to answer the door. Everyone became increasingly concerned for her wellbeing, so the team assisted the caregiver with a search of the property. The woman was spotted by the team through the bedroom window, it appeared that she had fallen and hit her head.

The team then assisted the caregiver to enter the locked property via a window to administer first aid. An ambulance was called and thankfully the woman made a full recovery. A big thanks to all of our contractors for looking out for our community.

BEHIND THE CONTROLS

Tim has worked in the electricity industry for over 30 years and for the last five years has overseen the 24/7 Network Operations Centre (NOC) in Dunedin and Cromwell. The NOC ensures the smooth running of the network. It's a complex job which involves lots of technical know-how to ensure that field workers can work on the network safely.

Tim Hillerby in the NOC in Dunedin. ►



IN THE COMMUNITY

In September, we supported the Central Otago Queenstown Trail Network Trust with the donation of 100 end-of-life wooden poles to use as bollards for the Lake Dunstan Cycling and Walking Trail in Central Otago. Janeen Wood, the Executive Trustee for the Trust, said "I had seen the poles used around Cromwell, and the idea of recycling them and using them next to Lake Dunstan, a hydro lake created to produce electricity, made a lot of sense and added to the stories to tell along this trail. The team at Aurora were very willing to repurpose the wooden poles and helped us make it happen."

◀ Aurora Energy CEO Richard Fletcher and Janeen Wood.

OUR FUTURE NETWORK PROJECTS

Over the coming years, we will continue to deliver against an ambitious network renewal plan.

Amongst several safety and renewal upgrades across the network, there are some larger projects planned which will be visible to the community.

- Outram zone substation refurbishment
- Dunedin harbour crossing line conversion
- Cromwell zone substation upgrade
- Clyde reinforcement
- Arrowtown ring upgrade
- Glenorchy reliability enhancement

To find out which projects are planned in your area visit auroraenergy.co.nz/major-projects



Dunedin harbour crossing line conversion



Lake Hawea pole replacement



CUSTOMISED PRICE-QUALITY PATH APPLICATION

Over the past two years we have been preparing a customised price-quality path (CPP) application, which was submitted to the Commerce Commission on 12 June.

The CPP proposal seeks regulatory approval for a \$383 million, three-year programme of investment to undertake essential maintenance and upgrades needed to keep the network safe, resilient and able to meet expected electricity demand.

A draft decision has been handed down today from the Commerce Commission. We are looking at the response in more detail and will provide a further update this month. To stay up to date visit yoursay.auroraenergy.co.nz.

CPP PROJECT TIMELINE

- May - October 2019: Engage
- November 2019 - January 2020: Preliminary Proposal Consultation
- February 2020 - April 2020: Review feedback and finalise proposal
- April - May 2020: Feedback to consumers
- June 2020: Apply to the Commerce Commission for a customised price-quality path
- July - December 2020: Commerce Commission consultation **CURRENT**
- March 2021: Final decision on our CPP Application from the regulator is due
- March 2021: Inform consumers
- April 2021: New pricing and reliability limits implemented based on final CPP Plan

OUR COMMUNITY

Our aim is to make a positive difference to the communities we serve, and to keep the power on when you need it the most.

WHAT HAPPENED IN 2020?

Our desire to foster younger generations' interest in electricity and science remained an intrinsic part of our business, with our continued sponsorship of the Otago Science & Technology Fair.

We hosted over 180 local business members at the Otago Chamber of Commerce's Business After 5 events in Dunedin and Cromwell.

A donation of ten end-of-life wooden poles was made to the Orokonui Ecosanctuary in Mount Cargill.

In partnership with Aurora Energy, ChargeNet expanded its network of electric vehicle chargers in Otago with two new fast chargers in central Dunedin.

Over 50 of our team have been trained in emergency response. We have assisted with a major wind event in Dunedin, Lake Wakatipu and Wanaka, and supported our colleagues following the fires in Lake Ōhau.

FEEDBACK

We welcome your feedback on this update and encourage your suggestions on how we can improve our overall customer experience. Scan the QR code to provide your feedback.



A digital version of this document is available on our website auroraenergy.co.nz/community-updates



WHAT IS COMING UP IN 2021?

In 2021 and beyond, we are looking at how we can continue to power our communities through several community-based initiatives including our sponsorship programme, a school-based education programme, and seeking corporate volunteering opportunities for our team. We will also be visiting the following shows in early 2021. We hope to see you there!

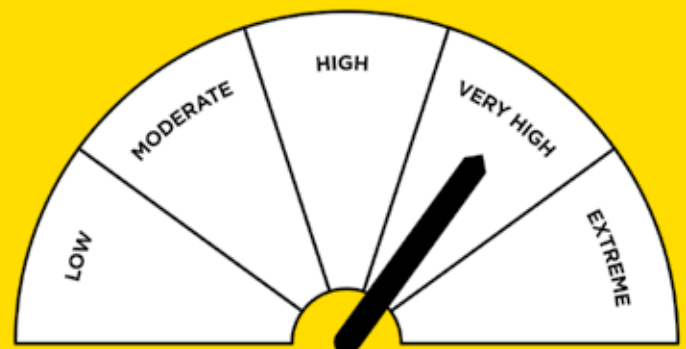
- Brighton Gala Day
24 January
- Central Otago A&P Show
13 February
- Mt Benger A&P Show
19/20 February
- Wanaka A&P Show
12/13 March
- Festival of Colour
12-18 April



KEEP TREES CLEAR OF POWER LINES

HELP REDUCE FIRE RISK.

- Trim trees and keep vegetation clear from power lines
- Clear combustible material like haybales and branches from under power lines



KEEP SAFE
AROUND
ELECTRICITY

If you see a fallen power line, please call Aurora Energy on 0800 22 00 05 immediately and we will send someone to make it safe. If you see smoke or fire and believe there's a risk to people or property, call 111 immediately. Keep trees clear of power lines and always used an Aurora Energy-approved contractor to safely trim or cut down trees growing within four metres of any power lines.

0800 22 00 05 | www.auroraenergy.co.nz

