

# HOW WE'RE IMPROVING **OUR** SYSTEMS AND PROCESSES TO BENEFIT **YOU**, OUR CUSTOMERS

## OUR DEVELOPMENT PLAN AT A GLANCE

**Aurora Energy is on a journey.** A journey that puts you at the centre of our decision-making practices and at the heart of our planning. We want to build a **safe, reliable and resilient network**, to enable the **energy future of our communities**; and we need to improve our systems, processes, culture and customer service so that you get the quality power supply you deserve.

To do that, and as part of our Customised Price-quality Path (CPP) commitments, the Commerce Commission has identified **seven key areas of improvement** across our business. These initiatives form part of our **Development Plan** and, once delivered, will contribute to enhanced asset management capability and maturity – resulting in a **future-ready energy supply that is resilient, reliable and safe for you**.

The development areas will be delivered over the 5-year CPP period (2022-2026) and meet requirements of the Commerce Commission in its Information Disclosure Determination, 2021.

### What impact will our improvement initiatives have?

We have forecast the impact of our initiatives using the Asset Management Maturity Assessment Tool (AMMAT) to help us understand how our Development Plan will contribute to our **overall asset management maturity** journey. This exercise enabled us to see where each of our specific improvement initiatives (in addition to those required by the Commerce Commission) will add value in overall asset management and improvement planning.

See our Asset Management Plan (chapter 9) for more detail [www.auroraenergy.co.nz/disclosures/asset-management-plan](http://www.auroraenergy.co.nz/disclosures/asset-management-plan)

### Measuring our performance

We know that saying we will do something is one thing, but doing it, and being held **accountable to our commitments**, is another. That's why we will track our delivery of these initiatives, using a range of metrics, and keep you updated on our progress in our **Annual Delivery Reports**. Our first Annual Delivery Report is due in 2022.

If you want to know more about what's involved in each initiative area, check out our Development Plan summaries at [yoursay.auroraenergy.co.nz/delivering-our-cpp](http://yoursay.auroraenergy.co.nz/delivering-our-cpp)

A full copy of our plan is available at [www.auroraenergy.co.nz/disclosures/delivering-our-cpp](http://www.auroraenergy.co.nz/disclosures/delivering-our-cpp)

## WE ARE FOCUSED ON IMPROVING **SEVEN KEY AREAS**



Power Quality



Customer Charter and Compensation



Planned Outages



Quality Data



Asset Management



Cost Estimation



Quality Assurance

