

# DELIVERING FOR YOU



YOUR NETWORK, YOUR NEWS.

Aurora Energy (your local electricity distribution company) manages and services the network in Central Otago/Wānaka, Queenstown Lakes 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.

## CENTRAL OTAGO/WĀNAKA 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

#### Ettrick bundled work

We are continuing to group multiple projects together to reduce the impact and number of planned outages for customers.

Thanks to this way of working, our contractor Network Waitaki replaced 45 poles, 12 crossarms, five distribution transformers, one break switch, and 7.2km of power lines along the Ettrick-Raes Junction Road, all over a two-week period!



### UNDERWAY

#### 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 in spring by our contractors Delta.

This work will provide a more reliable power supply for customers in the wider Alexandra area and includes the replacement of 46 power poles, 113 crossarms, 117 surge arrestors, 24 transformers, and two air break switches.



### UPCOMING

#### St Bathans and Lauder Flat

There has been a lot of work happening in the St Bathans and Lauder Flat community over the last couple of years, to help strengthen the electricity supply for our customers in the more remote areas of the region.

In spring, our contractors Connetics will be back to replace 107 power poles and 24 crossarms – a huge amount of work which will see great benefits for our 200 customers in the area.

Watch this space for more updates! 

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

 0800 22 00 05  
 [auroraenergy.co.nz](http://auroraenergy.co.nz)  
 [info@auroraenergy.nz](mailto:info@auroraenergy.nz)

 @auroraenergynz  
 @auroraenergynz  
 auroraenergynz