

# DELIVERING FOR YOU



YOUR NETWORK, YOUR NEWS.

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

## DUNEDIN 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



#### Waitati Valley Road

We have upgraded the north section of the Dunedin network that supplies electricity to customers in Upper Waitati.

We replaced 19 power poles, 10 crossarms, 3.9km of power lines and four transformers, and were able to minimise the customer impact by carefully programming the work in sections.



### UNDERWAY



#### Andersons Bay zone substation

We are excited that the Andersons Bay zone substation upgrade will be completed by the end of this year, thanks to our contractors Martin Civil Construction and Delta!

The substation supplies 5,000 customers in the Andersons Bay and Otago Peninsula area and, once completed, the substation 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.



### UPCOMING



#### Brighton bundled work

Brighton residents can expect to see lots of activity in spring, when our contractors Unison will complete a large programme of work to replace 35 power poles, 26 crossarms, 2.4km of power lines, and carry out maintenance on six transformers.

To reduce the impact on our customers, the project has been split into three sections. The first section was completed in June, to help minimise the likelihood of unplanned outages occurring during the colder months.

Watch this space for more updates!



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

## 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!



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