

# GLENORCHY COMMUNITY BRIEFING



4 June 2019



### **Why we're here:**

- ✘ Options to improve resilience
- ✘ Network and equipment supply to Glenorchy
- ✘ How this network has performed over 12 months
- ✘ Safely responding to outages
- ✘ Options available to improve reliability



## OUR NETWORK



We serve

**90,000**  
customer connections



**54,000**  
power poles



**94,000**  
cross arms



**7,000**  
distribution transformers



**6,683**  
km of network length, overhead  
lines and underground cables



**4,399**  
km of overhead lines



**2,284**  
km of underground cables



**39**  
zone substations



**\$0.5 billion**  
total assets



**\$94 million**  
amount invested renewing, maintaining  
and building our network



**89,199**  
customer connections  
as at 31 March 2018



**1,400 gigawatt hours**  
electricity received into network for delivery to  
customers for the year ended 31 March 2018

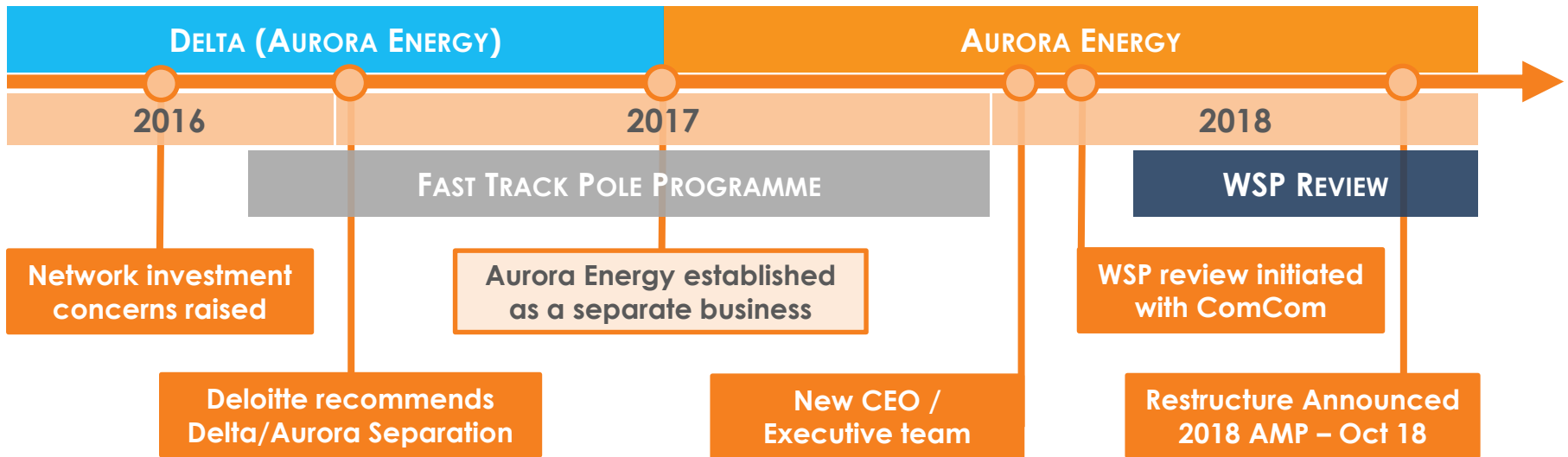


**135 employees**  
across three locations in Dunedin, Cromwell  
and Queenstown



**6,683 kilometres**  
of network length, overhead lines and  
underground cables as at 31 March 2018

# A recap of our journey over the last 18 months



# Aurora Energy 1 Year On Report card



## We've been focusing on our foundations over the past 12 months:

- ✘ New Board and new Management Team
- ✘ Commissioned an Independent Network Review
- ✘ Doubled annual investment on the network across a number of priority areas
- ✘ Introduced a critical risk prioritisation framework
- ✘ Replaced or reinforced more than 12% of poles on the network (6,000+ poles since 2017)
- ✘ Lifting pole inspection level to nearly 1000 pcm
- ✘ Invested in new zone substations
- ✘ Appointed two new field contractors
- ✘ Implemented new distribution management system
- ✘ Commissioned 2<sup>nd</sup> control room in Cromwell
- ✘ Updated and published a 10 year investment plan
- ✘ Established customer voice panels to better understand needs of customers
- ✘ **There is more to do....**

**SAFETY**

**ASSET  
MANAGEMENT**

**OPERATIONAL  
PERFORMANCE**

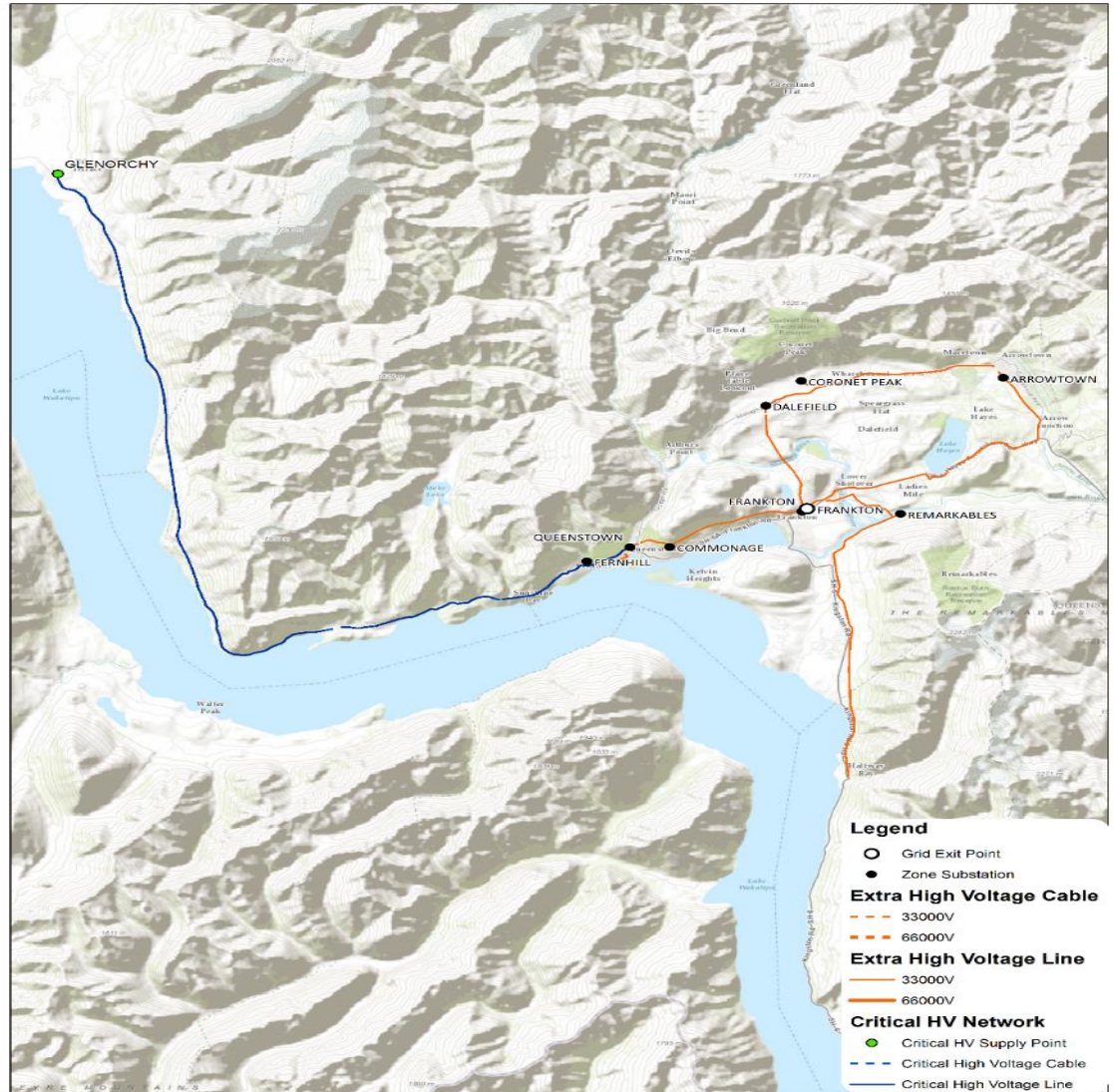
**CUSTOMER  
ORIENTATION**

**OUR  
TEAM**



## Glenorchy is remote and dependent on a single line

- ✦ Glenorchy is supplied by a single circuit from Queenstown substation.
- ✦ This is a typical arrangement for rural communities of around 1,000 customers or less.
- ✦ Makarora township is similar
- ✦ Vegetation management is key to reliability



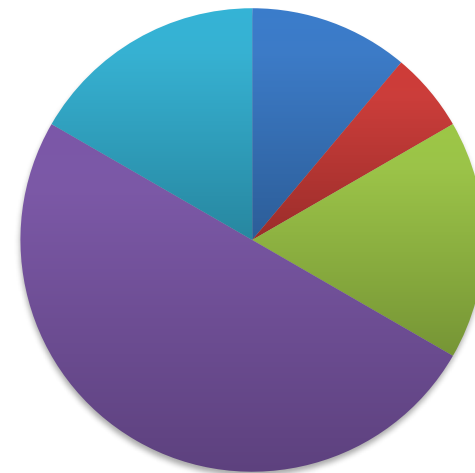


## How Aurora Energy network has performed in last 12 months

### ✦ Reasons for outages over last 12 months in Glenorchy:

- Storm
- Planned
- Equipment failure
- 3<sup>rd</sup> party (e.g. car vs. pole)
- Other

**Glenorchy**



■ 3rd Party ■ Equipment ■ Other ■ Planned ■ Weather



## Safely responding to outages and restoring supply

### To safely respond to an outage:

- ✘ 24/7 control room
- ✘ Fault crews on call – based in Queenstown are mobilised within 15mins, average response time is 80mins\*
- ✘ \*Clear road access – can be restricted
- ✘ Once above is done, we need to locate and isolate the fault, restore as many customers as possible.
- ✘ Site needs to be made safe – Fault crews operating switches
- ✘ Repairs are made, safety checks completed and switching the restore power





## Options to improve resilience

### **Investment:**

- ✘ Additional line to Glenorchy
- ✘ Bob's Cove undergrounding – investing in problem section
- ✘ Invest in generators as a back-up
- ✘ Investment to minimise impact sections (reclose sections)

### **Operational:**

- ✘ Vegetation Management
- ✘ As a regulated monopoly we are required to consider cost/benefit and pricing implications
- ✘ Indication of cost



- ✦ Investigated undergrounding Bob's Cove, but want to hear from the community?
- ✦ Undergrounding only solves one issue and is a high cost option



# Generator



- ✦ Permanent generator installed in 2018 and used twice to get power back on during major outage events
- ✦ We see value is with generator and using this to power the community during an outage
- ✦ Investigating options for remote starting



# Switching between Queenstown and Glenorchy



# CUSTOMER & ENGAGEMENT

## CUSTOMER ORIENTATION

Deliver value to our customers –  
current and future.



# Aurora Energy Team

