

Monday 15 November 2021

IMPORTANT NOTICE: GENERATOR UPDATE, NETWORK INVESTMENT AND PLANNED ELECTRICITY OUTAGES IN YOUR AREA

Dear Customer,

Aurora Energy (your local electricity distribution company) is partway through a major programme of much-needed network investment. As part of this, we will soon replace a large number of network assets on the line that supplies Fern Hill, Bob's Cove, Glenorchy, Paradise, Kinloch and Greenstone. This work will improve the safety and reliability of your power supply.

On Thursday 4 November, the Aurora Energy team attended the Glenorchy Community Association meeting to give an update on the Glenorchy generator and upcoming planned work.

Glenorchy generator

The generator can currently supply the township only but it is not at full capacity. An investigation is underway and testing is required to balance the network to be able to expand the reach.

While we will ultimately deliver remote start capability to the generator at Glenorchy this is not currently available. We have installed the assets required and now need to install and test the control system so that we can start the generator safely. Once this is completed, we will be able to switch the supply from to the generator and the network automatically. This technology is unique to Glenorchy and is included in the upcoming work programme.

Planned work

We have a large work programme to be completed over the next 5 months. By bundling this work together, we can reduce costs and the number of planned outages for customers. West Coast based contractors ElectroNet will undertake the first section of work from 26 November – 9 December 2021 and start again mid-January 2022.

This work will include:

- Replacement of 110 power poles
- Replacement of 25 cross arms
- Realignment of power lines (out of the swamp area) in Mid Rivers (approx. 2.3km)
- A rebuild of the network across Dart River crossing (approx. 2.5km)
- A rebuild of the network through Lake Diamond and onto Paradise (approx. 1.5km)
- Two new 11kV air brake switches (used for isolating or switching the network)

Please turn over for the project footprint. Scoping is ongoing so these figures may change.

To do this work safely, we need to temporarily disconnect power to local residents to ensure the contractors working on the lines, and the public, stay safe. **Please note this is not your formal outage notification.** You will receive the official outage notifications directly from your electricity retailer in advance. Information on planned power outages is also available on our website, www.auroraenergy.co.nz/outages or on our Facebook page. Alternately if you have any questions, call us on 0800 22 00 05.

Please remember:

- Your water supply may be impacted by these outages, so please plan accordingly
- Do you know anyone in the community who is medically dependent? Please check in on your neighbours and make sure they are prepared
- There will be an increase in the number of vehicles in the area and traffic management in place. Please obey all traffic management signs and instructions

- This letter has been sent to your electricity retailer. If you are not the current tenant or landowner, please pass it onto the relevant party

Do you have any questions?

Please contact Aurora Energy at 0800 22 00 05 or send us an enquiry at www.auroraenergy.co.nz

We thank you for your goodwill and patience as we undertake this important work on the network as quickly and safely as possible.

Kind regards,

Chris Sharman
Aurora Energy Project Manager

The map shows the upcoming work programme footprint – each dot represents a section of the network we will replace.

