

Wednesday 13 April 2022

IMPORTANT NOTICE: GLENORCHY WORK PROGRAMME UPDATE

Dear Customer,

Aurora Energy (your local electricity distribution company) and our contractors have been present in the Glenorchy area since before Christmas. We have had a huge programme of work to deliver and have made good progress so far.

Good news to highlight

We have been able to increase the reach of the area that the Glenorchy generator can supply - past the township towards Paradise, Kinloch, and Greenstone (the end of the line). This area may not be able to be supplied every time the generator is required but, when possible, it will be used. April was an important month to replace parts of the network along a narrow section north of Bobs Cove which went well. We would like to thank you for your patience with delays on the Queenstown-Glenorchy Road while we completed this work.

Some questioned answered

We are aware last week was a busy week on the network. On 6 April there was a planned outage to complete two pieces of work:

- upgrading the new voltage regulator site in Glenorchy
- replacing 3 power poles and 5 crossarms on the Queenstown-Glenorchy Road

Whilst upgrading the voltage regulators our contractors found an unforeseen complication that needed to be fixed. This resulted in a fault the same evening and meant the Glenorchy area had an outage for an hour and a half. Once it was safe to do so, customers (the Glenorchy township and north to the end of the line) were put on the generator.

It was not safe to fix this fault in the dark, so an outage was required the next day (7 April) for 34 customers to complete the work. The majority of customers remained on the generator (and with power) and after the work was completed all customers were reconnected to main network – this required a quick outage in the evening. Some customers did receive a last-minute cancellation for the outage on 6 April. There was a change in the scope of works that helped reduce the customer impact, which is why these customers did not lose power for the full day.

Upcoming work

In May we will be relocating a 1.5km section of line at Mid Rivers from Swamp Road towards the Dart River bridge and later we plan to replace sections of the network across the Dart River crossing and at Lake Diamond when the river is at its lowest. This work is subject to Otago Regional Council consent approval, and consultation with the local Iwi and other stakeholders is underway. Based on these consents being approved works would be scheduled to completed by July 2022.

Thank you again for your patience as we undertake this work. If you have any questions please contact Aurora Energy at 0800 22 00 05 or send us an enquiry www.auroraenergy.co.nz

Kind regards,

Richard Morris

Aurora Energy Works Delivery Manager