

Tuesday 16 November 2021

## **IMPORTANT NOTICE: NETWORK INVESTMENT, PLANNED ELECTRICITY OUTAGES IN YOUR AREA + COMMUNITY SUPPORT IN DECEMBER 2021**

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 Albert Town, Camp Hill, Hāwea Flat, Lake Hāwea and Makarora. This work will improve the safety and reliability of your power supply.

### **Planned Work**

To complete this work, we have bundled the work together and engaged multiple contractors for a 'Big Day Out' or one coordinated project day on **Wednesday 1 December**. By bundling our work programmes by area, we can reduce the number of planned outages for our customers.

### **This work will include:**

- Replacement of 17 power poles
- Replacement of 14 cross arms
- Maintenance on Camp Hill and Wānaka zone substations
- Maintenance on equipment for Hāwea and the Neck
- Installation of new switching for Longview Subdivision

### **Power disconnections and back up day**

This work will require a power outage on **Wednesday 1 December from 8am – 6pm**. It can take time to isolate and restore power safely to a large number of customers, therefore there will be a staged approach to turning the power off and back on. We have also scheduled **a backup day on Thursday 2 December** if work cannot go ahead on the 1<sup>st</sup> as planned. You will have also received a power outage notification from your retailer for this day, please disregard this notification if the power outage goes ahead on the 1<sup>st</sup>.

Following this day, there will be additional work and outages required for parts of the Lake Hāwea township. Please turn over for more information.

### **Community support**

We have organised for Lake Hāwea Community Centre to be generated on this day. The following services will be available on 1 December when the power is off: toilets, coffee/ tea, access to the hot water – including fridges for food storage or medicine, WIFI, charging options for phones/ devices. The Community Centre will also be selling lunch packs from 12 – 2pm to fundraise, these will start from \$5.

### **Actions we have already taken to reduce disruption:**

- Multiple crews will be working across various sites to help achieve this work in the allocated time
- Combining multiple work packages into one day – bringing in outside crews to complete work
- Enabling works completed prior to the outage day to avoid extended outages including pre-digging pole holes where possible
- Live line work where possible to reduce the number of customers impacted
- Planning for a backup day (Thurs 2 Dec.) in the event work cannot take place as scheduled
- Back feeding supplies from other areas where possible, e.g. to keep Hāwea Flat School and Albert Town commercial area on

### **Additional work for Lake Hāwea township**

In addition to the Big Day Out, we have another section of the network to replace along Domain Road, Capell Ave, Skinner Crescent and Noema Terrace in Lake Hāwea. This work will continue after Wednesday 1 December for 3 weeks, until Tuesday 21 December. Additional power outages will be required for this work, and you will be notified directly by your retailer.

#### **This work will include:**

- Replacement of 1.9km of power lines
- Replacement of 17 power poles
- Replacement of 4 cross arms
- Relocation of a transformer

#### **Please remember:**

- Your water supply may be impacted by these outages, and there are facilities available at Lake Hāwea Community Centre if you need
- 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 over the week from the 29<sup>th</sup> November. Please obey all traffic management signs and instructions
- This letter has been sent to the electricity retailer contact. If you are not the current tenant or landowner, please pass it onto the relevant party

**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](http://www.auroraenergy.co.nz/outages) or on our Facebook page. Alternately if you have any questions, call us on 0800 22 00 05.

#### **Do you have any questions?**

Please contact Aurora Energy at 0800 22 00 05 or send us an enquiry at [www.auroraenergy.co.nz](http://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 and Suzanne Fraser**

Aurora Energy Project Managers