

Annual Customer  
Meeting 30 July  
2021



**Electra**  
EMPOWERING YOUR FUTURE



# The Electra Group

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**Electra Ltd** your electricity network company, based in Levin with a branch in Paraparaumu

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**Electra Services Ltd** trading as SECURELY®, based in Levin, is a medical alarm and security monitoring business as well as a call centre business

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**Connect 8** an investment (50%) in NZ's premier construction contractor for the water, power and telecommunications sectors

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**Horowhenua Developments Ltd** an investment (25%) in a large-scale commercial property development company, based in Levin

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**Quail Ridge Country Club** an investment (49.9%) in an established and well-run retirement village in Kerikeri in the Far North

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**Electra Generation Ltd** the Auckland based assets of this business were sold in 2020

# Key Facts



Electra 9<sup>th</sup> largest number of ICPs out of 29 network companies with 45,757 electricity consumers



Employs 170 staff across the Group



Total shareholder funds \$174.4m up \$10.9m, reflecting an increase in the value of assets and the profit generated for the year



Paid \$5.8m incl GST in discounts (\$210m incl GST over 28 years since Electra formed)



Profit after tax of \$910k

# Network Information

Network area – 1,628km<sup>2</sup>

GWh Sold – 421.0

Maximum demand – 104MW

Connections grew by – 404

Ave operating cost - \$5,730/Km

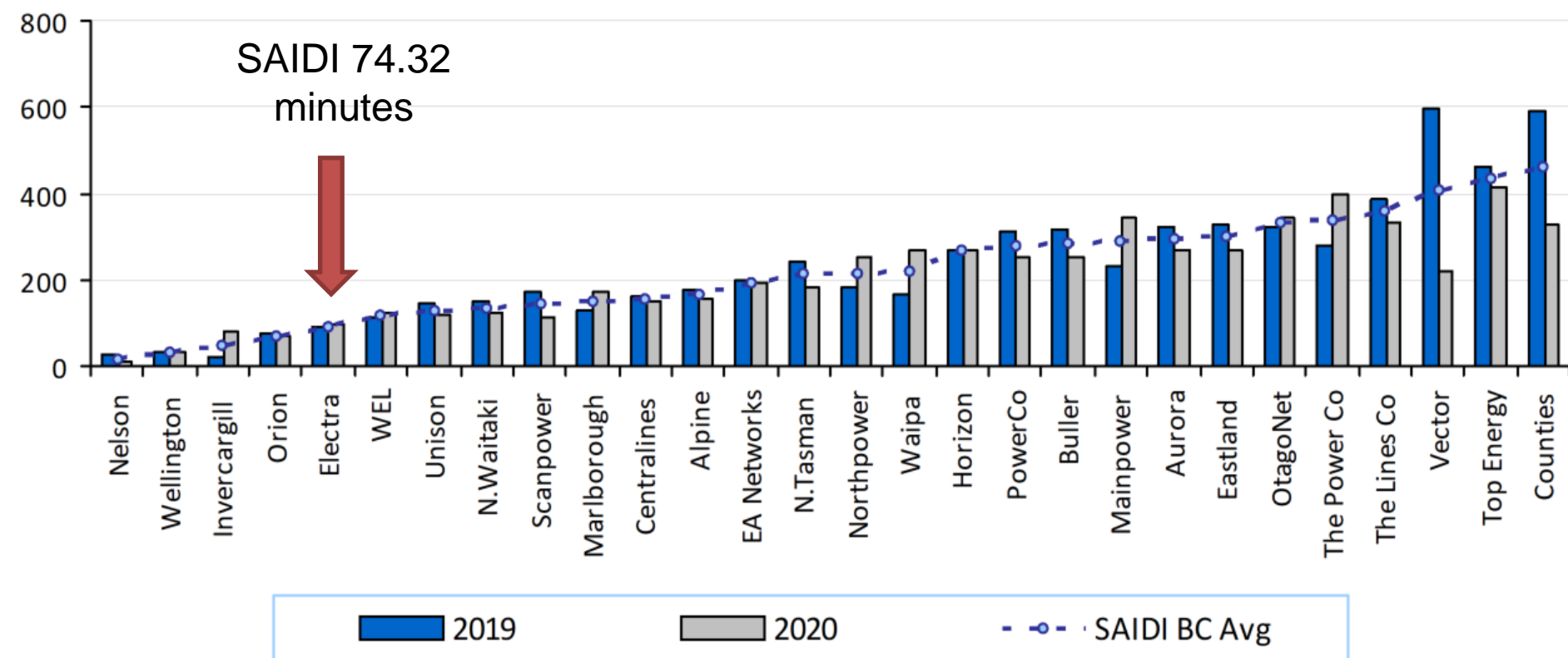


# Best in Class Update

Measure for period 2016 to 2020	Position within peer group	Position within overall industry
Revenue per customer	Best (lowest)	Best (lowest)
OPEX per customer	Best (lowest)	Lowest quartile (rank 5 <sup>th</sup> )
CAPEX per customer	Second lowest	Lowest quartile (rank 8 <sup>th</sup> )
Planned & unplanned interruptions (Classes B&C SAIDI)	Best (lowest)	Lowest quartile (rank 5 <sup>th</sup> )
Planned & unplanned interruptions (Classes B&C CAIDI)	Best (lowest)	Lowest quartile (rank 3 <sup>rd</sup> )



# Best in Class-Network Performance



# Powered by Our People

We remain committed to developing and equipping our people with the skills and technology they need to perform their roles to the highest standards in quality, safety and customer service



100% Field  
Crew  
competency  
on their  
EWRB  
assessments

170 staff  
including  
wholly  
owned  
subsidiaries

8 NZ  
Qualifications  
achieved  
during the  
year

**1,088**

**TRAINING HOURS COMPLETED**  
In the year to 31 March 2021 our  
staff completed 1,088 hours of  
training.

**34%**

of Electra Staff  
are Female.  
(57 Employees)

**66%**

of Electra Staff  
are Male.  
(113 Employees)

# Network Intelligence

## Connecting and Empowering our people with Industry Leading Technology



Drones are a valuable tool for inspecting our 33kV and 11kV networks, using infrared thermography to identify sections where a network failure may be about to occur

Smart devices deployed across the low voltage network

We know about faults at the same time as customers





# Vegetation Management

Statistics for	April 20 - March 21
Hazard Warning Notices issued	426
Hazard Warning Notices completed	381
Cut or Trim Notices issued	175
Cut or Trim Notices completed	130



# Asset Management Plan 2021-2031

- Capex expected to average \$13.1m per year over the next 10 years
- Opex expected to average \$4.8m per year
- Enhancing and supporting sustainability, climate change and renewables initiatives
- Develop strategy to guide the company response to the challenges and opportunities of the electrification of the transport sector
- Improve performance, manage risk and control costs, with a view to reducing SAIDI and OPEX

***Our priority as a key regional infrastructure provider is to deliver a modern and reliable electricity network that can respond to the needs of all its users and support long term growth throughout the Kapiti-Horowhenua region***

# Customers

- Increased focus on Customers
- Complaints handled timely, and praise received from the Commissioner (Utilities Disputes)
- The Big Hui – Supporting EnergyMate & Levin Budget Services
- Increased public visibility in 2021 (in spite of Covid-19)

## Money for Jam

is a media campaign launched in November to educate customers about our price changes and how they could check they were on the best pricing plan for their situation.





SECURELY™

Enabling you to live with  
confidence and independence

# ELECTRA SERVICES LTD (Trading as SECURELY®)



Delivering greater quality of life through independent living



Offers market leading technology



24/7 combined monitoring and call centre handling fault calls on behalf of Electra



# Supporting Our Community

Sales Discount

EECA: Warmer  
Homes project

EnergyMate

Trainee  
programme

Business  
Breakfasts and  
BA5s

Business &  
Innovation  
Awards

“Caring for our  
Community”  
Page

Levin  
Christmas  
Parade

AP&I Show

Energy  
Efficiency: heat  
pump discount



# Looking Forward

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Industry making a major focus of Climate Change Commission report and decarbonisation

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Increasing interest by companies seeking to install solar farms in our region

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In support of Tara-Ika subdivision in Levin

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# Planning for our Centenary



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