

Welcome to Orion


Orion New Zealand Limited owns and operates the electricity distribution network in central Canterbury between the Waimakariri and Rakaia rivers and from the Canterbury coast to Arthur's Pass. Our network covers 8,000 square kilometres of diverse geography, including Christchurch city, Banks Peninsula, farming communities and high country.

We transport electricity from 10 Transpower grid exit points to more than 186,000 homes and businesses. We charge electricity retailers for this delivery service and retailers, in turn, charge homes and businesses. Retailers also charge consumers for the cost of generating electricity plus their retail charge.

Our shareholders are:

- Christchurch City Council 89.3%
- Selwyn District Council 10.7%

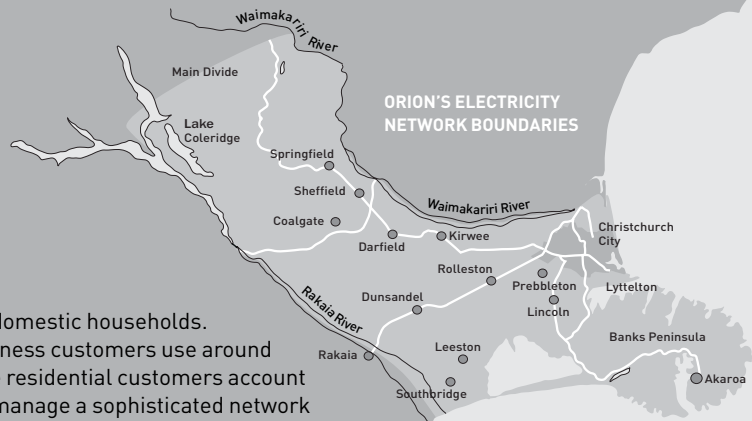
We also own the electrical contracting business, Connetics.



Orion's electricity supply is crucial to Christchurch infrastructure and amenities like the New Brighton Library, shown here, where books and magazines sit side by side with music, computer games, PlayStations and Sky TV – all in a safe, comfortable, vibrant environment designed to encourage people of all ages to learn, read and explore the wealth of resources.

Network summary as at 31 March 2008

Number of customer connections	186,000
Network maximum demand (MW)	623
Electricity delivered (GWh)	3,325
Total kilometres of lines and cables	14,400
Value of network assets (approx)	\$930m



The vast majority of our customers – over 85% – are domestic households. The rest are commercial or industrial premises. Business customers use around 60% of the electricity delivered via our network, while residential customers account for the other 40%. To reach all of our customers, we manage a sophisticated network of electrical assets, load control equipment and multiple computer systems.

Top performance at a reasonable price

We consult extensively with our network users to define the level of service expected of us. All feedback highlights the importance of continuous power supply – our customers expect constant, uninterrupted supply, and we meet this expectation.

On average our customers experience less than one interruption in power supply a year, and in the last year we continued to rank as one of the most reliable and efficient networks in the country.

Over the last five years we provided an electricity supply that was available 99.98% of the time.

Orion has achieved a reputation as one of the best network operators in New Zealand because we consistently operate a safe and reliable network at below average price levels.

We maintain our excellent reliability while keeping our electricity delivery prices below the New Zealand average. Our line charge amounts to less than 30% of a household's electricity bill.

To help us achieve consistent high results, we continually analyse the performance of our network. This information is then used to target areas for improvement.

Improving the industry

Our electricity network is more than just poles and wires. A sophisticated network of electrical assets and load control equipment is central to how we function. The skilled employees who operate this equipment are also critical to our business, as are the ground staff who work in all weather to restore, maintain and secure supply.

To combat the risks associated with an industry-wide ageing workforce, we run our own in-house training programmes, support an apprenticeship scheme through Connetics, and continue to be financially and actively involved with other industry initiatives – including the CPIT Trades Innovation Board and Power Engineering Excellence Trust at the University of Canterbury.

Helping the community

We have sponsored Community Energy Action (CEA), a Christchurch-based charitable trust dedicated to improving energy efficiency in the homes of low income earners, since its inception in 1994. Our support has been critical to CEA's success and has helped CEA become New Zealand's most enduring energy efficiency initiative. CEA has installed energy efficiency improvements in more than 12,000 homes. The outcomes have consistently been the same – warmer, drier homes and a reduction in winter-related health concerns.

Keeping your rates down

The dividends we pay our shareholders provide a steady stream of revenue and, because our shareholders are local councils, this helps provide certainty for ratepayers.

We have paid almost \$900m in returns to shareholders since corporatisation in 1993.

Find out more about Orion

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Look for our annual report, asset management plan, network quality report and pricing guide on our website.


Orion
yourNETWORK