



# OUR PEOPLE OUR POWER

2025–35 Regulatory Asset Management Plan



#### INTRODUCTION

# What is the Centralines Asset Management Plan?

The Centralines Regulatory Asset Management Plan (RAMP) is our roadmap for success. It sets out a comprehensive plan for the coming 10-years to ensure the electricity networks Centralines designs, builds and maintains enable and support the prosperity, growth and future needs of our customers, regions, communities, and businesses.





RAMP GUIDE

# Contents

## SECTION 1

# Our Customer Focus

Centralines is committed to being more than just a utility; we are a trusted partner in Central Hawke's Bay, dedicated to providing a seamless, customer-centered experience. By delivering safe, reliable, and cost-effective electricity through our partnership with Unison Networks, we support the energy needs of households, businesses, and community facilities across the region. Our focus is on serving our customers with dedication and purpose, ensuring that each interaction reflects our commitment to the community's wellbeing and prosperity.

**Supporting the energy needs of households, businesses and community facilities across the region.**



### VISION

A customer-centric partner that enables growth and long-term prosperity for Central Hawke's Bay.



### PURPOSE

To deliver a reliable and affordable electricity supply to meet our customers' aspirations for wellbeing, growth, and sustainability.





### **Community Ownership and Engagement**

As a company owned by the Central Hawke's Bay Consumers Power Trust, Centralines places the needs of our customers and community first. This unique ownership structure means that decisions are not driven solely by profit but by what best serves the community's long-term interests.



### **Customer-Centric Values**

Our values of safety, teamwork, integrity, openness, and passion define our service. We believe in approaching each task with transparency and respect, fostering a culture that is accessible and responsive. By upholding these principles, we create an environment where our customers feel heard, valued, and respected, knowing that their energy provider is dedicated to both their safety and satisfaction.



### **Commitment to Service Excellence**

We constantly work to enhance the quality of our customer service. Whether it's reducing outage times, responding to enquiries promptly, or improving communication around planned maintenance, we prioritise our customers.



# A Trusted Partnership for a Resilient Future



In 2024 we renewed our trusted partnership with Unison Networks Limited. Signing a new five-year Managed Services Agreement, continuing over 20 years of successful collaboration. This renewed agreement means Unison will continue managing the Centralines' network, ensuring secure, efficient, and resilient electricity services for the district's homes, farms, and businesses.

## Support for Future Growth

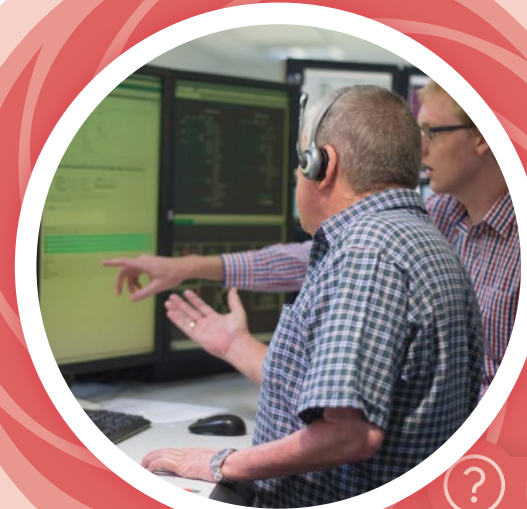
Our partnership focuses on maintaining reliable services while preparing the network for future demands and supporting the district's development.

## Shared Commitment

The Unison & Centralines partnership works because both organisations share aligned values and a commitment to delivering safe, high-quality, and efficient electricity services to benefit the local community.

## Expertise in Action

We benefit from Unison's deep regional knowledge and technical expertise to provide long-term benefits for Central Hawke's Bay. As our close neighbours, they have the best interests of both Hawke's Bay, and Central Hawke's Bay residents at heart as New Zealand moves towards a more electric future.



**Did you know?**

Unison manages the Centralines network 24/7 from their control room in Hastings.



# Powering our Communities: Customer Spotlight

**Established in 2011, Pasture Petfoods is a privately owned joint venture founded by leading New Zealand meat export companies. Specialising in premium pet nutrition, the company offers a range of natural, free-range pet food ingredients and modern contract processing services.**

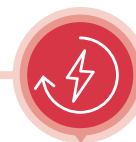
During a recent expansion, Pasture Petfoods Waipukurau sought to further decarbonise its production processes. With funding support from EECA, the company made the decision to electrify its process heat requirements by installing a new electric steam boiler.

Pasture Petfoods worked closely with the Centralines team from the early stages of the project to develop a custom electricity setup for their new pet food production line. This collaborative approach to designing the right solution included modelling the necessary electrical load required to meet their current needs while also future proofing their facility for potential production improvements in years to come.

This two-year project required a standalone connection from the Waipukurau substation to the Pasture Petfoods facility and included installing a new 2.5MVA ETEL transformer to enable the new electric steam boiler to run. The work was successfully completed on time and on budget – helping to reduce carbon emissions from their expanding operation in Central Hawke's Bay.

We are proud to work closely with local businesses across the district to find solutions to their changing needs and help to meet their decarbonisation goals.

## Decarbonising Pasture Petfoods' production process



**July 2022**

Going electric.  
Pasture Petfoods  
approached Centralines.



**November 2023**

Works commenced.



**July 2024**

Electric boiler  
installed.



## SECTION 2

# What's Happening with Electricity in NZ?

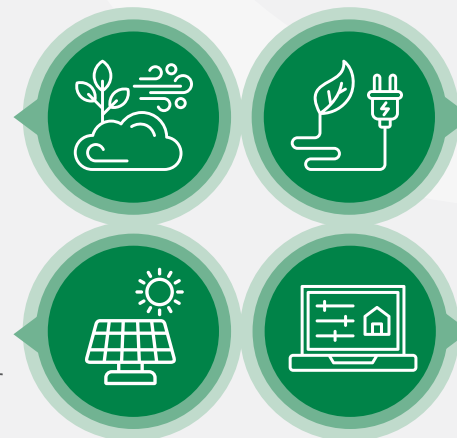
The electricity landscape in New Zealand is evolving. With increasing focus on reducing carbon emissions, there is a push towards electrifying transport and heating systems while also increasing renewable energy generation. Centralines is part of this national transition, adapting to new challenges and supporting the shift to a more sustainable, electrified future.

### Renewable Energy Growth

Most of New Zealand's electricity is now generated from renewable sources like hydro and wind, helping the country reduce its reliance on fossil fuels.

### Electrification & Increased Demand

As more people adopt electric vehicles and cleaner energy systems, demand for reliable power is rising, requiring us to upgrade and adapt the network to handle this increased load.



### Decentralisation

With more people installing local energy sources like rooftop solar, the electricity grid is transforming from a one-way supply chain to a more flexible, interconnected system.

### Smart Technology

Digital tools and smart grids are becoming essential in managing these new demands, enabling real-time adjustments and improved service.



# The Energy Trilemma:

The World Energy Council describes the balance between the three important dimensions that make up healthy energy systems as the Energy Trilemma.



## Energy Security

Ensuring reliable and affordable access to energy, providing resilience against shocks and disruptions, and the ability to meet current and future demand.



## Environmental Sustainability

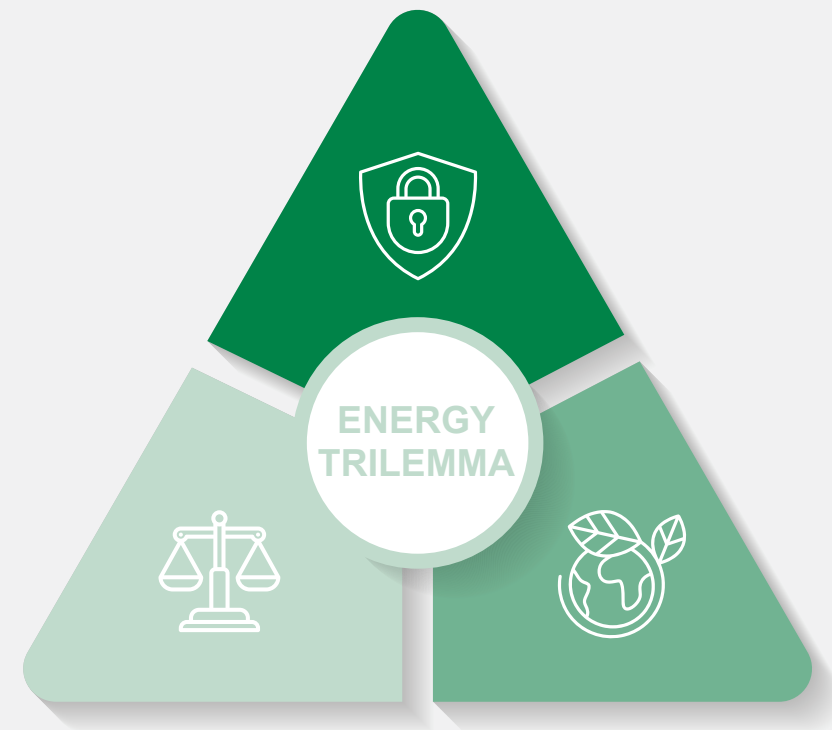
Minimising the environmental impact of energy production and consumption by transitioning to renewable energy sources and minimising carbon emissions.



## Energy Equity

Fair and equitable distribution of energy benefits and access. Keeping electricity accessible for New Zealand's consumers and businesses.

The energy trilemma highlights the challenge of finding a balance between these three dimensions that we continually work on to maintain a sustainable and effective energy system for our local rural community.



## SECTION 3

# Powering our Communities

### Safety

is part of our lives

### Teamwork

we are one team

### Integrity

truth, honesty,  
respect

### Openness

we are  
approachable

### Passion

in everything we  
do

**Centralines is committed to strengthening the community through reliable electricity services and active investment in local infrastructure. By ensuring power reliability and focusing on customer needs, Centralines is helping Central Hawke's Bay thrive.**

**Reliability:** We work to maintain a steady electricity supply and promptly address outages, keeping homes, businesses, and essential services running smoothly.

**Safety Standards:** Ensuring public and worker safety is a top priority. Centralines adheres to strict safety standards and regularly inspects equipment to prevent accidents.

**Local Economic Impact:** Through its investments, Centralines provides jobs, supports local contractors, and helps create the conditions for economic growth in the area.

**Community Engagement:** We encourage and respond to community feedback, keeping the public informed and engaged with new developments and changes in service.

**Community Partnerships:** We're proud to support local nonprofit and community services through our various partnerships including sport, technology, and lifeline service initiatives.



## SECTION 4

# Developing our Network



Over the next decade, Centralines is investing extensively in network development to ensure we continue delivering reliable, resilient, and future-ready power to Central Hawke's Bay. By focusing on infrastructure upgrades, network resilience, and using modern technology, we aim to meet the evolving energy needs of the local rural community while enabling sustainable growth.

## Substation and Equipment Upgrades

Centralines is prioritising the replacement of aging equipment across key substations and transformers to boost network capacity and reliability. These upgrades will be essential in high-growth areas, ensuring that power distribution keeps pace with expanding residential, commercial, and industrial demand. The modernisation of critical infrastructure helps safeguard against potential failures, enhancing the overall reliability of service for all customers.





## Building Network Resilience

Recognising the increasing frequency and intensity of severe weather events, we are committed to strengthening the resilience of our network. Investments will include reinforcing infrastructure in vulnerable areas, incorporating advanced fault detection systems, and establishing rapid restoration plans to minimise power disruptions.



## Smart Technology and Real-Time Monitoring

Our roll out of smart grid solutions, including an Advanced Distribution Management System (ADMS), to enhance network management is underway. The ADMS provides real-time data that shows how the network is performing, allowing faster fault detection, improving response to outages, and helping manage our infrastructure effectively. This new technology allows us to improve service reliability and respond more swiftly to network issues, directly benefiting our consumers and customers.



## Supporting Renewable Energy and Future Energy Trends

Our network development approach includes plans for the increasing need to add renewable energy sources such as solar and small-scale wind power to the network. The infrastructure upgrades are also preparing the network to accommodate higher demand from electric vehicles and other energy sources like household battery storage systems. This forward-thinking strategy positions Centralines to support sustainable energy choices within the community and adapt to future energy trends seamlessly.



# Driving Efficiency through Intelligence

Through our partnership with Unison we use smart, innovative technologies to efficiently manage our network. These advanced tools help us keep maintenance costs low, enhance community safety, and ensure a reliable power supply for our customers.

Some of the cutting-edge solutions we use to maintain and optimise our network include:



## Conductor Condition Recognition (CCR)

To improve efficiency and reduce maintenance costs we use drones fitted with cameras to inspect overhead lines. This 'eye in the sky' uses artificial intelligence to pinpoint any problems which helps us target our maintenance and repairs to the areas that need it most.



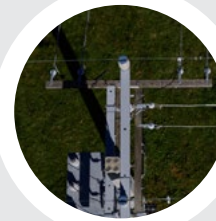
## Laser and Satellite Technology

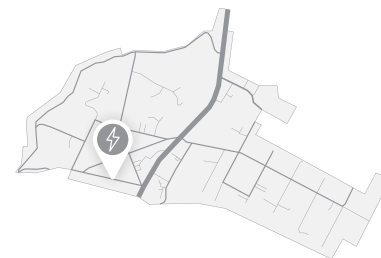
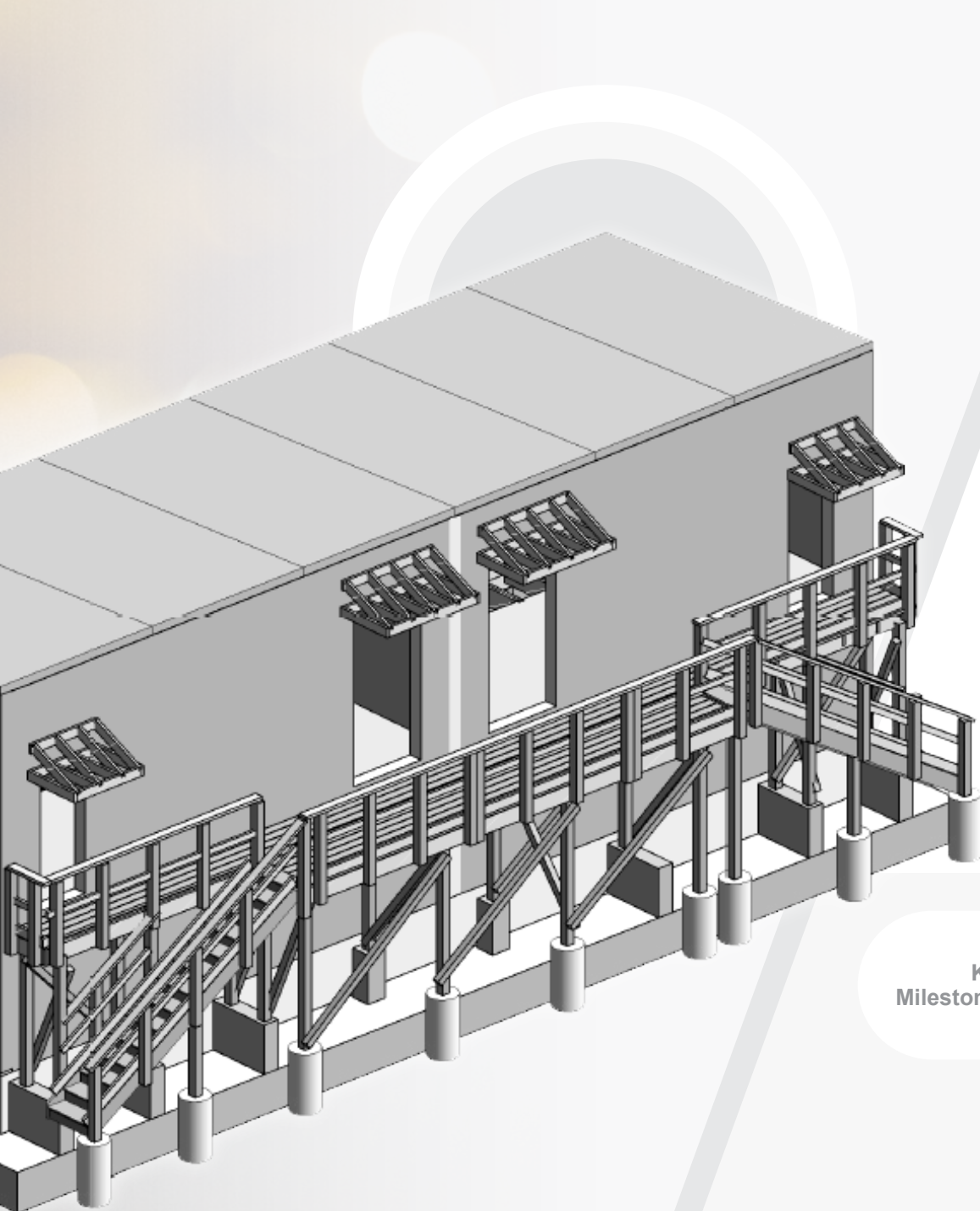
Using advanced laser scanning and satellite imagery, we identify vegetation near power lines that could pose a risk. This technology allows us to trim trees before they cause outages, cutting down on the need for manual inspections and lowering costs.



## Sound-Based Fault Detection

Using advanced acoustic and ultrasonic sensors, we can "listen" for early signs of electrical faults that aren't visible to the naked eye. This innovative approach allows us to address issues quickly, improving safety, reducing power interruptions, and cutting down on maintenance costs.





# Transforming for the Future

We are currently constructing the new Ruataniwha Substation, a major project that will enhance the reliability and efficiency of our electricity network. This project is a testament to our commitment to providing high-quality, reliable, and resilient electricity services to our customers. This modern switchroom building will include more environmentally conscious materials, construction methods and new modern switchgear. We are excited about the positive impact this initiative will have on the community and look forward to its successful completion in February 2026.

**Project Budget: \$5.8 million**

## Key Milestones



**Sep 2024**

Commencement of civil works.



**Apr 2025**

Switchgear installation.



**Sep 2025**

Installation of Ruataniwha panels. Start of commissioning for the new system.



**Feb 2026**

Livening of the system, project complete.



# What are we doing at Ruataniwha Substation?

## Modernising Infrastructure

We are constructing a new indoor switch room equipped with advanced 33kV switchgear. This upgrade will replace the existing outdoor switchyard, that has reached the end of its usable life. The switchroom itself will be constructed with cross laminated timber (CLT), a more sustainable material choice.



## Improved Reliability

The new modern indoor switchboard will reduce the risk of outages and enhance the overall reliability of the electricity supply to our customers.



## Strategic Site Selection

Thinking ahead to the future, we've secured the rights to operate on a site next to the Transpower's Waipawa Grid Exit Point (GXP), which provides the space for future network development and allows us to expand the substation in the future as growth continues.



## Cost Efficiency

The project is designed to be cost-effective, with potential savings in transmission charges that will help keep delivery charges stable for end consumers.



## Enhanced Operational Control

This project sees Centralines take over the ownership and operation of the 33kV and 11kV assets in the substation. This will allow more flexibility and autonomy in the way we manage the electricity network.



## Future-Proofing

Modernised infrastructure will enable us to meet future growth demands and support further development in the district, including enabling the connection of renewable power generation in Central Hawke's Bay.



## SECTION 5

# Responsible Investment for an Energised Future

Our investments are carefully planned to ensure that Centralines delivers safe and reliable service today while being ready for the demands of tomorrow. Each project is assessed for its long-term value to the community, prioritising cost-effective and strategic improvements.

Centralines' investment strategy balances cost, performance, and risk. We aim to make timely improvements without overextending resources, ensuring that our network serves the community's current needs and future goals effectively. For example, sometimes this may include delaying immediate proposed network developments knowing that future projects will require a different solution, ensuring we make the right investment at the right time.

Our investment decisions are data-driven, ensuring we only pursue projects that are necessary and will have a meaningful impact. We avoid premature or excessive spending, focusing on essential upgrades that align with local growth, demand and the need for a resilient network.

Centralines supports New Zealand's climate goals by reducing the environmental impact of our operations and facilitating clean energy solutions.

**By accommodating renewable power sources and enhancing energy efficiency, we're working towards a sustainable future that benefits both the community and the environment.**

