



OUR PEOPLE OUR POWER

A roadmap for our future

INTRODUCTION

This is our roadmap for the future. It outlines our priorities and planned activity for 2026 and beyond, within the context of our Regulatory Asset Management Plan (RAMP).

It highlights what we are focusing on, including the key themes, investments, and initiatives underway - and how these support the reliability, resilience, and ongoing development of the electricity network of Central Hawke's Bay.

While the full RAMP sets out detailed planning and investment across a 10-year horizon, this document is intended to provide a clear snapshot of current focus and near-term delivery.

RAMP GUIDE

Contents



SECTION 1

OUR CUSTOMER FOCUS

Centralines is committed to being more than an electricity provider, we are a trusted partner in Central Hawke's Bay, focused on delivering reliable, safe, and affordable electricity services that support everyday life across the district.

Through our Managed Services Agreement with Unison Networks, we combine local ownership with experienced network management and operational support. This model enables Centralines to deliver a consistent, customer-centred service while drawing on regional expertise, established systems, and modern network technology to meet the needs of households, businesses, and community facilities.

Our approach is grounded in serving our customers with care and purpose. We focus on outcomes that matter most to our community — dependable service, clear communication, and a network that is well-maintained and ready for the future.

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PURPOSE

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



VISION

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



SUPPORTING CENTRAL HAWKE'S BAY THROUGH A PROVEN PARTNERSHIP

Our Managed Services Agreement with Unison continues to underpin the safe, reliable, and resilient electricity services our community depends on. For over 20 years this partnership has delivered strong operational performance and improved efficiency across the Centralines network.

Unison operates a 24/7 network control room in Hastings, overseeing both the Unison and Centralines networks. This round-the-clock monitoring and response ensures faults are identified quickly, crews are dispatched efficiently, and customers experience fewer and shorter outages.

By accessing Unison's specialist expertise, advanced systems, and modern network management tools, Centralines is able to provide a level of service and capability that would be difficult and costly to build for ourselves. This includes access to technology, asset management systems, and operational processes used across a larger regional network.

With aligned values and a shared commitment to the community, Unison and Centralines continue working together to ensure a secure, future-ready electricity network for Central Hawke's Bay.

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LISTENING TO OUR COMMUNITIES

We value hearing directly from the people we serve. The comments below reflect a range of views and experiences shared by our community, from what's working well to ideas about how we can continue to improve. They help us better understand local expectations and highlight what matters most to Central Hawke's Bay now and into the future.

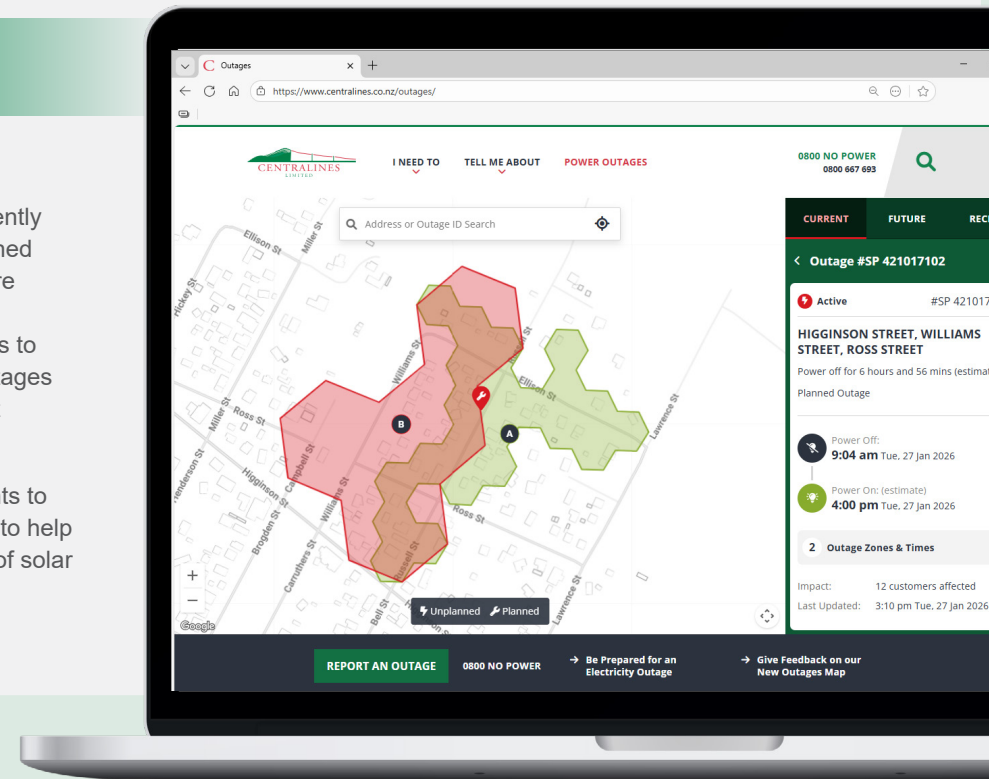
We listen closely to what people tell us, whether it's through surveys, community events, or everyday conversations, so we can shape our services to meet their needs now and in the future. We know that reliability, affordability, and clear communication matter most.



OUTAGE VISIBILITY

One area we have improved recently is visibility of planned and unplanned outages on our website with a more accurate map, which now includes the ability to search for your address to help with planning for scheduled outages and find up to date information about live outages.

Up next we're working on improvements to the visibility of our low voltage network to help with decision making and the adoption of solar and battery solutions.



A lease to buy scheme for energy saving products or energy generation would be awesome.

Keep up the good work people.

Great response to power outages.

With growth in our community we need to ensure we can harvest energy from multiple sources to ensure supply.

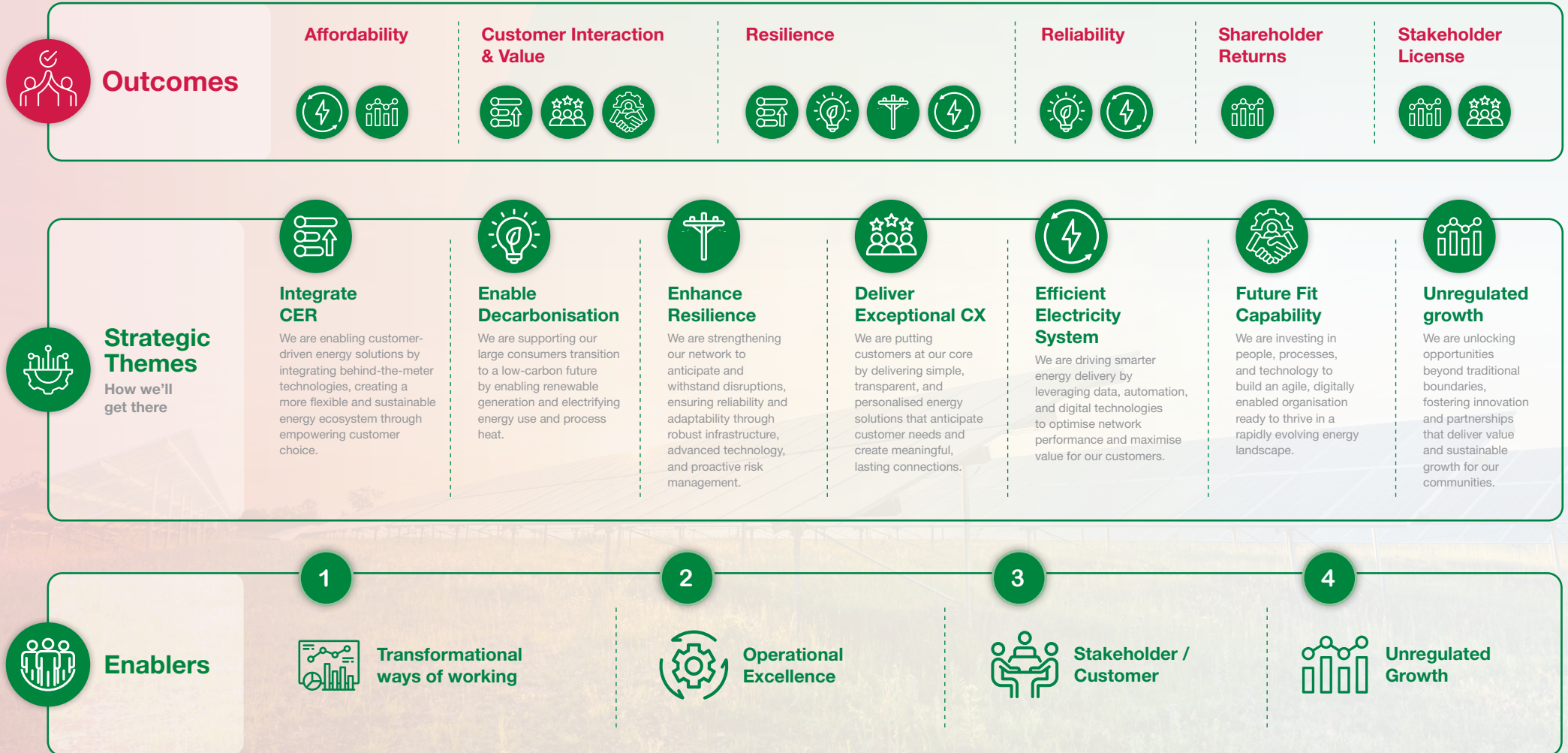
Investments in renewable sources is paramount to achieving this, allowing customers to contribute by exporting their own excess solar energy back to the grid is a cost effective way to do this.

Capping it at 5 kW per hour as that is all the systems can deal with is a huge loss to the community. Generating so much wasted energy isn't conducive to the future.

Quotes taken from Centralines Customer Community Survey 2025

OUR STRATEGY

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



OUR CUSTOMER FOCUS

SECTION 2

WHAT'S HAPPENING WITH YOUR ELECTRICITY?

We are focused on keeping our electricity network reliable and ready for the challenges ahead. Working alongside Unison, we are strengthening the network so it can better cope with extreme weather, natural hazards, and the growing reliance our community has on electricity.

We are improving how we monitor and manage the network, including gaining better visibility of the low-voltage network. This allows us to detect potential issues earlier and take action sooner, which helps minimise disruption and restore power more quickly when faults occur. We are also using advanced weather and Earth Sciences New Zealand modelling to better understand how storms, flooding, earthquakes, and future climate risks could affect different parts of Central Hawke's Bay.

Emergency preparedness is a key priority. Together with Civil Defence, we are planning for major events so electricity can be restored as safely and quickly as possible when communities are most affected.

BALANCING THE ENERGY TRILEMMA:

Healthy energy systems rely on balancing Security, Equity and Sustainability

Managing trees near power lines remains one of the most effective ways we prevent outages. Our more targeted approach to vegetation management focuses on identifying high-risk areas, reducing faults before they happen, and improving safety for both customers and contractors.

Through these combined efforts, we are building a network that is more resilient, more responsive, and better prepared to support Central Hawke's Bay now and into the future.



BRIGHT FUTURE WITH ONGAONGA SOLAR POWER

In partnership with Lodestone Energy, we are developing a 35-hectare solar farm in Ongaonga to boost local energy resilience and sustainability in Central Hawke's Bay. The farm will generate around 49.6 GWh of renewable electricity annually, enough to power approximately 7,000 kiwi homes a year.



CONSTRUCTION:

Planned to start in 2026, with completion expected in 12 months.



STRATEGIC IMPACT:

Supports the Government's goal to double renewable energy generation by 2035 and strengthens regional sustainability.



COMMUNITY BENEFITS:

- Improved energy security and reduced reliance on remote supply.
- Potential for more competitive electricity pricing.
- Up to 80 local jobs during construction, including ~30 high-skilled roles.



CONNECTION:

Directly linked to Centralines' network via a new Ruataniwha 33kV switchroom near Transpower's Waipawa grid exit point.



OWNERSHIP:

Jointly owned and operated by Centralines and Lodestone Energy, delivering value back to the community through the Central Hawke's Bay Consumers Power Trust.



Lodestone

WHO IS LODESTONE ENERGY?

Lodestone is a New Zealand energy company developing right-sized solar farms in communities around Aotearoa. The renewable electricity generated by its farms is strengthening regional energy resilience and enabling its customers access to lower-cost, clean energy.

SOLAR SETTINGS & STANDARDS

We are making changes to better support customers using solar, while ensuring the network remains safe and reliable for everyone. These updates will help many solar customers export more of the electricity they generate, make better use of their investment, and support the growing use of renewable energy across Central Hawke's Bay.

As more customers install rooftop solar, we are updating how solar exports are managed, making it easier for many customers to export more electricity back into the network without needing additional approvals.

Alongside this, the Government is updating national voltage limits to better support modern electricity use, including increased solar generation and electric vehicle charging. The allowable voltage range is being expanded from 230V $\pm 6\%$ to 230V $\pm 10\%$, giving the network greater flexibility and reducing the likelihood of solar systems needing to limit their output during high-generation periods.

We are updating our standards and operating settings to align with these national changes. In some cases, solar inverter settings may need to be updated by a qualified installer or electrician for customers to fully benefit from the new voltage and export settings.

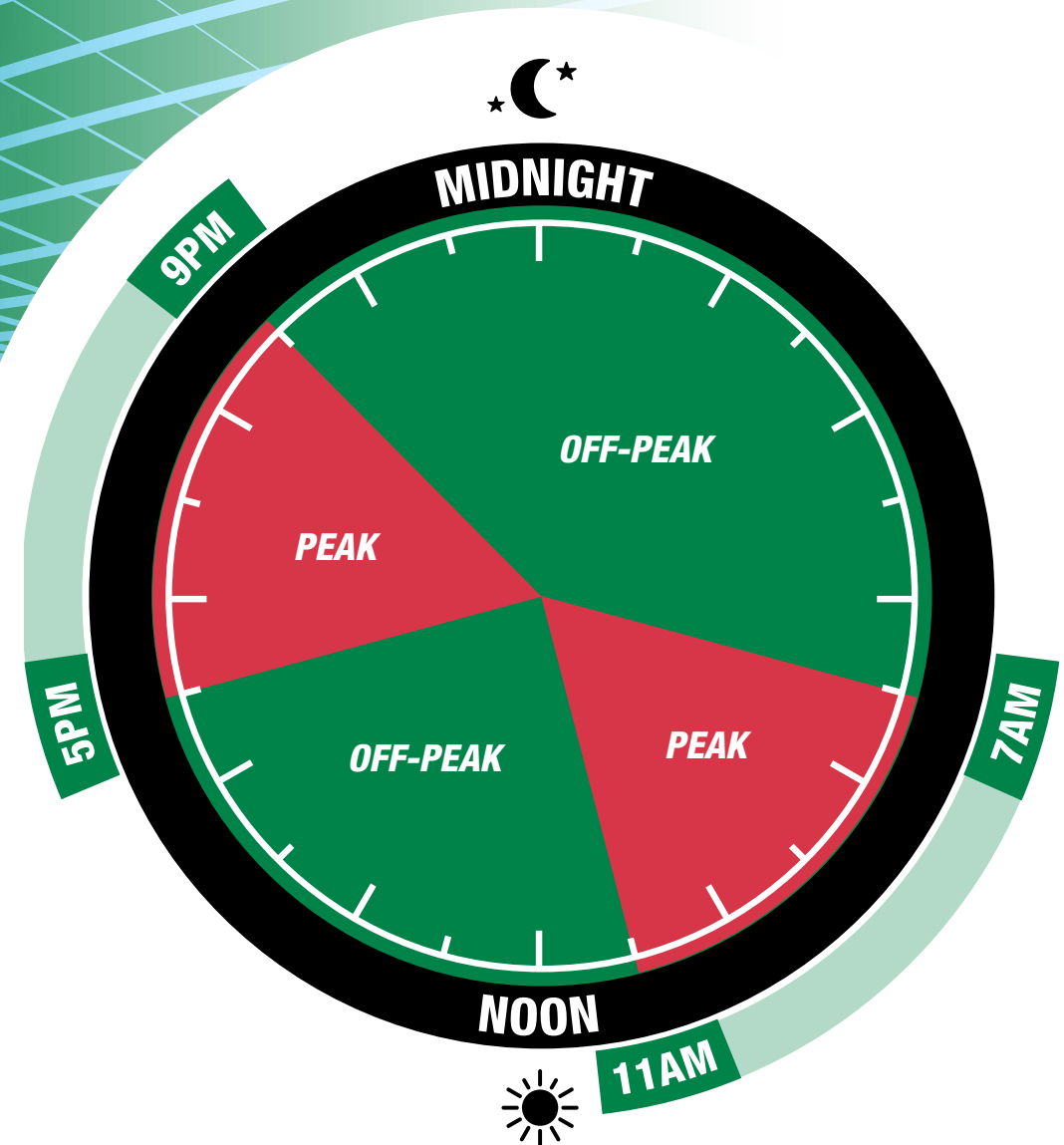
Together, these changes support increased solar uptake, help customers get more value from their solar systems, and ensure the electricity network continues to operate safely and reliably as energy use evolves.



TIME OF USE PRICING

This year the Electricity Authority is introducing changes to encourage electricity to be used more efficiently, especially during busy times when demand on the network is highest. The aim is to better match electricity prices to when electricity is used, rather than relying only on flat pricing.

From 1 April 2026, customers with a smart meter will move to time of use network pricing. This means electricity costs more at peak times and less at off-peak times, helping reduce pressure on the network and giving customers more choice about when they use power. Retailers will begin offering time of use electricity plans from mid-2026.



SECTION 3

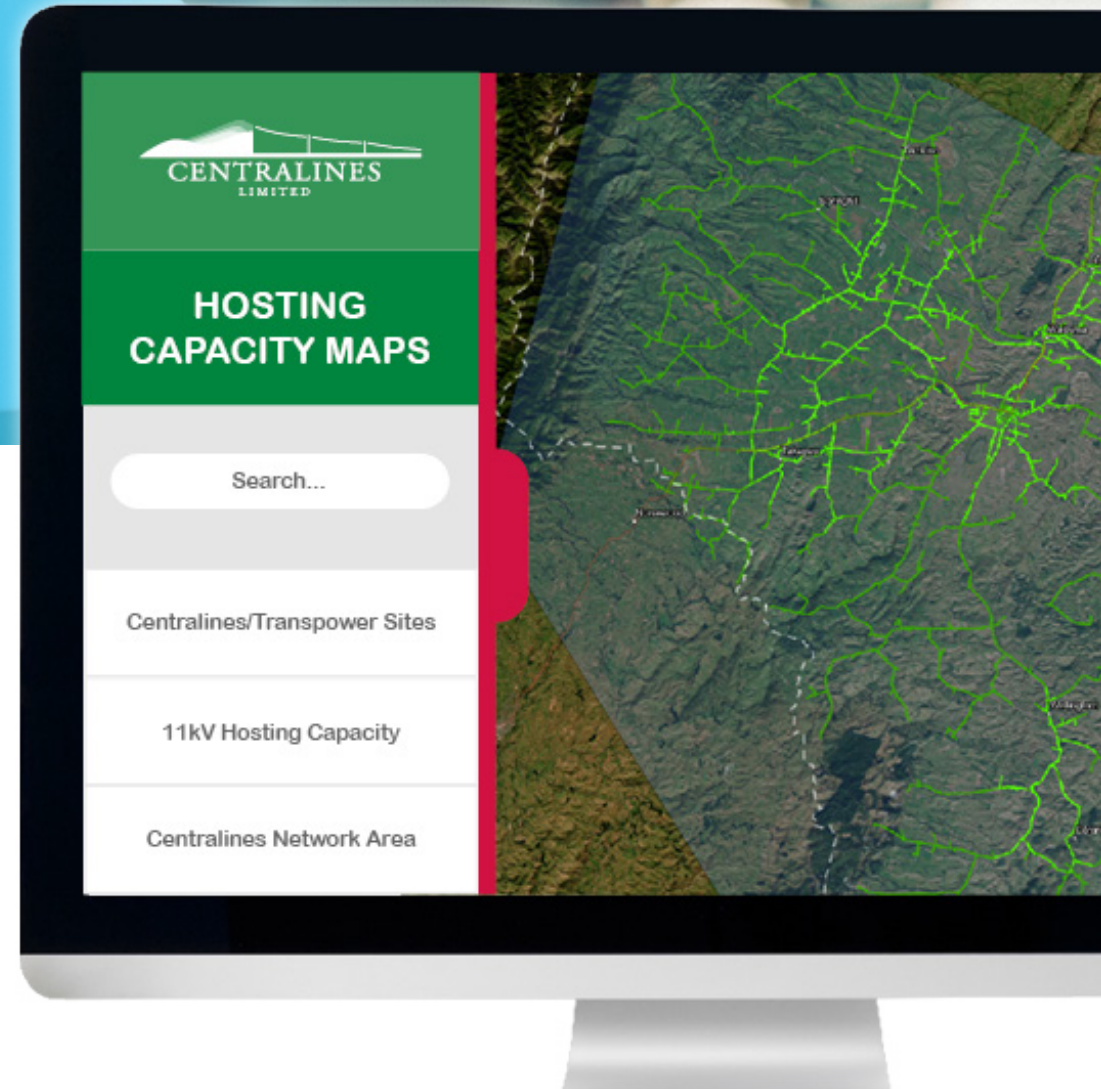
LEADING THE CHARGE TO ELECTRIFICATION

Working with Unison, we are improving visibility across the low-voltage network so we have a clearer understanding of how it is performing and where additional generation or load can be connected. Better data helps customers and installers plan with greater confidence and reduces uncertainty when new connections are proposed.

We are also moving toward faster and more streamlined connection processes. By using smart-meter information and improved network insights, we can reduce manual steps and provide clearer, earlier guidance, helping customers connect new technologies more efficiently and avoid unnecessary delays.

At the same time, through our relationship with Unison, Centralines benefits from proven approaches and sector knowledge used across the New Zealand electricity industry. Options such as flexible export arrangements and managed charging solutions help make better use of existing infrastructure, supporting electrification while reducing or deferring the need for costly upgrades.

Together, these improvements help customers connect more easily, support the growth of low-carbon technologies, and ensure the Centralines network continues to meet changing energy needs in a practical and sustainable way.



What is the low-voltage network?

It's the part of the electricity network that delivers power directly to homes and businesses. LV lines are closest to customers, so understanding how they're performing helps us allow solar connections, batteries, and EV chargers more easily.

CONDUCTOR CONDITION RECOGNITION (CCR)

CCR helps us understand the true condition of power lines by using detailed imaging and analysis to identify wear, corrosion, or emerging risks. Instead of replacing lines based on age alone, CCR helps us renew assets only when evidence shows it's needed. This avoids unnecessary work, reduces long-term costs, and ensures investment is focused where it delivers the most value.

100%
OF COPPER
NETWORK
INSPECTED

\$600k

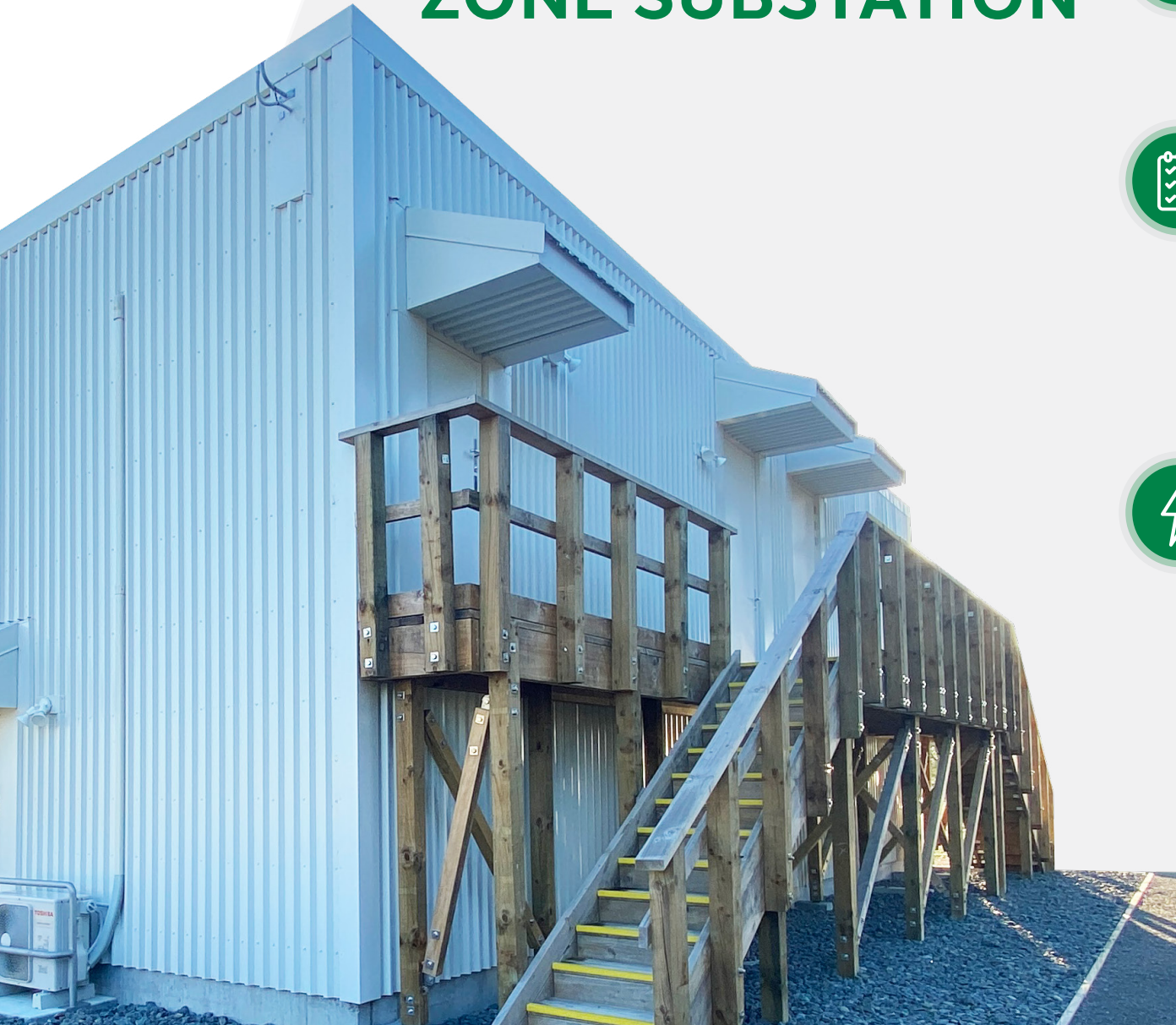
SAVED

— FROM DEFERRAL OF —
TIME-BASED REPLACEMENT TO
CONDITION BASE REPLACEMENT

This programme improves efficiency and reduces maintenance costs. In the years ahead we'll continue flying over the rest of the network, assessing its condition and targeting our maintenance to where it is needed most.



RUATANIWHA ZONE SUBSTATION



BUILDING A STRONGER FUTURE

We're making great progress on the Ruataniwha Project. This new substation project is a key part of strengthening Central Hawke's Bay's electricity network. Most of the heavy lifting is done, and we're on track to switch on in mid-2026.



WHAT'S BEEN ACHIEVED SO FAR?

CIVIL WORKS COMPLETE: All foundations and site infrastructure are finished. Electrical installation done: The new 33kV switchgear is in place, cables laid and connected, and overhead lines moved to new poles.

SAFETY AND CONTROL READY: Control and protection panels are installed and awaiting final integration.

WORKING WITH TRANSPOWER: Their incoming cables are installed, with final terminations scheduled for February.



WHAT'S NEXT?

Commissioning is underway, with testing and verification happening now to ensure everything runs smoothly. Once complete, the new switchroom will go live in mid-2026, delivering a more reliable and resilient power supply for our community.

DID YOU KNOW?

The Ruataniwha Project isn't just about today – it's future-ready. It's designed to support growth in Central Hawke's Bay and will connect the new Ongaonga Solar Farm to the network, bringing more renewable energy into our region.

RESPONSIBLE INVESTMENT FOR AN ENERGISED FUTURE

10-YEAR DISTRICT
GROWTH

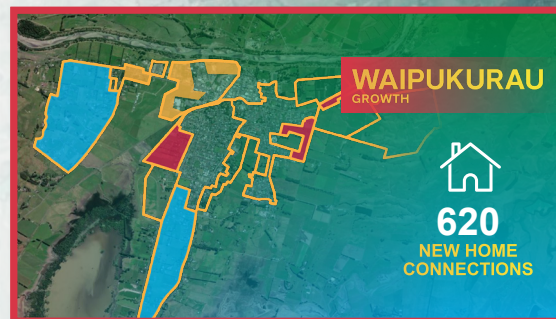


2000

NEW HOME CONNECTIONS

PLANNING FOR THE NEXT 10 YEARS: GROWTH AND CHANGE FOR CENTRAL HAWKE'S BAY

Our planning is informed by local council growth plans and development strategies, as well as national and global trends such as decarbonisation, electrification, electric vehicle adoption, and increased solar generation. Together, these insights help us prepare for future growth and rising demand across the district.



● Residential ● Rural Residential ● Industrial

DATA SOURCES:

LOCAL COUNCILS	• DISTRICT PLANS • FUTURE DEVELOPMENT STRATEGIES
MACRO TRENDS	• DECARBONISATION • SOLAR • ELECTRIFICATION • EVs
CUSTOMERS	• NEW CONNECTIONS/ALTERATION ENQUIRIES • INDUSTRIAL CONNECTION/ALTERATION ENQUIRIES • CUSTOMER ENGAGEMENT

OUR APPROACH TO INVESTMENT PLANNING FOR THE NEXT DECADE



Our long-term investment strategy follows a ten-year planning framework, supported by Unison’s accredited asset-management system. This approach ensures that all decisions are transparent, evidence-driven, and meet the standards set by our stakeholders.

We employ structured planning tools—such as the Asset Renewal Plan and Network Development Plan—to carefully balance cost, risk, performance, and resilience. These tools enable us to invest consistently and strategically in growing regions, avoiding sudden or excessive spending increases.

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Following a significant period of network investment, our focus has now shifted towards prioritising essential works. This renewed emphasis on efficiency means concentrating resources on critical projects that maintain and enhance system reliability, rather than expanding scope.

By dedicating ourselves to these core activities, we aim to optimise performance and ensure sustainable service delivery while managing costs effectively.

