



# Pricing Guide

Our **Purpose** is to  
power a cleaner  
and brighter future  
for our community

## About Orion

Orion owns and operates the electricity distribution network that provides power to central Canterbury. As the third largest electricity distribution network in New Zealand, we cover remote rural areas, regional towns and the city of Christchurch.

Our network extends over 8,000 square kilometres across central Canterbury from the Waimakariri River in the north to the Rakaia River in the south. We deliver electricity to more than 215,700 homes and businesses.

Our shareholders are:

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

Further information about Orion is available on our website [www.oriongroup.co.nz](http://www.oriongroup.co.nz)

### Network summary as at 1 April 2022

<b>Number of customer connections</b>	<b>215,700</b>
<b>Network maximum demand (MW)</b>	<b>721</b>
<b>Electricity delivered (annual GWh)</b>	<b>3,416</b>
<b>Value of network assets</b>	<b>\$1.3b</b>

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## It's my pleasure to introduce Orion's latest network pricing guide.

**We produce this guide to explain our pricing approach and to provide a comparison between Orion and other electricity distributors in New Zealand. As a purpose-led Group our aspiration is to accelerate Aotearoa New Zealand's transition to a low-carbon, affordable, equitable economy. To ensure we deliver on our Purpose and ensure the essential service we provide is in the best interests of our community we seek to find a balance between security of supply, affordability, and sustainability.**

This guide details how we determine Orion's prices for delivering electricity via our network – both our prices to distribute electricity within our region and Transpower's prices to transmit electricity to our region. It does not discuss the prices of other industry participants such as generators, retailers or metering providers.

In the interest of providing an easy to understand overview of Orion's pricing approach, some technicalities are not included in this guide, however full details can be found on our website

[www.oriongroup.co.nz/corporate/corporate-publications/pricing-guides-and-information](http://www.oriongroup.co.nz/corporate/corporate-publications/pricing-guides-and-information)

I hope you find this guide useful and welcome any feedback you may have on it, or any other aspect of Orion's performance. Please call us on 0800 363 9898 or email [info@oriongroup.co.nz](mailto:info@oriongroup.co.nz)

A handwritten signature in blue ink, appearing to read 'Nigel Barbour'. The signature is fluid and cursive.

**Nigel Barbour**

*Orion Group Chief Executive*

## Pricing principles

Our pricing approach is based on some key principles:

- 1. Delivering on our Purpose** – our pricing supports Orion to deliver on its purpose by:
  - **Encouraging reduction in carbon emissions** – the structure of our prices can facilitate the community's transition of its transport fleet to electric vehicles which has a significant role in helping New Zealand achieve its decarbonisation goals.
  - **Seeking to support vulnerable customers** – we recognise some customers struggle to pay their power bills and we will continue to explore ways we can mitigate the impact price changes have on those who experience energy hardship.
- 2. Actual costs** – our pricing structure reflects the actual cost of delivering electricity across our network. This enables us to pass on savings to customers who use less of our service and who therefore contribute less to the cost of providing that service. Importantly, it also helps customers make informed choices about electricity and alternative energy sources, such as gas and solar.
- 3. Shared network efficiencies** – all our customers share the network. As the network grows, operating efficiencies are gained through scale and the diversity of range of electrical loads. Our aim is to ensure all customers share the cost benefits of these efficiencies.
- 4. Simple, stable approach** – we provide simple 'pricing signals' to help customers use electricity efficiently, and to assist in evaluating the merits of investing in new electrical equipment or replacement appliances. We aim to offer stable prices to give customers confidence that cost advantages will remain.
- 5. Appropriate rate of return** – we aim to make a rate of return that is appropriate for our business as determined by the Commerce Commission.
- 6. Regulatory considerations** – the range of regulations we operate under in relation to our pricing:
  - a. The regulated price-quality path under which Orion operates has been updated and reset by the Commerce Commission to apply for the five year period beginning 1 April 2020. The Commerce Commission sets the price path to reflect our long-term economic costs, ensuring we have appropriate incentives to invest and maintain our network in the long-term interests of consumers. Among other things, the updated price-quality path takes account of the current low-interest environment in which we are operating
  - b. The Low Fixed Charge regulations that require us to provide pricing options with low fixed charges for residential customers. These regulations are being phased out over five years from 1 April 2022 and the immediate impact on our prices is discussed further in the section on residential and small business pricing
  - c. The distribution pricing principles and associated practice note, published by the Electricity Authority in 2019 and refreshed in December last year, which set out clear expectations for efficient distribution prices
  - d. Where distributed generation brings benefits, we pass those benefits back to the distributed generation customer

Our full pricing principles and objectives can be found in our pricing methodology document available on our website [www.oriongroup.co.nz/corporate/corporate-publications/pricing-guides-and-information](http://www.oriongroup.co.nz/corporate/corporate-publications/pricing-guides-and-information)

Connetics team laying a new 66kV cable to power growth in the north of Christchurch.



## The electricity industry

The process of getting electricity from the source of generation to you, the customer, usually involves four key stages:

### Generation

Generators produce electricity. Almost all electricity in New Zealand, generated for retail purposes, is sold into the wholesale electricity market for supply to electricity retailers. Several private and semi government-owned companies generate electricity in this country – they include Contact Energy, Genesis Energy, Meridian Energy, Mercury, Todd Energy and Trustpower. Most are also electricity retailers. Increasingly customers are generating some of their own electricity, in particular by installing solar panels.



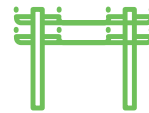
### Transmission

Transpower is the state-owned enterprise responsible for transmitting the electricity produced by generators. It operates the national grid of high-voltage power lines and tall pylons that connect to the power stations and send electricity around the country.



### Distribution

Also known as lines companies or network companies, distributors own the lower voltage power lines and distribution networks in local areas. These networks provide interconnection for customers with generation and connect to the national grid to deliver power to industries, businesses and homes. Orion is one of 29 electricity distributors in New Zealand.



### Retailing

Sometimes referred to as power companies, electricity retailers purchase electricity from the wholesale market to sell to residential, industrial and business customers. They also typically provide or arrange for metering, billing, payment processing and customer service.

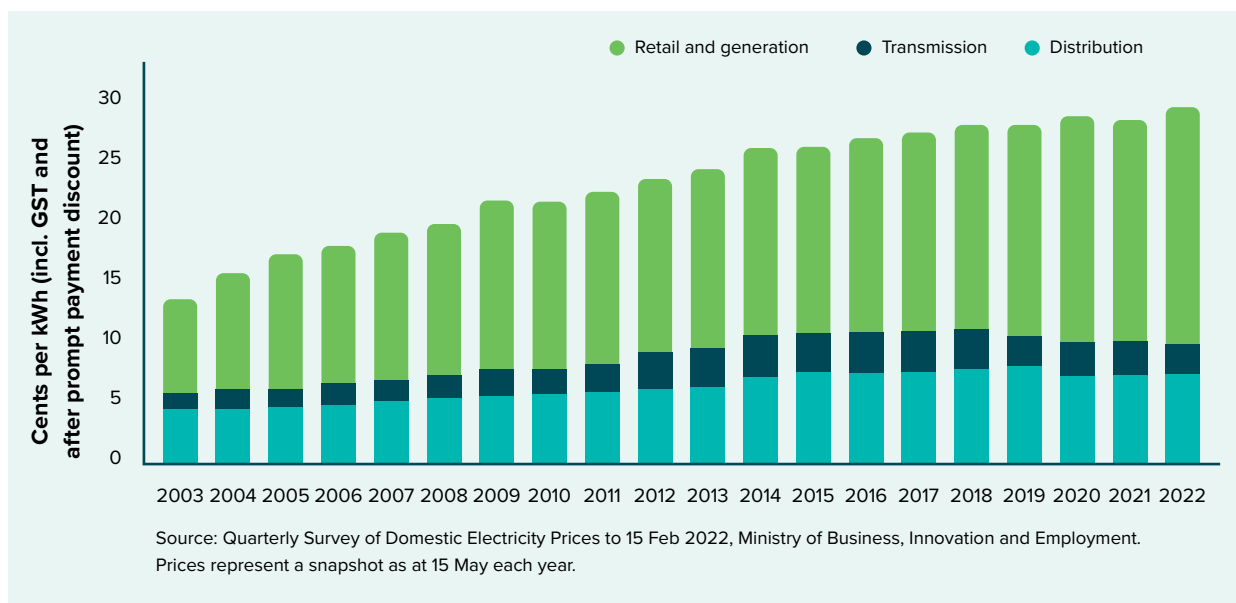


The electricity bill you receive from your retailer therefore covers the cost of generating, transmitting, and distributing the electricity, and retailing services, including metering costs.

Orion's delivery charges, which include only the costs of transmitting and distributing electricity, account for around 34 per cent of the average household electricity bill.

The graph below outlines the changes in the residential electricity price since 2000.

### Breakdown of the residential electricity price for an average Orion household



## Our pricing approach

Orion's objective is to balance price levels with providing our community with the reliability and resilience of electricity supply it requires for the specific conditions we face in Canterbury.

Like roads, electricity networks have limited capacity and Orion's 'rush hour' typically occurs on very cold winter mornings and evenings. Our priority is to ensure a network that can sustain these peaks in demand, even though they are typically only for short periods of time.

One option is to increase the network's capacity – much like making the roads bigger to handle an increased volume of traffic. This is, however, expensive and would require increases in our charges to cover the cost involved in expansion.

Another option is to actively promote mechanisms such as ripple control whereby congestion on the network can be alleviated during periods of high or 'peak' electrical demand by shifting some consumption to an off-peak period.

We use 'price signals', charging higher prices during periods of high electricity demand and lower prices during low demand periods, to support and reward customers managing their use in this way.

Ways in which customers do this include:

- Having their hot water cylinders peak load controlled, which means it can be switched off and on by us
- Heating their hot water only at night
- Investing in more efficient forms of heating such as heat pumps, which produce much more heat output for the same electrical input

### Peak and off-peak pricing

Determining how much extra to charge customers during periods of high electricity demand is complicated. Some parts of our network cost more than others, and different parts are used to deliver electricity to each of our more than 215,700 individual customer connections. Individual customer pricing is simply not feasible for all of these connections.

To recognise the key differences in the usage and cost of our network, we separate customer connections into various pricing categories:

- **General (residential and small business) connections** – where maximum electricity use is in winter
- **Major customer connections** – businesses that are large electricity consumers
- **Irrigation connections** – for farms with significant irrigation requirements
- **Street lighting<sup>1</sup> connections** – for private and publicly owned dedicated lighting connections supplied from Orion's separate lighting network
- **Large capacity<sup>1</sup> connections** – for very large businesses that consume a significant amount of electricity and for which Orion negotiates an individual price due to their size and impact on the local network

<sup>1</sup> Street lighting and large capacity connections relate to only a few customers so are not discussed further in this guide.

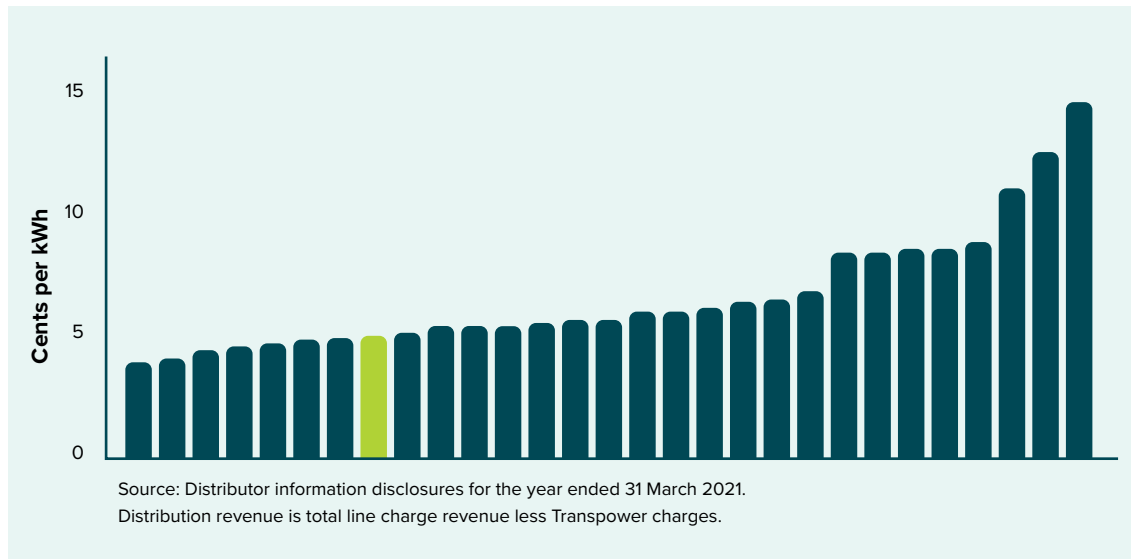


## How do Orion's prices compare with others?

It is difficult to make meaningful comparisons between the prices of the various New Zealand electricity distributors, as they each have different cost structures and use different pricing approaches.

One of the best price indicators available is sourced from Information Disclosure. The Commerce Commission requires all electricity distributors to publish information each year detailing their performance, and they provide analysis of this information to indicate how distributors are performing both individually over time and compared to each other. The following graph shows how our pricing compares favourably with other New Zealand Electricity Distribution Businesses (EDBs). The green bar is Orion.

### New Zealand Electricity Distribution Business revenue – cents per kWh



Growth in subdivisions such as this one in Rolleston are powering record growth in Orion's customer numbers.



## Residential and small business pricing

Orion does not charge each home or business on the network individually. Instead, we charge retailers operating in our region on a wholesale basis for the total electricity used by all of their residential and small business customers.

The majority of our charges to retailers are based on the amount of electricity entering our network, primarily from Transpower's national transmission grid. These amounts are recorded every half-hour and this allows us to identify times of heavy loading and to charge appropriately.

Our pricing structure for residential and small business connections has three main components:

- **Fixed daily charge** – this is applied to the number of days each connection is 'energised' during the month. To the extent possible under current regulation this component reflects the need to recover the basic costs of providing services, irrespective of consumption, as more customers embrace new technologies such as solar, batteries and electric vehicles.
- **Peak charge** – this is based on the contribution to periods of highest load on our network, called 'peak periods'. The peak price reflects our cost to build and reinforce our network to meet peak demand and provide surety of supply. Peak periods occur on the coldest weekday mornings and evenings, generally for about 100 hours each winter. Orion provides signals to retailers at the beginning and end of each peak period, providing the opportunity for them to encourage customers to turn off non-essential appliances and other electrical equipment in order to avoid the higher prices charged when the network is heavily loaded. Each residential customer contributes on average 2kW to 3kW to this charge.
- **Volume charge** – volume prices apply to the amount of electricity used, but at two different rates depending on when usage occurs. The weekday price is set at a higher level to ensure that all subgroups within this category contribute equitably toward this cost (noting that some subgroups only contribute to volumes within this working weekday period). Also, the nights and weekend price is set at a lower level to avoid distorting the incentive provided by the peak price component (that is, to avoid discouraging electricity usage at night).

The table below outlines our delivery prices for the pricing components above.

### Orion's general connection delivery prices as at 1 April 2022 (excluding GST)

<b>Fixed daily charge</b>	30.00 cents/connection/day
<b>Peak charge</b>	36.60 cents/kW <sup>2</sup> /day
<b>Volume charge</b>	
Weekdays (7am to 9pm)	5.946 cents/kWh <sup>3</sup>
Nights and weekends	1.844 cents/kWh

<sup>2</sup> The kilowatt (kW) is a measure of the rate of energy consumption, showing how fast electricity is being used at a particular time.

<sup>3</sup> The kilowatt-hour (kWh) is a unit of energy equivalent to one kilowatt of power expended for one hour of time. This is the normal measure of energy shown on most electricity accounts.

## Residential and small business pricing continued

### Retail pricing options and plans

As noted above, Orion's charge for delivery (distribution and transmission) of electricity within the region is just one of the many costs that retailers factor into the price they charge customers. Their other costs are:

- the cost of purchasing electricity from the wholesale market
- customer metering – to provide and maintain meters, read and process readings
- the retailer's own costs to produce each electricity bill, process money received and communicate with customers

Retailers look at all of these costs, including Orion's delivery charges to them, and then 'repackage' them into various pricing plans for their residential and small business customers.

Four common pricing plans are shown in the following table which also shows an indicative range of retail prices for each:

Plan	Description	Indicative retail price range (cents per kWh)
'Economy' or 'Inclusive' or 'Composite'	A lower price for all electricity used, taking into account that the customer's water heater is generally switched off during peak periods.	<b>25 to 32</b>
'Day/night'	Day and night usage is separately measured. Night usage has a lower price. Customers who can move their usage to night periods can save on these plans (for example, heating water cylinders at night, using night-store space heaters, and even starting the dishwasher after 9pm).	<b>Day: 31 to 35</b> <b>Night: 13 to 20</b>
'Day/night and weekend' or 'Peak and Off Peak'	Night and weekend usage has a lower price than weekday day usage. Customers who can move their usage to night periods or weekends can save on these plans.	<b>Weekday day: 31 to 35</b> <b>Night and weekend: 13 to 24</b>
'Anytime and night'	This plan measures dedicated night usage (generally only water heating and night-store space heating) on a separate meter, providing a different way to reward this off-peak usage with a lower price. Electricity usage at all other times is measured with an anytime meter.	<b>Anytime: 28 to 34</b> <b>Night: 13 to 20</b>

Prices are sourced from Powerswitch website and are shown GST inclusive and after prompt payment discount. Retailer fixed charges are not shown. Indicative prices reflect a typical customer on a low user pricing plan.

For detailed information about retail pricing, please contact your electricity retailer. To help find out the retail pricing plan that is the cheapest for your home we recommend you visit the PowerSwitch website [www.powerswitch.org.nz](http://www.powerswitch.org.nz)

## Residential and small business pricing continued

### Low fixed charge regulations are being phased out

In December 2021 the Government announced the phasing out of the electricity low fixed charge tariff option over five years from 1 April 2022. The Government decision was in response to a recommendation from the 2019 Electricity Price Review which identified larger households with higher electricity usage were paying more than their fair share for electricity compared with smaller households. Of particular concern was the unintended consequence of the regulations which led to low income households in older homes with high electricity usage effectively subsidising well-off couples living in modern insulated homes with energy efficient appliances.

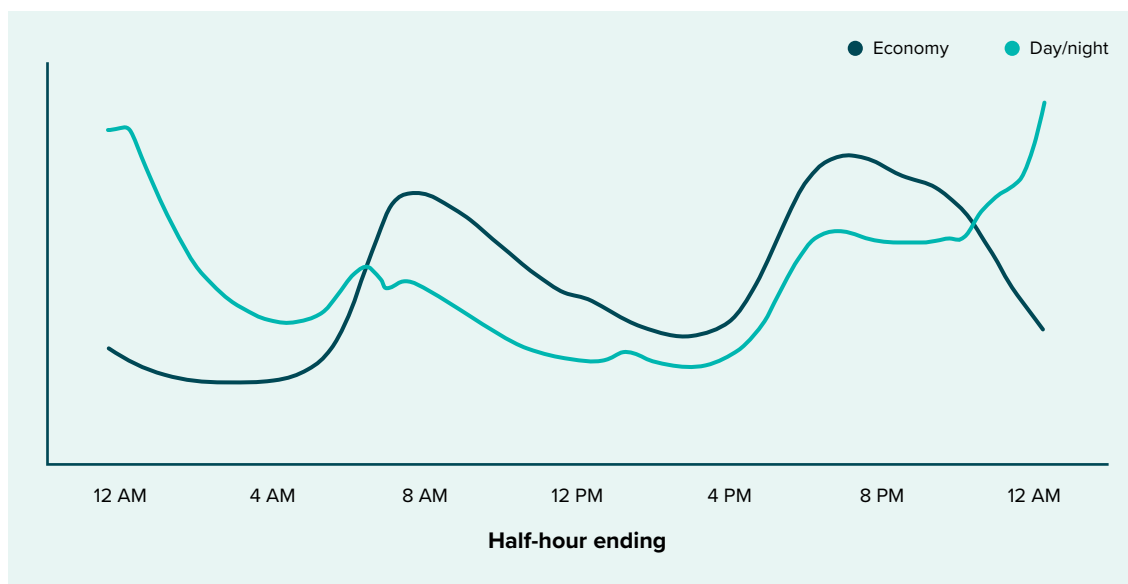
It was widely accepted that the regulations had resulted in inefficient price signals for residential customers. Many of the costs associated with operating an electricity distribution network are fixed and are not related to the amount of electricity consumed. The review found that continuing with high volume-based pricing would result in vulnerable customers paying more in the longer term, as less deprived customers respond with energy efficient appliances, insulation and photovoltaic generation, and prices are adjusted to meet distributor revenue requirements.

The removal of the regulations is expected to bring about lower volume-based prices, encouraging higher electricity consumption at a lower average cost to the consumer. This will benefit larger households who will be more able to enjoy warmer healthier homes. It is also expected to encourage the uptake of electric vehicles.

The removal of the low fixed charge regulations are expected to lower electricity delivery charges for residential consumers on standard retail plans e.g. those using more than 9,000 kWh per annum, however, low users, particularly those using less than 4,000 kWh per annum, could see a moderate increase as the cross-subsidy is gradually removed. The impact on charges will vary based on both the amount of electricity consumed and the time of day electricity is consumed.

The graph below depicts typical residential daily consumption profiles for single rate 'economy' and two-rate 'day/night' retail pricing plans. The profiles highlight higher night or off-peak usage on the day/night plan compared with the economy plan which has significantly higher usage during the day.

### Residential daily profiles

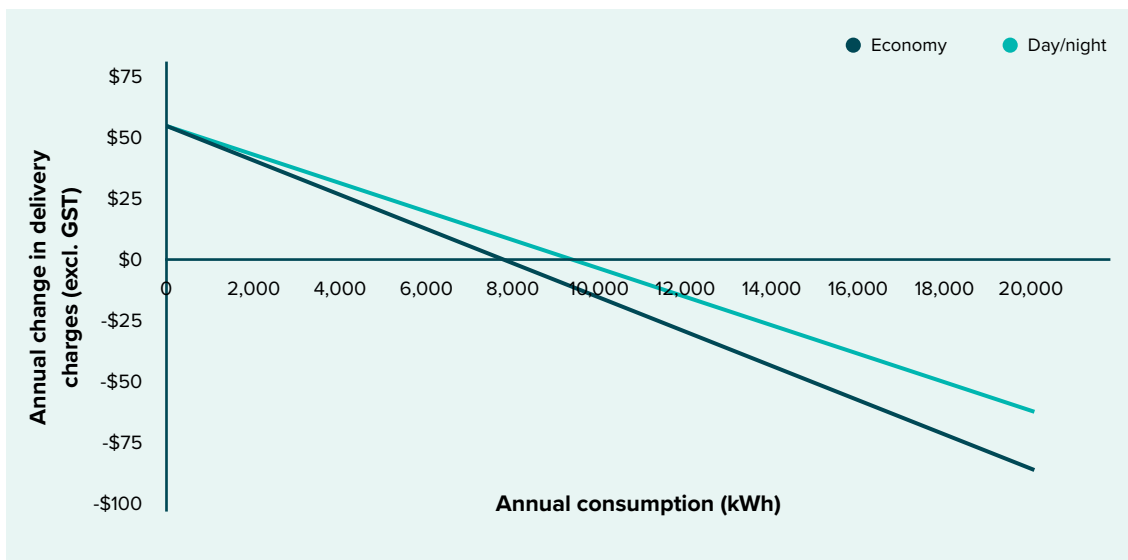


## Residential and small business pricing continued

As part of our 1 April 2022 price changes, Orion is increasing the fixed daily charge for residential consumers from 15 cents per day to 30 cents per day, the maximum permitted under the amended low fixed charge regulations. To off-set this, and remain within our Commerce Commission set revenue cap, we have reduced the revenue we collect from volume-based prices by lowering our weekday day volume price. Reducing the weekday day price and leaving the night and weekend price unchanged effectively reduces the distortionary impact volume pricing has on electricity consumption – customers can more readily use electricity during the day at a lower price.

With higher usage during the day, residential consumers on a single rate 'Economy' retail pricing plan will benefit more from the weekday day volume price reduction than customers on a two-rate 'Day/night' plan. The graph below shows the estimated change in delivery charges by annual consumption for each of these retail pricing plans.

### Estimated impact on delivery charges



The breakeven for the economy plan is estimated to be 7,800 kWh per annum. For day/night plans it is slightly higher at 9,400 kWh per annum.

### Smart metering

More than 98 per cent of all residential and small business customers in the Orion network area now have a smart meter installed.

Retailers can use smart meters to charge different electricity prices at different times of the day or season, encouraging customers to reduce energy consumption at peak network demand times, thereby lowering their electricity bills.

Some retailers are now using the capability of smart meters to provide more detailed consumption information to customers.

The majority of farming throughout the Orion network region is devoted to dairy and arable crops that require large amounts of water to thrive. During the hot, dry summer months the widespread and constant daily use of water by our irrigation customers causes the rural network to become heavily loaded. In comparison, our other customers tend to use more electricity during the winter and the amount they use can vary considerably during the day.



## Irrigation pricing

Orion's rural network is heavily loaded in summer months due to the widespread use of irrigation throughout central Canterbury.

Irrigation load is very different to other electrical loads. While most of our customers use more electricity during winter and the amount they use can vary considerably throughout the day, our rural irrigation customers use the majority of their electricity during summer and the amount they use is more constant throughout the day. During dry, hot months, a point is reached where almost all irrigation load is on at the same time.

With this pattern of electricity usage, irrigation customers uniquely contribute to our costs. Compared to other connections, these customers account for a smaller portion of Transpower's transmission charges and a higher portion of our distribution costs. This is appropriately reflected in our pricing.

There are around 1,050 irrigation connections.

The following pricing components apply for irrigation connections:

- **Capacity charge** – this is generally based on the 'nameplate rating'<sup>4</sup> of irrigator pump motors. This charge reflects the capacity we must provide for irrigation connections, regardless of how much the pump is used in a season.
- **Volume charge** – this is a price for the amount of electricity used and is charged at differing 'cents per kWh' depending on the time of day, matching the approach used for general connections.
- **'Power factor correction' rebate** – we credit the retailer of an irrigation customer with a rebate if the customer installs and maintains a capacitor on their pump motor to improve the 'power factor'<sup>5</sup> of the pump. Poor power factors increase load on the network and can cause areas of low voltage, which affects other customers.
- **'Interruptibility' rebate** – we provide this rebate to the retailers of those irrigation customers who allow us to interrupt their power supply in the event of an emergency. Irrigation customers can generally accept occasional interruptions with no significant impact on their business operations. The rebate is designed to reduce Orion's need to invest in additional and costly back-up systems. In the event of a fault, we can interrupt the supply of electricity to irrigation systems and divert any available power to more essential electrical loads, such as dairy sheds and rural homes.

The table below outlines our delivery prices for the irrigation pricing components above.

### Orion's irrigation connection delivery prices as at 1 April 2022 (excluding GST)

<b>Capacity charge</b> (from 1 October to 31 March only)	43.08 cents/kW/day
<b>Volume charge</b> Weekdays (7am to 9pm) Nights and weekends	5.946 cents/kWh 1.844 cents/kWh
<b>Power factor correction rebate</b> (from 1 October to 31 March only)	(15.90) cents/kVAr/day
<b>Interruptibility rebate</b> (from 1 October to 31 March only)	(3.98) cents/kW/day

<sup>4</sup> Nameplate rating is the output of the pump motor as specified by the manufacturer.

<sup>5</sup> Power factor is a measurement of power efficiency.



## Major customer pricing

Of the more than 215,000 connections on our network, approximately 400 are categorised as major customer connections. While major customers make up only 0.2% of our customers by number, they use almost 25% of the total electricity delivered over our network.

To qualify as a major customer, a business needs to have a maximum demand for electricity of at least 150kVA<sup>6</sup>, compared with the maximum electricity demand of a typical house of about 10kVA.

Major customers generally use only our high voltage network, and they often have transformers and other equipment dedicated to their connection. Major customers often require greater security of supply. We reflect these differences in their prices.

Unlike general connections, where we include volume pricing and charge on a 'cents per kWh' basis, major customer pricing is capacity based and charged on a 'cents per kVA' basis.

The following pricing components apply for major customer connections:

- **Fixed daily charges** – a higher price is applied to the major or primary connection and a lower price for additional connections. The charges are applied to the number of days each connection is 'energised' during the month and contribute towards administrative and non-load related operational costs associated with the network.
- **Control period demand** – this is based on the average demand during periods of highest load on our network, called 'control periods'. The price reflects our cost to build and reinforce our network to meet peak demand and provide surety of supply. Control periods occur on the coldest weekday mornings and evenings, generally for about 60 hours each winter. Orion provides a signal at the beginning and end of each control period, allowing customers the opportunity to reduce electricity usage during these periods, through such means as turning off boilers and freezers and running generators. If a typical major customer responded to Orion's pricing signals by turning off their entire electrical load during control periods, their Orion-related charges for the following year would be reduced by around 40%. Even modest efforts to reduce electrical load during control periods can result in significant savings for major customers.
- **Nominated maximum demand** – this charge reflects the capacity we must provide to meet each connections' highest load and is based on either the customer's contracted (requested) capacity or their historical peak demand.
- **Metered maximum demand** – this charge covers our costs that are not dependent on peak loading levels and is based on the customer's peak load for their own connection during weekdays.
- **Dedicated equipment charges** – this covers the cost of providing additional equipment including transformers, dedicated cabling and metering equipment.

The table below outlines our delivery prices for the major customer pricing components above.

### Orion's major customer delivery prices as at 1 April 2022 (excluding GST)

<b>Control period demand charge</b>	35.47 cents/kVA/day
<b>Nominated maximum demand charge</b>	10.61 cents/kVA/day
<b>Metered maximum demand charge</b>	7.01 cents/kVA/day
<b>Fixed charges</b>	
Major connections	1000 cents/day
Additional connections	500 cents/day
<b>Orion equipment charges</b>	Depends on equipment used

<sup>6</sup> The kilovolt-ampere (kVA) is an alternative measure of the rate of energy consumption which is more accurate for larger commercial loads.

Solar photovoltaic (PV) panels are the most popular form of distributed generation in the home.



## Payment for distributed generation

As well as encouraging customers to use less electricity during peak demand periods, our pricing approach encourages 'distributed generation' within our network.

Distributed generators, located at a home or business, are capable of generating electricity for that home or business use. They may also be capable of putting surplus electricity back into our network.

Solar photovoltaic (PV) panels are the most popular form of distributed generation in the home, while diesel generation is deployed by many larger businesses.

Businesses generating their own electricity and exporting surplus power back into the network when heavily loaded assists Orion in two main ways:

- Adding security to our community's electricity supply
- Delaying the need for us to expand the network capacity by supplying electricity close to where the power is consumed

Orion provides credits for pre-approved reliable distributed generators connected to the network, based on the amount of electricity they provide during periods of high network loading. Orion has a standard set of credit prices for smaller generators, and considers individual credits for larger (more than 750kW) generators.

Not all network companies in New Zealand pay for distributed generation. However, we believe reliable distributed generation should be encouraged as it makes our community's electricity supply more secure.

While we encourage distributed generation, we try to ensure that one group of customers does not subsidise any other group of customers. Consequently, if a distributed generator imposes costs on Orion – for instance, a wind turbine is erected away from our existing network and we need to build new lines to connect the turbine to the network – then we will seek to recover those costs from the customer who owns the generator. This practice ensures that established customers do not cross-subsidise new customers.

Further information on our commercial arrangements for distributed generation can be found on our website [www.oriongroup.co.nz/customers/connecting-your-solar-or-diesel-generation/](http://www.oriongroup.co.nz/customers/connecting-your-solar-or-diesel-generation/)

# Directory

## Board of directors

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Sally Farrier

Bruce Gemmell

Jason McDonald

Mike Sang

## Integrated leadership team

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Orion Group Chief Executive

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GM Energy Futures

David Freeman-Greene  
GM Future Network

Alice van den Hout  
GM Purpose and Performance

Steve Macdonald  
GM Electricity Network

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