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Sent: 9/12/2020 8:06:14 p.m.
To: Feedback Aurora Plan [feedbackauroraplan@comcom.govt.nz]
Subject: Feedback on Aurora investment plan

The following feedback has been received on the Aurora investment plan:

Introduction

Please provide your email address if you want to be kept up to date with our assessment:



Revenue smoothing

Please indicate whether you agree with our draft decision to apply Scenario 1 and describe what you see as the benefits to consumers of this scenario. If you instead prefer Scenario 2, please outline your reasons and describe what you see as the consumer benefits of deferring revenues, even if it means paying an interest cost later.:

Attended Forum in Wanaka November 2020. No detail or indication of line charge increases for commercial and in particular rural users with farm related irrigation systems was presented, and the Commission admitted had done no numbers. Commerce Commission was focused on residential users. They are not large individual consumers of electricity. It needs to focus and apply enforcement rules for all consumers.

Monitoring Aurora's delivery

Would our proposals provide you with enough information to know whether Aurora is delivering its plan and improving its performance? If no, why not and what further or alternative information would you require to achieve this?:

You must condition any agreement with Aurora that they report in complete transparency their costs incurred in up-grading the network, which you must review and independently have reviewed. Aurora have a long established reputation in Central Otago of being untrustworthy and unreliable. Example: Aurora quoted \$40,000 cost to supply wire only, to our new home in Wanaka. Our electrician sourced and supplied locally identical wire for \$14,000. Aurora specified a new transformer twice the 50kw performance of the existing transformer which supplies this and neighbouring property. I have a \$20,000 claim with Aurora relating to non compliant work they undertook. Aurora's response was " they can do what they like under our connection agreement." Aurora failed to comply with Section 73A of the Electricity Regulations i.e. checking phase orientation post 3 phase maintenance work.

Network outages

We are interested in your view of the impacts of setting outage targets at this level, and whether you consider it to be reasonable given the state of Aurora's network.:

The supply reliability and current quality is so poor we have invested in current protection systems and provided our own independent generation system to supply electricity during outages.

Capital spending

Do you think our approach to Aurora's growth projects is the right one, given the current uncertainty with electricity demand in Otago?:

Commerce Commission presented cost increases to the forum as increases for 5 years. It avoided to point out until questioned, that the increases would continue for the life of the assets 40-50 year. Poor representation to a sceptical community. Any agreement with the Commission and Aurora must provide clear transparency across all Aurora services and charges not only to politically appease residential users.

Operating spending

Do you think our assessment of Aurora's operating spending properly accounts for its capabilities and business costs?:

Any agreement with the Commission and Aurora must provide clear transparency across all Aurora services and charges not only to politically appease residential users.

Further comments

Is there anything else you want to bring to the Commission's attention?:

I would be happy to supply further details , and request that you particularly refer to my submission comments relating to Aurora's performance