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**From:** [REDACTED]  
**Sent:** 2/08/2020 2:41:40 p.m.  
**To:** Feedback Aurora Plan [feedbackauroraplan@comcom.govt.nz]  
**Subject:** Electricity delivery

To Whom it May Concern

I am really annoyed with Aurora and have been for a very long time.

1 Your article says that electricity delivery is usually 25% of a household electricity account. Our delivery cost has varied over the last few months - August 53%, July 54%, May 52% and March 49%. This is rather different from your information sheet. To save our electricity use doesn't reduce our account by much at all and, believe me, we are frugal with our use even though we live in the coldest part of New Zealand.

2 I have to question how competent and efficient Aurora are at managing this responsibility that they have taken on to allow it to get to this state of disrepair, and lack of safety for our communities. I am amazed Aurora can now say that they have allowed it to get to this state without any sense of incompetence.

3 Can we get a balance sheet to show what Aurora uses the income they receive for? For example, Dunedin City Council owns Aurora so how much of the income goes to support rates priorities rather than investing in the safe and consistent delivery of electricity to consumers?

4 I am amazed by the perks that Aurora and Delta staff get especially when the business that is in financial difficulties as a result of their own making. What other businesses provide vehicles for staff who work on site and never go anywhere else but their office or yard - vehicles provided at the consumers costs? How can staff use their ute to take children to sport or to tow their boat in the weekend - at consumers costs? The best one yet is when a Delta office employee became seriously ill and was flown to Christchurch, her boyfriend, also a Delta employee, was provided with a private plane flight, a rental car and a motel paid for by Aurora - at consumers costs. I have to wonder what perks we, the consumers, pay for for senior staff if this is what staff down the line get.

It is well past time to have a holistic look at Aurora and decide if it is indeed capable of fulfilling its responsibilities in an efficient, cost effective and safe manner while looking after its consumers.

Yours sincerely  
[REDACTED]

Sent from my Huawei Mobile