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**From:** [REDACTED]  
**Sent:** 3/08/2020 8:30:24 a.m.  
**To:** Feedback Aurora Plan [feedbackauroraplan@comcom.govt.nz]  
**Subject:** Aurora Plan

As a Wanaka resident I am writing in regard to the Aurora plan to increase charges to address the ineptitude of their past delivery of service.

As a wholly owned business of Dunedin City Holdings and the Dunedin City Council the cost of the upgrade should lie with those entities otherwise where is the accountability ? The Consumers in Otago have no alternative lines company because of the monopoly and the Commerce Commission should either demand accountability or take the delivery of service away from Aurora. It is all very well to fine them for poor delivery and upkeep, but we all know that the consumer will bear the cost of that fine through increased charges, so the poorly run business continues as it has, and the owners and Directors get off Scott free.

It is common knowledge that the Dunedin City Council use the Dunedin City Holding companies as a means of delivering dividends, so the Aurora fiasco will mean that they have been delivered the dividends at the expense of the Otago consumers of power.

There certainly is no justice in this, given that the DCC will continue to own and administer Aurora, and as a monopoly it will pass on all charges associated with this plan, to the consumers, and as stated Dunedin City residents will bear the smaller increases.

I would expect the Commerce Commission to certainly make any of the costs to be shared equally across the region, and to investigate all means of removing the control of Aurora from DCC and too a region wide entity which means consumers can be better represented and derive the benefits from any dividends, rather than DCC residents.

Also the DCC and Directors of Aurora, through to the exposure of the fiasco, need to face some form of account, or else nothing improves and these businesses become "protected species" and consumers will continue to pay for poor results and productivity.

I would appreciate a reply to some of the points raised here, so that I may be satisfied that they are being seriously addressed, and that this isn't just another community consultation.

Yours sincerely,  
[REDACTED]  
[REDACTED]