
From: [REDACTED]
Sent: 18/06/2020 3:50:12 p.m.
To: Feedback Aurora Plan [feedbackauroraplan@comcom.govt.nz]
Subject: My views

To whom it may concern.
I respectfully submit the following.

Aurora's CCP Application document will confuse many lay people. The sheer size of it will stop most from attempting to understand it. I feel sure a more compact summary could have been written.
That said, I have come to the following conclusions:

1.3 shows that Aurora has at least taken on board some of the customer comments.

1.3.3 para.62 is very interesting. Here Aurora is pleading for central government to make available money paid in fines to be used for paying costs of improving the network.

THIS SHOULD HAPPEN.

It is utterly ridiculous that the Commerce Commission should fine Aurora knowing full well that the fine money would go to Central Govt. coffers and that the fine would ultimately be paid by the Aurora customers who are the very people who have been let down by Aurora management incompetence over a long period.

It may be that the Commission is simply following protocol but that doesn't make it right.

Further, the commission must take some responsibility in this whole mess.

It is my understanding that one of their roles is to watchdog monopolies like Aurora to ensure they are properly managing their operation. It is very clear to me that the Commission has not done this.

The influence that Aurora's ultimate owner the DCC has had on this situation is well documented, borrowing to pay dividends etc.

A combination of this sort of drain on company liquidity has undoubtedly played a part in Aurora's inability to properly maintain its assets. This is very apparent today when for example we now know that only 3 of 13 zone substations have a backup transformer in the Central area. Not a problem in the Dunedin area it seems.

The folly of this was clearly observed in the town of Clyde recently when 1200 homes and businesses were without power for a full day in mid winter.

Over the years Aurora has not charged the lowest line charges. This might have been some mitigation for the current sorry state of their assets, but in fact they have not been below the middle of the range of charges that I have been able to establish. If other lines network companies have been able to maintain their assets surely Aurora should have been able to also.

This all brings me to the conclusion that none of the responsibility for the current underfunded maintenance situation is the fault of the customers. To expect them to now pay to catch up is unreasonable, immoral and bordering on dishonest.

It has happened. The commerce commission has watched it happen. I believe that now the DCC and probably central Govt. on behalf of the commission should make up the shortfall.

There is no room in post Covid NZ going forward for this sort of incompetence. It must not be allowed to happen again anywhere else.

Sincerely

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