
From: [REDACTED]
Sent: 16/06/2020 2:11:59 p.m.
To: Feedback Aurora Plan [feedbackauroraplan@comcom.govt.nz]
Subject: Re: Subject line: Commission receives Aurora Energy's application to increase prices to fund \$383 million network investment plan

Dear John.

Thank you for your update which is quite disturbing, to say the least. You obviously have far better things to do so I will make this short and sweet.

It would be interesting to know how much Aurora have already spent on improvements and where other cash flows have gone. Linked to that, I would also like to ask how much they have done and how long have they already had to carry out those updates to ensure we, the customer, are getting value for money. I sincerely hope any request for such a serious amounts of dollars, has these issues taken into account before any conclusion. I hope and expect the enquiry to look at the amount of dollars Aurora anticipate withdrawing from the fund rather than spending on improvements, such as dividends being payed when no profits are made and unacceptable wage hikes. This company, it's share holders, CEO and executives, should not be rewarded for its failings. Aurora basically has us, the consumer, over a barrel and if they fail to provide a timely, quality of service, then they should be penalised or someone else brought in to take over. As a customer, I have no other choice but to use their product. I find this totally unacceptable in this day and age of fare trade and competition.

Kind Regards

[REDACTED]

On Tue, 16 Jun 2020 at 9:02 AM, Feedback Aurora Plan <feedbackauroraplan@comcom.govt.nz> wrote:

Dear [REDACTED]

We are writing to inform you that we have received Aurora's application to increase its prices to fund a \$383 million three-year plan to address safety and reliability issues on its electricity lines network. To pay for this investment, Aurora is proposing significant increases to power bills from April 2021.

Undoubtedly, significant investment is needed in Aurora's network. Our role over the coming months is to decide the maximum revenue it should be allowed to recover from its consumers to carry out its plan and over what period.

We are acutely aware of the impact COVID-19 has had on consumers in Dunedin, Central Otago and Queenstown Lakes. As part of our assessment we will consider what options there are to manage price shocks, while ensuring Aurora's investment plans are for the long-term benefit of their consumers.

We have also received a report by independent experts, farrierswier, whose role it was to review Aurora's plan ahead of it being submitted. The report is designed to help us focus our review on the key issues which warrant closer scrutiny.

We will formally consult over the coming months, including holding meetings in Dunedin, Central Otago and Queenstown Lakes after we publish our issues paper in late July. We plan to issue our draft decision before Christmas, with our final decision to be made in March 2021.

In the meantime, we welcome feedback on Aurora's final proposal from consumers and other stakeholders. This can be emailed to feedbackauroraplan@comcom.govt.nz

A copy of Aurora's investment application, the expert's report and background information on the project is available at www.comcom.govt.nz/aurora

Kind regards,

John



John Crawford

Associate Commissioner

Commerce Commission | *Te Komihana Tauhokohoko*
feedbackauroraplan@comcom.govt.nz

www.comcom.govt.nz

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