
From: [REDACTED]
Sent: 19/06/2020 10:03:15 a.m.
To: Feedback Aurora Plan [feedbackauroraplan@comcom.govt.nz]
Subject: Re: Power price increases

Hi [REDACTED]
Thank you for replying to my email.
It's not just about costs.
However, your reply fails to address my concerns about customer service and the fact that Aurora energy need to have a Plan B when the power fails.
A plan to ensure that their customers are not in danger of suffering from hypothermia when they can no longer heat their homes.
After reading articles in the our local Otago newspaper this week, my fears for being in the same position of having no power on freezing mornings, it's bound to happen again, And it is not if this will happen again, but when it will happen.
A power company has access to generators to provide power to a central facility to enable residents to keep warm and have warm food. It's common sense. It's not that hard. It's having sympathy and empathy for people who are freezing.
I expect better from Aurora. They have failed their customers.

Sent from my iPad

> On 19/06/2020, at 9:46 AM, Feedback Aurora Plan <feedbackauroraplan@comcom.govt.nz> wrote:
>
> Hi [REDACTED]
>
> Thanks for getting in touch with us.
>
> Your feedback will be taken into account as part of our assessment of Aurora's investment plan.
>
> How Aurora shares the proposed price increases amongst its pricing regions (Dunedin, Central Otago/Wanaka and Queenstown) is a matter for it and the Electricity Authority. There's some more information on its methodology on pages 28-30 of its proposal document to us here:
> https://comcom.govt.nz/__data/assets/pdf_file/0027/218592/Aurora-Energys-CPP-application-12-June-2020.pdf.
>
> We expect to release our first consultation paper on Aurora's investment plan in late July. This will outline the key issues arising from our preliminary assessment of Aurora's proposal. We encourage you to submit further feedback then. We're also planning to visit Central Otago in early August and there will be opportunities to meet with us in person to discuss your concerns.
>
> We have added you to our mailing list so you'll be kept up to date with our progress.
>
> Thanks again for getting in touch with us.
>
> Kind regards,
>
> [REDACTED]
>
> Project Manager
> Commerce Commission | Te Komihana Tauhokohoko
> feedbackauroraplan@comcom.govt.nz
> www.comcom.govt.nz
>
>
>
> -----Original Message-----
> From: [REDACTED]
> Sent: Thursday, 18 June 2020 3:24 PM
> To: Feedback Aurora Plan <feedbackauroraplan@comcom.govt.nz>
> Subject: Power price increases
>
> To whom it may concern.
>
> The plan for increased power charges to Central Otago is flawed.
> It is not fault of the people living in this area that the infrastructure is substandard.
> From all I have read, it has been caused by mismanagement of Aurora and their failure to upgrade the system.

> Profits paid to the Dunedin City Council, were in fact not profits, but essential money to upgrade this system. The Dunedin City Council stole it.

> So, I fail to see why Central Otago residents should be punished twice.

> Why they are the only ones to pay increased prices?

> Yes, the system needs upgrading. But Aurora has the ability to spread these costs.

> They have the choice to spread the costs throughout the whole region.

> If the Dunedin City Council can't be made to return these profits, then the whole of the Otago region should pay. This includes Dunedin. The costs for the upgrade in Central Otago should be spread equally.

> As a resident of Clyde who was at the mercy of this broken system on Sunday, with temperatures of -9.9 degrees, when power was lost on the coldest day this year, this company needs to be forced to act responsibly.

> The system needs to be fixed in a way that is fair and reasonable. The burden of extra payments need to spread amongst all residents in Otago.

> Words like corporate negligence spring to mind.

> Would the CEO of this big corporation, be prepared to stand in front of a judge to explain why 1. someone has died because of their failure to provide an electricity system that fails, due to neglect.

> 2. That fails because someone has died of hypothermia, or because their medical equipment support systems failed, not because of an unplanned outage due to bad luck, but because this power system has been so badly maintained that it can't help but malfunction.

> The article June 18th, by Jared Morgan, in the Central Otago News reads like a horror story which shows more power outages will occur. So not if it will fail, but when.

> Aurora need to be made to sort out these problems in a fair and transparent way. They need to be accountable for their actions.

> I ask the Commercial Commission to make sure that Aurora Energy do just that.

> It seems they are the only ones who can.

> [REDACTED]

> .

> Sent from my iPad

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