

[REDACTED]
Sent: Tuesday, 18 August 2020 8:55 PM

To: Feedback Aurora Plan <feedbackauroraplan@comcom.govt.nz>

Subject: Aurora Energy's investment plan

Hi

- [REDACTED]
1. Dunedin City Council (DCC), as 100% owners of AE, should not receive any dividends from AE for the 3-5 year period it is proposing to increase charges to consumers to pay for making the lines network safer and stabilise the reliability of the network to prevent further deterioration.
 2. There should not be a pricing differential depending on where customers live. We should all feel the same pain. Dunedin consumers have already benefited as a result of the dividends paid to DCC by AE.
 3. AE should not be allowed to sponsor or support any outside organisations; charities; businesses or events during the period they are charging extra to consumers for network improvements.
 4. AE seems to have neglected the network to such a degree that a 5-year investment plan seems more realistic.
 5. We would prefer price increases to begin immediately but in gradual and steady increments.
 6. We believe winter power cuts are to be avoided if at all possible, especially in the Central Otago/Wanaka/Queenstown areas. The recent debacle with the unplanned 9 hour outage in the wider Clyde area on what turned out to be the coldest day of 2020 showed what a hardship that can be, especially for those who rely totally on electricity.
 7. AE's \$50 compensation to affected consumers, especially when it fails to meet acceptable service levels, is pathetic, particularly in relation to businesses. Businesses should be able to provide reasonable estimated losses, based on previous similar trading days to recover these costs. There may be exceptions for events outside AE's control.
 8. We believe the proposed extra spending on addressing the maintenance backlog, pro-activity with network inspections and tree-trimming, and asset management, makes sense, as long as the Commerce Commission is actively monitoring AE's efforts to ensure we as consumers are finally getting value for money. We certainly agree that increased scrutiny of staffing and business support costs by the Commerce Commission are totally valid.

We would like to be kept informed of your assessments, so are happy for this email address to be added to any list you might have for this purpose.

Regards





This email may contain information that is confidential or legally privileged. If you have received this email in error please immediately notify the sender and delete the email, without using it in any way. The views presented in this email may not be those of the Commission.