

**From:** Andrea Johnston <andrea.johnston@columba.co.nz>  
**Sent:** Monday, 21 December 2020 9:22 AM  
**To:** Feedback Aurora Plan <feedbackauroraplan@comcom.govt.nz>  
**Subject:** Feedback on draft decision re Aurora's CPP application (update)

Kia ora

I read all the documents carefully when I received them, but unfortunately other commitments have precluded my returning to review them in finer detail.

I'm not in a position to comment on the technical details, as they are outside my expertise.

My major concern is the significant reduction, proposed by Strata, and apparently endorsed by the Commission, in spending on staff and related resources, and administrative resources.

It is clear, and accepted by you, that significant work needs to be done. I agree wholeheartedly. I also recognise that the necessary price increases are a challenge.

Imposing significant reductions on staff and related costs, in an organisation which will be under (justified) pressure to deliver, is completely inappropriate. My experience has been that the costs associated with business restructuring are frequently intangible, and can manifest themselves, sooner or later, in loss of commitment by staff, and reduction in morale throughout the organisation. We cannot afford to impose these impacts on Aurora staff through the next few years.

The Strata arguments and comparisons seemed to be rather spurious in some areas (though I note, again, that my expertise is not technical). Overall, in the areas relating to people and admin costs, I gained a sense that their intention was to 'cut Aurora down to size', because they deserve it. That may not in fact have been the intent, but it was a tone that I heard.

Finally, I would prefer smoother price increases. I live in Dunedin, and I do not have a particular view on the regional aspect of price increases.

Andrea

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