
From: [REDACTED]
Sent: 27/08/2020 12:27:38 p.m.
To: Feedback Aurora Plan [feedbackauroraplan@comcom.govt.nz]
Subject: Aurora

To Whom it May Concern

I remain deeply concerned and angered by the proposed power increase that Aurora has suggested needs to happen. No one will argue that between the DCC, Aurora and Delta there has been a huge mismanagement of income which has resulted in the infrastructure being in an unsafe and inadequate state. This must be addressed, there is no doubt.

However, to expect individual Central Otago and Lakes District households to fund such a huge proportion of the upgrade is absolutely unreasonable. Between the DCC, Aurora and Delta there is clearly mismanagement, in fact people have said incompetence in the use of the income from power accounts to how the funds have been used.

Why should we even be expected to prop up mismanagement and incompetence yet again?

Why should CENTRAL OTAGO and Lakes District households be funding DCC priorities which has been happening and then being expected to fund the upgrade?

Instead of passing all costs onto any consumers it is time to look at the internal costs of DCC, Aurora and Delta. We see such appalling misuse of particularly Delta assets in our local areas - staff pilfering from their yards and stores, staff using company vehicles for personal use, unbelievable staff perks, incredibly short work hours for Delta staff. I could give names and occasions for all of these in my little area and when the whole area is taken into account that must total huge funds. I also have no doubt this company culture of 'taking' is through the DCC and Aurora.

I'm asking you to look at the internal costs. We already pay over half our power costs to Aurora even though their information says consumers pay a quarter of their power account to Aurora. That's misleading and incorrect.

When questioning the Aurora charges on our power account their answer is it costs so much more to deliver power to small communities. The substation that Transpower delivers power to and then Aurora takes over is 3 kms from our place. 3 kms of infrastructure which we are billed over 50% of our power account. 3 kms. This answer by Aurora is nonsense.

The Commerce Commission must consider some of these issues as they consider the funding of this necessary infrastructure upgrade. The Commission warned Aurora about breaching quality standards in 2014 - did that help? The Commission ordered a penalty payment of \$5 million this year for breaching network quality standards - I wonder where that \$5 million came from. Indirectly the consumer - if Aurora have access to other funds for this penalty they could also access similar funds for the upgrade.

Evidence of this ongoing incompetence goes back for years. What other businesses keep getting propped up when incompetence goes back many years? Of course, it can happen in this case because the consumer has no choice.

I read that what I have discussed here is not the Commission's role but where do we go to make the DCC, Aurora and Delta investigate their own competency or lack of it when they are their own bosses, their own circle. A really closed monopoly where, once again the everyday consumer loses. When do they give up and look at different ways to provide affordable, reliable access to power. Other areas in New Zealand can. They just do it differently.

Yours sincerely
[REDACTED]