

Commerce Commission

Aurora Energy's Additional Information Disclosure Requirements Cross-submission on Aurora's Submission (10 May 2021)

I strongly support Aurora's statements within section 1.3 Information Disclosure Principles.

Aurora's detailed responses in Sections 2 and 3 are in keeping with their statements in Section 1.3, and identify that Aurora has begun to enhance its reporting processes and content.

I agree that for reporting requirements to genuinely add value, there must be a balance between inputs to and outputs from the reporting process itself. Too much information leads recipients to ignore everything, and disengage, rather than spend time working out which parts are of particular interest to them. I have worked in organisations where one or more reports, produced monthly for years, were eventually discovered to be completely unused by any of the recipients. Keeping in touch with stakeholders, as Aurora expects to do, and paying attention to the effectiveness of reports for consumers and stakeholders is essential.

I note Aurora's concern about the value to consumers and stakeholders of the reporting of self-assessment scores. My conversations with other consumers suggest this is a valid and realistic concern.

Increased performance and reporting requirements will (at least initially, and possibly into the future) require the investment of time, people and systems. I raised my concern about the proposed *reduction* in Aurora's resourcing in my initial submission to the Commission.

In Aurora's "Summary of Aurora information seeking meeting" document, https://comcom.govt.nz/_data/assets/pdf_file/0025/254716/Aurora-Energy-Summary-of-Aurora-information-seeking-meeting-Updated-10-May-2021.pdf Aurora sets out the areas where their capability to collect, analyse and report on aspects of their operation may be compromised unless their future resourcing levels are sufficient. To ignore these aspects of Aurora's submission is to jeopardise the process.

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24 May 2021