

We as owners at Couran Cove Resort request that AER take into consideration our previous objections and also those listed below.

As fully paid up eco Lodge body corporate members we as individual owners are contributing into the community body corporate and therefore object to the fact that the electricity operator presented an operating budget of over \$1.1 M to the Community Body Corporate (CBC) for the period to March 2021 which all owners will be contributing too.

Can the AER ensure that the operator is not allowed to add any further charges, we are fully paid until March 2021 so therefore any added expenses would be above what has been agreed at the last body corporate meeting.

The draft decision outlines conditions that provide increased protection and pricing transparency in the sale of electricity to residents, which would otherwise be unregulated. Some of the key protections include:-

Pricing: Tariffs must be based on actual costs, with evidence to be provided each time tariffs are set. Any changes to tariffs must be notified to customers at least 10 business days prior to them taking effect.

Electricity infrastructure replacement and upgrades:-

Metering infrastructure is to be only when necessary, at the end of its operating life, and must also be based on evidence of a total cost.

Dispute resolution and commercial arbitration:-

Prior to the Ombudsman gaining jurisdiction, disputes between parties are to be addressed by commercial arbitration pursuant to the Commercial Arbitration Act 2013 (Qld).

We dispute that the applicant owns the infrastructure – Island Resort (Infrastructure) Pty Ltd (Island Resort) is the current owner and supplier of power to Couran Cove Resort only lease the infrastructure for \$1 per year and all maintenance and repairs are charged to the CBC (Community Body Corporate) and all owners (ALL OWNERS us included) pay via their body corporate administration and sinking fund levies to generate the power... we are being double dipped here.

THE CBC (Community Body Corporate) pays for all upkeep, services and repairs of all generators on land owned by the body corporate (not by the operators of this resort) and is leased back to the operators being the applicant. The gas powered generators were owned by the CBC and have needed major upgrades which the resort replaced but charged back this cost to the CBC.

The applicant is making light of the number of outages, it is a constant complaint that power is not guaranteed and outages are a regular occurrence.

We also dispute that there are qualified trades people employed by the resort and would therefore request proof of their existence.

Our body corporate, power, water and sewerage fees are far greater than what is the norm. We refuse to be held hostage by those that are fulfilling their own self interest. We are members of the Body Corporate fully paid and therefore our needs must also be taken into account prior to any further power being given to those that do not take into account individual owners.

Regards
Anonymous Submitter