

Arek Gulbenkogu  
A/G General Manager  
Australian Energy Regulator

Dear Sir,

Please accept the attached objections for allowing the applicant “South Stradbroke Utilities Pty.Ltd.” From trying to take over metering on Couran Cove Island Resort. Please add the following reasons to my previous objections submitted on 14/7/2020 which still stand.

Reference:-REF [2812218](#).

Firstly we object due to the fact that the Electricity operator presented an operating budget of over \$1.1M to the Community Body Corporate (CBC) for the period to March 2021 which all owners will be contributing too.

How can we ensure the AER does not allow any further fee charges by the operator to be approved as ALL owners will have already paid the operator till at least March 2021 ?

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 costs.

Dispute resolution and commercial arbitration:-

Prior to the Ombusman 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. Because they actually only leased the structure for \$1. Per year and all maintenance and repairs are charged to CBC (Community Body Corporate) and all owners pay via their Body Corporate Administration and Sinking Fund Levies to generate the power.

The CBC (Community Body Corporate) pays for the upkeep, services and repairs of generators, and they are sitting on land that is owned by the Body Corporate but is leased back to the operator. (Applicant).

The original gas powered generators were owned by the Community Body Corporate (CBC). They needed major work so the resort replaced the original gas powered generators with 2 Scanea generators which I believe was billed to the CBC (Community Body Corporate). Since then Lachlan McIntosh has bought a couple of Cummins generators by a Company that he is associated with (Kathlac) owns those generators. I also believe that all the infrastructure and distribution cabling is owned by the CBC (Community Body Corporate).

As we live here permanently I dispute the length of the outages that is claimed by the Applicant on or about the 24/3/20 there was an unannounced outage lasting 5 days and it had taken 2 days to realise it was a faulty transformer. This outage had no feed back to all residents as to the expected repair time.

The most recent power outage was also out for approximately 5 hours. Due to unqualified staff not knowing the start up procedure. We do agree that there has been several outages around 30 minutes which is acceptable but residents are never notified of these outages.

We also dispute the fact that there is two qualified Diesel Mechanic's living permanently on the Island. There is also no licensed qualified Electrician living permanently on the Island. If so we need to sight proof of name and Registration.

Regards  
Bernie & Margaret Woods