



Application for individual exemption

(1) Company Name: Blue Aurora Pty Ltd

(2) Trading Name: Cairns Beach Resort

(3a) ABN number: 44 614 888 443

(3b) ACN number: 614 888 443

(4) Postal address: Cairns Beach Resort

129-135 Oleander Street

Holloways Beach

Queensland 4878

(5a) Nominated contact person: Mr Wayne Abbott

(5b) Director of Blue Aurora Pty Ltd

(5c) Address: Unit 74

Cairns Beach Resort

129-135 Oleander Street

Holloways Beach

Queensland 4878

(6) We are seeking the exemption as per the letter from the AER reference 64334 received the 5th of September 2018,

(7) The Cairns Beach Resort is classed as motel/holiday let accommodation and supplies self contained apartments for both overseas and Australian travellers.

(8) The resort has 74 apartments with one electricity meter, with the exception of 7 apartments which have in-apartment meters connected to this one meter. We currently use Origin Energy to supply power to the site and Ergon Tariff 11 rates to charge owners.

(9) This arrangement has been in place since 1999

(10a) I have been operation this scheme since February 2017.

(10b) Seventy four self contained apartments

(10c) All activities are conducted in-house.

(11) I have never held a licence in the past.

Particulars relating to the nature and scope of the (proposed) operation

Currently we are providing the following

(1a) 60 Apartments are under Form 6 Holiday Letting agreements with Blue Aurora Pty Ltd

(1b) 7 Apartments have meters. (Note two of these are in the letting pool and five are owner occupied)

(1c) 1 apartment is the manager residency

(1d) 6 owner occupiers [REDACTED]
[REDACTED] five of these apartments have meters.

(1e) 7 Outside agents [REDACTED]
[REDACTED]

(2-1) For all apartments billing is monthly using the Hirus hotel software package. All monies for our owners are held in trust which we distribute these funds on the first of each month before the electricity invoice is received. Currently the electricity charge is always a month in arrears of when Blue Aurora has made payment to Origin Energy. Thus the July electricity is on the August invoice which is sent to owners on the 1st of September.

(2-1a) . For the 58 apartments in the letting pool without meters the electricity is deducted from the rental returns. The invoice has on it the following. The Meter number, Common area kWh used, electricity used in the apartment in kWh, and the daily service fee as per the Tariff 11 guidelines. The total kWh used on the Resort are also sent via the owners monthly newsletter. Also provide quarterly in the newsletter is the government supplied Tariff 11 charges which change each year on the 1st of July.

(2-1b) For the seven apartments we get the meter readings from either the owners or guests and they are billed through the Hirus hotel software package as in section (2-1a). The five owners are sent the invoices for payment. Note all owners get the monthly newsletter with the total kWh and Tariff 11 information.

(2-1c) The same as (2-1a)

(2-1d) These are charged the same as (2-1a) with the exception we used the meter reading for the apartment electricity charges and for the five owners. The invoice is sent to the owner or agent for payment.

(2-1e) These are charged the same as (2-1a) or (2-1b Metered units) with the exception the invoice is sent to the owner or agent for payment.

Note for the owners who have letting agreements with the resort, because we have a record of occupancy if an apartment is empty we apply a discount for those days, as we physically go into each apartment and turn off the electrical appliances and lights.

(3) [REDACTED]

[REDACTED]

(3a) Monthly invoice shows any outstanding invoices.

(3b) Reminder letter or email that invoice is over due which also states if there is hardship issues to contact the Resort.

(3c) Follow up reminder letter stating if payment is not received we may need to disconnect the electricity.

(3d) Letter explaining the invoices must be paid by a certain date or the power will be electricity will be turned off. Letter also includes information on The Office of Fair Trading and there contact details.

(3e) Final letter stating when the electricity will be turned off. [REDACTED]

(4) [REDACTED]

[REDACTED]

(5) The Resort is zoned holiday letting and as such operates as a hotel with the exception that each apartment is individually owned. With only one meter for the resort electrical charges are based on body corporate costs, and if units are in short term rental or holiday let. For owners who use outside agencies or self manage we can not confirm electricity usage therefore they are considered occupied.

The Resort comes under The Body Corporate and Community Management Act 1997 CTS Number 26951 but as it is under Management Rights all apartments come under Property Occupations Act 2014 Resort Licence Number 4080812 While as the Manager (Licence number 4064659) you need a separate license under The Property Occupations Act 2014.

For outside agents they also come under the Property Occupations Act 2014. [REDACTED]

[REDACTED]

[REDACTED]

(6) The Resort charges Ergon Tariff 11

(7) No related companies.

(8) No fixed term contracts with owners. However they can put in an external meter with Body Corporate approval from an energy supplier. This was investigated in 2011 with an up front cost per apartment of over \$7000 and would result in the owner being on the same Ergon Tariff 11. Internal meters are around \$300 to install but you then need to charge to read these monthly

(9) All owners can give one months notice to change there letting agreements however as stated they would need Body Corporate approval to change there meters to get single supply.

(10) There is no system this is a invoicing agreement.

(11) Not Applicable

ABN: 44 614 888 443 Blue Aurora Pty Ltd

129-135 Oleander Street, Holloways Beach, Cairns, Queensland, 4878

T: 07 4037 0400 F: 07 4037 0600

E: info@cairnsbeachresort.com.au