

To Whom It May Concern,

I am an owner of a cabin that is part of the Eco Lodges and Couran Cove Community Body Corporate (CBC) that is affected by this draft decision. I am very concerned that South Stradbroke Utilities given the approval of this exemption would lead to very high costs to us owners that is both unjust and unreasonable. The reason for this is that recently the electricity operator (SSUI) presented an exorbitant increased operating budget of over \$1.1 Million to the CBC (for the period up to March 2021) in which we will have to pay for via our body corporate levies.

If the AER allows the electricity operator approval to charge individual electricity metering then we will be further charged again for the same services already supposedly being charged in the CBC budget. The electricity operator seeking this approval is also the operator of the resort and a member of the CBC committee and through what I believe is an inappropriate conflict of interest has approved extravagant increases to this year's CBC budget, which ultimately benefits only the electricity operator and resort owner. I believe this is a case of double dipping for our utilities as well as exorbitant hikes in operating costs for services not rendered, as there is non-existent maintenance, even though we are paying ever increasing levies for utilities.

Will we ultimately still pay for the maintenance on infrastructure twice, I bet you we will as the electricity operator sits on the very CBC committee that approves such costs. This committee is a panel of 3 whose interests are at most times not aligned with the majority of owners (owners who are also then hamstrung with not being able to vote at this level due to one member of the committee, it's all a total conflict of interest).

I am also concerned about how much we are going to be charged for any infrastructure (such as meters) that need to be installed on our premises to be able to undertake individual metering per property. The electricity operator has proven without a doubt over the past 12 months that they charge extremely high and unjust fees for services that are either lacking or non-existent. Should the AER grant approval then SSUI has free reign to charge whatever they like as they have never provided evidence of actual costs for any service/utility charges to date, even though owners and body corporates have requested such evidence on many occasions. How will they be accountable in the long run?

We are just a mum and dad owner with limited funds available, we cannot afford for a company like this to charge us overpriced services, which ultimately will happen.

Regards,

Anonymous Submitter