

Attention:
Susan Faulbaum, Director, Consumers and Markets Branch.

Please find my submission and reasons against the following application for exemption at Couran Cove island resort.

Type: [Exemption](#)

Sector: [Electricity](#)

Segment: [Retail](#)

Region: [Queensland](#)

Status: [Open](#)

Category: Individual exemption

Exemption class: Individual exemption (class) Commencement date: 03/07/2020

Contact: General enquiries - Exemptions AERExemptions@aer.gov.au

AER reference: 201345

Registrant/s: -South Stradbroke Utilities Pty Ltd / ABN 49 636 726 497

Location: Couran Cove Island Resort South Stradbroke Island, QLD 4216, Australia

My submission:

-The resort can compare prices to Couran point next door as they do exactly the same, providing utilities to residents off the grid.

-How can they back date payments when they haven't been reading the meters and we have already paid for utilities as part of our body corp fees. That would be charging us twice.

-Mailing address is incorrect can't accept mail at reception when it's not always open. Need a proper mailing address.

-Twice in the past 2 weeks the operator south Stradbroke Utilities Pty Ltd has threatened to turn off all utilities. How can these people be responsible for our utilities with threatening behaviour?

-How can they bill individual when each property doesn't have its own meter and some meters include the street lighting. Why should the individual pay for the street lighting?

-They don't answer their emails and phones now so if we have problems with utilities how do we contact in an emergency?

Please when considering this application take note of individual independent owners who could potentially be cut off from the utilities just because they feel they can

They are bullying owners with threats to cut utilities now even though bills are up to date with our body corp.

There are also court cases being attended to that this company is suing how can they apply for this exemption with a lawsuit occurring?