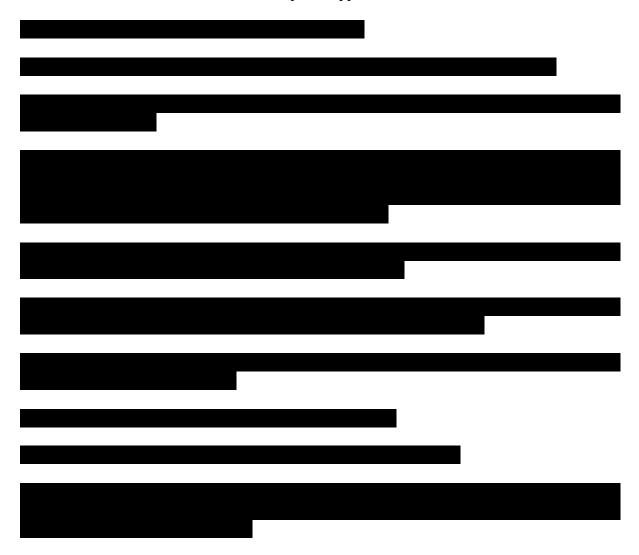
RE: Hi-Surf CTS 11533: Individual Exemption Application



With regards to matters raised, the above process has demonstrated to the AER that a measured and informative process was completed to ensure what we believe is the best outcome for residents of HI Surf is achieved.

The Body Corporate has selected the Individual exemption process for the Body Corporate managed through an AEMO Accredited Embedded Network Manager to ensure we are in place to protect the residents of Hi Surf as required by the NERL and deliver the lowest price for electricity we can secure from a competitive retail process for supply to Hi Surf.

It is the obligation of the Body Corporate to act in the best interests of all parties and following the extensive process of discussing with all suppliers the model chosen was what we believe will deliver the best outcome for all residents.

The 4 day query process, matters of hardship and all other service provisions were presented to all residents and provided to the AER. All processes are AEMO approved as per the ENM accreditation requirements.

Notifications and communications to residents managed through the Body Corporate and its appointed ENM will be in compliance with AER requirements.

Energex is the network supplier for SEQ and individual life support provision would be in place if required, as per the requirement of the AER.

Payment plans applied will be in accordance with the AER guidelines.

Any Solar request will be addressed and considered by the Body Corporate as would any request for such a change to the structure regardless of who is the electricity provider.

As noted the process will be a cost recovery process for the Body Corporate with the ENM receiving a set monthly fee. This allows residents to fully benefit from a competitive retail supply process and should the Body Corporate be able to further reduce costs for residents through Demand Management or other initiatives these savings will flow directly on to residents.

All information provided to residents has been provided to the AER for approval and all information to residents was consistent with the information provided for residents by the AER.

The information provided to the Body Corporate and to residents by each supplier was done so in commercial confidence of each supplier and the Body Corporate has kept the confidence of each supplier we work with.

The Body Corporate has requested individual exemption from the AER and have fully complied with all aspects of the application process and requests from the AER to ensure the application is successful.

On behalf of the Body Corporate for Hi Surf Apartments CTS 11533

Christine Wright