

Antje & Stefan Froehlich  
Owner Unit ■  
Cairns Beach Resort  
Holloways Beach

Sarah Proudfoot  
General Manager, Consumer Marketing Branch  
The Australian Energy Regulator

Reg. BLUE AURORA Pty Ltd - Application for an individual exemption

We would like to vote in favour to the proposed application and like BLUE AURORA Pty Ltd to be granted an individual exemption from the requirement to hold a retailer authorisation under the National Energy Retail Law to sell energy at Cairns Beach Resort.

The facts:

- Cairns Beach resort is classed as motel/holiday let accommodation
- The electricity usage is deducted from the rental returns monthly
- Electricity usage is divided into common usage and individual unit usage
- Usage calculated in a reasonable way
- BLUE AURORA Pty Ltd uses the body corporate's infrastructure to supply the energy
- Every owner is notified via a monthly statement about the usage
- Usage is also reported via monthly newsletter
- The caretakers (BLUE AURORA Pty Ltd) are onsite all day and run all invoice/statements in a centralised way with sufficient software (HIRUM)

Explanation:

We own unit ■ at the Cairns Beach Resort, Oleander St, Holloways Beach, Cairns. We found the handling of the billing of power use in our apartment as well as in the whole complex to be entirely satisfactory, fair, transparent and reasonable.

The current system whereby BLUE AURORA Pty Ltd divide the total cost of electricity used by units by the number of guest nights and bill owners on the basis of their nights of usage/occupancy is very fair and is achieved at minimum cost to owners.

BLUE AURORA Pty Ltd in a recent end of month newsletter advised all owners that they had negotiated a better cost for electricity from the supplier. This will be passed on to owners.

We all benefit of this solution as we can act as a single entity via BLUE AURORA Pty Ltd and have little to no efforts in getting energy at the complex.

There is currently an ongoing dispute where some of the owners seem to be unhappy with this situation. Getting the exemption is one step to resolve this.

Regards,  
Antje & Stefan Froehlich, 03/01/2019