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Sarah Proudfoot

General Manager, Consumer and Marketing Branch

The Australian Energy Regulator

TITLE

BLUE AURORA Pty Ltd Application for an individual exemption

I have owned unit [REDACTED] at the Cairns Beach Resort Oleander St Holloways Beach Cairns for a number of years and found the handling of the billing for power use in my apartment to be entirely satisfactory

The way power is supplied should not change

I can see no reason for me to incur additional costs to install a meter in my apartment to measure the power used along with the additional continuing cost of having the meter read at the end of each month

Electrical power at the CBR is consumed in two ways, one is for security and other lighting of public spaces and the operation of the swimming pool

This is billed to the Owners Corp and the owners pay for it in their annual fees and charges

The other is to provide power to the owners when their guests occupy their apartments

The Articles of the Owners Corp expressly forbid continuous occupancy of a unit and whilst some owners do occupy their apartment permanently it is against the Owners Corp rules

The current system whereby Blue Aurora 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

Wayne Abbott of BLUE AURORA in a recent end of month newsletter advised all owners that he had negotiated a better cost for electricity from the supplier that will be passed on to owners

This negotiation of a lower price was only possible because of the buying power BLUE AURORA has with the total requirements of TCBR.

Owners as individuals would have minimum chance of negotiating any better price

It takes volume and ease of administration that goes with a large prompt pay customer to get a better price

We should not change what is working well

Whilst I was working full time there was one statement that always rang true at work IF IT IS NOT BROKEN DONT FIX IT

Best Regards

Lindsay Rose 1/1/2019