

WATTS NEWS

February 2011

Issue 45

Watts Energy Pty Ltd
PO Box 58
Hamilton QLD 4007
Ph: (07) 3216 4509

HAPPY BIRTHDAY
Agent 84
Glen Michael Agnew

What a start to 2011

Our hearts go out to all clients, owners and their families and staff who have been adversely affected by these floods. Like the bush fires in Victoria 2 years ago, the floods have wrought terrible tragedy in terms of loss of life, caused widespread damage and destruction in many parts of Queensland.

The financial strain on residents and businesses has been huge and will potentially last for a long time as people strive to get back on their feet.

Watts Energy is one of the lucky businesses. Apart from Energen disconnecting our power on Wednesday 12/1/11 at 11.45am, Watts Energy and the crew were very fortunate. Power was reconnected before 6am on Thursday so it was business as usual here except no January 2011 Watts News was issued.

First off, to put a smile back on your faces, here are some classic jokes

An old, blind Texas cowboy wanders into an all-girl biker bar by mistake. He finds his way to a bar stool and orders a shot of Jack Daniels. After sitting there for a while, he yells to the bartender, "Hey, you wanna hear a blonde joke?" The bar immediately falls absolutely silent. In a very deep, husky voice the woman next to him says, "Before you tell that joke cowboy, I think it is only fair, given that you are blind, that you should know five things:

1. The bartender is a blonde girl with a baseball bat.
2. The bouncer is a blonde girl.
3. I'm 6 foot tall, 175 pound blonde woman with a black belt in karate.
4. The woman sitting next to me is blonde and a professional weight lifter.
5. The lady to your right is blonde and a professional wrestler.

Now, think about it seriously cowboy, do you still wanna tell that blonde joke?"

The blind cowboy thinks for a second, shakes his head and says, "No ... not if I'm gonna have to explain it five times."

2011 New Prayer

Dear God,
All I ask for in 2011 is a big, fat bank account and a slim body ...
Please don't mix these up like you did last year.
Amen.

The Hotel Bill

An elderly lady decided to give herself a big treat for her significant birthday by staying overnight in one of London's most expensive hotels. When she checked out next morning, the desk clerk handed her a bill for £250.00.

She exploded and demanded to know why the charge was so high. "It's a nice hotel but the rooms certainly aren't worth £250.00 for just an overnight stop without even breakfast."

The clerk told her that £250.00 is the 'standard rate' so she insisted on speaking to the Manager.

The Manager appeared and forewarned by the desk clerk announced "The hotel has an Olympic-sized pool and a huge conference centre which are available for use."

"But I didn't use them," she said.

"Well they are here, and you could have," explained the Manager. He went on to explain that she could also have seen one of the in-hotel shows for which the hotel is famous. "We have the best entertainers from Edinburgh, Glasgow and Aberdeen performing here," the Manager said.

"But I didn't go to any of those shows," she said.

"Well we have them, and you could have," the Manager replied. No matter what amenity the Manager mentioned, she replied, "But I didn't use it!"

The Manager was unmoved, so she decided to pay, wrote a cheque and gave it to the Manager. The Manager was surprised when he looked at the cheque.

"But Madam, this cheque is only made out for £50.00."

"That's correct. I charged you £200.00 for sleeping with me," she replied.

"But I didn't!" exclaims the very surprised Manager.

"Well too bad, I was here, and you could have."

DON'T MESS WITH SENIOR CITIZENS!!

Note to self: Cancel credit cards prior to death!

Be sure and cancel your credit cards before you die! This is so priceless and so easy to see happening – customer service being as it is today.

A lady died last January and the ANZ bank billed her for February and March for their annual service charges on her credit card and then added late fees and interest on the monthly charge. The balance had been \$0.00 and was now somewhere around \$60.00.

A family member placed a call to the ANZ Bank:

Family Member: I am calling to tell you that she died in January.

ANZ: The account was never closed and the late fees and charges still apply.

Family Member: Maybe you should turn it over to collections.

ANZ: Since it is two months past due, it already has been.

Family Member: So, what will they do when they find out she is dead?

ANZ: Either report her account to the frauds division or report her to the credit bureau, maybe both!

Family Member: Do you think God will be mad at her?

ANZ: Excuse me?

Family Member: Did you just get what I was telling you ... the part about her being dead?

ANZ: Sir, you'll have to speak to my supervisor.

Supervisor gets on the phone:

Family Member: I'm calling to tell you she died in January.

ANZ: The account was never closed and the late fees and charges still apply.

Family Member: You mean you want to collect from her estate?

ANZ: (Stammer) Are you her solicitor?

Family Member: No I'm her great nephew. (Solicitor info given)

ANZ: Could you fax us a certificate of death?

Family Member: Sure (Fax number is given)

After they get the fax:

ANZ: Our system just isn't set up for death. I don't know what more I can do to help.

Family Member: Well if you figure it out, great! If not, you could just keep billing her. I don't think she will care.

ANZ: Well the late fees and charges do still apply.

Family Member: Would you like her new billing address?

ANZ: That might help.

Family Member: Rookwood Memorial Cemetery. 1249 Centenary Road, Sydney. Plot Number 1049.

ANZ: Sir that's a cemetery!

Family Member: Well what the 'fudge' do you do with dead people on your planet?

One day when I was little, my mother was out and my dad was in charge of me. I was maybe 2½ years old. Someone had given me a little 'tea set' as a gift and it was one of my favourite toys. Daddy was in the living room engrossed in the evening news when I brought him a little cup of 'tea' which was just water. After several cups of tea and lots of praise for such yummy tea, my Mum came home.

My Dad made her wait in the living room to watch me bring him a cup of tea because it was 'just the cutest thing!' Mum waited and sure enough, here I came down the hall with a cup of tea for Daddy and she watched him drink it up.

Then she said (as only a mother would know), "Did it ever occur to you that the only place she can reach to get water is the toilet?"

Bulk Metering on Separate Metering Arrangement

Late last year a new client contacted us and advised that in Qld all new or refurbished sites must be **bulk supply**. We were confused by this information so enquiries were made to the Gurus and we are pleased to advise this is not the case. Official response is:

ENERGEX does not apply 'categories' to buildings but rather takes note of the titling arrangements of developments (ie Community Titles, Strata Titles, individual allotments etc) as well as the size and nature of the electricity supply being requested. In the case of this development, ENERGEX treated this as a Commercial development where the customer's electrician requested a single 200 Amp 3 Phase service.

As per Section 9 of the Qld Electricity Connections and Metering Manual (QECMM), for a 200 Amp service the installation of Current Transformer (CT) Metering is required. As the electrician requested a single 200 Amp electricity supply a single set of metering was supplied and installed.

The decision to install a Bulk Metering arrangement or separate metering arrangement for new developments is made by the customer and/or their electrician and subsequently requested of ENERGEX. Should the request comply with relevant standards, conditions and requirements (ie the QECMM) the metering arrangement is then installed. ENERGEX does not, nor ever has, stipulated that only Bulk Metering arrangements are to be installed for multi-tenanted buildings.

There appears to be some confusion regarding Points Of Supply, Metering Positions and Separate Metering. As the development sits on a single parcel of land, ENERGEX is required to provide a single Point of Supply which was achieved by providing a 200A Overhead service to the building. For buildings that have multiple tenancies, ENERGEX could, if requested to do so by the electrician, install separate metering for each tenancy provided the conditions and requirement of the QECMM and the Australian Wiring Rules (AS3000) are met, however these meters would need to be located in a single Metering Position (eg Meter Box or Meter Room etc)

As discussed, there have been no change to the electricity legislation with regards to on-supply and it just seems this is a case of miscommunication and misunderstanding.