

WATTS NEWS

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Congratulations to
Caitlin Walker!

Caitlin is going to the Chapel and getting married on 21st May 2011. Best wishes from Watts Energy.

Welcome aboard the Watts Ship/Train/Plane to **Micah Luchetti** – our newest Watts Chick. Micah commences training as a Site Data Agent and Data Entry Chick next month.

CAC – FORM 21 COMMUNITY AMBULANCE COVER

Reminder to all Shopping Centres, Commercial Buildings (Bulk Supply Sites) Owners and Property Managements.

With the end of the financial year fast approaching, it's a good time to review the number of Community Ambulance Cover levies that are being invoiced by your electricity retailer.

In on-supply arrangements, the account holder is ultimately responsible for ensuring that the correct number of levies is being invoiced by their electricity retailer.

Whenever a new electricity account commences, your retailer defaults back to charging one levy. Anybody that has recently changed retailers, been allocated a new account number from their existing retailer or completed extensions or reconfigurations should do a quick review to see how many levies they are actually being charged.

Your electricity retailer will adjust the number of levies charged upon the receipt of a completed on-supplier return (Form 21) which is available to be downloaded from www.ambulancecover.qld.gov.au

If you are currently only paying one levy for an on-supplier account, you are highly likely to receive an audit letter in the mail from the Office of State Revenue (OSR) in the coming financial year. How many levies are you currently being invoiced for?

Note: For Watts clients - if we provide our tender service, we will complete a new form for your new agreement, however, if you have other sites within house or with another provider – good idea to check.

Electricity Supplier Credit Assessments

WARNING to all Qld Customer (Property Owners and Managers)

Please ensure you have the Electricity Retailer complete the Credit Assessment asap. There has been a high volume of issues recently – a couple of examples but not limited to these.

1. TRU Energy 'The Ugly Truth'

Late last year Watts tendered a commercial building in Brisbane City. Now, customer/client accepted TRU prices, then next day we received a phone call advising that the Credit Assessment had failed and TRU could not provide supply. An email was sent immediately to TRU regarding phone call and recent changes to their procedures which had not been provided to us.

We then received a call from a lady who advised they would honour the deal but needed confirmation if property was sold (property was on the market at this time), that assignment of agreement to new owner was agreed, assignment of new electricity agreement would be part of the condition of sale. Watts sent email confirming phone call.

Then in April – client sent through old suppliers account on default rates. Due to floods and this building being flood damaged, building had no power and was closed and it had slipped through client system. NOW, are you ready? After repeated calls and emails to TRU, 3 weeks later was advised the lady who called DID NOT have authority and TRU would not provide supply or agreement.

Appears TRU Energy has turned into one of those companies that you can't trust nor take any phone calls as confirmation. Caution with TRU – neither Watts or the customer ever received any written advice or even verbally this was happening – this has cost owner **huge** costs, but TRU don't care. It seems since TRU purchased Energy Australia (largest energy retailer in NSW) and the right to trade output generated by Delta Electricity Power Station west of Sydney in December, customer service has gone down the tubes, definitely has left this poor customer in their second disaster after the flood damage. True, not in this instance, TRU lied to Watts and to this customer and final response was only the CEO could overturn this decision, but appears Mr CEO and TRU have both walked away and left the customer on default rates of 30 cents and 10 cents.

Don't trust TRU Energy – they speak with fork tongues and their word means zilch!

2. If company name is a Trust Company, then several energy retailers will not provide agreements.

If Credit Assessment approval is not obtained, then the site will be billed on default rates – excessive rates. If you then can't pay the bills on these excessive rates, then eventually someone will flick the switch. So Brisbane may become the next Ravenswood – a Ghost Town of its former self – Believe it or Watts!

MYLO BROWNCOAT - THE GOOD

1. Best story from Graham Newton - quick history is Meter Reader from Spotless turned up to read some meters at a Centre. At this particular Centre, we had just sorted out \$250k of AGL A/C's being sent to the Centre for payment and these A/C's were not the Centre's responsibility – so staff here, after the \$250k billing issue just needed assurance A/C's were not for Centre. The Meter Reader left and kept telling Centre Management they had prevented access. We sent query to Energex to review with Spotless – of course Spotless Manager could see no issue.

Following is Graham's response – which we give 100 out of 100 and is one of the best we have read, so under Good our client's great humour.

'Not happy?' Honestly Donna, we're not surprised in the least at that nit picking no response. Another Meter Reader arrived the following, 31 March as noted, this person explained (clearly) his role and bid him God speed and all went well. So what can we garner from this?

The fact they immediately sent another Reader shows they took seriously our emails as opposed to the 'access denied' rubbish the first bloke concocted. If he was all sunshine and rainbows and we were guilty of preventing/denying his really important function, would this have happened?

A brief re-cap: as stated, in an effort to sort the matter we asked him for the phone number of his Parent Company, 'Spotless' (his Employer for goodness sakes!) but 'No', he couldn't advise a contact number for his own office. Does that sound like someone trying to help the situation? These points and their woosie nonsensical response speaks volumes of the calibre of the Company and the Staff.

An accurate point in their response is that he wasn't rude – true; I've recalled our encounter several times and I'd sum him up as a 'calm Drama Queen'. Is that possible? I wouldn't think so either, but he managed it!

You should meet this bloke in his full non threatening and evenly spoken yet belligerent manner. Remember, he wasn't rude, 'the customer was upset at the lack of' Ya see? We are the problem. That's GOLD, Donna GOLD!!

There's a difference between help and hindrance and unfortunately his inflated sense of self importance far outweighed his ability to recognise what was going on. I'm surprised he didn't pop. On the day, immediately following our encounter, we stood around astonished and wondering out loud 'what was that about?!' But now, and especially following the 'Spotless' response, that encounter will remain a great laugh and party ice breaker forever amongst all who gaped in awe at the amazing Mr Lies ... coz he's not only right and correct in all matters – he's awesome!

2. AGL – for still trying to assist the flood damaged building in Brisbane after the TRU Energy disaster – thank you, thank you!

AGL rocks!

THE BAD & THE UGLY

TRU Energy – Diana Ross has assisted Mylo with his current views of TRU's performance.

Stop in the name of love
Before you break our hearts
Think it over TRU – Qld has been very loyal to you

Stop in the name of common sense
While your action break our spirits
Think it over – Brisbane has been good to you – TRU

Stop – otherwise your Qld customers are going to leave
There is enough heartache and insurance robbers in Brisbane, we don't want a TRU Terror Company that leaves anyone on 30 cents Peak and 10 cents Off Peak

ORIGIN – Bills on Tariff 41 – legally stealing from Qld customers. Nick-name for these prepared 'OVERSEAS' is the Ronald Biggs A/C.

ORIGIN – New A/C's for Bulk Supply Sites and 'estimated readings' – when Centre is open and trading and no actual to base it on – nick-name for these – again prepared 'OVERSEAS' and possibly read by another Spotless reader, perhaps the same person as the other Centre - The Christopher Skase A/C – customer you will pay and we will take the monies and you will not catch us and since there is no accurate correct use on demand – Origin has found a way to stop the customer being billed on the better Tariff 41 Qld needs a Robin Hood to get the legally stolen cash back!

BRING BILLING BACK TO AUSTRALIA

Irish Jokes

(kindly donated by Stephen Baxter)

The Irish have solved their own fuel problems. They imported 50 million tonnes of sand from the Arabs and they're going to drill for their own oil.

My mate's missus left him last Thursday, she said she was going out for a pint of milk and never coming back! I asked him how he was copy and he said, "Not bad, I've been using that powdered stuff."

The Police came to my front door last night holding a picture of my wife. They said, 'Is this your wife, sir?' Shocked, I answered, "Yes." They said, "I'm afraid it looks like she's been hit by a bus." I said, "I know, but she has a lovely personality."