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Congratulations to all for making the finals for the 2011 Queensland Retail Property Awards – Well done and good luck to all of you!

City Centre Plaza – Rockhampton  
Mt Ommaney Centre  
Fairfield Gardens Shopping Centre  
Wintergarden  
Kawana Shopping World  
Brookside Shopping Centre  
Castletown Townsville  
Stockland Townsville

Goodbye and Good luck to Dawn Rogers (Colliers – Calamvale) who leaves on 30/9/11  
All the Watts Team wish you well and all the best for your next adventure

The Watts office will close at 11.50am on Tuesday 1/11/11 for the annual Watts Crew Melbourne Cup Function. The office will re-open as per normal on Wednesday 2/11/11. Happy punting – hope you all back a winner!

## HOT HOT HOT - OFF THE PRESS!

### The introduction of the Mylo Browncoat's Legends Honour Roll

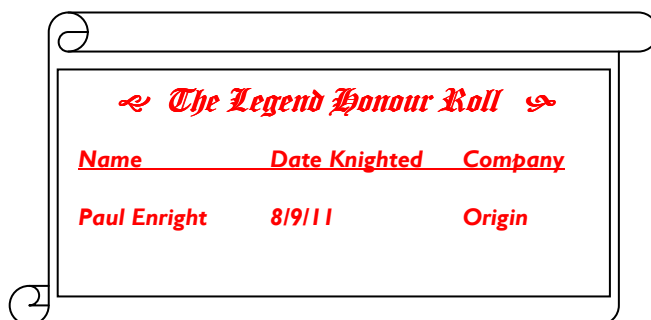
As regular readers of the Watts News would know Mylo Browncoat is vocal and harsh with many companies and people who he truly believes are doing the wrong thing to Queensland customers. However, now and then a person does complete miracles, stands taller than others, is faster than a speeding bullet, lifts mountains and does the right thing! Hence, each Watts News will list the Legends Honour Roll and if applicable a legend will be added.

Mylo is just 'tickled pink' and thinks this is the cat's whiskers to be able to announce the very first person who will fill the No 1 spot on this list. He is an oldie but a goodie – 'oldie' meaning he has been known to Mylo for over 10 years.

# WATTS NEWS

The very first Legend status goes to Mr Paul Enright (Origin) who on 8/9/11 went beyond the call of duty and sorted out an on going issue in a **very** professional, efficient and well mannered way (unlike some other staff who basically upset the Origin customers and Watts clients). Once the Legend got involved not only did he provide clear accurate information which the customer could understand, he also determined an area where he contacted Network for a credit and got the ok. To summarise this:

1. Ongoing issues for many months
2. In desperation, emailed Paul Enright
3. Within 24 hours, all was done and dusted
4. Others should follow The Legend's example. We have heard that Origin are just completing the Paul Enright Memorial Library in Brisbane complete with a statue of his likeness in the foyer – hope Mylo gets an invite to the opening.



Well shiver me timbers – 1<sup>st</sup> on the Legend Honour Roll, an Origin employee and a guy – did not see that coming, however, credit where credit has been well earned. Well done Paulie from the Irish blonde.

### Mylo Browncoat's The Good, The Bad and The Unbelievably Ugly

#### THE GOOD

Dan Crispin – Origin – 10 out of 10 to Dan for one of the fastest turnarounds with getting an incorrect Origin bill fixed – Dan you have magic powers!

Stefanie Hyde (Colliers) What a star! Stef assisting Watts with getting those nasty invoices paid. You are good and we appreciate your valuable time with helping out the Watts Chicks. Gold star for Stefanie from Colliers International.

#### THE UNBELIEVABLY UGLY

1. Origin – Page 23 or 23 of T&C's

**Email:** Please specify your email address

**Package:** Please specify your selection by way of a cross **x** indicating which package you wish to receive:

- ☐ EnCompass Lite  
☐ EnCompass Advanced

#### Fees:

EnCompass Lite \$0 per meter per month.  
EnCompass Advanced \$10, excluding GST, per meter per month.  
*If you are being charged a Supplementary Metering Charge under the Agreement, you must pay \$10, excluding GST, per meter per month in addition to the fee set out above.*

Unbelievable!! By ticking EnCompass Lite at \$0 per meter per month, you are agreeing to Acumen Meters for your main supply meter. Mylo's thoughts on this have been well aired in previous issues. Big black crosses for this little sneaky trick Origin!

2. Origin and AGL – mailing addresses – 9 out of 10 times with 1<sup>st</sup> accounts are sent to actual supply address. Note: Owners of bulk supply properties do not live there – 'Return to Sender' – Origin and AGL gave an account to the Postman, he put it right in his sack, but bright and early next morning the account came right back. Return to Sender, address unknown, no such person, no such zone!!

COME ON – This is NOT that hard to get it right.

3. Origin – Tariff 41 accounts – Aaaarrhh and pfffffft!!  
**Solar power rush drives up electricity cost**

by: Mark Schliebs  
from: The Australian  
September 29, 2011

ELECTRICITY bills will jump by about 8 per cent in South Australia because of the rush by households to qualify for the Rann Labor government's generous solar feed-in scheme which is due to end this week. SWA Energy Minister Michael O'Brien yesterday said households would be hit with price rises to cover the cost of the huge uptake of the scheme.

From Saturday, the state's solar fee-in tariffs will be reduced from 44c per kWh of electricity returned to the grid to just 16c per kWh.

Some solar panel companies have reported a 50 per cent jump in sales in the past month, because households that join the scheme before Saturday will continue to receive the rate of 44c per kWh until 2027.

Mr O'Brien said electricity bills would have to rise as a result of the uptake.

"I think we put the increase at around 8 per cent of (current) electricity bills," he told parliament yesterday. "This 8 per cent ... is falling not on the mortgage belt or low-income earners ... it is being picked up by wealthier residents."

I had a rose named after me and I was very flattered. But I was not pleased to read the description in the catalogue: No good in a bed, but fine against a wall.

... **Eleanor Roosevelt**

Money can't buy you happiness ... but it does bring you a more pleasant form of misery.

... **Spike Milligan**

I have never hated a man enough to give his diamonds back.

... **Zsa Zsa Gabor**