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**Ho Ho Ho ... have a safe and
happy Christmas everyone!**

Our 'Uncle Bob – Winge' is retiring in December. Uncle Bob started with Watts Energy on 7/9/2005 and his last working day is 7/12/11. 6 years and 3 months of continued loyalty, highest standard of work ethics and total commitment to the company. On behalf of the Watts Directors, all the Watts staff and our wonderful Watts clients, we sincerely thank you and wish you a fantastic retirement.

THANK YOU UNCLE BOB!

Good news – Mylo Browncoat is out of counselling and taking his medication and is back in print – we missed you Mylo Browncoat!

IRISH JOKE

Everyone seems to be in such a hurry to scream 'racism' these days. A customer asked, "In what aisle could I find the Irish sausage?" The assistant asked, "Are you Irish?" The guy, clearly offended, says, "Yes I am. But let me ask you something. If I had asked for Italian sausage, would you ask me if I was Italian? Or if I had asked for German Bratwurst, would you ask me if I was German? Or if I asked for a kosher hot dog, would you ask me if I was Jewish? Or if I had asked for a Taco, would you ask if I was Mexican? Or if I asked for Polish sausage, would you ask if I was Polish?" The assistant says, "No I probably wouldn't." The guy says, "Well then, because I asked for Irish sausage, why did you ask me if I'm Irish?" The assistant replied, "Because you're in Bunnings."

Sound Investment Advice

If you had purchased \$1,000 of shares in Qantas one year ago, you would have \$49 today.
If you had purchased \$1,000 of shares in AIG one year ago, you would have \$33 today.
If you had purchased \$1,000 of shares in Lehman Brothers one year ago, you would \$0 today.
But if you had purchased \$1,000 worth of beer one year ago, drank all the beer and then cashed in the aluminium cans for recycling, you would have received \$214.
Based on the above, the best current investment plan is to drink heavily and recycle the cans/bottles.

WATTS NEWS

Mylo Browncoat – The Good, The Bad and the Unbelievably Ugly

The Good

1. Robert Hunt – for 6 years and 3 months of excellent service for Watts Energy and our clients (Can we clone you?)
2. Alison Cooke (Energen Network) for helping out with what NMI does what – you are good! Thank you.
3. Bryan Fitzgerald (Parmec Property) and Julie Stewart (LJ Hooker) for installing the light above the meter box at Red Edge. 'Princess' our meter reader's comments:
I can see all the reads from my height without standing on my little foot stool and using my torch – it's like giving sight to a blind person.
Watts thanks all involved and there is now light for our 'Princess'.
4. Tara-Maree Tipoki (Origin) for going the extra distance with the approved credit assessment and for getting Origin prices in on time. Not like some others who send it over the day after!

The Bad

1. Origin – still no credit for the daily fixed charge – 7/9/11 – 18/11/11 – still no credit for this customer – but they were very quick with the back dated under charge which the customer paid on time. Now the shoe is on the other foot and not even our Legend or the other bright star at Origin can get this one moving!
2. AGL – Supply Point which is now 200 kWh – so many emails and nothing! Customer is paying \$38.00 per kWh – must be gold kWh! No responses – commenced 1/7/2011 and still unresolved as at 17/11/11.
3. TruEnergy – Two billing issues which relate to October 2010 to June 2011. Both customers have been over charged here and either TruEnergy's billing software can't actually do the corrections or we hear their billing is now done overseas, so the poor little gems overseas have left it in the TOO HARD Basket! Started August – still not fixed 17/11/11.
4. Marlon Brando has left the building and to date has not been located for his last movie role!

The Unbelievably Ugly

1. Country Energy/Origin – will **NOT** retro transfer our client to 1/9/11. AGL did drop the ball but Country Energy/Origin, even though within the market rules, are just being mean. AEMO and DEEDI could not help the customer either. Appears owners of bulk supply/embedded networks who are large customers have **ABOLUTELY NO** protection when any electricity supplier stuffs up – what a sad, unfair and unbelievably ugly state of affairs.
2. AGL – for **NOT** transferring the NMI by 30th September – email was sent on 27/9/11 – had 3 days to do it but dropped the ball big time. It's very poor and for the new system which is not working – so many customers still waiting for September and now also October accounts. This is a nightmare for bulk supply embedded network shopping centres and commercial buildings. WHO ticked off on the new system?? Do they still work there?? Customers are definitely 'ticked off'.

3. Origin – for billing a residential complex on T20 when it should have been T11. Overcharging Queensland customers again. Ronald Biggs strikes again!
4. Origin – after charging one of our staff \$44,000 and then \$8,000 and sending many disconnection notes to pay the WRONG bill – finally being sorted out. Now no bills received – followed up 9/11/11 but still no account – again appears all too hard for Origin!
5. TruEnergy – early termination of Agreement Clause – **all be cautious** – as if property being sold is NOT assigned then the old owner will be up for total costs to end of agreement. Then the tricky part is when new owner is a Trust or Trustee and does not have an A.C.N then Tru will not assign, however, when we asked TruEnergy if the early termination fine would NOT be applied to the old customer, Tru would not reply. As negotiating new electricity sale agreements is becoming more complex, obtaining credit assessment approval – perhaps customers need to be more selective and not enter with an electricity supplier that has these 'early termination' fines as properties are being sold etc. Really is it worth it to deal with another company for any supply that apparently DO NOT GIVE A DAMN ABOUT YOU!

QUOTE OF THE MONTH

**You have enemies?
Good.**

**That means you've stood up for
something in your life.**

**Winston Churchill
(1874 – 1965)**

The Legend Honour Roll

Name	Knighted	Company
Paul Enright	8/9/11	Origin