

**Watts Energy Pty Ltd**  
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**Happy birthday to Agent 84**  
Many many birthday wishes to  
Glen – our old Agent 84

**Happy birthday to Sam**  
**Dorrofield (Origin)**  
Have a wonderful day  
on 6<sup>th</sup> March

**Congratulations to Micah who**  
**set up her very first Water Site**  
**and completed her work in a**  
**very FINE STYLE**  
**Well done Micah!**

**Welcome aboard The Watts**  
**'FAST' train – a big welcome to**  
**our newest 'Watts Chick'**  
**Kylie Schwartz who started**  
**with us on 15/2/12.**  
**We are confident all will go**  
**well!**

#### WEE SCOTTISH BLONDE

On a bitterly cold winter's morning a husband and wife in Glasgow were listening to the radio during breakfast.

They heard the announcer say, "We are going to have 8 to 10 inches of snow today. You must park your car on the even-numbered side of the street, so the snow ploughs can get through".

So the good wife went out and moved her car as instructed.

A week later, they were eating breakfast again, the radio announcer said, "We are expecting 10 to 12 inches of snow today. You must park your car on the odd-numbered side of the street, so the snow ploughs can get through".

The good wife went out and moved her car again.

The next week they were again having breakfast when the radio announcer says, "We are expecting 12 to 14 inches of snow today. You must park ...". Then the power went off. The good wife was very upset, and with a worried look on her face she said, "I don't know what to do. Which side of the street do I need to park on so the snow ploughs can get through?"

Then, will all the love and understanding in his voice, which men who are married to blondes always exhibit, the husband replied "Why don't you just leave the bloody car in the garage this time?"

# WATTS NEWS

In the January 2012 Watts News, there was an article about T37.

**UPDATE – this is going to happen, however, it may not be 1/7/2012 ... and then again it might be!**

*Taken from QCA Draft Methodology Paper – Regulated Retail Electricity Pricing 2012 – 2013*

Table 3.1: Obsolete and declining block tariffs to be replaced and alternate network tariff

Redundant retail tariffs	Proposed network tariff
Tariff 21	8500/8600 – flat small/medium business
Tariffs 37, 62, 63, 64	8700/8800 – time-of-use small/medium business

Customers currently on obsolete or declining block regulated retail tariffs will be moved to the tariffs set out in Table 3.1 from 1 July 2012. However, they may prefer to move to an alternate tariff of their choice if there is one that better matches their usage and consumption.

#### 8500/8600

Tariff 20 (Flat Business)  
Tariff 67 (Flat Farm)  
Tariff 68 (Flat Irrigation/Drought Area)

#### 8700/8800

Tariff 22 (Time-of-use Business)\* **Times to be reviewed**  
Tariff 62 (Time-of-use Farm)  
Tariff 65 (Time-of-use Business)

#### 8200

Medium Demand – appears to have been given the bullet (so any customer on 8200, if this NTC is killed off – will need to investigate if 8300 Small Demand or 8100 Large Demand is better for them.

Tariff 22 (Times to be reviewed) *What the??* Surely the times can't be changed overnight. For bulk supply/embedded networks sites who on-sell – if tenants are all T22, these meters are programmed with time settings – consideration for a time frame to have these reprogrammed would have to be given. Wouldn't it??

All Watts clients who on-sell to a Bakery on T37 have received a memo which suggests that the Bakery Shop considers T22 – which if they changed was cost effective, HOWEVER, Page 58 – Appendix 3 – Energex's Proposed 2012-2013 Network Tariff – Details, Times to be Reviewed. Until this is known, Bakery tenants should hold and not change to T22.

Proposed changes to the times associated with business non-demand time of use: (T22)

Fixed Service Charge (c/day) + Consumption Charge (c/kWh) based on the following time of use structure:

- Off peak 9pm – 7am
- Shoulder 7am – 12pm
- Peak 12pm – 9pm

And for your tariffs at home (Domestic)

Block tariff – would say the more energy you use – the higher rate  
Block 2 – higher cost, then Block 1  
Block 3 – higher cost, then Block 2

#### Proposed Tariff Structure

Proposed structure for the domestic inclining block tariff:

Fixed Service Charge (c/day) + Consumption Charge (c/kWh) based on the following inclining block structure:

Block 1 – 0 - 5000 (kWh per annum)  
Block 2 – 5001 - 10000 (kWh per annum)  
Block 3 – 10001 + (kWh per annum)  
Note: We anticipate the above would be billed on a pro-rata basis.

Proposed structure for the domestic time of use:

Fixed Service Charge (c/day) + Consumption Charge (c/kWh) based on the following time of use structure:

#### Monday to Friday

Off peak – 10pm - 7am  
Shoulder – 7am - 4pm, 8pm - 10pm  
Peak – 4pm - 8pm

#### Saturday/Sunday

Off peak – 10pm - 7am  
Shoulder – 7am - 10pm  
No Peak

1/7/2012 – Carbon Tax – Proposed changes to the AER and Qld Tariffs 21, 37, 62, 63 and 64 being killed off. Times to be reviewed for T22 and Block Tariffs to make a come back.

*As at Time of Issue – the Irish Blonde has gone on 'leave' – off to Gilligan's Island – will be the Island Girl and may not come back (to carbon tax, AER Regulations, Block Tariffs and continued billing disputes with Origin and Tru Energy)*

*AGL has resolved theirs. Come on Origin and Tru – are you going to be outdone by AGL?*

#### *The Legend Honour Roll*

Name	Knighted	Company
Paul Enright	8/9/11	Origin

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*The Queen and Julia Gillard are on the same stage at the Sydney Opera House in front of a huge crowd. The Queen has leaned towards Ms Gillard and said, "Do you know that with one little wave of my hand I can make every person in this crowd go wild with joy? This joy will not be a momentary display, but will go deep into their hearts and they'll forever speak of this day and rejoice!"*

*Gillard arrogantly replied, "I seriously doubt that with one little wave of your hand you could do all that? Show me!"*  
*So the Queen backhanded her.*

Paddy and Mick were both laid off, so they went to the unemployment office. When asked his occupation, Paddy answered, 'Knicker Stitcher ... I sew da elastic onto ladies' knickers and thongs ...

The clerk look up Knicker Stitcher on his computer and finding it classified as unskilled labour, he gave him 80 euros a week unemployment pay.

Mick was next in and when asked his occupation replied, "Diesel Fitter."

Since a diesel fitter was a skilled job, the clerk gave Mick 160 euros a week.

When Paddy found out, he was furious. He stormed back into the office to find out why his friend and co-worker was collecting double his pay.

The clerk explained, "Knicker Stitchers are unskilled labour and Diesel Fitters are skilled labour."

"What skill?" yelled Paddy. "I sew da elastic on da knickers and things, then Mick puts 'em over his head and says, "Yep, diesel fitter"

**ADMIT IT .....  
YOU ARE SMILING ....**

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

### **The Good**

1. AGL – For retro transferring NMI over to Tru Energy, even though Tru's ERROR – AGL did the right thing so the customer would not get burnt! (Not like Country Energy/Origin who WOULD not retro transfer 1 month for AGL). AGL gets 10 out of 10 from Mylo for doing the right thing.
2. Joanne Wicher (Retailer Escalation Dept – Energex) for investigating issue further and providing clear instructions for Origin so the customer can be charged on T20 (8500) from December 2010 and NOT T41 (8300). Joanne, you are a star! Thank you to Reshmi Prasad who also assisted.
3. Sam Dorrofield – Origin – for taking on all the outstanding billing issues. What a girl! Hoping by next Watts News, all issues will be resolved and finalised.
4. Phil Craig – Origin – Mr Craig, thank you for responding and finally we have action regarding the One Million Dollar Baby Issue. Your assistance is sincerely appreciated.
5. Domenic Piccolo (Tru Energy) for providing half hourly data in recent times – you are good Domenic!

### **The Bad**

Q Energy – for overcharging 2 Domestic accounts. What a shame – Q Energy's first appearance on 'The Bad' list – very little overcharge – but an overcharge is an overcharge.

### **The Unbelievably Ugly**

1. Tru Energy – for missing, forgetting or losing the plot – did NOT do the transfer for a 1/10/2011 start and did not even realise they were not billing for the new site. Only after AGL issued bills did Tru finally pick up their error. Tru issued Transfer Notice on 23/1/2012. AGL did the right thing here and all should NOTE – in this instance it is not AGL who stuffed up, it is Tru Energy who stuffed up BIG TIME. Mylo is told that customer is still waiting for an explanation from Tru as to how they allowed this mess to occur in the first instance. PS – Great email Vanessa – Well done!
2. Tru Energy – still no response to two Qld customer's request for a bill review as Tru Energy has applied the NTC for 1<sup>st</sup> July 2011 to the customer's account for October 2010 to June 2011. The bills need to be recalculated using NTC for 1<sup>st</sup> July 2010 not 2011 as we all know that charges for 2010 are less than 2011. Both customers are due considerable credits but Tru, by their silence and by NOT correcting these errors, is stealing these Qld customer's money and what else can one think except DISHONESTY! The DEEDI has tried but Tru does not even respond to them. Next step could be the Qld Civil and Administration Tribunal.
3. Carbon Tax – unbelievably ugly!!

### **Pass the biscuits**

When I was a kid, my mum liked to make breakfast food for dinner every now and then and I remember one night in particular when she had made breakfast after a long, hard day at work. On that evening so long ago, my mum placed a plate of eggs, sausage and extremely burned biscuits in front of my dad. I remember waiting to see if anyone noticed! Yet all my dad did was reach for his biscuit, smile at my mum and ask me how my day was at school.

I don't remember what I told him that night, but I do remember hearing my mum apologise to my dad for burning the biscuits. And I'll never forget what he said: "Honey, I love burned biscuits"

Later that night, I went to kiss Daddy good night and I asked him if he really liked his biscuits burned. He wrapped me in his arms and said, "Your mummy put in a long hard day at work today and she's real tired. And besides ... a burnt biscuit never hurt anyone!"

You know, life is full of imperfect things ... and imperfect people. I'm not the best at hardly anything and I forget birthdays and anniversaries just like everyone else. What I've learned over the years is that learning to accept each others faults and choosing to celebrate each others differences is one of the most important keys to creating a healthy, growing and lasting relationship.

So ... please pass me a biscuit. And yes, the burned one will do just fine!

Life is too short to wake up with regrets ... Love the people who treat you right and forget about the ones who don't.

***My neighbour knocked on my door at 2.30 this morning. Can you believe that 2.30am??***

***Luckily for him I was still up playing my bagpipes.***

***Paddy says, "Mick, I'm thinking of buying a Labrador"***  
***"Really," says Mick "have you seen how many of their owners go blind?"***

### **Quote of the Month**

Never argue with a fool;  
onlookers may not be able to tell the difference.