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Issue 55

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HAPPY AUSTRALIA DAY ALL

Happy birthday to Donna
Lucas for 12/11/12
Our newest Trainee Watts
Chick
Many happy returns!

Watts Energy would like to
congratulate Ray Fenwick who
with a broken toe completed 18
meter runs (record number)
and our first month without
Uncle Bob.
Well done Ray – 10 out of 10
You are a star!

To Tru Energy ... from two of your
Qld customers

Hey True Energy
(Hey True Blue)
Sing along if you like

Don't say you've gone
(with your customer's credits)
Say you've knocked off for a smoko
And you'll be back later on
(with the credits applied)
Hey True Energy – give it to us
straight
Face to face
Are you really disappearing
(with the credits)

Hey True Energy
Is it really you and the Qld customer
Is it Mum and Dad, is it a cockatoo?
Will you True stand by your Qld
customer when he's been
overcharged on an electricity
account
Or will he lose this cash
True Energy, we are asking you

Hey True Energy, is you heart still
there
Or have you sold Qld out
Do you really care True Energy

Hey True Energy will you
please do the right thing
for these two Qld
customers
Please do True Blue

TRUE BLUE: Steadfast
loyal Australian who
displays the Aussie ideals
of a fair go for all. Having
a go and solving problems.

WATTS NEWS

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

The Good

1. Lisa Ward (Ergon) for having common sense and resolving an issue in record time. (Note: prior to contacting your good self, the issue was on-going for 2 weeks – 2 weeks and still being told No! 2 hours with you and all was resolved). A/C for \$13850.20 was changed to a credit for \$5046.35. You are a star Lisa Ward. Thank you.
2. MaryAnn Zammit (Essential Energy) for delivering the goods – providing copies of missing accounts in record time and in a professional and friendly manner. You are our angel at Country Energy/Origin/Essential Energy. Thank you.
3. Nicole Gatehouse (Origin) and Paul Enright (Origin) for finally resolving the issue with credit for Network charges. Credit for January 2011 of \$6639.51 has been allotted to December 2011 account. Paul said Nic did all the heavy lifting. You are a star! Your customer thanks you.
4. Geoff Armstrong (AGL) for resolving three 'on-going' issues in one week. Thank you Geoff.

The Bad

1. Origin – provides Credit Assessment approval, then once customer had signed the electricity sale agreement and returned to Origin on 8/12/11 an email was sent on 9/12/11 –

'Unfortunately I have been advised there is a slight issue with this one ... Our credit team has contacted me to advise even though our new system approved this customer's credit check from our external sources, they will be making an internal decision instead.'

Too bad, so sad Origin says – No we will not honour our approval. Agreement was to start 1st January so this did not give the customer a lot of time to make other arrangements. Origin should get it right the first time

The Unbelievably Ugly

1. Tru Energy for not providing credits due to Qld customers for October 2010 to June 2011.
2. Origin – What the ? Office for a Centre Management moved in December 2010. The first account arrived 18/11/2011 - details are:
 1. 16/12/10 to 24/12/10 – 8 days – total kWh 908. Cost \$707.97 – this is average cost of 77.97 cents per kWh. Why? Because the 'confused' gems have applied Tariff 41 so minimum demand of 75 is applied.
 2. 24/12/10 to 3/3/11 – 69 days – total kWh 6952. Cost \$6046.94 = average cost of 86.98 cents per kWh – T41 with a minimum demand of 75 applied. Actual demand is 0.55 kWh.

Disputing accounts, the Call Centre person advises customer that Origin can't apply T20 and he does not think it would save them any money. Issue is on-going. Caution here with Origin, according to Call Centre, you will pay 77.97 cents per kWh and 86.98 cents per kWh. Do you get the feeling that they don't have a clue? I wonder if they were billed 86 cents per kWh, how they would react?

Come on Origin – redo on T20 – you can't intentionally overcharge and rob Queensland customers,

IMPORTANT NOTICE

Tariff 37

**(Non-Domestic Heating Time of Use)
Is being abolished as at 1/7/2012**

If you have a Bakery or other shop in your Shopping Centre that is currently charged on T37, as of July 2012 this tariff can no longer be applied.

Watts Energy will be checking every Shopping Centre where we provide our services and if there is any shop presently billed on T37, correspondence will be sent to you.

The key factor here is when the Bakery use ovens to cook, as there could be options if cost effective to change to T22. A new meter capable of T22 Time Settings will have to be supplied and installed. There is no regulation that we are aware of that determines who is to pay, hence assumption is costs will be to the tenant's account. Electricity costs where previously T37 was applied are going to almost double, plus the carbon tax of 2.3 cents kWh together with tariff increases as at 1/7/12.

Using current tariff rates of T37 – 12.33 cents per kWh and T20 – 23.19 cents per kWh, sample of increase using 3000 kWh is:

3000 kWh T 37 - \$369.90
3000 kWh T 20 - \$695.70

You may wish to pass this information to any bakery on T37 as these are excessive increases for electricity for their business.

JOKE OF THE MONTH

Patrick was a youthful and hard working Irishman at a coastal village in Ireland. Daily he would pole a heavy old punt out to sea, then work a heavy iron grapple to bring up the sand oysters which he sold to the local ice works. He was a man of regular habits, he always arrived home each day at a certain time. Sadly, Patrick did not realise that the heavy grappling was taking a toll on a faulty heart.

One day he failed to come home so his wife contacted the Police to investigate him being missing. They rowed out and found Patrick dead in the punt, beside him a huge grapple full of oysters he'd tried to hoist aboard. Headlines next day in the *Irish Times* said

Wait for it

Wait for it

Oysters Kilpatrick!!!!

~ The Legend Honour Roll ~

Name	Knighted	Company
Paul Enright	8/9/11	Origin