

ISSUE 60, JULY 2013



- Mylo Browncoat's The Good, the Bad & the Ugly
- Others Share the Pain

THE GOOD

- QUEENSLAND STATE OF ORIGIN TEAM 2013 - For winning back to back to back to back to back to back to back State of Origins - 8 in a Row! QUEENSLANDER!
- Sam Dorrofield (Origin) - For answering each and every email no matter how nasty, for trying to move mountains to get the issues resolved, for the electricity contracts for the two “yucky” sites being sold and the credit assessment journey. Thank you Sammy—if only there were more of you.
- Nicole Lambert (AGL) - For a sterling job on pricing for one of their current AGL customers. Nic—you came, you saw and you rocked it girlfriend—Well Done.
- Mark Blackburn (Global FM) - For always answering emails and for your “care factor” with all works for shared clients. You do real good for a male, Mark.
- Gerard Daly (E H Larmar) - Many many thanks for delivering all the stuff and answering all those EOFY questions. Fantastic work, Gerard.
- Geoff Armstrong (AGL) - For cracking the whip and getting the novation and requested security deposit reduced. Well done Geoff and our quote for you and AGL is “A business absolutely devoted to services will have only one worry about profits.—they will be embarrassingly large” - borrowed from Henry Ford 1863-1947, Founder of Ford Motor Company.
- Sam Dorrofield (AGL) - Double Banger this month - For the resolution of one of the billing disputes which resulted in a \$2,000.00 credit for the customer. Stacey and I both thank you very much.
- Brian Gardiner (origin) - For always coming through and providing copies of accounts when we need them most.

A big welcome to our 2 newest
Watts Members —Bev & Harvey!
Welcome aboard the Watts Express!

Wade Morris—17th July

Well done to all the Good People who have signed up to the challenge of a month without booze—Good Luck and God Bless.

Best holiday wishes for Dr A and Deb who are off on their extended overseas holidays. Stay safe and drink lots of wine!

Holiday wishes al to Louise Pope
(Alinta Energy) who is off to Italy &
Croatia!

The Good, the Bad and the Ugly continued

THE BAD

1. Origin (Import/Export Data) - For not providing the customer with credit bills and approximately \$53,000 credit. Customer needs this corrected for their NABERS Rating. If a separate agreement for the import/export exercise was required, then Origin should have advised this and prepared the special agreement—To the naughty corner Origin and stay there until you can do the Import/Export calculation. PS—Previous supplier TRUenergy did it.
2. Anyone, anywhere who “passes the buck”, tells porkies and is not brave enough to admit that they stuffed up and tries to put the blame on someone else—Karma will get you one day.

THE UGLY

1. WATT THE??? Rules and regulations changing and owners not making large profits on on-selling electricity. Parent/Child NMIs to come to QLD, BUT, now for certain sites, Ergon and Energex Networks will not allow each tenant (retirement units etc) to have its own supply and NMI but forcing owners to BULK SUPPLY! Small 1, 2 or 3 level buildings where previously was one tenant, then tenant vacates and owner wants a meter per floor direct supply/NMI but refused by Energex. Owner forced to on-sell at a LOSS. Honestly, how can anyone force anyone to sell anything at a lower rate than you purchase it for??
2. Any supplier transferring NMIs that are not the correct NMI for their new customer—WATT THE? How can this be? Wrong NMI being transferred all over the place.

3. Acumen Metering—For removing meters and installing your meters when the customer has signed metering agreement with Metering Dynamics. All the extra work you make for the Watts meter readers and Data Entry Operators. A signed copy of the DMA is sent to Origin but still you try one on—not very nice at all.

4. Schedule 7.3 of the National Electricity Rules—All CT connected meters (electronic) need to be tested every 5 years. AEMO and the AER have recently taken a more proactive approach in ensuring that retailers and metering providers comply with the testing requirements. As such, all customers will have all of their meters tested at some point over the next 5 years. When this occurs, costs will be passed on to customer through their electricity bill. Possible costs for Customers are:

\$375 + GST for meters within 100kms of the Sydney, Canberra, Melbourne, Adelaide and Hobart CBDs.

\$475 + GST for meters within 100kms of the Brisbane CBD or more than 100kms outside of the Sydney, Canberra, Melbourne, Adelaide and Hobart CBDs.

\$575 + GST for meters in Queensland more than 100kms outside of the Brisbane CBD.

5. AGL—The auto reply email received states “Thank you for contacting AGL Business Customers Service Team. Your enquiry has been allocated to a Customer Service Consultant for resolution”. Very Smart Reply—No timeframe is provided—STILL WAITING!

A Billion—Political Story

This is too true to be funny. The next time you hear a politician use the word ‘billion’ in a casual manner, think about whether you want the ‘politicians’ spending YOUR tax money.

A billion is a difficult number to comprehend, but one advertising agency did a good job of putting that figure into some perspective in one of its releases:

- A. A billion seconds ago it was 1959.
- B. A billion minutes ago Jesus was alive.
- C. A billion hours ago, our ancestors were living in the Stone Age.
- D. A billion days ago, no one walked on the earth on two feet
- E. A billion dollars ago was only 13 hours and 12 minutes at the rate our government is spending it—Stamp Duty, Tobacco Tax, Corporate Income Tax, Income Tax, Council Tax, Unemployment Tax, Fishing Licence Tax, Petrol/Diesel Tax, Inheritance Tax (tax on top of tax), Alcohol Tax, GST, Property Tax, Service Charge Taxes, Social Security Tax, Vehicle Licence/Registration Tax, Vehicle Sale Tax, Workers Compensation Tax, Carbon Dioxide Tax.

STILL THIS THIS IS FUNNY?

Not one of these taxes existed 60 years ago and our nation was one of the most prosperous in the world.

We had absolutely no national debt. We had the largest middle class in the world. Mum stayed home to raise the kids, Dad and teachers were allowed to discipline kids.

A criminal’s life was uncomfortable.

Boat people were kids sailing on the harbor.

WATT THE? WATT HAS HAPPENED?



Others Share the Pain

(Tidbits within the Industry)

As mentioned, would be happy to review the current whole building arrangement to see if there are any ways to reduce costs for the owners (not suggesting that this is possible as I am sure much has been reviewed in this area, but always worth a look)....please note—I am not against embedded networks, they can have their advantages, particularly in not having to deal with the unresponsive and unreliable retail sector!!!

One shopping centre only in Queensland—
Total Carbon paid for one large shopping centre for July 2012 to June 2013 was \$571,660—Over half a million dollars—where is all the carbon paid monies?

g The Legend Honour Roll h		
Name	Knighted	Company
Paul Enright	8/9/11	Origin
Andrew McNair	12/12/12	Energy Options

- The Irish Joke Corner—
Short Ireland Jokes
- Q: What’s the difference between an Irish wedding and an Irish funeral?
A: There’s one less drunk.
- Q: What’s the difference between a smart Irish man and a unicorn?
A: Nothing, they’re both fictional characters.
- Q: How do you blind an Irish woman?
A: You put a bottle of scotch in front of her.
- Q: Did you hear about the winner of the Irish beauty contest?
A: Me neither.
- Q: What do you call an Irishman in the knockout stages of the World Cup?
A: A referee.
- Q: Why wasn’t Jesus born in Ireland?
A: He couldn’t find 3 wise men or a virgin.
- Q: How can you tell if an Irishman is having a good time?
A: He’s Dublin over with laughter!!
- Q: Why can’t you borrow money from a leprechaun?
A: Cos they’re always a little short.
- Q: What is black and clue and found floating up sidedown in the Irish sea?
A: Someone who tells a stupid Irish joke.
- Q: Why did God invent whiskey?
A: So the Irish would never rule the world.
- Q: What is Irish diplomacy?
A: It’s the ability to tell a man to go to hell so that he will look forward to making the trip.

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