

Watts News

ISSUE 62, OCTOBER 2013



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Question

Mylo Browncoat has a question for any legal eagles out there relating to QLD Customers, owners and management of bulk supply sites -

There must be a Regulation, Act, Standard etc out there somewhere that QLD customers can use when suppliers issue electricity bills. For example, one Customer got 2 years of accounts with previous account cancelled and reissued - was very messy and complicated. However, once reconciled by one smart chick, what was determined was that the Supplier was billing twice for the same billing period. The data was sent to the Supplier who first up denied it saying the bills were reissued, it was sent back again and the same response was received so it was sent back for the third time with another spreadsheet clearly showing the Customer was being billed twice. The Supplier then realized that they had not cancelled and credited this to the Customer. Must be in breach of some regulation that they are trying to double bill and rip off another QLD Customer. GST, money changing hands, quality assurance—can anyone provide a clause (Act or something) Mylo can quote to shake up these Electricity Suppliers? HELP OTHER QUEENSLANDERS. Please email any answers.

The Legend Honour Roll

On 17 October 2013, another legend was added to the Legend Honour Roll...and finally a Chick!

Our wonderful Sammy, first chick on the Legend Honour Roll. Sammy, previously with AGL, was one of the original AGL Angels who always delivered price offers, credit assessments, was quicker than Flash Gordon, always had her finger on the pulse, and could take an issue and fix it the same day. Sammy is now with Origin and boy oh boy, has Sammy shaken up Origin for the better - if only Mr Origin had 100 Sammys on the payroll, then Origin would be a better electricity supplier. Sammy is Number 1 at Origin and never lets us down and the QLD Customers. Even though there are still outstanding issues, if it was up to Sammy, we know these would be resolved now. Sammy - sailing solo has resolved several billing issues which the Customers will be forever grateful. SAM DORROFIELD - YOU ARE NUMBER 1 and you are now on the Legend Honour Roll and you definitely deserve to be.

The Legend Honour Roll

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<u>Name</u>	<u>Knighted</u>	<u>Company</u>
Paul Enright	8/9/11	Origin
Andrew McNair	12/12/12	Energy Options
Sam Dorrofield	17/10/13	Origin

HAPPY BIRTHDAY WATTS ENERGY PTY LTD

Watts Energy turns 9 years old on 18 October 2013.

State of Origin - 8 Wins

Watts Energy - 9 Wins

Never underestimate a Dizzy Irish Blonde City Queenslander and a Northern Cowgirl Country Queenslander and a China Doll Queenslander.

To the very brave clients who jumped on board in the first year (Oct 2004 to Oct 2005):

- Brian Prendergast
- Judy Dewar
- Margaret Ryan
- Mark Metz
- Ruth Dalton
- John Gilliland (Cathedral Place)
- Ray Maddock
- Donna Lewis
- Donna Edwards (Other)
- Retail First (Wil Quass, Kerri Jones)
- David Ansell
- Don Wilson
- Simon Cox
- Johann De Beer
- Jason Barrett
- Lydia King-McGraw
- Wayne Strickland
- Tom Kenny
- Belinda Kalinin
- Debbie Madsen

Special thank you to all these brave people who took a chance and gave Watts Energy and go - THANK YOU.

And last but definitely not least - To the Watts Energy Staff - Thank you to the Watts Crew (Name and Year commenced):

- Charmaine Loobun (2004)
- Bob Hunt (2005)
- Jan Edwards (2005)
- Rosie Fehres (2007)
- Sharon Williams (2007)
- Ray Fenwick (2008)
- Micah Luchetti (2011)
- Donna Lucas (2011)
- Kylie Schwartz (2012)
- Bev Martynec (2013)
- Harvey Jones (2013)

Happy Birthday Watts Team and a HUGE THANK YOU for the continued effort, long hours and conditions and always delivering the reads and charges on time. 3 cheers for the Watts Staff.

Joke Corner

Two Boys

If this does not make your day,
nothing will. Too good not to share.

Two little boys, ages 8 and 10, are
excessively mischievous.

They are always getting into trouble
and their parents know if any mischief
occurs in their town, the two boys are
probably involved.

The boys' mother heard that a
preacher in town had been successful
in disciplining children, so she asked if
he would speak with her boys.

The preacher agreed, but he asked to
see them individually.

The mother sent the 8 year old in the
morning, with the older boy to see the
preacher in the afternoon.

The preacher, a huge man with a deep
booming voice, sat the younger boy
down and asked him sternly, "Do you
know where God is, son?"

The boy's mouth dropped open, but he
made no response, sitting there wide-
eyed with his mouth hanging open.

So the preacher repeated the question
in an even sterner tone, "Where is
God?!"

Again, the boy made no attempt to
answer.

The preacher raised his voice even
more and shook his finger in the boy's
face and bellowed, "WHERE IS GOD?!"

The boy screamed and bolted
from the room, ran directly home &
dived into his closet, slamming the
door behind him.

When his older brother found him in
the closet, he asked, "What
happened?"

The younger brother, gasping for
breath, replied, "We are in BIG trouble
this time!" "GOD is missing, and they
think WE did it!"

Mylo Browncoat's The Good, the Bad & the Ugly

THE GOOD

1. Sam Dorrofield (Origin) - For all the prices, reprices, credit assessments and backdated offers you have prepared so effortlessly this week. Watts Energy clients thank you Sammy and for Issue 62 (Watts Birthday Issue), you are Number 1.
2. Sam Aldemir & Catherine Ryan (AGL) - For actioning the novation of agreement after several emails to AGL - nothing was happening however an email was sent to you both and finally, action. Thank you both, you saved the day.
3. Energex Networks - For your email thanking Mylo Browncoat for praising the efforts of Kelly Rutherford and for offering assistance to understand our clients issues. Energex Networks - You are Number 1 Networks.
4. Nicole Lambert (AGL) - Now MIA - Watts Energy miss you. Another one of the original AGL Angels, those were the days.
5. Louise Pope (Alinta Energy) - Wow, wow, wow. With the speed of lightning, credit assessment done, price offer provided, advised who the MD & MDA are! Is so good to know there is another Fantastic Chick working her little butt off. We thank you Louise Pope - You did SO good.
6. Tim Matthews (Jones Lang LaSalle) - 10 out of 10 for you young Tim for your co-operation and assistance during the current tendering exercise for "Annie Get Your Gun" site. The Irish Blonde was telling Mylo about this exercise and his head nearly spun right around. However, this was such a painful, long exercise but you Young Tim, made it bearable. Thank you.
7. Ray Fenwick (Watts Energy) - For always completing the longer, harder runs. You just get in and do the job and for always filling in when we are short staffed, putting in the long hours, the many extra steps and miles to 'Far Away Places a long way from home'. Mylo says "RAY ROCKS THIS WATTS SHOP." Thank you.
8. Jo Ann Wicker - For your "above the call of duty" & follow up on Energy Australia to ensure QESI was lodged and advice that NMI reclassification from Large to Small was approved, effective from 9/10/13. Jo Anne - you have been on the Good List more than once before and Mylo says "Welcome Back".
9. Phoebe Mann (ERM Power) - For always delivering the goods for urgent requests and always, always, always answering our emails. Thank you Phoebe.
10. Ian Mann (Valley Metro - Jones Lang LaSalle) - You were so good. For all the co-operation and assistance given to Watts Energy. We are sorry you are leaving and wish you all the very best for the future. Good health, good luck and God Bless Ian from all the Watts Energy team.
11. Samantha Riley (Q Energy) - For stepping up to the plate when no one else was brave enough and for Q Energy looking after Customer even though Q Energy will lose money, however, at least they have taken responsibility for 7 Sleepy Drive (more in THE BAD for this bad onion issue).

Joke Corner continued

De Parrot, he is Dead

At dawn, the telephone rings....

"Hello, Senor Bob? This is Ernesto, the caretaker at your country house."

"Ah yes, Ernesto. What can I do for you? Is there a problem?"

"Um, I am just calling to advise you, Senor Bob, that your parrot, he is dead."

"My parrot? Dead? The one that won the International Competition?"

"Si, Snore, that's the one."

"Damn! That's a pity! I spent a small fortune on that bird. What did he die from?"

"From eating the rotten meat, Senor Bob."

"Rotten meat? Who the hell fed him rotten meat?"

"Nobody Snore. He ate the meat of the dead horse."

"Dead horse? What dead horse?"

"The thoroughbred, Senor Bob..."

"My prize thoroughbred is dead?"

"Yes, Senor Bob, he died from all that work pulling the water cart."

"Are you insane? What water cart?"

"The one we used to try to put out the fire, Senor."

"Good Lord! What fire are you talking about, man?"

"The one at your house, Senor! A candle fell and the curtains caught on fire."

"What the hell? Are you saying that my mansion is destroyed because of a candle?"

"Yes, Senore Bob."

Mylo Browncoat's The Good, the Bad & the Ugly

THE BAD

1. Origin - Client email and their story -

I will update as you to our situation with Energy contractor as well. We have now signed with AGL and have forgone any agreement we had with Origin, as Origin had repeatedly failed to arrange backdating us with AGL. The whole time the process was ongoing they never explained in depth why it was taking so long, and failed to inform us that AGL was never going to approve the back date. In the meantime we were being billed by AGL for huge amounts as we were not on a contract rate.

This had been going on since May - I called AGL and they explained that they had repeatedly denied Origin's backdate request, and that they were never going to approve it. Because as AGL put it, they were not obliged to honour it, and therefore wouldn't. I was being told a different thing every day by Origin. But only when I'd ask - they would never contact me to update me on the process. The only time I received any correspondence from Origin without me being the first to engage, was when they were chasing me for my security deposit. It took 4 months with Origin and we still had no energy contract. It took 4 minutes with AGL and we are now on a contract.

2. Australia Post - We post the mail and Australia Post then delivers it back to our own post box or to a wrong box number. We repost and it is still delivered back to us. Seems someone at Australia Post cannot tell the difference between TO and FROM Sender. Return to sender by Australia Post.

3. Urban Utilities - Emails going to Customer - Advanced Metering Infrastructure Trial - Email from client:

Hello is anyone home? Firstly it would be nice to have a working meter. My complaint has been logged. I have phoned in at least three times including 15 Aug and 19 Aug and again about three weeks ago. Still there is no operational meter to this site despite promises:

1. A tech visited site within a few days of logging complaint. He stated that someone would be back within a few days to fix it.
2. The "main man" has been working night shift. He is changing back to day shift and will get to it soon.
3. At my last call the issue was escalated to "priority". No Change. Zero response or feedback over recent weeks.

Perhaps you can find someone awake or someone to install the AMI on Monday?

4. AGL - Emails sent to AGL advising sale of centre. Many many emails sent, all detailing sale date 30/9/13. AGL did not wish to novate current agreement as too short - expiry date is 31/12/13. New owner went to Origin for new agreement - AGL rejected transfer stating under contract to 31/12/13 (this was for old owner who is now gone). Several emails and then this from the AGL Transfer Dept this morning "Objection has not been lifted as NOT notified of the move out date." So today, for the 6th, 7th, 8th..lost count, advised again sale date of 30/9/13. AGL - Please let our people go (let this NMI go, it does not live at AGL anymore).

Joke Corner continued

De Parrot, he is dead cont.

"But there's electricity at the house!
What was the candle for?"

"For the funeral, Senor Bob."

"WHAT BLOODY FUNERAL??!!"

"Your wife's, Senor Bob. She showed up very late one night and I thought she was a thief, so I hit her with your new Ping G15 204g titanium head golf club with the TFC 149D graphite shaft."

SILENCE.....

LONG SILENCE.....

VERY LONG SILENCE.....

"Ernesto, if you broke that driver,
you're in deep shit."

Mylo Browncoat's The Good, the Bad & the Ugly

THE UGLY

1. Q Energy, Energy Networks & Energy Australia - What the? This one reminds me of Snow White and the 7 Dwarfs story as it looks like Snow White went to sleep and the 7 dwarfs did not continue with any work. Very very quick history - Mylo is going to call this job 7 Sleepy Drive:

- Tenant leased 7 Sleepy Dve. Tenant was a large business customer and signed electricity contract with Energy Australia. Tenant company goes broke, receivers are appointed 22/5/12. Assumption is receivers would have notified TRUenergy (Now Energy Australia) and finalise agreement.
- Owner owed well in excess of \$150K
- Owner spent approximately \$200K tidying up and sub-dividing to smaller tenancies, which then changed this site to a bulk supply site.
- From 26/4/12 to 1/10/12, only power used at this site was receivers and tradies.
- Main meter has been read and is definitely small. 12/12/12 to 1/10/13 (303 days), total use is 27794 kWh, daily averages are 52-30 kWh per day.
- On 26/9/12, Networks and Q Energy contacted - small business agreement signed with Q Energy. Tried to change NTC from 8300 to 8500 or 8600 but not allowed, must come from supplier.

- Now tricky as owner has new agreement with Q Energy. Energy Australia was the tenant's supplier but owner has nothing with them.
- Q Energy tries to transfer in January 2013 - rejected by Energy Australia as NTC large and no large contract in place. Please remember that total use for 303 days was 27794 kWh so for 365 days, let's say it would be 34000 kWh for the year - Site is no longer large business customer.
- On 2/10/13, received email from Q Energy advising site not transferred. Email hotline. Cut to the chase - Energex would not backdate reclassification, quote "Retailer handbook operating procedures".
- Now, Energex can reclassify and do so for other sites normally Small to Large but for 7 Sleepy Dve, no way, go back to go - Energex would not do it.
- Appears here Energy Australia and Q Energy will be way out of pocket but Energex has taken the money and refused to give any back.
- No bills issued to Owner. Neither the Owner, Q Energy nor Watts allowed to complete QESI for reclassification from Large to Small. No one notices monthly use is about 4000 kWh.

So who is the Hero here and who is the Villain?

Feedback Bag - Emails received from readers

- Alyce - Aw thank you Donna for the lovely mention, made my day :)
- Steve - Really enjoyed newsletter. Thanks.
- John - The Good, The Bad and The Ugly is our favourite. Keep the fight going.
- Jess—Love The Man Rules.

Mylo Browncoat appreciates any feedback, good, bad or ugly - you can have your say.

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