

December 2008

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Office Hours

Christmas 2008



Watts Energy's office will be closed from 25 December 2008 to 1 January 2009 and will reopen on Friday 2 January 2009. Several meter runs will be completed on the 29th and 30th of December however our office will remain closed. The remainder of meter runs will be completed from 2 January 2009 onwards. If you have any concerns regarding this or are aware of a Proposed Sale Read for your property, please contact Donna Edwards or Lyn Barclay as soon as possible to discuss.

Happy Birthday to Wanese Saywell – Have a great day on the 28th November!



In the spirit of Christmas and good will to all - For all our Darling Clients who have been cheated, overcharged and mistreated (left on the phone, wrong bills, wrong tariff, wrong network charges, wrong ambulance levy, wrong addresses, wrong NMIs, wrong meters) – We have written a very long letter to Santa asking him to resolve all billing issues and for our Mylo Browncoat and all our cheated and mistreated clients to receive correct charges for all future accounts.

MERRY CHRISTMAS!



WATTS NEWS

Ho Ho Ho! Tis the Season to be Jolly! The Watts Chicks and Guys wish you all a safe and Merry Christmas!

Power Price Increases

As quoted in the Courier Mail 14/11/08 "The Beattie-Bligh Labor Government repeatedly promised no one would be worse off after retail competition was introduced into the electricity industry but all we've seen is prices going up and up...there was an 11% electricity price hike last year, a 5% rise this year and now they're flagging another 10% for next year."

To P.B. – From Mylo Browncoat:

Why did you sell Energex and Ergon Energy? Why do you let QLD customers be overcharged – didn't you read Power Play, which is a global history of the catastrophic consequences when any Government sells the power supply? No wonder you now live in the States – it is safer for you. How could you sell out the QLD public who supported you for so long? Can Anna buy them back?

As the end of year draws closer, time for reflection on some billing issues. In NO particular order is a brief history of the issues our favourite client, Mylo Browncoat has faced:

1. Reversed NMI

Building "Apple" located in Ashgrove – NMI 123 and Building "Banana" located in Bracken Ridge – NMI 321. New owner of the Apple building actually being charged for the Banana building which used double the energy. Issue commenced in September 2007.

Current Status – Uresolved.

2. Domestic Apartments – Bulk Supply

Electricity account billed to the Body Corporate on Tariff 41 then this month, Mary Mary in Unit 711 received an account for \$57,000 for her little 2 bedroom unit for a month and billed on Tariff 22, which is a commercial tariff and not a domestic tariff and poor Mary, she gets a bill from Mylo each month as the premise is a bulk supply point and on-sells.

Current Status – Resolved thanks to St Lydia.

3. Access to Main Supply Meters

Mylo has discovered that even though he receives an Origin bill, charged on Tariff 43 for one of his buildings, Origin have no control over the manual meter readings. This is provided by Energex Networks who sub-contract to various other companies, one of these is "Useless Meter Reading Co". If there are 2 doors side by side and one door's sign is Exit and the other is Entry, poor guys are confused so write no access, were 2 doors and did not know which door to open. Believe it or not.

4. New Developments – Commercial Buildings and Shopping Centres

The switchboard manufacturer supplied switchboard and meters for a new building which opened in February 2008. Meters were not calibrated with correct CT ratio hence has been a long hard journey to have every meter issue corrected as there was a cast of thousands involved here. A story relating to this was published in the Watts News October 2006 – Issue 11:

"Mylo Browncoat built a new shopping centre in Brisbane called "Faulty Plaza". Experts advised Mylo to develop a bulk supply site and on-sell electricity to the 33 specialty shops. All works were completed and the centre opened. Six months later Mylo was upset as he was paying 80% of the total electricity bill, he did not understand why, as common area should be approximately 20%, not 80%. Mylo called in Tia's Angels (distant cousins to Charlie's Angels & the "Undercover Angels") to investigate, and it was determined that 30 of the 33 meters were faulty. The internal dip-switch settings were set on default (faulty) mode hence the meters were not providing correct usage for each of the 30 shops. The 30 shops were being undercharged.

Suggestions for all parties for future scope of works, a clause should be included that the Electrical Company who supplies and installs meters provide a check list for each meter,

that the meter is operating and measuring correct usage and has been tested and checked.

Make someone responsible for this from commencement. This should also be included for all AMR (automated metering reading) systems. If this new procedure is implemented, it could save you a lot of grief, time and dollars."

Current Status – Metering issues are growing faster than a bolt of lightning – Still occurring.

5. Overcharges

AGL has upset another one of our favourite clients, Jason and the Argonauts. In Jason's quest to find the Golden Fleece, AGL has overcharged this customer on many accounts, billed them twice for the on-supply ambulance levy for the same month. Must have remote meter readings, no choice, even on use less than 100,100 kWh per year and you will pay \$50.00 per month. These are AGL's rules – don't worry about the QLD Electricity Act or Code, we are God and we will bill you for 5 days, then 31 days, then 5 days and send 6 months of accounts and charge you interest for not paying even though you only received the accounts yesterday and our staff will send you wrong information and you will accept this and pay, pay, pay us. AGL will overcharge you on Tariff 22 as our new accounting software can't bill the Shoulder use (Mon to Fri 9.00pm to 11.00pm) on the low rate of 7.10 cents. No, it will be charged on the high rate of 20.16 cents because we can't change our software, we are only one of the largest electricity and gas suppliers in Australia and you will pay the extra 13.06 cents per kWh and you will not complain as no one in QLD can help you anyway. DME do not want to know, Energy Ombudsmen say that for only small use and domestics, it is sad QLD customers will be overcharged but this is how it will be. Hence, instead of finding the Golden Fleece, it seems Mylo Browncoat and Jason and the Argonauts have been fleeced by AGL!

Believe It or Not – True or False?