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Issue 30

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### Welcome to our new clients

A very warm welcome to Wendy and Robyn – Bracken Ridge (Brookfield Multiplex)

Kim Donovan, Mal Draper, Candice White and all at Centre Management at Pacific Fair

Thank you to Gorgeous Ted Baczkowski for the 3 Centres commencing soon with the Watts Chicks

### **A STIMULUS PACKAGE**

This was an article from the Canberra Times Newspaper on Sunday

The Business Section asked readers for ideas on 'How Would You Fix the Economy?'

**This is a smart guy**

**Dear Mr Rudd**

**Patriotic Retirement**

**There are about 4 million people over 50 in the work force; pay them \$1 million apiece severance with stipulations:**

**1. They leave their jobs. 4 million job openings – Unemployment fixed.**

**2. They buy NEW Australian cars. 4 million cars ordered – Auto Industry fixed.**

**3. Their either buy a house or pay off their mortgage - Housing Crisis fixed.**

**ALL THIS AND IT'S STILL CHEAPER THAN THE 'BAILOUT'.**

# WATTS NEWS

**Believe it or Watt(s)!**

**NEW TARIFFS AS AT 1/7/09**  
(Approx 15.8% on 2008)

**Tariff 20 is the most common tariff applied to tenants, shops etc in a bulk supply site**

### **Tariff 20**

All kWh – 19.20 cents per kWh

Service Fee - \$11.95 per month

### **Tariff 21**

First 100 per month – 23.85 cents

Next 9900 per month – 22.40 cents

Remainder – 17.05 cents

Service Fee - \$10.68 per month

### **Tariff 22**

Low rate, all kWh – 8.22 cents

High rate, all kWh – 23.33 cents

Service Fee - \$26.32 per month

### **Tariff 41**

Energy charge, all kWh – 5.94 cents

Demand charge – \$25.54 per kW

Service Fee - \$40.29 per month

### **Tariff 43**

7am-11pm Mon-Fri – 12.10 cents

Other times – 4.84 cents

Demand charge – \$12.24 per kW

Service Fee - \$40.29 per month

### **Tariff 11**

All kWh – 17.13 cents

Service Fee - \$6.59 per month

### **New Ambulance Levy**

As at 1/7/09 - \$105.87 per levy per year

### **Scorecard – Winners and Losers** **WINNERS**

**Laura Edwards** from Origin, for her efficient and wonderful customer service. Over the last couple of weeks there has been a few curly issues and our Angel Laura Edwards (no, she is not related to the Irish Blonde) has handled all of these in a very prompt, accurate and friendly manner. Watts Energy likes the girl!

**Tracy Rickdale** from Origin for her excellent service and assisting our clients obtain copies of accounts quickly.

### **LOSERS**

**Tru Energy** – well Watts Energy's Irish Blonde has been 'dumped' again by Greg Duggin, Customer Manager at Tru Energy. Appears that the Tru Energy Customer Manager doesn't want Watts Energy. We get passed around from Manager to Manager. Unfortunately this is not a good look for Tru for all customers who are now with Tru via Watts Energy. As you say 'out with the old and in with the new'. These words may come back to haunt you!

### **ENERGEX NETWORKS**

*Just another case of bureaucracy gone mad – bugged the customer!*  
(Supplied by our Dr Andrew)

After 10 years of completing mudmaps and applications for LV Bus DLF and sending these to Energex Networks for 'Approved' or 'Not Approved', we have been given the flick here too. Well all 'Electrical Consultancies', now your Supplier/Retailer must do it. We received the following:

*Hello Ms Barclay*

*In between the afternoon of 4 June and present the issue was raised about correctness of Market Interface Department providing responses to a party who is not the actual registered retailer for the site. It has always been the actual rule that the retailer is the party that is authorised to submit a QESI 9 form on behalf of a customer as specified in Energex's 'Retailer Handbook'. An extract of the relevant sections of this handbook regarding the submission of QESI 9 forms and who can submit these forms has been provided below. The word Retailer has been bolded.*

*Energex will have to decline to accept and process this QESI 9 form on this occasion and will decline other such forms in the future. QESI 9 forms will only be accepted from retailers. This decision is consistent with the rules detailed below and will be applied uniformly with all electrical consultancies.*

*Regards*

*Michael Riley/Market Interface Department*

### **Copy of one of our client's emails to Origin**

*Dear Origin Team*

*I have received more credit notes and invoices over the past 2 days for our building in Brisbane.*

*Given the mess that the Origin accounts are now in, I'm handing it over to you, as I've grown tired of dealing with these inaccuracies over the past 15 months of our contract.*

*If you would like me to pay the accounts for this site, then I suggest you put together a concise reconciliation that assists me to understand the status of our invoices and credit situation.*

*In order to assist you, I have attached a copy of the reconciliation Tania did for me last week, as well as all of the credits and invoices I have been issued over the past few weeks. I'm sure you will agree, it is unacceptable.*

*Please advise your accounts departments to refrain from chasing payment until this has been resolved.*

*Look forward to receiving your thorough reconciliation.*

*Miss 'I am so over it' Property Manager.*

### **Special Memo for 'some' of our valued, wonderful clients (you know who you are)**

There appears to be an increased number of 'unemployed' kWh meters (not working, not measuring any use, on the couch watching soaps with snacks). We have sent many emails with no response. We suggest these 'unemployed' meters be investigated and corrected so owner recovers costs. Please read the emails sent to you as they are important. Let's get these meters employed and working again.