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All the Watts Chicks and Guys wish to say Thank You to Brian Burdekin who has left Country Energy Retail. All the very best with Country Energy Networks, you will be sadly missed.

Mylo's Scorecard

LOSERS

1. **Country Energy** Board and NSW Govt, who have packed up their bat and ball and fled Qld. Country Energy is withdrawing from Qld and some other states as the RISK is too high.

Mylo thought Peter Beattie was the biggest loser when he introduced the Ambulance Levy onto electricity accounts. Next he changed Energex Retail to Sun Retail and promptly sold it to Origin and changed Ergon Retail (part of it – Ergon Retail does still operate in North Qld, Pittsworth and surrounding areas) to Power Direct and quickly sold it to AGL. What a disaster that has been for Qld customers.

However, with Country Energy pulling out, it looks like there are bigger idiots in NSW. When was this ever even hinted at when Country Energy was pricing and obtaining customers? Where is the loyalty, commitment and support to Qld customers? Has anyone who makes these decisions read the book **Power Play** and how in many other countries selling the utilities has never worked, has never been to the customer's advantage.

Hello? Am I the only one who thinks this is sheer madness? If you have a current electricity sale agreement with Country Energy – **check** your expiry date as if you have not negotiated a **new** agreement with another supplier, once your Country Energy agreement expires you will be charged on default rates (approx 3 times higher) until you **transfer** to another supplier.

WATTS NEWS

Believe it or Watt(s)!

2. Anyone who questions the Service Fee which is applied and is part of:

Tariff 20
Tariff 22
Tariff 41
Tariff 43

These tariffs including the Service Fee were prepared and introduced by the Qld State Govt in the mid 1990's and signed off by the Minister. Franchise Tariffs are reviewed and increased on July 1 every year. The Service Fee listed for 20, 22, 41 and 43 are base figures only and are pro rata on the number of days in each billing period. The pro rata format/formula which is used is daily pro-rating which applies to electricity billing. The charges for electricity shall be calculated pro rata having regard to the relationship of the number of days covered by the account and one-twelfth of 365 days. The calculation of electricity charges shall be effected by way of an adjustment to the tariff provisions included in this determination. The adjusted provisions shall be calculated as follows:

$$P_a = \frac{Px12xn}{365}$$

P = includes the monthly provisions of the number of kilowatt hours in the block of tariffs, Service Fees, Minimum Payments, minimum consumption at 'other times' of Tariffs 23 and 63, demand charges and wattage charges and includes the annual charged for motor capacity and Public Lamps;

n = is the number equal to the number of days occurring in the billing period

The Service Fee was not introduced or developed by Watts Energy nor does Watts Energy receive the Service Fee or cost detailed on any electricity advice notices. HINT – If you are going to dispute or accuse any company, person or body, it is far better that you have actual information. Because you **don't know** or **don't understand** is no excuse for wasting valuable time and money with cryptic remarks that experienced persons would find offensive. Go and do your own homework before accusing parties of overcharging on rates, service fees etc.

3. Electricity Retailers who are requesting the following but not limited to, for Trust Accounts. Trustee details for the:

Trust, Person, Home Address, DOB, Drivers Licence Number and also the short validity time for prices.

Large Companies have a procedure, more than 1 person authorisation etc, 5 days or 1 week validity is just an insult – what will they want next – DNA Testing, Finger Printing, have each Trustee's ear micro-chipped so you can track them anywhere?

We all understand times are hard and everyone has to tighten up but these tactics are not helping and this additional request for information – 2.5 months security deposits – will not get us out of trouble. If you continually hit the companies who are still in there and holding their ground, you will bring them down as well and then you will purchase your electricity?

Understand if a company or person is deemed a bad credit risk – come on guys – these companies are out there buying property, you truly think they are not going to pay a power bill – Believe it or not!

WINNERS

1. **Waterfront Place** (Stockland) Deborah, Sunil, Gary and all the crew for reducing Common Area use for July 08 – June 09. Total Common Area kWh use is 6.88% of the total use for the building (note airconditioning, lifts and carpark are metered separately hence, is for Common Area lightings etc only) - Second lowest for the Brisbane CBD (from our records). Well done to the WF Management Team and Stockland for reducing the footprint of Waterfront.

2. **Jo-Ann Wicher** (Energex Network) for the very prompt response and information for Pacific Fair. Thank you.

3. **Tracy Ridsdale** (Origin) for her quick and wonderful assistance when the pressure was on. Thank you.

4. **Sam** (AGL) for fast tracking authorisation update for Vanessa from Colliers. Sam, you do what other can't.

5. **Greg Duggin** (Tru Energy) for sorting out the Cannon Hill accounts and assisting with the other missing accounts – you still have it.

6. **Anton** (Digicon) for correcting the snags for our NEW Eco-Watts software and always being available with prompt answers to questions. What would 'Watts' do without you?

7. **Bob Hunt** (Watts Energy) for returning to work after surgery and completing the meter runs – you are a legend 'Wingee'.

Written by Regina Brett, 90 years old – "To celebrate growing older, I once wrote these lessons in life":

1. Life isn't fair, but it's still good
2. When in doubt, just take the next small step
3. Life is too short to waste time hating anyone
4. Your job won't take care of you when you are sick. Your friends and parents will. Stay in touch
5. Pay off your credit cards every month
6. You don't have to win every argument. Agree to disagree
7. Cry with someone. It's more healing than crying alone
8. When it comes to chocolate, resistance is future
9. Make peace with your past so it won't screw up the present
10. It's OK to let your children see you cry
11. Don't compare your life to others. You have no idea what their journey is all about
12. If a relationship has to be a secret, you shouldn't be in it
13. Take a deep breath. It calms the mind
14. Get rid of anything that isn't useful, beautiful or joyful
15. Whatever doesn't kill you, really does make you stronger
16. It's never too late to have a happy childhood. But the second one is up to you and no one else
17. When it comes to going after what you love in life, don't take no for an answer
18. Burn the candles, use the nice sheets, wear the fancy lingerie. Don't save it for a special occasion. Today is special
19. Over prepare, then go with the flow
20. Be eccentric now. Don't wait for old age to wear purple
21. The most important sex organ is the brain
22. No one is in charge of your happiness but you
23. Frame every so-called disaster with these words 'In five years, will this matter?'
24. Always choose life
25. Forgive everyone, everything
26. What other people think of you is non of your business
27. Time heals almost everything. Give time, time.
28. However good or bad a situation is, it will change
29. Don't take yourself so seriously. No one else does
30. Believe in miracles
31. Get outside everyday. Miracles are waiting everywhere
32. The best is yet to come
33. No matter how you feel, get up, dress up and show up
34. Life isn't tied with a bow, but it's still a gift.