

WATTS NEWS

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Xmas 2009

Our office will be closed for the public holidays and Wednesday 23/12/09 from 1.30pm and all day Thursday 24/12/09.

We will re-open as per normal on 29/12/09.

Ho Ho Ho

'tis the season to be jolly
and to be 'nice or
naughty'!!!

All the Watts crew wish
you all a safe, happy and
healthy Xmas and New
Year!

*Happy Birthday to our Lenore
for December 14!*

Hong Kong urged to raise charges for water (obtained from the South China Morning Post)

The water is so cheap that people don't bother to save it (Fred Lee Yok-Shiu – HKU Professor)

Hong Kong is coming under local and international pressure to raise its water charges – the lowest among all developed economies and even some developing countries – which critics say encourage waste and recover too little of the cost of supply.

In Hong Kong where residents have successfully opposed any suggested increase for the past 14 years – the first 12 cubic metres is free, the next 31 cubic meters cost HK\$4.16 a cubic meter and the next 19 cubic metres HK\$6.45

This recovers just 46% of the HK\$9 per cubic metre cost of buying the water from the Dongjiang in Guangdong, then storing, treating and distributing it. In comparison, countries such as France and Austria recover from consumers 90% of the cost of supplying water, while mid-range countries such as

Mexico, Korea and and the Czech Republic Republic recover 50% of the cost.

Hong Kong's water consumption has risen steadily in the past five years, from 212.7 litres per person a day in 2003 to 221.7 litres in 2007, including domestic use and flushing – although unlike most places, much of the city uses salt water for flushing, reducing the burden on freshwater supplies.

Sky-high ambitions in the race to have clean energy (obtained from the South China Morning Post)

Winds of Change – The 41 turbines in Dali generate the same amount of energy as burning 20,000 tonnes of coal. In the mountains above the south western city of Dali, Yunnan Province, dozens of new wind turbines dot the landscape – a symbol of the country's lofty ambitions for clean, green energy.

At an altitude of 3,000 metres, Dali Zhemoshan is the highest wind farm in China, where renewable energy has become a priority for a government keen to reduce its carbon emissions and which has taken full advantage of the global trade in carbon credits.

"Wind resources in Yunnan Province are not the best in the country" Zhai Cheng, a project manager at the farm for the Sinohydro Corporation, says. "But at altitude, it becomes more interesting" he added, gesturing at the line of 48 metre-high turbines.

China, which relies on coal for more than 70% of its energy, is also the world's largest emitter of the greenhouse gases blamed for global warming. But it has set a target of generating 15% of its energy from renewable sources – mainly wind and water – by 2020.

"China is redoubling its efforts, with the 2020 target for wind power generation rising from 30 to 100 gigawatts" Zhai said.

The rapid boom in wind farming in China – where installed capacity doubled last year for the fourth year in a row and now sits at 12.2GW – places it behind only the United States, Germany and Spain.

Congratulations to John Fairman who was the Operations Manager of Victoria Point Shopping Centre (Leda) and assisted with water saving measures which resulted with the Centre achieving over 29% water savings. John has recently moved to Riverlink Shopping Centre (Leda)

Mylo Browncoat Scorecard has been revamped and as loyal regular readers would know, it has been known as Winners and Losers. It is now **The Good, The Bad and The Ugly**. (This was taken from a readers' comments on our November News. Mylo liked it so much, it is now being used)

THE GOOD

1. **Domenic Piccolo** – Tru Energy for answering the multiple emails sent and co-operating with having the incorrect accounts corrected and re-issued. Domenic always delivers prices for tenders before the close time and date and last but not least going beyond the call of duty with the name change for a new property which resulted in multiple emails going everywhere and to everyone. Thank you Domenic.

2. **Sam Dorrofield** – AGL. For forwarding emails regarding errors on accounts and escalating our issues to the Priority List, for proving excellent service to Watts Energy even when it is not your area. Thank you Sam.

3. **Laura Edwards and crew** – Origin. For re-inventing the wheel on many occasions and always delivering the goods. Thank you Laura.

THE BAD

1. Tru Energy for issuing incorrect accounts to **new** Queensland customers. What happened? Tru was so good but lately appears overloaded and when the pressure was on – LOST IT BIG TIME!

2. AGL, Origin, Tru Energy for mailing monthly electricity accounts to the **Site Address**, even when the correct mailing address was provided, plus emails from Watts Energy 'highlighting' where to mail the A/C which is normally a PO Box. Come on guys – it is not that hard to double check you have the correct mailing address – let's get it right moving forward.

3. AGL, Origin, Tru Energy – wrong Network Tariff Code applied, again making Queensland customers pay more than they should. Naughty naughty naughty.

4. Tru Energy - wrong DLF – Come on guys, it is not that hard!

5. Properties where a Watts Site Data Agent (Meter Reader) reads the meter. Changing codes etc and **not** advising our office of changes. This results in Watts attending site and no access to read meters, reader rings office, we ring you, have to arrange to attend site a 2nd time etc etc etc. **Please** remember the meter reader can't access the meters to read if locks or codes are changed.

THE UGLY

AGL for trying to rob a customer. AGL cancelled accounts issued and paid by the customer on Tariff 41 and re-issued almost a years' of previously paid accounts on T43. Property demand is approx 120, this **RORT** resulted in the customer being asked to pay an additional \$2000 a month. Watts has contacted AGL and requested **immediate** action. Advised AGL - naughty and ugly – can't do this!

WATTS the goss!!

Red Shoes is back, living down the coast wining and dining at all the best places to be seen at.

Grapefine hears that one of Brisbane's finest is losing wheels (No—not his driver's licence or car) but the castor wheels on his chair! Anyone with information regarding the missing wheels - please contact **Wheel Stoppers**.

Plus, Carly is back and has been shopping for **bigger wine glasses** after working on the Greek Islands, after winning the 'How to Catch the Shoe Snatcher'.

BLONDE LOGIC

Two blondes living in Townsville were sitting on a bench talking and one blonde says to the other, "Which do you think is farther away ... Melbourne or the moon?" The other blonde turns and says "Hellooooooooooooo, can you see Melbourne?????"

CAR TROUBLE

A blonde pushes her BMW into a gas station. She tells the mechanic it died. After he works on it for a few minutes, it is idling smoothly. She says, "What's the story?" He replies "Just crap in the carburettor". She asks "How often do I have to do that?"