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Welcome to our new clients and Centres

A very warm welcome to

Nundah Village

John, Carroll, Gary and Nick
(Hillier Carter Properties)

My first day of employment

So after landing my new job as
a Bunnings greeter, a good
find for many retirees, I lasted
less than a day

About two hours into my first
day on the job a very loud,
unattractive, mean-acting
woman walked into the store
with her two kids, yelling
obscenities at them all the
way through the entrance.

As I had been instructed, I said
pleasantly, 'Good morning and
welcome to Bunnings. Nice
children you have there. Are
they twins?'

The ugly woman stopped
yelling long enough to say,
'Hell no, they ain't twins. The
oldest one's 9, and the other
one's 7. Why the hell would
you think they're twins? Are
you blind, or just stupid?'

So I replied, 'I'm neither blind
nor stupid, Ma'am, I just
couldn't believe someone
slept with you twice.' Have a
good day and thank you for
shopping at Bunnings.'

My supervisor said I probably
wasn't cut out for this line of
work.

WATTS NEWS

Believe it or Watt(s)!

Scorecard – Winners and Losers **WINNERS**

Queensland State of Origin

Doctor Andrew and his Meter Fix It
Bag and for doing what you do best –
finding the faults with kWh meters
which no one else can find.

Energex Networks – reversing last
months' decision and continuing to
accept DLF applications from
consultants again. Big thank you to all
the crew who process the
applications very quickly, emailing
through approvals. Fantastic stuff.

Jo Anne Wicher (Energex
Networks) for continued assistance
with NMI, meter issues, you are still
good.

Sam Dorrofield from AGL for
providing miracles and cutting
through red tape etc and obtaining
AGL accounts when no one else
could do it. Sam the Legend.

Brian (Country Energy) **Sam and
Nicole** (AGL) **David** (Energy Aust)
Domenic (Tru Energy) and **Gareth**
(ERM) for providing price offers on
time, answering queues, providing
additional info – thank you all from
the Watts Chicks and Guys – you are
all winners!

LOSERS

AGL – Commercial Tariffs – for
continuing to overcharge Qld
customers, so the Electricity Billing
Software can't bill correctly – is just
not good enough.

Origin – for not billing the Capacity
Charge Demand for Network – Site
Specific Charges for several large Qld
customers for Jan, Feb, March and
April, then loading the backdated
under charges into the May Account
– WOW – these centres' common
area and airconditioning charges go
up and down more than a yo-yo.
When the auditors call we are giving
them Origin's phone number to call
to please explain the variations in
costs.

**Switchboard and Meter
manufacturers** for supplying 'dud'
metres and in particular for new
buildings, the difference between a
meter being calibrated/programmed
with a CT ratio of 100/5 or 200/5 and
5/5 is huge. Results is in nightmares
for all concerned (builders, owners,
property managers, operation
manager, meter readers, tenants,
electricians) and also can result in a
no-go for the NABERS rating, energy
efficient reporting.

If you have not yet been made
unofficially aware of **New Legislation
for Buildings (2000 sq m)** Federal
Government has announced that it will
introduce legislation to make owners
of large buildings (2000 sq m) obtain energy
efficiency certificates which must be
produced whenever properties are
leased or sold. In the 'Australian' on
Friday July 9 was the following article:

**OFFICE building owners have been
urged to act now to avoid fines and
even criminal charges expected to
result from next years introduction
of mandatory disclosure
requirements for energy efficiency.
The federal government is yet to
make a final decision on penalties,
expected to be as high as \$100,000
for breaches of disclosure
requirements, while owners who
deliberately provide false or
misleading information may face
12-month jail sentences.**

**"There will be hundreds, if not
thousands of buildings around
Australia requiring certification
between now and the introduction
of the scheme and this is certain to
create a backlog and delay in
inspection processes," said Michael
Manikas, an associate director of
international property adviser
Davis Langdon. "Owners who do
not have the proper
documentation in place will be
unable to sell, lease or sub-lease
their properties without breaking
the law."**

**Mr Manikas urged owners to seek
immediate advice on obtaining
proper documentation before the
last-minute deluge.
The mandatory disclosure
requirements are expected from
July next year, but it is unlikely all
buildings will be certified by that
time.**

Fact or Fiction (Myth or Mistake)

Origin – A customer received this letter
from Origin – no surprise how Origin
had and was continuing to bill this new
customer incorrectly. Watts had been
following up Origin on behalf of the
customer and was desperately trying to
obtain correct accounts. As at 15/7/09
these accounts still had not been
received – apparently the 'billing'
computers in Sydney and Melbourne
work less hours per week than the Qld
computers, hence long delays with bill
correction.

**Names and numbers have been
changed to protect the innocent.**

Dear Sir/Madam

ELECTRICITY ACCOUNT: 007

SUPPLY ADDRESS: James Bond Dr

The electricity account for the above
address has a balance outstanding of
\$XXXXXXXX which is overdue for
payment.

Origin Energy now advises that James
Bond is in breach of its Electricity Sale
Agreement.

Should this breach not be remedied with 7
days Origin Energy may terminate the
Electricity Sale Agreement and the
electricity supply may be disconnected.
Any such termination and/or disconnection
of supply is without prejudice to any other
of Origin Energy's rights in the event of a
breach of this agreement by the customer.
In addition, you may also be listed in
default with Veda Advantage Business
Information Services Ltd (formerly known
as CRAA and Baycorp) where the default
will remain on record for 5 years.
Any inquiries in relation to this matter
should be directed to myself on
(03) 1234 5678.

Yours sincerely

Alda Hitler

Credit Management

Customer Transaction Services

FYI – Electricity Industry Code Undercharging and Overcharging (small customer)

4.1.1.1 Recovery of undercharges from small customers

Subject to clause 4.1.1.2 where a retail
entity has undercharged a small customer
it may recover from the small customer
the amount undercharged.

4.1.1.2 Process and limitations on recovery

Where a retail entity proposes to
recover an amount undercharged the
retail entity must:

- (a) if the amount was undercharged as
a result of the retail entity's or
distribution entity's act or omission, limit
the amount to be recovered to the
amount undercharged in the 12 months
prior to the date the small customer is
notified of the undercharging;
- (b) list the amount to be recovered as a
separate item in a special bill or in the
next bill, together with an explanation
of that amount;
- (c) not charge the small customer
interest on that amount; and
- (d) offer the small customer time to pay
that amount by agreed instalments,
over a period nominated by the small
customer being no longer than:

- (i) the period during which the
undercharging occurred (if the
undercharging occurred over a period
of less than 12 months); or
- (ii) in any other case, 12 months